

RFB #: COC/2025-Janitorial (NYC)

Pre-Bid Questions and Answers (Q&A) Document

11/13/2025:

Q: Do the vents and carpets need to be cleaned as part of this bid?

A: **No, vent and carpet cleaning are not part of the scope of these services.**

Q: When supplies are brought in, do they just come through the front door?

A: **No. All deliveries must be made at the rear of the building at the freight entrance.**

Q: Where does garbage get put after cleaners are done for the night?

A: **All trash should be contained in bags and left at the freight elevators.**

Q: If a scheduled cleaning day falls on a holiday, are the cleaners expected to come the following night? Does that week's schedule change.

A: **Yes. The vendor is still expected to perform services twice weekly as listed in the scope of services. Actual days of service can vary with advance notice.**

Q: Are the paper towel dispensers maintained by the cleaners? Like, if one breaks, who fixes it or replaces it?

A: **No. Building management is responsible for maintaining fully functional dispensers and will replace if broken.**

Q: Can we start services if staff are working late?

A: **Services may be started if it does not interfere with staff working late. No services shall be performed in an occupied office.**

Q: My company has been in operation for approximately 1.5 years, and I'd like to confirm whether vendors with this length of operating history are eligible to submit a bid for this solicitation.

A: **UCS/NYS Court of Claims will consider proposals submitted by entities that demonstrate a minimum of three (3) years' experience in the provision of similar goods or services required under this solicitation.**