

COUNTY OF DELAWARE
ADDENDUM # 3
COUNTY OF DELAWARE CUSTODIAL SERVICES (eDPW-081926)

The County of Delaware advertised on the County of Delaware's website/PennBid and in the Philadelphia Inquirer and Daily Times newspapers the Invitation to Bid for: COUNTY OF DELAWARE CUSTODIAL SERVICES (eDPW-081926) on Wednesday, July 1, 2026.. Submissions are to be received via PennBid on Wednesday, September 9, 2026 @ 11:00 a.m.

*****BID QUESTIONS, CLARIFICATIONS AND ANSWERS*****

BID SUBMISSION DEADLINE HAS BEEN EXTENDED TO SEPTEMBER 9, 2026, AT 11AM.

FORMULAS FOR BID COST A, BID COST B, AND GRAND TOTAL HAVE BEEN UPDATED. PLEASE DOWNLOAD THE NEW VERSIONS, DELETE THE PREVIOUS VERSION AND SUBMIT THE PRICES USING THE NEW VERSION.

Questions #1: The frequency matrix (Section 3.5.2) has many blank/dash cells and cut-off footnotes. Can the County confirm what is the meaning of '--' and blank?

Answer: Any area in the frequency table with a dash or a blank has no value therefore there is no task to be performed. All footnotes are complete.

Questions #2: Service D 'Carpet cleaning throughout' - Is it a full hot water extraction?

Answer: Hot water extraction or equivalent is required.

Questions #3: Footnote 7 (Site 7) and Footnote 27 (kitchens/wellness rooms) call for 2–4x DAILY tasks — Does this require an on-site day porter?

Answer: Yes, Site 7 is an onsite 8-hour location.

Questions #4: Air Diffuser at what height? Do we require a lift for this task?

Answer: The majority of the air diffusers are set to a standard 8-foot height.

Questions #5: Are there any tasks the County expects that are NOT in the matrix (e.g., pressure washing, exterior windows, snow/ice, event turnovers, strip & wax floor refinishing)?

Answer: Any additional tasks the County requires will be clearly identified and included as an addendum. If additional items are identified after the bids have been submitted, a request will be made to the winning bidder to supply the County with a change order.

Questions #6: Strip-and-wax / floor refinishing — Is VCT stripping & re-waxing expected under any listed service, and if so at what frequency?

Answer: These services have not been requested at this time.

Questions #7: Can the County share the last 12 months of consumables usage/spend (toilet tissue, paper towels, seat covers, soap, liners, urinal screens, sanitary bags) by site?

Answer: The county estimates that value of its expenditures was \$22,061.99 on consumables over the last 12 months.

Questions #8: Under Option A, do we just refill from a closet the County keeps full, or are we responsible for delivering and managing the County's supplies across all the sites?

Answer: If the County selects Option A to supply all consumables, monthly deliveries will be made to each building. The winning bidder will be responsible for maintaining and overseeing all consumables supplied by the County after the deliveries had been made.

Questions #9: What dispenser types/brands are installed (roll vs. multifold towel, foam vs. liquid soap, jumbo vs. standard tissue)? Are we required to match existing dispensers?

Answer: The dispensers currently in use are manufactured by Kimberly-Clark. Both roll towels and multifold towels are utilized across various locations, as are foam and liquid soaps. The County is responsible for the replacement of any defective or malfunctioning consumable dispensers.

Questions #10: As Trash Can liners part of the consumables which are provided by County in Option A? And for option B - What liner sizes/mil are required, especially for the warehouse (18) and ME office (13)?

Answer: Yes, trash can liners will be part of the County's responsibility if we decide to move forward with Option A. If Option B is selected, the trash liners would be sized 33"x40" Med/38"x60" Large trash bags/24"x33" small trash bags.

Questions #11: Who supplies specialty items: bleach for autopsy tables (spec says County-provided), biohazard bags, and sharps containers at the Medical Examiner?

Answer: The County will supply any specialty products thus ensuring the quality of the product and safety of the user are being properly valued.

Questions #11: Who is responsible for regulated medical/biohazard waste and sharps disposal — Vendor or County? Is red bag handling in scope?

Answer: The vendor will not be handling biohazard bags. The handling of biohazard bags is not in the scope of work. The county will dispose of those items.

Questions #12: Are there decontamination or clearance procedures before cleaning the autopsy suite? Any restrictions on which staff may enter?

Answer: The County will require successful completion of a background check along with fingerprints to perform work in the autopsy suite. Any staff member that does not pass the background check will not be allowed to enter. A staff member from the Office of the Medical Examiner will be on site if any questions or doors need to be opened.

Questions #13: Are staff escorted at all times in the Crime Lab?

Answer: No escort is required; however, a staff member will be on site if any questions or doors need to be opened. The County will require successful completion of a background check along with fingerprints to perform work in the Crime Lab.

Questions #14: Holding cells (Service G) — What is the cleaning procedure when cells are occupied during service, and what security escort / lockdown procedures apply?

Answer: Cleaning services will not be required if cells are occupied. Most cleaning of cells are after standard business hours of the Courthouse.

Questions #15: Chester Magisterial District Court has only a 2-hour cleaning window - Can you confirm if this is correct?

Answer: Yes, the 2-hour cleaning window is either 1:00pm-3:00pm or 2:00pm-4:00pm.

Questions #16: Occupied vs. vacant: Sites 3, 23, 24, 25 are unoccupied (some until Q3 2026). How should these be priced now — full schedule, reduced/standby, or start upon occupancy?

Answer: All vacant areas shall be priced as if they had a full staff within them.

Questions #17: Are the listed hours the required service window, or the building-access window within which we choose our own schedule?

Answer: Certain locations necessitate your presence for the entirety of the designated operational hours, while others operate on a building access window basis.

Questions #18: Which County holidays are non-service days?

Answer: The County will provide the selected vendor with approved holiday schedule once the calendar is approved by Delaware County Council.

Questions #19: May we request the estimated current staffing level / incumbent crew size per site?

Answer: The County does not have this information to provide. It is the responsibility of each prospective bidder to determine the staffing level based on the information provided in the Invitation to Bid.

Questions #20: Is the bid bond required for 10% of 1st Year amount or 3year amount?

Answer: The bid bond must be based on the initial 3-year contract amount.

Questions #21: Is prevailing wage / PA Prevailing Wage Act or any living-wage requirement applicable to this contract?

Answer: The County of Delaware does not dictate wage rates for this solicitation.

Questions #22: Do the employees of the current provider represent a Union?

Answer: The County of Delaware does not have this information.

Questions #23: Do we provide the Certificate of Good Standing (M) in the bid or pre-award?

Answer: The Certificate of Good Standing or the Subsistence Certificate must be supplied with the bid documents as part of your submission.

Questions #24: Who is the current provider? What is the current contract amount? Are there any additions to the scope of work from the previous contract?

Answer: The current service providers include DSC Solutions and CNS Cleaning company. The value of the County of Delaware's contract with CNS in 2026 is \$75,888. The value of the County of Delaware's contract with DSC in 2026 is \$150,231. Prospective bidders can refer to the scope of work are detailed on page 3.5.2-3.6 of the ITB.

Questions #25: Good morning. Addendum No. 1 states that the mandatory Pre-Bid Conference will be held on Tuesday, July 14, 2026, and Wednesday, July 15, 2026. However, in the response to Question No. 1, the first day of the mandatory Pre-Bid Conference is referenced as Tuesday, August 5th @ 11:00 AM. Could you please confirm the correct date for the first day of the mandatory Pre-Bid Conference?

Hi the original documentation stated dates of July 14th and July 15th for the pre-bid walk through. The recently published addendum states date of July 15th and August 5th. Please advise me which is correct.

Could you please confirm the correct date and time for the mandatory Pre-Bid Conference and site visit?

Answer: The mandatory pre bid conference occurred on July 14th and 15th.

Questions #26: Is there an attachment for ADDENDUM # 2?

Answer: Addendum #2 clarified the dates for the mandatory pre-bid conference. The Public Notice on PennBid includes an attachment which is the addendum itself. There are no additional materials that were mentioned.

Questions #27: On the walkthrough we found out that the common areas of the buildings are not considered in the sq footages of the buildings and there is no way to make sure we account for all the areas. Could you share the floor plans of all the buildings under consideration for this contract with the shading of areas which are to be covered in each?

Answer: The ITB states in the Footnotes section on Page 13 that it is the contractor's responsibility to maintain common spaces for site #6 and site #7. The county does not currently have any the precise square footage attached to those responsibilities.

Questions #28: When we visited Emergency Services building today, we were told that there are two shifts needed for custodial services. Could you please share the exact shift timing for each building so that we can account for the staff and pricing for each. Thank you.

Answer: Emergency Services has requested that the operational hours remain consistent, specifically from 8:00 AM to 10:00 AM and subsequently from 4:00 PM to 6:00 PM, allocating two hours for each shift. The specific site hours for each location are detailed in Section 3.6 of the ITB.

Questions #29: It was informed to us today that we must account for full tenure of the current vacant spaces for pricing as they may fill up any time and we will have to provide service for the same. Could you please confirm this?

Answer: Yes, fully staffed suite pricing is required.

Questions #30: Does Emergency Services building need exterior Window Cleaning? Also, does any of the other buildings need Exterior Window Cleaning and at what frequency?

Answer: Yes, exterior window cleaning is required for emergency services. All requested services and their frequencies are detailed in section 3.5.2 of the Invitation to Bid (ITB).

Questions #31: Does any building require Carpet Extraction and Stripping and Waxing of Floors? If so, how often do we need to include the pricing for the same in our proposal or is it billed on an ad-hoc basis?

Answer: All requested services and their corresponding frequencies are explicitly detailed within the ITB. If additional items are identified after the bids have been submitted, a request will be made to the winning bidder to supply the County with a change order.

Questions #32: Are the square footages listed in Section 3.6 gross building square footage or actual cleanable square footage? If gross, can the County provide the cleanable square footage for each facility?

Answer: Square footage listed on Section 3.6 is gross building footage. The County does not have the cleaning square footage.

Questions #33: Approximately how many full-time and/or part-time custodial employees does the current contractor utilize to service all facilities under this contract, including any daytime porters or supervisors? |

Answer: The County of Delaware does not maintain this information.

Questions #34: Can the County provide restroom counts (or toilet/urinal/sink fixture counts) for each facility, or are floor plans available to bidders?

Answer: The County of Delaware does not maintain this information.

Question #35: Aside from the specified cleaning windows, are any facilities expected to have continuous daytime custodial coverage, day porters, or on-call custodial personnel during business hours?

Answer: Yes, those buildings are as follows:

- Site #7: 8-hour on site day porter.
- Site #8: two (2) times a week; 8-hours per day porter.
- Site number #12: 8-hour day porter.
- Site number #13: 1-hour day porter.
- Site #18: 2-hour day porter.
- Site number #19: 2-hour day porter.

Questions #36: Can the County provide the current cleaning schedules, task frequencies, or incumbent work loading by facility (if different from the task matrix), including any known high-traffic areas or locations requiring additional service?

Answer: The County of Delaware does not maintain this information.

Questions #37: Can the County identify which facilities are currently vacant or only partially occupied, and whether they are expected to become occupied during the initial contract term?

Answer: All areas should be bid as they are fully occupied.

Questions #38: If publicly available, would the County please identify the current or most recent custodial services contractor for this contract and indicate whether the previous contract award information, including the award amount, bid tabulation, and historical annual expenditures, is available for public review? What is the current term on the existing contract? If so, please provide a copy or direct bidders to where these records may be obtained.

Answer: The County of Delaware issued a RFP for Custodial Services and awarded the contract in May 2023 to two (2) vendors: DSC Solutions and CNS Cleaning Company. The initial term of the contract was three (3) years with two 1-year renewal optional years. The total value of the initial contract awarded to DSC Solutions was \$271,413 for 11 locations. CNS Cleaning Company initial contract was for \$227,664 for 11 locations.

Questions #39: Can you kindly confirm the exact location for site #11 Golf Pro Shop at Clayton Park. Two sites under #14 have the same Springfield address and it looks like the Clayton Park golf course might be in Glen Mills?

Answer: Golf Pro Shop is located at 50 Conchester Highway, Garnet Valley, PA. 19060.

Site #12-13 have the same address, which is 340 N. Middletown Road, Building 19, Media, PA 19063

Site #14 the address is 350 N. Middletown Road, Lima, PA 19063

Questions #40: What is the estimated award timeline and performance start date?

Answer: The start date will be determined following evaluation by the County of Delaware and approval of the contract by County Council.

Questions #41: During the walkthrough at 2 W Baltimore, there was at least one suite (Suite #350) that we toured but was not on the RFP site list? Are there any other locations we should be aware of that's not on the list and will you provide updated Bid Cost sheets with the new additions?

Answer: Any new work areas will be issued as a change order to the base scope of work with the selected vendor.

Questions #42: Can you kindly confirm if the County will allow year-by-year renewable bonds?

Answer: The performance bond for the successful awardee will be based on the full initial contract amount divided by the years of the initial contract period. Performance bond(s) for exercised optional years shall be based upon the individual year. The selected contractor must supply performance bond for the first year within twenty (20) days of Notice of Award. Performance bonds for subsequent years must be submitted at least sixty (60) days before the next contract year, including exercised optional year(s).

Questions #43: Are there changes to the Scope of Work in this solicitation in comparison with the current contract with the incumbent contractor?

Answer: There have been no alterations to the scope of work.

Questions #44: Is there a Union representing the incumbent contractor's employees, living or minimum wage requirement? If so, please provide CBA information?

Answer: The employees for the incumbent contractors are not employees with the County of Delaware. The County does not maintain this information.

Questions #45: Please provide a breakage of square foot of different floor type (for eg: carpet, hard floor, vinyl, wood, ceramic, cement etc.).

Answer: The County does not maintain this information.

Questions #46: In Bid Cost excel file A and B, the "Total cost column N" formula does not appear to include all contract years. Please confirm whether this is an error.

Answer: Please refer to Appendix B-2 on page 27 of the Invitation to Bid. BidTables have been reviewed and formulas have been corrected. Please redownload the updated BidTables.

			Total OPT ADD (annual) (Air Diffuser Cleaning)	
Grand Total:	Total Years 1-3	5		Grand Total
Bid Cost A	\$	\$	\$	\$
Bid Cost B	\$	\$	\$	\$

Questions #47: Please provide the quantity and brand of the air diffusers. Additionally, confirm whether the contractor is responsible only for cleaning the diffusers or also for replacing the cartridges. If cartridge replacement is excluded, please identify the County responsible for providing and replacing them.

Answer: The heating and ventilation air diffusers located on the ceiling in all buildings have no specific name brand. This bid has nothing to do with maintaining the HVAC equipment, so no cartridges associated with air diffusers will be replaced.

Questions #48: Could you please confirm whether the contract rates remain fixed throughout the contract term, or if they are subject to annual CPI-based adjustments? If adjustments apply, please specify the CPI index that will be used.

Answer: Prospective respondents shall submit a guaranteed price for years One (1), Two (2), and Three (3) on the Bid Cost Form (Appendix B-2). The County will consider an adjustment to the contract rate that is not to exceed the Consumer Price Index (CPI) for the Philadelphia region, or the budgeted employee salary increase for that year approved by Delaware County Council. The lower between the two will be the percent increase.

Determinations on the final value of the percentage adjustment will be made sixty (60) days prior to the renewal of the contract term.

Questions #49: For building #4 Magisterial District Court, is the cleaning required for the Common Area/Entrance

Answer: The common area is designated as a mandatory cleaning zone.

Questions #50: Could you please specify the cleaning heights (reach/levels) required for interior and exterior window cleaning?

Answer: The average interior window height is under 8 feet.

Questions #51: Can you please provide window quantities or applicable square footage?

Answer: The County does not maintain this information.

Questions #52: Can you please provide quantity for upholstered furniture, tables?

Answer: The County does not maintain this information.