CUYAHOGA COUNTY BOARD OF HEALTH
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5550 Venture Drive | Parma, Ohio 44130
Direct: 216.201.2000 | Fax: 216.676.1311
ccbh.net

RFP # 2026-02

Housekeeping & Facility Maintenance Services

Questions and Answers

October 30, 2026, Cutoff date

The bid questions & answers may be viewed at the Board website at www.ccbh.net by clicking on the "Popular Links" tab on the home page.

Questions & Answers:

Q1. The RFP references a Performance Bond "if applicable" and indicates that a Performance Bond or certified check equal to 100% of the contract award may be required for awards exceeding $25,000. Could you please clarify whether a Performance Bond would be required for this solicitation if the proposed monthly contract amount is approximately $3,800? Additionally, we were unable to locate the initial contract term or renewal periods in the RFP documents. Could you please confirm the anticipated contract length and any renewal options?

A1. A Performance Bond is not required under state law or current agency policies for this RFP. The RFP's reference to awards exceeding $25,000 does not automatically make bond mandatory.

The anticipated contract start date is January 1, 2027. The initial contract term will be two (2) years. The Board retains the option, at its sole discretion, to renew the contract for one (1) additional one-year term, subject to satisfactory performance and mutual agreement of the parties.

Q2. Must bidders provide both cleaning and facility maintenance services, or will a proposal for cleaning services alone be considered?

A2. Proposals that address only housekeeping services and do not address the facility maintenance requirements identified in the RFP may be determined to be non-responsive. Vendors should carefully review Appendix 1, Section 7, which outlines the Board's facility maintenance requirements.

Q3. May approved subcontractors perform specialized maintenance, such as plumbing, electrical work, and fire-system inspections? Must they be identified in the proposal?

A3. Yes. As stated in Section III, "Subcontractors may be used to perform work under this contract. The use of any Subcontractors must be pre-approved by the Board. Vendors will be responsible for the subcontractor's meeting of all terms and conditions of the specifications." However, subcontractors remain fully responsible for the performance of all services provided under the contract, whether

performed by the contractor's employees or by subcontractors. Any subcontractor utilized by the contractor must comply with all applicable requirements of the RFP and resulting contract. Vendors should identify any known subcontractors and the services they are expected to perform as part of their proposal. The Board reserves the right to review and approve subcontractors prior to their performance of work under the contract.

Q4. Does the minimum of seven cleaning hours per day refer to combined labor hours? For example, would two cleaners working 3.5 hours each satisfy this requirement within the 5–10 p.m. service window?

A4. Yes. The minimum seven (7) hours per day refers to total daily labor hours dedicated to cleaning services. As an example, two employees working 3.5 hours each during the required service window would satisfy the seven-hour minimum requirement. Vendors should clearly identify in their proposal the number of daily cleaning labor hours being proposed and how services will be staffed.

Q5. Which periodic services must be included in the annual base price, and which should be quoted separately? Please clarify quarterly floor polishing, carpet cleaning, window washing, and stripping and waxing.

A5. Services identified within the Daily, Weekly, Monthly, and Quarterly Performance Standards in Appendix 1 shall be included in the vendor's annual base price. Quarterly floor buffing required under the Quarterly Performance Standard shall be included in the vendor's annual base price.

The services identified in Appendix 1, Section 5, "Other Tasks," including interior and/or exterior window washing, washing of glass panes, carpet cleaning/scrubbing, scrubbing of VCT/LVT flooring and quarry tile, and stripping, sealing, waxing, and buffing of VCT flooring, are services that the Board may request on an as-needed basis with a minimum of seven (7) days' notice. Vendors should clearly identify in their pricing proposal whether these services are included in the base price, provided at no additional cost, or subject to additional charges. Any additional charges should be clearly stated in the pricing proposal.

For services not specifically identified in the RFP, the successful contractor should be prepared to coordinate and obtain such services as needed during the contract term and provide quotes for the Board's review and approval at that time.

Q6. What insurance coverage limits will be required, and will the 100% performance bond requirement apply to this contract?

A6. The Contractor shall maintain, at its own expense, throughout the period of the Contract and any extensions thereof, the following minimum insurance coverages of the types and in the amounts described below that are applicable to the scope of work being performed:

1. **Workers Compensation and Employer’s Liability Insurance.**

   Contractor must carry Workers' Compensation Insurance (including occupational disease) in compliance with Workers' Compensation statutes of any applicable jurisdiction in which the Work is to be performed. For the attainment of Workers Compensation in monopolistic states, including Ohio, coverage must be secured through the state fund. If Contractor is a qualified self-insurer in compliance with the laws of the state, this is also acceptable and shall be documented to the satisfaction of the Board’s General Counsel. A certificate of compliance from the

appropriate workers' compensation bureau or board must be provided with the certificate of insurance.
Contractor must also carry Employer's Liability Insurance with minimum limits of $500,000 each accident; $500,000 for disease (per employee); and $500,000 for disease (policy limit).

2. **Commercial General Liability Insurance.**
Contractor must carry Commercial General Liability Insurance written on ISO form CG 00 01 10 01 (or its equivalent) with limits of $1,000,000 per occurrence and $2,000,000 in the aggregate. Commercial General Liability coverage shall be maintained for at least two years after completion of Contractor's work performed under this contract.
3. **Commercial Auto Liability Insurance.**
Contractor shall carry Commercial Automobile Liability Insurance covering all owned, leased and non-owned vehicles used in connection with the work to be performed under this contract, if any, with limits of not less than $1,000,000 combined single limit per accident for bodily injury and property damage.
4. **Requirements common to all policies.**
    a. Contractor shall be solely responsible for reimbursing any deductible amount to the insurer, even if payment is being made on behalf of Board as an additional insured on Contractor's policy. Any deductibles or self-insured retentions in excess of $10,000 must be disclosed and approved in writing by Board.
    b. Contractor waives all rights of recovery it may otherwise have against Board (including its directors, officers, affiliates and employees) to the extent these damages are covered by any of Contractor's insurance policies as required in this contract.
    c. All insurance required hereunder shall be placed with insurers that have a minimum A.M. Best's rating of A-/VIII and shall be insurers authorized to do business in the state of Ohio.
    d. A certificate(s) of insurance showing that Contractor's insurance coverage is in compliance with the insurance requirements set forth below must be completed by the Contractor's insurance agent, broker, or insurance company, and provided to Board. All certificates (other than Ohio workers' compensation) shall provide for thirty (30) days' written notice to Board prior to cancellation or non-renewal of any insurance referred to therein. The certificate shall reference Board's status as an additional insured under both the General Liability and Auto policies.
    e. Failure of Board to request certificate(s) or other evidence of full compliance with these insurance requirements (or failure of Board to identify and/or object to a deficiency in the certificate(s) that is/are provided by Contractor) shall not be construed as a waiver of Contractor's obligations to maintain such insurance. Board shall have the right, but not the obligation, to prohibit Contractor from beginning performance under this contract until such certificates or other evidence that insurance has been placed in complete compliance with the above insurance requirements is received and approved by Board. Contractor shall provide certified copies of all insurance policies required within ten (10) days of Contractor request from Board.
    f. By requiring insurance herein, Board does not represent that coverage, and limits will necessarily be adequate to protect Contractor, and such coverage limits shall not be deemed as a limitation on Contractor's liability for services provided to or on behalf of Board.

Also, a **100% performance bond is not automatically required** for this contract. A bond is not required under state law or current agency policies for this scope of work; however, the Board retains discretion to require one.

Q7. What background checks are required for cleaning personnel and substitutes?

A7. As stated in Section VIII, Paragraph A (15), background checks are required for all cleaning staff, including substitutes, and documentation of those background checks must be on file with the Board prior to personnel entering the facility. The Board require background checks through the Ohio Bureau of Criminal Investigation (BCI). Contractors' employees must undergo a new background check every four years. The Board reserves the right to modify or supplement these requirements at any time. Vendors should describe their background screening process in their proposal and be prepared to provide documentation demonstrating compliance with the requirements.

Q8. What are the anticipated contract start date, initial contract term, renewal options, and invoice payment terms?

A8. The anticipated contract start date is January 1, 2027. The initial contract term will be two (2) years, with the Board retaining the option to renew the contract for one (1) additional one-year term at its sole discretion.

As stated in Section VIII, Paragraph A (16), the successful contractor shall submit invoices supported by such documentation as may be requested by the Board. Payments are processed through the Board's fiscal agent, and the Board's standard payment term is Net 45 from receipt of an approved invoice.

Q9. What documentation is required to receive the local business and diverse-vendor points? Solutions Cleaning LLC is based in Cuyahoga County and holds Ohio MBE and WBE certifications.

A9. As stated in Section V, Additional Criteria, vendors may receive up to five (5) points for having a principal business location within Cuyahoga County and up to five (5) points for providing documentation of qualifying diverse-vendor status.

To be considered for local-business points, vendors should provide documentation demonstrating that their principal place of business is located within Cuyahoga County.

To be considered for diverse-vendor points, vendors should provide current certification documentation applicable to their claimed status, including but not limited to MBE, WBE, VBE, or similar recognized certifications.

Vendors seeking consideration for either category must include the supporting documentation with their proposal.

Q10. Will written follow-up questions be accepted after the walkthrough, since it takes place after the October 30 question deadline?

A10. No. As stated in the RFP, questions were required to be submitted by October 30, 2026, deadline. The site walkthrough is intended to provide vendors with an opportunity to view the facility and better understand the scope of work. Questions that were submitted by the deadline will be addressed through the formal Q&A process. No additional written questions will be accepted after the walkthrough.

Q11. Could you please confirm whether the janitorial and facility maintenance services are awarded separately, and whether we may submit a proposal for housekeeping services only?

A11. No. The Board intends to award a single contract for the full scope of services described in RFP 2026-02, including both housekeeping and facility maintenance services.

Proposals are expected to address both the housekeeping services and facility maintenance services identified in the RFP. As stated in Section III, subcontractors may be used to perform work under the contract, subject to Board approval; however, the contractor shall remain responsible for meeting all contract requirements and for the performance of any approved subcontractors.

Q12. Can you confirm whether proposals must be physically delivered in a sealed envelope, how many copies are required, and whether electronic submission is permitted?

A12. Yes. As stated in Section I(B) and Section VII(E) of the RFP, proposals must be submitted in a sealed envelope or package and delivered to the Cuyahoga County Board of Health at the location identified in the solicitation.

Vendors must submit:

- One (1) original proposal
- Three (3) copies of the proposal
- One (1) electronic copy containing all required information

The RFP further states that proposals may not be delivered by facsimile transmission or other telecommunication or electronic means. Accordingly, electronic submission of proposals in lieu of physical delivery is not permitted. The required electronic copy must be included with the physically delivered proposal package.

Q13. Could you clarify whether the requirement that a respondent be in business for at least five years is measured solely by the bidding legal entity's operating history, or whether prior experience of its principals or approved subcontractors may qualify?

A13. Section II(D)(1) of the RFP states that the "Respondent must be in business at least 5 years to be considered." For purposes of this solicitation, the five-year requirement applies to the Respondent submitting the proposal.

Vendors may include information regarding the experience of principals, key personnel, and proposed subcontractors as part of their qualifications and experience; however, such experience does not substitute for the requirement that the Respondent itself has been in business for a minimum of five (5) years.