

Janitorial Services at 1998 Memorial Drive, St Johnsbury - DMV
1998 Memorial Drive, St Johnsbury
ADDENDUM # 3

State of Vermont
Department of Buildings and General Services
Office of Purchasing & Contracting
133 State Street
Montpelier, Vermont 05633-8000

DATE 10/21/2026

TO ALL BIDDERS OF RECORD:

This Addendum consists of (4) page(s).

Acknowledge receipt of this Addendum by entering its number and date on the Proposal Form. This Addendum forms a part of the Contract Documents and modifies them as follows:

Items:

1. Quarterly Floor Care

Question: Section 2.8 identifies floor care as a quarterly service and states "buff and/or wax all tile flooring." The performance standard then references stripping wax and applying new wax, while also stating that a uniform coating of floor finish is to be applied biannually. Please clarify the exact floor-care service and frequency required. Specifically, is a complete strip and refinish required quarterly, or is quarterly service intended to consist of buffing/recoating, with full stripping and refinishing performed at a different frequency??

Answer: Since this location will only be open and staffed two days per week, Buffing and recoat should be adequate and this can be done twice per year. Bid in one full strip and refinish to be done once over each two-year contract cycle...and this will be done on an if needed basis. If the floor finishes are not in need of a full strip at the end of a year, then just maintain the buff/recoat cycle until it is needed. The client service area is going to see much more traffic, but this area should be buffed and recoated up to 4 times per year if needed. This will be done if floor wear and condition warrant the work. There is flexibility here and best judgement can be used. The contractor should work with the contract manager and with the client to identify what needs to be done to keep the space clean.

2. Question: Meaning of Bi-Annual Floor Finish Requirement

For purposes of Section 2.8, please clarify whether "bi-annually" means twice per year and, if so, whether this requirement is separate from the quarterly floor-care requirement.

Answer: this does mean twice per year and it is redundancy. Follow question 1 response for guidance.

Question: Bi-Weekly Tasks Listed Under Annual / As-Needed Services

Several performance standards appearing under the annual and as-needed sections reference bi-weekly cleaning, including entrance mats, walls/partitions/baseboards/doors, common-area tables, and seating. Please clarify which of these tasks are required every two weeks and which are intended to be performed only annually or as needed.

Answer: This standard is a general standard used across all state buildings. Basically, they should be performed on an as needed basis. Chairs and surfaces in the public waiting area should be cleaned on each service day. Mats and rugs will likely not need weekly cleaning because the DMV opens into the mall area.

3. Consumable Usage

Question: Because the contractor is responsible for furnishing paper products, hand soap, liners, and associated supplies, is historical usage information available for toilet paper, paper towels, hand soap, and trash liners at this location? If available, please provide average monthly or annual quantities.

Answer: We do not have any consumable usage information. Bathrooms on site are for employee use only and there are under 10 staff who occupy the space two days per week. Consumables for this occupancy level should be calculated by the bidder based on professional experience.

4. Existing Dispensers

Question: Please clarify whether the existing toilet paper, paper towel, and hand-soap dispensers will remain available for contractor use at the start of the contract. If so, are there any proprietary or manufacturer-specific refill requirements? If not, is the successful contractor expected to purchase and install replacement dispensers?

Answer: Dispensers are provided by the contractor. Assume that you will provide your own. If you provide the dispensers, our lease agents will arrange to have the building owner install them if that is needed.

5. Flooring Square Footage

Question: The RFP identifies the facility as approximately 1,900 square feet with a mix of carpet and tile. Can BGS provide the approximate square footage of carpeted and hard-surface flooring?

Answer: I do not have this information. That is the responsibility of the contractor at the site visit to gather that information.

6. Annual Exterior Glass

Question: Please clarify the extent of the annual inside/outside building-glass cleaning requirement. Does any required exterior or mall-facing glass require ladders, lifts, special access, or coordination with mall/property management?

Answer: The window areas are all in-facing in a closed mall environment. The wall windows separating the main open mall area should be cleaned as needed and these do need to be cleaned on both sides, and this may require a step ladder or a short wand. There are no exterior windows to clean.

7. Year 1, Year 2, and Year 3 Pricing

Question: The Price Schedule provides separate fields for Year 1, Year 2, and Year 3 annual costs; however, Section 3.1.1 states that prices and/or rates shall remain firm for the initial term of the contract. Please clarify whether bidders may submit different fixed annual prices for Years 1, 2, and 3, or whether the same annual price must remain in effect throughout the entire initial three-year term.

Answer: You can specify separate dollar amounts for each of the three years that add up to a final total. We prefer to have you average your term rate and provide us with a single monthly rate that goes for the length of the term. This simplifies billing.

8. Call-In Services / Travel Time

Question: The Price Schedule states that the hourly rate for call-in services includes travel time to and from the site. Please clarify how travel time should be calculated for call-in services and whether the State permits a minimum call-in charge.

Answer: You can state a minimum call in billing time (Example: 3 hours). When you invoice us for this, It should include the travel time to and from the building for your staff. Any call in billing should be itemized separately on the monthly invoice and include a description of work requested and performed.

9. Holiday / Scheduled Service

Question: If a regularly scheduled cleaning day falls on a State holiday, DMV closure, or other day when the facility is not occupied, is the contractor expected to perform the service as scheduled, reschedule it to another day, or omit that service? Please also clarify whether this affects the fixed annual contract amount.

Answer: Services should be performed but the contractor can with the tenant do these on a different, non-holiday day,.

10. Changes in Facility Usage

Question: If the number of days the DMV is open to the public, staffing levels, public traffic, or required cleaning frequency materially increases during the initial contract term, would that constitute a change in scope eligible for a contract amendment and pricing adjustment?

Answer: If any changes in scheduling or scope happen, we will work with the contractor to put a change order in place that will increase the monthly rate to cover any additional services.

11. References (sections 4.6.4 and 4.7). If a bidder names a subcontractor under section 4.6.4 to perform the cleaning, may all three section 4.7 references be clients of that subcontractor, or must one or more be for the bidder's own work?

Answer: It is the responsibility of the contracted entity, to vet and check references of all their subcontractors. The State only wants references from the contracted entity. The contractor assumes all aspects of the subcontractor relationship.

12. Question: Cleaning days (sections 2.2 and 2.6). Section 2.2 says the office is currently occupied only on Thursday, with a second cleaning day added on January 1, 2027. Should the price for November and December 2026 assume one cleaning day per week, and two days per week from January 1, 2027 onward? Are the two days known yet?

Answer: The monthly rate should reflect the one day per week rate for November and December and jump to the two day rate as of January 1st, 2027.

13. Question: After-hours access and background checks (sections 2.5 and 2.12). Cleaning is after 4:30 PM. How will cleaning staff enter the mall and the office after hours (mall entrance, keys, alarm codes)? If background checks are required, what type of check is used, and how long do the checks and state badges usually take, so staff are cleared before the contract start of about November 1?

Answer: No background checks will be required for this job. Badges will be provided by BGS to the successful bidder. We will coordinate this. BGS security will need to have a name and picture of each person working in the space to make a badge to provide access. The lease Agents will work with the landlord to provide exterior door keys to grant access to the mall building.

14. Question: Current contract. Is there a current contractor for this location, and if so, what is the current annual contract price?

Answer: We do not provide this information. Provide your best price in the bid and it will be assessed and awarded in the competitive bid process.

15. Question: Price schedule (section 7.2). Should the Year 1 to Year 3 annual costs include the quarterly floor stripping and waxing and the annual carpet cleaning and glass washing, with only call-in work billed at the hourly rate?

Answer: See responses to questions 2 and 3 above.

16. Insurance (Attachment C, Section 8). The package incorporates Attachment C by reference but does not include its text. Please confirm the insurance types and minimum limits that apply to this contract, and whether any requirements apply beyond Attachment C, Section 8.

Answer: Page 25 includes a hyperlink to the full document text. The link is [Forms | Buildings and General Services](#)

END OF ADDENDUM # 3

