



QUESTIONS AND ANSWERS

SUBJECT: TWO-YEAR JANITORIAL SERVICES
DATE: MAY 1, 2026
PROPOSAL NO.: 051426AB
PROPOSAL DUE: MAY 14, 2026 **TIME:** 11:00 A.M. C.T.

MATA’S RESPONSES FOLLOW IN BOLD

QUESTION 1

Could you clarify the overall cleaning expectation during operating hours—are you looking for continuous day porter-style cleaning throughout the day, or scheduled cleanings with periodic check-ins?

This would be continuous day porter style cleaning throughout the day

QUESTION 2

How frequently would you like restrooms serviced during the day?

Restrooms at the Hudson and AmWay locations should be serviced every hour and additionally as needed based on conditions.

QUESTION 3

From your experience, how many staff members have typically been used or are expected for this location?

Location	# of employees
AmWay	1
Levee	1
Hudson	2

QUESTION 4

What are some of the main challenges or issues you’ve experienced with previous cleaning providers?

Cleaning hourly, out of uniform, congregating with friend's relatives or others, out of the work area, no supervision

QUESTION 5

Is there any flexibility in how we structure coverage, as long as the facility remains clean and maintained to your standards?

Contractors can schedule service as they see fit, so long and the correct number of staff is present for each location.

QUESTION 6

How often are you expecting floor care services such as stripping and waxing to be performed?

Please refer to Section B, 33.0 Schedule of Services.

QUESTION 7

Are we responsible for cleaning appliances such as microwaves in breakrooms?

Yes.

QUESTION 8

Can you confirm whether this contract is intended to be strictly a day porter service, or if there is also an expectation for evening/night cleaning?

There is no expected nighttime service needed.

QUESTION 9

For staffing purposes, can you confirm the total number of hours per day you expect personnel to be on-site and actively working?

Staff is expected to be on site for the daily hours noted below, note.

Location	Times and Hours	Weekly Hours
AmWay	M-S 7:00 am – 9:30pm Sunday 8:00 AM – 5:30 PM	14.5 hours/day, 9.5 hours/day 96.5
Levee	M-F 8:00 am – 5:00 pm	9 hours/day 45
Hudson	M-S 8:00 am – 10 pm Sunday 9:00 am – 6:00 pm	14 hours/day 9 hours/day 93

QUESTION 10

If staff are expected to be on-site for the full shift, are unpaid lunch breaks permitted, or should coverage be maintained continuously during those hours?

Lunch breaks are permitted.

QUESTION 11

Are there any buildings or timeframes where you would prefer or require more than one cleaner on-site? If so, which locations and during what hours?

Please refer to question #3

QUESTION 12

National Defense Authorization Act Telecommunications is included in the forms but was not included on the forms list on pages 8 and 9. Is this form required?

Yes, this is a required form. The omission was an oversight.

QUESTION 13

If the awardee does not intend to use subcontractors, do they still need to complete the lower-tier participant debarment, suspension ineligibility and voluntary exclusion form on page 43?

The form will need to be submitted with all required forms just put N/A if vendor will not be using a subcontractor.

QUESTION 14

Please confirm that the No response form on page 46 is not for contractors that submit a proposal.

Correct, this form is not for vendors who choose to submit a proposal.

QUESTION 15

How are the hours calculated for the different locations?

The hours per location are calculated by adding daily hours, multiplying by the days of week to get a weekly total. That total is then multiplied by the weeks of the month. The location hours are noted below.

Location	Weekly	Monthly
Levee Road	45	180 – 225
Hudson	93	372 – 465
AmWay	96.5	386 – 482.5

QUESTION 16

The hours for American Way are showing 95 hours and the Levee location is showing 45 hours. Based on building size, is this the correct number of hours for American Way and Levee?

Yes, the hours are correct as the techs will spend more time at the American Way location than they will at the Levee Road location. Levee Road follows a typical 5-day work week, and American Way requires 7-days of service.

QUESTION 17

What was the latest contract award for each of the locations and who was the awardee?

All locations were awarded to Pro-Touch Services, Inc.

QUESTION 18

Would this project be impacted by a government shutdown at the Federal, State or Local level?

If so, will contractors still get paid?

We do not believe that this project would be impacted by a government shutdown. If such an instance were to occur, MATA will address at that time.