



**Request for Proposals (RFP)
Housekeeping, Snow Removal and Grounds Cleaning Services
S2018-01
Addendum No. 1**

April 30, 2018

This Addendum No. 1 consists of **thirty six (36)** pages. Proposers must acknowledge receipt of this Addendum No. 1 in Required Form A – Form of Transmittal Letter.

This Addendum No. 1 has the following information to be incorporated into the Request for Proposals (RFP):

- Item 1: **Attachment 1:** Answers to questions submitted by potential proposers.
- Item 2: **Attachment 2:** Required Form G – Special Conditions Regarding Minority and Women Business Enterprises.
- Item 3: **Attachment 3:** Wintrust Arena Event Projections
- Item 4: **Attachment 4:** Restroom Count by Building

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Purchasing Manager

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 Answers to Questions Submitted by Potential Proposers

Proposers Question:		McCormick Place SMG Response:
1	<p>Do you have to be Union to bid, or can you pay prevailing wage?</p> <p><i>Related Question:</i> Is there a current union labor agreement in place? If so, who are signatories?</p> <p><i>Related Question:</i> Please provide a copy of the current labor agreement along with a list of employees covered with pay rates and seniority dates so we may properly budget.</p>	<p>SMG is not party to a collective bargaining agreement (CBA) for housekeeping or related services.</p> <p>The current Contractor is responsible for managing its CBA with SEIU Local 1. Any prospective bidders would similarly be responsible for managing its obligation under any CBA it is party to and should include such labor rates into its proposal.</p>
2	Will there be pest control and wildlife services performed within the scope of this contract?	Pest and wildlife services are not one of the primary functions of the Contractor, however, they may be asked to assist the SMG Pest Control Contractor under certain circumstances.
3	Where is the equipment listed on page 13 of the RFP stored?	The equipment outlined in the RFP is stored on-site.
4	Is there a buyout of the incumbent operators of supplies and equipment? If so, please provide a fixed asset list with the purchase date and/or age of equipment.	No, there is not a buyout option for the incumbent's equipment and supplies.
5	Please provide the incumbent operator's copies of the manufacturer recommended preventative maintenance agreement for each piece of equipment.	This information is not available.
6	Please provide a copy of the existing linens inventory (i.e. 5,000 52" x 114", 2,000 85" x 85"). Is the linen inventory owned or leased?	The existing linen inventory is leased by the current Contractor. McCormick Place SMG pays a per unit fee based on consumption/usage.
7	Where the contractor's office locations and what are the parking arrangements for the management employees?	There are office spaces that can be provided in each of the major facilities (South, East, West and Wintrust Arena). It will be up to the Successful Proposer to determine which areas they will utilize.
8	Is there an employee entrance with changing locker room facilities?	Yes, there are three (3) designated entrances where employees may enter the facilities and two (2) locker room locations.
9	<p>Please provide the projected event schedule for 2018 & 2019 for Wintrust Arena (i.e. DePaul Men's & Women's Basketball, Sky Basketball, concerts, family shows and general assemblies).</p> <p><i>Related Question:</i> The SOW for Wintrust shows event and post event requirements, we would need estimated event and attendance counts to be able to include in the Annual Bid Price.</p>	Please refer to Attachment 3 of this Addendum 1 for the Wintrust Arena Event Projections for Fiscal Year 2019 (July 1, 2018 thru June 30, 2019).
10	Please provide a map of all locations for equipment and supplies warehouse facilities on the McCormick	The main warehouse locations are located in the South and West Buildings. There are sufficient

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	Place Campus. Is there a main warehouse location at McCormick Place? <i>Related Question:</i> How many cleaning equipment storage areas (rooms) are there and where are they located?	storage areas throughout the campus to service the facilities.
11	Is post event cleaning on exhibit hall events included in the scope?	Yes; including, but not limited to, floor scrubbing and miscellaneous trash removal, and any other services as outlined in the Matrix.
12	Please confirm that the subcontractor is responsible for disposal of office refuse and recycling material from the site. Section M references SMG’s scavenger service. Is it the contractor’s responsibility only to bring waste to designated points? To be clear, McCormick Place will be responsible for receptacle.	Yes, McCormick Place is responsible for receptacles. SMG’s waste hauling contractor to remove waste from site.
13	What system is used for room/event booking? Will the contract employees have access to this system?	SMG utilizes Ungerboeck Systems (USI) – Event Business Management System (EBMS). Contractor management will have access to event schedule and work orders.
14	Would housekeeping work be tracked via work order system. Will contract employees have access to this system?	Contractor is responsible for managing their workload.
15	What is considered full time/part time equivalent hours for the existing Janitorial staff.	This information is maintained by the Contractor.
16	The RFP states that there are 9MM Sq. Ft. between all the buildings on campus. There is approximately 2.9MM Sq. Ft. of Expo and Meeting space. Please provide a sq. ft. estimate breakout of the remainder 6.1MM Sq. Ft.	Approximately 2.6 million square feet of expo space (not including the Arena). Approximately 600,000 square feet of meeting and ballroom space. The remaining balance is public and support space.
17	Please provide copies of the last three months of invoices from Aramark.	This information cannot be made available.
18	Please detail the sizes and types of paper products needed by washroom as well as the hand soap specifications for your unique dispensers and the amount of batteries needed to change out dispensers by washroom. <i>Related Question:</i> Can you provide an estimate of lavatory supplies by building, per month, per year, etc.? <i>Related Question:</i> Can you supply a history of supplies and paper usage over a 12-month period? <i>Related Question:</i> Please provide a historical usage of restroom dispenser products by event size and daily core needs.	Please refer to Section 2.3.F. of the RFP document regarding general product specifications. SMG is unable to provide an estimate of supplies. Proposer can use existing dispensers or propose to provide new dispensers at their cost.

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	What (in detail) constitutes a thirty (30) day supply reserve as specified on page 7 item G?	
19	Please detail the current core staffing (labor hours & supervision) size by shift.	SMG does not track this information.
20	What has SMG established as the minimum labor hours for “small”, “medium” and “large” set ups based on experience?	All events are billed upon actual hours used. All events vary based on number of rooms used, type of set and number of set changes.
21	What are the desired times for raising and lowering flags?	On an as needed basis, as directed by the federal or local government. Additionally, SMG procures new flags on quarterly basis and requires them to be replaced.
22	Page 8 item N implies that every employee must have a radio, please clarify.	To clarify, management and supervisors are required to have a radio.
23	Is crowd control equipment provided or do we need to budget for it? Please specify desired manufacturer and quantity.	McCormick Place has an inventory of crowd control barricades that the contractor may be required to set as part of the meeting room and Wintrust Arena sets. Selected contractor will be responsible for providing and deploying any signage or equipment used to cordon off areas that are being cleaned or maintained as part of their housecleaning responsibilities.
24	<p>Page 8 item P refers to selected contractor having to finish honing approximately 20% of terrazzo floors. Please provide the square footage by building of areas needing the process. You also ask for a strip and wax credit for the areas after they are honed during dark time. Did you also want a credit for the honing cost that was built in for the 20%?</p> <p><i>Related Question:</i> Please identify areas where Terrazzo has not been honed yet.</p> <p><i>Related Question:</i> How often (if any) will Terrazzo need to be honed going forward?</p>	<p>Approximately 120,000 square feet needs to be completed.</p> <p>The frequency and requirements of floor maintenance moving forward are outlined in Exhibit II – Detailed Cleaning Matrix.</p>
25	<p>Please provide an area map showing the 1,000,000 square foot of exterior responsibilities.</p> <p><i>Related Question:</i> Provide the “grounds” specs to cover in “grounds cleaning”?</p> <p><i>Related Question:</i> Please provide a map with the location of all the properties?</p>	<p>A general map of the facilities is available on the McCormick Place website at:</p> <p>http://www.mccormickplace.com/floor-plans/floor-plans.php</p> <p>The grounds cleaning specifications and requirements are outlined in Exhibit II – Detailed Cleaning Matrix.</p>
26	Is free parking provided for the vehicles specified? For the staff? If not, cost?	Yes, free parking is provided for vehicles specified. Employee parking is currently provided at no cost in designated parking garages/areas,

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		however, this is subject to change at any time upon notice from SMG Management.
27	Do you suggest that the Contractor inherit the current workers?	Proposers should address their staffing plan in their submittal.
28	Does the contractor provide all paper products?	Yes, Contractor must provide all paper products.
29	Is there a performance bond required?	No, a performance bond is not required.
30	Is the mark up rate included in the rate per hour?	Yes, the proposer must provide any mark-ups in their hourly rate.
31	Please confirm that Snow Removal Costs should not be included in the 5 Annual Base Fees.	Added staff called in for snow is separate from base fee.
32	Please confirm that Meeting Room setup and take down costs should not be included in the 5 annual base fees.	Meeting Room set up is billed separately from the Annual Base Fee.
33	Regarding the requirement to have Meeting Room Setup Management is that cost in the Base Fee or in the separate Meeting Room setup billing?	The cost of meeting room management is included in the meeting room allowance.
34	Will snow removal equipment be required to be kept on site?	Snow removal equipment will be required to be kept on site from November 1 through April 30 of each year.
35	What entity must provide the certification for M/WBE's to qualify (City of Chicago, State of Illinois, etc.)	SMG presently accepts certifications from the City of Chicago, Chicago Minority Business Development Council, County of Cook, Women's Business Development Center through a partnership with the Women's Business Enterprise National Council, and the State of Illinois through its Central Management Services Division. Other certifications will be reviewed on a case-by-case basis. To be eligible for credit towards meeting the MBE and WBE goals, a firm must be certified by the time of contract award.
36	Please confirm the meeting room allowance. What will be invoiced to you for all event set ups, breakdowns and cleaning for all events? Can this be provided by building?	Amount of meeting room allowance is listed in the RFP document and outlined in Exhibit F – Financial Offer.
37	Are there any restrictions on what can be subcontracted to meet the Minority and Women Owned Business Enterprise goals?	Only payments to firms performing Commercially Useful Functions under the contract with SMG are counted towards MBE/WBE goals. Commercially Useful Functions include actually performing, managing, and supervising a clear element of the contract. The amount of work subcontracted, industry practices, and other relevant factors are considered. A MBE/WBE subcontractor is presumed not to perform a Commercially Useful Function when it subcontracts a significantly greater part of the contract than customary

		industry practice permits. MBE and WBE firms may present evidence to rebut this presumption. SMG, in its sole discretion, shall determine whether the MBE or WBE firm performs a Commercially Useful Function.
38	Identify the company the Contractor will be contracted with, i.e. Metropolitan Pier and Exposition Authority or McCormick Place SMG?	The contract will be entered into by and between the Successful Proposer and SMG, as agent of the Metropolitan Pier and Exposition Authority.
39	Are there any discern conflicts if the Contractor is currently doing business with other City Departments that contract with SMG?	There are no conflicts if the Contractor has an agreement(s) with any other municipality or SMG managed facilities.
40	Meeting Room Requirements were disclosed in the RFP. What are the expected housekeeping requirements for the convention rooms and tradeshow?	Some events require meeting room sets within expo space. Meeting room set up requirements apply to any area within the complex designated as meeting room space.
41	Does Housekeeping extend to the parking facilities?	<u>Parking Lot A:</u> Contractor will be required to remove snow from the rooftop deck and clean and pressure wash stairwells (as requested). All other trash/housekeeping related services provided by MPEA’s Contracted Parking Operator. <u>Parking Lot B:</u> Contractor will be required to clean the Marshalling Yard offices & restrooms (as outlined in Exhibit II – Detailed Cleaning Matrix) and periodic trash removal from areas in the Marshalling Yard, as requested by SMG management. <u>Parking Lot C:</u> Contractor will be required to clean and pressure wash stairwells (as requested). All other trash/housekeeping related services provided by MPEA’s Contracted Parking Operator. <u>Employee Parking Garage (Lakeside):</u> Contractor is responsible for cleaning, emptying trash cans, sweeping and pressure washing (as needed).
42	Is there a pre-defined routine of services, i.e. daily, weekly, monthly, quarterly and annual scheduling of services the Contractor must adhere to?	All housekeeping, grounds cleaning and snow removal specifications and performance standards are outlined in Exhibit II – Detailed Cleaning Matrix.
43	Under Section V. Conditions, Disclaimers and Disclosures 5.6 Multiple Awards, what determination will be used to award multiple Contractors?	It is SMG’s intent to award to one Contractor, however, we reserve the right to award to multiple Contractors if it is in our best interest.
44	Can you please provide the general operating hours of each facility and specify the hours that janitorial services are required?	Event schedule will vary. Building is accessible to public 24 hours a day 7 days a week. Review matrix for requirements.
45	What is the billing term for invoice submission (i.e. every 30 days, end of month, submit by XX day of the month, etc.)?	Meeting Room billing is billed to SMG, as agent of the MPEA. Contractor management submits

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	<p><i>Related Question:</i> Regarding the Meeting Room Allowance, is the allowance billed to MPEA or McCormick Place SMG? What is the billing and payment process? What is the average total days for payment release after billing submission?</p>	<p>event based billing weekly, at conclusion of events.</p> <p>Contractor management submits internal/maintenance/miscellaneous billing on a monthly basis. Snow removal billing to be billed upon completion of services.</p> <p>Payment terms are Net 30.</p>
46	<p>Does MPEA or McCormick Place SMG have legacy equipment? If yes, please provide a list of manufacturer, type and quantity per building.</p>	<p>One (1) portable Trecan (manufacturer) snow melter; operated by in-house mechanics in conjunction with Contractors snow removal.</p>
47	<p>Please confirm the number of restrooms for all buildings. Breakout by building if possible. (e.g., total of men’s and women’s).</p> <p><i>Related Question:</i> Please provide an accurate count of washrooms, their square footage, and fixture count by building (all buildings and Arena).</p> <p><i>Related Question:</i> How many restrooms does each property have in total (South, North, West, Lakeside, Corporate, Arena)?</p>	<p>Please refer to Attachment 4 of this Addendum 1 for a complete restroom count by building.</p>