

ADDENDUM NO. 1

RFP-26-169-AACOG - Commercial Janitorial Services

Titan Building and Titan Plaza

Issued By: Alamo Area Council of Governments (AACOG)

Issue Date: September 10, 2026

PURPOSE

This Addendum forms a part of the above-referenced Request for Proposals (RFP) and provides AACOG's responses to questions received regarding the solicitation. All other terms, conditions, requirements, deadlines, and provisions of the RFP remain unchanged.

This Addendum Includes the Following Update:

1. Questions and Answers

1. What is the approximate serviceable (occupied and actively serviced) square footage of each facility separately — Titan Building (2700 NE Loop 410) and Titan Plaza (8200 Perrin Beitel Road) — broken out by floor if available?

The combined area is approximately 125,000 square feet. A separate breakdown is not provided.

2. What is the approximate hard-surface vs. carpeted square footage split at each facility, and what date were the hard floors last stripped and refinished?

A separate floor-type square footage breakdown and last refinishing date are not provided.

3. What are the specific square footages of areas requiring monthly carpet extraction, buffing, and scrubbing? Does the waxed/rewaxed area also require stripping and buffing?

Specific square footage is not provided. Follow the floor-care requirements in Appendix A.

4. Given all the carpet cleaning tasked under this contract, is it possible to get a breakdown of floor types and square footage by area?

A floor-type square footage breakdown is not provided.

5. Please provide details on "periodic floor refinishing services" — frequency, whether burnishing is required, and square footage involved.

Follow the floor-care requirements and frequencies in Appendix A.

6. What is the square footage of the hardwood floor area needing servicing, and what type of servicing is required?

A separate hardwood-floor square footage or requirement is not provided.

7. How many interior and exterior windows are included in scope, and what are their approximate heights/access requirements?

Window counts, heights, and access details are not provided.

8. (1.3.I – Window Cleaning) The solicitation requires one annual full exterior clean, 3x/year interior ground-level cleaning, and quarterly exterior ground-level cleaning. Is it possible to get a window count for the Titan Building and Titan Plaza (broken out by interior/exterior and by level)?

Window counts by building and level are not provided. Follow Appendix A.

9. For "Rotary shampoo or steam-extract elevator lobbies" and "Clean/polish exterior metal surfaces" — do these fall under carpet extraction, or are they separate service types?

These are separate required services when listed in Appendix A and should be included in the base price.

10. Regarding "Vacuum upholstered seating" — does this include chairs, sofas, lobby seating, or other furniture? How many offices/areas contain upholstered seating?

This does include minimal furniture in some office areas. An exact count or inventory is not provided.

11. Are air diffusers located on the ceiling, walls, or both?

Appendix A references ceiling diffusers.

12. Will AACOG make floor plans or space drawings available, ideally showing occupied vs. vacant areas? How may they be obtained?

Floor plans will be shared with the awarded vendor.

13. How many restrooms and fixtures exist at each facility, and which floors of the Titan Building are currently occupied?

There are restrooms on each of the 6 floors of the Tower and 8-10 at the Plaza. Fixture information is not provided.

14. Will additional site visits, photos, or details be provided, since available site-visit slots were limited and not offered for all SOW dates?

No additional site walkthroughs are anticipated.

15. What is the required cleaning schedule and service frequency overall?

Follow the service frequencies in Appendix A.

16. Is weekend or after-hours cleaning permitted/required? Can night-shift staff begin after 5:00 p.m. Monday–Friday per contractor scheduling, or is a specific evening window mandated?

After-hours cleaning is permitted as needed to meet the RFP requirements. No specific evening start time is stated.

17. Are services expected during the day or evening? Please provide time frames for services outside day porter hours.

The day porter is required from 10:00 a.m. to 2:00 p.m., Monday–Friday. Other service times are listed in Appendix A.

18. Section 6.8.2 requires day porter coverage 10:00 a.m.–2:00 p.m., Monday–Friday. Is this one porter covering both facilities, or dedicated coverage at each?

The RFP does not require a separate porter at each facility. Provide enough staff to meet the requirements at both facilities.

19. (6.8.3 – Quarterly Carpet Cleaning) Is the expectation that all carpeted areas (estimated at a minimum of 90,000+ sq. ft.) be cleaned every 90 days? If so, should this be a separate line-item price, or rolled into the annual/monthly invoice?

Required quarterly carpet cleaning must be included in the base price.

20. (6.14.J – Pressure Washing, Quarterly) Please provide the approximate area/square footage for pressure washing. Should this be a line-item price on the pricing sheet, or rolled into the annual/monthly invoice?

Pressure washing includes the areas listed in Appendix A and must be included in the base price. Specific square footage is not provided.

21. What is the transportation requirement referenced in the scope (labor, equipment, materials, and transportation)?

The Contractor is responsible for transportation needed to perform the work.

22. Are subcontractors or additional cleaning personnel allowed?

Yes. The Contractor remains responsible for all subcontractor work.

23. Must vendors supply all supplies and equipment, or will AACOG furnish any items?

The Contractor must provide the supplies, equipment, and materials required by the RFP unless otherwise stated.

24. Please provide an estimated number of personnel/visitors/occupants for consumables planning. Should consumables be stocked only during business hours, or for all occupants at all times?

An estimated occupant or visitor count is not provided.

25. (Appendix A, Section N) Please confirm whether toilet paper, hand towels, hand soap, seat covers, and trash liners are entirely the Contractor's responsibility, and provide current monthly consumption volumes if available.

The Contractor is responsible for these consumables unless otherwise stated. Monthly consumption volumes are not provided.

26. Since dispenser types vary from bathroom to bathroom and floor to floor, is it possible to obtain a count and variety of all dispenser types (soap, towel, tissue, seat-cover, etc.) at each facility?

A dispenser count and inventory are not provided.

27. Section 6.15 requires a one-hour response time for sanitation/disinfection and water extraction/drying. Does this apply 24/7, or only during business hours?

The Contractor must meet the one-hour response requirement within reason based on conditions and situation. The RFP does not state that it is 24/7.

28. What is the invoicing and payment schedule?

No advance payments. Invoices are submitted for services performed and accepted.

29. What supporting documentation is required with invoicing?

Provide enough information and supporting documents, including consumable usage and rate for AACOG to verify the charges.

30. How will AACOG determine "Satisfactory" performance? Please provide a metric/rubric.

AACOG may inspect the work. Any deficiencies must be corrected within the timeframe provided by AACOG.

31. What licenses, registrations, certifications, and permits are required?

Maintain all licenses, certifications, registrations, and permits required by law and the RFP.

32. May proposals include separate pricing for each building (Titan Building vs. Titan Plaza)?

Yes. Complete Attachment F as provided.

33. Attachment F provides fields for monthly, annual, and hourly rates but no separate fields for special services (post-event cleaning, deep cleaning, office-move support, floor restoration, additional window cleaning, emergency sanitation, holiday/weekend service). Should these be built into the hourly rate, or priced separately?

Additional services require written AACOG approval and will be priced under the contract or an approved quotation.

34. Given variable cost drivers (square footage, scope, event attendance, duration, equipment, scheduling, holiday/weekend premiums), how should Offerors price these variable services when details are unknown at submission?

Complete Attachment F and include all required recurring services in the base price.

35. Please confirm the current contract's annual value, or advise if it's available as public record.

No. AACOG will not provide prior contract pricing as part of this solicitation.

36. Were window cleaning, carpet cleaning, and pressure washing rolled into the annual/monthly invoice under the current/incumbent contract, or billed separately?

AACOG will not provide prior contract pricing or service information. Base your proposal on the current RFP.

37. Section 3.1.2 references a 10% HUB participation goal. Is HUB subcontractor participation scored within any of the three evaluation criteria, or is it aspirational only?

No. HUB participation is not separately scored.

38. At present, only SDVOB firms are certified as VetHUBs. Our firm is SCTRCA-certified SBE, WBE, and MBE — can this certification be submitted in satisfaction of the HUB participation goal?

SBE, WBE, or MBE certification alone does not establish Texas HUB status.

39. Who is the current incumbent vendor for this contract?

The current janitorial contractor is Infinite Facility Controls.

40. Have there been any material changes in scope, frequency, or requirements between the current solicitation (RFP 26-169) and the existing/expiring contract?

Base your proposal on the current RFP and any issued addenda.

41. Will the contractor be required to provide service on AACOG holidays, facility closure days, weekends, or during special events? If so, please provide the anticipated schedule or historical frequency.

Additional holiday, closure-day, weekend, or special-event services must be authorized by AACOG in writing.

42. Are background checks, drug screening, fingerprinting, badges, keys, access cards, or security clearances required for assigned personnel?

Personnel must follow AACOG access, security, safety, and confidentiality requirements. No separate screening or clearance requirements are listed.

43. For the required one-hour sanitation/disinfection and water-extraction response, does “response” mean arrival on site, acknowledgment of the request, or commencement of work?

The RFP requires a one-hour response but does not further define whether that means acknowledgment, arrival, or start of work.

44. Please identify the anticipated contract start date and expected transition period following award.

The start date will be finalized after award and contract execution. No specific transition period is provided.

45. If permitted, would you be able to share whether AACOG has established a budget or anticipated budget range for the janitorial services outlined in the solicitation?

No budget or anticipated budget range is provided. Submit your most competitive pricing.

46. Can you share the bid tabulation for this current contract?

No. AACOG will not provide prior bid tabulation information as part of this solicitation.

47. Can you provide a list of paper products that are provided by AACOG and what paper products will have to be provided by the contractor? If contractor is providing the paper products, can you provide an approximate number of people that occupy the building?

The Contractor is responsible for the supplies and materials required by the RFP unless otherwise stated. An estimated occupancy count is not provided.

48. Will the contractor be in charge of maintaining the care for the marble flooring?

Yes.

49. Can you provide the square footage for the carpet and the VCT flooring areas?

A separate carpet and VCT square footage breakdown is not provided.

50. Does the contractor have to produce the format of the monthly reports or will AACOG provide the format of how they would like the reporting produced?

Monthly reports must be submitted in the format required by AACOG.

51. When invoicing, can you explain more in detail what it means to include “sufficient detail and documentation”?

Include enough information and supporting documents for AACOG to verify the charges.

52. 6.13- On Window cleaning specifics will it include all three buildings?

Yes. The window-cleaning requirements apply to the facilities covered by this RFP unless otherwise stated. AACOG only owns two buildings.

53. 6.14-Regarding pressure washing specifics does it include exterior of all buildings?

Yes. Pressure washing applies to the exterior areas listed in Appendix A.

54. 6.16 General Performance requirements- Do we require both a manager and a supervisor or either or and an alternate contact?

No. The RFP requires a designated contract manager/supervisor and an alternate contact.

55. Section 1.3 describes walkthrough attendance as strongly encouraged, while Appendix A section 6.5 directs respondents to use the walkthrough to assess conditions. Can a company that did not attend during August 31–September 4 submit a responsive proposal?

Yes. Attendance at the walkthrough was strongly encouraged but was not mandatory. A company that did not attend may still submit a proposal. The Respondent remains responsible for meeting all RFP requirements.

56. Have any amendments or supplemental documents been issued beyond the RFP currently linked on the procurement page? Please point me to the complete current public document set and the method for receiving future updates as a research observer.

No additional amendments or supplemental documents have been issued at this time. Official solicitation documents and future updates will be posted on AACOG's Procurement webpage.

All other conditions of this RFP remain unchanged.

******* END OF ADDENDUM *******