



Colonial Behavioral Health

SERVING JAMES CITY COUNTY, CITY OF POQUOSON, CITY OF WILLIAMSBURG AND YORK COUNTY

Date: May 18, 2026

Request for Proposal (RFP): A260302

Addendum Number: Two

Service: Janitorial Services

Attached is a document titled *RFP Clarifications and Responses*. This document includes clarifications to specific information contained within the RFP and all previously issued addendums, responses to all relevant written questions submitted directly to the Contracting Officer prior to the question submission deadline of May 15, 2026, and an updated version of Attachment A – Proposal Submission Check List. No additional questions will be answered beyond this point in the RFP process.

All other terms, conditions, and information contained within the original RFP and previously issued addendums remain unchanged and in full force and effect

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Kisha Young, MBA, VCA
General Services Officer
Kyoung@colonialbh.org

Sign

05/18/2026

Date



RFP Clarifications and Responses

A260302 – Janitorial Services

Questions received from multiple Offerors have been consolidated and paraphrased for clarity. The responses below apply to all Offerors.

Contractor Responsiveness, Administrative Requirements, and Financial Capacity

Question(s):

Offerors requested clarification regarding required forms, insurance documentation, and acceptable financial documentation to demonstrate financial stability and capacity to perform the contract.

Response:

All Offerors must submit the completed forms, certifications, attachments, and signed addenda required in the solicitation. Submissions must fully comply with the RFP instructions to be considered responsive.

To demonstrate financial stability, Offerors may submit any combination of the following, or equivalent documentation:

- Audited or unaudited financial statements (preferred)
- Balance sheets and income statements
- Banking reference letters
- Dun & Bradstreet report or equivalent credit profile
- Other documentation reasonably demonstrating financial capacity to perform a contract of this size and scope

CBH does not prescribe a single required format; however, submitted documentation must clearly demonstrate sufficient financial stability to support uninterrupted service delivery.

Insurance documentation may be submitted as a sample Certificate of Insurance demonstrating current or obtainable coverage. Full compliance with all insurance requirements, including additional insured endorsements where required, must be provided prior to contract execution.

Current Contract/ Incumbent Information

Questions(s):

Offerors requested clarification regarding whether this is a new or existing requirement, incumbent contractor identity, current contract value, staffing levels, and reason for reprocurement.



RFP Clarifications and Responses

A260302 – Janitorial Services

Response:

This is an existing service requirement currently being performed under contract. CBH is issuing this solicitation in accordance with its standard procurement cycle and contract term schedule.

CBH does not disclose incumbent contractor pricing, staffing configurations, labor hours, or internal operational structures, as this information is proprietary. Offerors should develop their proposals based on:

- The requirements of this RFP
- Information observed during the mandatory/optional site tours
- Industry standards and their professional experience with similar facilities

All Offerors are expected to independently determine appropriate staffing levels, supervision, and service methodologies required to meet the scope of work.

Scope of Work, Staffing, Access Hours, and Facility Operations

Question(s):

Offerors requested clarification regarding required cleaning hours, access times, staffing assumptions, employee office cleaning limitations, kitchen scope, and security procedures.

Response:

Janitorial services are generally performed after normal business hours, typically beginning no earlier than 7:00 PM, unless otherwise directed by CBH for specific operational needs or facility exceptions.

Offerors should base staffing, scheduling, and pricing on after-hours service delivery across all locations.

Employee office areas are limited to routine janitorial services only, including:

- Trash removal
- Vacuuming and general floor care

Contractors are not responsible for handling, moving, or cleaning personal items, documents, electronics, or contents on desks or inside drawers/cabinets unless explicitly directed by CBH.

Kitchen and kitchenette areas include standard cleaning services:



RFP Clarifications and Responses

A260302 – Janitorial Services

- Cleaning and disinfecting exterior surfaces of appliances
- Cleaning sinks and countertops
- Sweeping and mopping floors
- Trash removal and liner replacement

CBH will provide site-specific security procedures and any required training for access control systems. Where applicable, contractors may be required to follow procedures for alarm systems, badge access, or secured entry/exit protocols.

Future Facility – 2001 Galt Lane (Center for Support and Wellness)

Question(s):

Offerors requested clarification regarding facility size, operational use, room types, flooring, laundry, enhanced sanitation requirements, and whether services may change based on final occupancy and operational readiness.

Response:

The Center for Support and Wellness (CSW), located at 2001 Galt Lane, is approximately 14,367 square feet and is intended to support 24/7 behavioral health crisis services operations. The facility may include phased occupancy during startup and stabilization.

The facility includes the following room types:

- Bedrooms
- Breakroom
- Clean supply rooms
- Housekeeping supply rooms
- Lab space
- Laundry areas
- Nurse stations



RFP Clarifications and Responses

A260302 – Janitorial Services

- Staff offices and staff support spaces
- Patient exam areas
- Restrooms
- Soiled holding areas

Flooring finishes include:

- Carpet
- CVT/Epoxy/LVT/SV flooring
- Finished exterior concrete
- Laminated hardwood flooring

At this time, CBH anticipates standard commercial janitorial services with enhanced attention to high-traffic and healthcare-adjacent environments as applicable. CBH is not currently anticipating contractor responsibility for regulated biohazard remediation or specialized medical waste disposal beyond standard janitorial industry practices unless otherwise identified during the contract term. Offerors should include any operational considerations necessary to support a 24/7 environment.

Facility Square Footage

Response:

For pricing purposes, Offerors shall use the following confirmed square footage:

- 223 Water Country Parkway, Suite 200 (Temporary Facility): approximately 4,512 +/- sq. ft.
- 2001 Galt Lane (CSW): approximately 14,367 sq. ft.

These figures supersede any conflicting information previously referenced in solicitation attachments.

Cleaning Frequencies, Floor Care, and Access Issues

Question(s):

RFP Clarifications and Responses

A260302 – Janitorial Services

Offerors requested clarification regarding waxing schedules, machine scrubbing, carpet extraction frequency, and handling of locked or inaccessible areas.

Response:

Attachment B represents minimum required service frequencies.

- Quarterly waxing represents routine maintenance floor care and does not automatically require full strip-and-wax services.
- Semiannual strip-and-wax services are separate, scheduled restorative services and may be adjusted based on facility conditions.
- Machine scrubbing refers to routine maintenance cleaning, not deep restorative floor restoration unless specified.
- Carpet extraction and deep cleaning services shall be performed in accordance with Attachment B or as requested under additional services.

If an area is locked or inaccessible, contractors shall:

- Document the area
- Skip service for that location
- Notify the designated CBH contact for follow-up

Supplies, Chemicals, and Consumables

Question(s):

Offerors requested clarification regarding CBH-provided consumables and contractor responsibility for specialty chemicals and equipment.

Response:

CBH will provide standard consumable supplies, including:

- Toilet paper and paper towels
- Hand soap
- Trash liners
- Standard cleaning chemicals used in daily operations

The contractor is responsible for providing all labor, equipment, and specialty materials necessary to perform the full scope of work, including but not limited to:

- Floor finish and stripping agents
- Carpet extraction chemicals



RFP Clarifications and Responses

A260302 – Janitorial Services

- Buffing, scrubbing, and floor pads
- All janitorial equipment not otherwise provided by CBH

CBH-labeled equipment may be used where available. Any damage to CBH-owned equipment caused during contractor use shall be repaired or replaced by the contractor.

Insurance Requirements

Question(s):

Offerors requested clarification regarding submission of Certificates of Insurance with proposals.

Response:

Offerors may submit a sample Certificate of Insurance or other documentation demonstrating their ability to meet the insurance requirements identified in the RFP. Proof of actual coverage meeting contract requirements, including additional insured endorsements if required, will be required prior to contract award.

Pricing Structure and Contract Adjustments

Question(s):

Offerors requested clarification regarding inclusion of 2001 Galt Lane in base pricing and whether pricing may be adjusted once operational conditions are finalized.

Response:

All facilities, including the future 2001 Galt Lane CSW location, must be included in the firm fixed annual base price submitted with the proposal.

While CBH anticipates that certain operational details (including occupancy levels and service intensity) may evolve, pricing shall be based on the best available information at the time of solicitation. Any future modifications to scope or service requirements will be handled through formal contract modification procedures in accordance with the awarded agreement.



RFP Clarifications and Responses

A260302 – Janitorial Services

Procurement Process and Public Records

Response:

Debriefings may be provided upon written request following award in accordance with applicable procurement procedures.

Public records requests for releasable procurement or contract information will be handled in accordance with Virginia Freedom of Information Act (FOIA) requirements.

ATTACHMENT A- PROPOSAL SUBMISSION CHECK LIST

The following shall be returned with your proposal as outlined in 6.0. Failure to do so may be cause for rejection of the proposal as non-responsive. It is the responsibility of the Contractor to ensure that he/she has received all addenda.

| <u>DOCUMENTS</u> | <u>INCLUDED</u> <u>(x)</u> |
|---|-------------------------------|
| Attachment A. Proposal Submission Page | _____ |
| Attachment E. Company Certifications | _____ |
| Attachment F. Breach of Security Notification | _____ |
| Attachment G. Authority to Transact Business | _____ |
| Attachment H. Exceptions to the RFP | _____ |
| Attachment I. Time Estimate per Facility | _____ |
| Attachment J. Reference Page | _____ |
| Initialed bottom of pages 16-19. | _____ |
| Vendor Confidentiality Agreement | _____ |
| Certificate(s) of Insurance | _____ |

Company Name – Print Telephone Number

Address

Email Address Fax Number

Name – Print Title

Signature Of Authorized Company Representative Date