

May 6, 2025

RE: Request for Proposal for Cleaning Services: New Construction Turnover Interior Residential & Commercial Office Cleaning

1. **Question:** Is there a range of sizes for the residential properties or are they all one floor plan?
Answer: The floor plans will vary. The current range is about 1400-1700 sq ft, however, square footage average is subject to change.
2. **Question:** How large is the office space? Are there multiple floors? Am I able to walk the space before submitting the proposal?
Answer: Our current office space is approximately 1,698 square feet and is located on the second floor of the building. However, the office location can be subject to relocation. Additionally, due to the time constraints associated with the RFP process, we are unable to accommodate site visits prior to proposal submission.
3. **Question:** How many residential turnover cleanings and commercial office cleanings does HLB anticipate per month on average?
Answer: The frequency of residential cleanings will vary depending on the number of properties in HLB's active inventory; however, our goal is to have each property listed on the market cleaned once per month. Office cleaning services will also be requested monthly.
4. **Question:** Will projects be assigned on a regular schedule or on an as-needed basis?
Answer: Regular Schedule.
5. **Question:** Will HLB provide access to utilities such as water, electricity, and waste disposal at residential turnover sites?
Answer: Yes, the utilities will be connected at the residential properties
6. **Question:** What are the minimum required coverage amounts for general liability insurance? Is workers' compensation insurance required if we use insured 1099 subcontractors?
Answer: A minimum of \$500,000 per occurrence for bodily injury and \$100,000 per occurrence for property damage in general liability insurance. Alternatively, a combined single limit of \$600,000 may be acceptable. No.
7. **Question:** Is there a minimum number of personnel required per job site?
Answer: No
8. **Question:** Are background checks or other clearances required for cleaning staff?
Answer: Submitting companies are responsible for conducting their own background checks for cleaning staff.

9. **Question:** Are there any current or anticipated COVID-19 or health safety requirements that should be addressed in our proposal?

Answer: We would like a brief description of your company's safety protocols concerning COVID-19 precautions.

10. **Question:** What quality control measures or inspection processes will HLB use to evaluate cleaning services?

Answer: The HLB Asset Manager will conduct regular inspections of the properties to verify that invoiced cleaning services have been properly performed

11. **Question:** Are there penalties or performance deductions for delays or unsatisfactory work?

Answer: Failure to deliver services as invoiced may result in payment adjustments, withholding of payment, or other contractual remedies.

12. **Question:** What are the standard payment terms and invoicing procedures for this contract?

Answer: Invoices must be submitted within seven (7) business days following the end of the month for activities conducted in the prior month. All invoices must adhere to specified formatting requirements, including but not limited to the inclusion of a purchase order (PO) number and detailed cost item descriptions.

13. **Question:** Should we include pricing for optional services such as carpet shampooing, floor polishing, and exterior window washing in the base bid, or submit them as separate add-on items?

Answer: Please submit as a separate add on items