



**RFP for Routine, On-Call, and Emergency Janitorial and Custodial Maintenance Services at  
Specific Sites and Various Sites  
Project #11267 / Contract #112670001  
Questions & Answers  
April 30, 2025**

In connection with the **Request for Proposals** relating to the **Janitorial and Custodial Maintenance Services** released by NYCEDC on **April 14, 2025**, the questions from potential Respondents and answers provided by NYCEDC are below.

1. **Q: Is this procurement for Consulting Services or is it to provide Janitorial Services for the various locations?**

**A: This procurement is for janitorial and custodial services at the Specific Sites and potentially Various Sites identified in the RFP. For the purposes of this procurement and its resulting contract, the terms “Consultant” and “Contractor” are synonymous.**

2. **Q: Why can't we access the Doing Business Data Form link in the RFP?**

**A: Please refer to Addendum #1 to the RFP, available on the RFP's webpage.**

3. **Q: We have a question, will this be awarded to one contractor or multiple since it's multiple locations?**

**A: NYCEDC anticipates awarding one Respondent a contract for all Sites identified in the RFP, but reserves the right to award multiple contracts from this RFP at its discretion.**

4. **Q: If we are a NYCSBS-Certified WBE, are we allowed to count just our own participation towards the M/WBE goal? Do we still need to subcontract even though our firm is WBE or do we still need to sub a percentage of the total contract bid to another WBE/MBE/DSBS?**

**A: A City-certified M/WBE Prime's participation is counted toward meeting the goal. There is no requirement to subcontract any part of the scope as long as the M/WBE goal is met.**

5. **Q: Can a company submit a proposal limited to janitorial services, or must the proposal cover the full scope, including areas like landscaping or security?**

**A: Please review and respond to the full Scope of Services in the RFP. NYCEDC is seeking proposals for janitorial and custodial services.**

6. **Q: Is there a way to identify the original RFP from the amended document? Additionally, could you please outline the amended sections, clauses, or paragraphs?**

**A: Please refer to Addendum #1 to the RFP, available on the RFP's webpage.**

7. **Q: Pricing Structure: Does NYCEDC prefer pricing to be submitted on an hourly basis or annual contract total?**

**A: Please refer to the Price Proposal Form in the RFP. Pricing should be submitted in rate tables.**

8. Q: Will the labor required under this opportunity be expected to be performed by W-2 employees or 1099 independent contractors?

A: This is dependent on the Respondent's organizational structure and business plan for proposing on this RFP. NYCEDC will review all proposals and select the most advantageous per the RFP's selection criteria.

9. Q: Are our employees permitted to wear company branded uniforms to differentiate them from NYCEDC staff or other contractors onsite?

A: Yes.

10. Q: Will NYCEDC issue any permits or passes for commercial vehicles that need access to assigned worksites?

A: No.

11. Q: What is the procedure for contractor and their employee check-in/check-out, and will identification badges or access credentials be issued?

A: NYCEDC will determine this in coordination with the awarded Contractor. A phone application has historically been used for check-in/check-out, and all Contractor employees should carry employer identification. NYCEDC will not issue badges or access credentials to the Contractor's employees.

12. Q: As a certified M/WBE, DBE, and small business, is there an opportunity for advance funding or a mobilization payment to assist with upfront operational costs?

A: Not through this RFP, but NYCEDC partners with the City's Contract Financing Loan Fund and can connect a business with financial services providers.

13. Q: What is the staff count on shift for the EXISTING vendor for this contract?

A: Staff count fluctuates depending on site needs and one-off projects, but general staff count presently hovers around 60-70 employees.

14. Q: What is the reason they are being replaced? Not sure if you can provide this information.

A: The term for the prior contract has ended.

15. Q: Is it possible to view an example of their teams schedule?

A: NYCEDC can share this with the awarded Contractor if NYCEDC believes this is needed for performance of the Services.

16. Q: Is the term "consultant" in the solicitation intended to refer to the actual contractor? If so, is the contractor permitted to act as the liaison? If the contractor is not the consultant, could you please clarify who fulfills that role?

A: Please refer to the answer to Question #1 above. "Consultant" and "Contractor" are used interchangeably and refer to one entity.

17. Q: Could you please provide definitions or descriptions for the roles of Laborer 1 and Laborer 2 as referenced in the solicitation?

A: The titles are listed as examples in the fee schedule and can correspond with comparable titles used by Respondents.

18. Q: Are we to use the exact Required Forms provided within the RFP package, or are we permitted to submit our own standardized versions so long as they contain all the requested information?

A: Respondents are expected to use the Required Forms in the RFP. Additional sheets can be attached by the Respondent as needed.

19. Q: If the prime contractor awarded the contract is MWBE/DBE certified, does that alone satisfy the participation requirement? Or is additional subcontractor participation from other MWBE/DBE firms also required?

A: Please refer to the answer to Question #4 above.

20. Q: The link to the form provided in the RFP does not work, where can I access the form?

A: Please refer to Addendum #1 to the RFP, available on the RFP's webpage.

21. Q: How can I create labor cost without square footage to help identify production rates and bid accuracy?

A: Where available, Specific Site square footage is provided in the RFP. Respondents are encouraged to perform due diligence at the Specific Sites, walking through any publicly accessible spaces and/or visually appraising the properties from the outside. Regardless, Respondents should price their labor rates based on the nature of the Services, not the square footage of any Sites, and then determine the number of staff needed to perform the Services after performing due diligence on the Specific Sites.

22. Q: What is the cleanable square footage expected for the Brooklyn Army Terminal ("BAT")?

A: Part III, Paragraph C, of the RFP lists square footage for Buildings A and B, but the total space applicable to this RFP's Services will be shared with the awarded Contractor, as needed to perform the Services.

23. Q: Would we be able to use BAT as a reference to help with cost for all 71 other sites? If not kindly advise the next steps for accuracy

A: Please refer to the answer to Question #21 above.

24. Q: What is the scope of work in the other locations, should we reference page 3 and 4 of the RFP

A: Please refer to the Scope of Services in the RFP. Not all Specific Sites will require all components of the Standard Services, or require them in the same proportions.

25. Q: What type of uniforms are we expected to wear?

A: Neat and professional uniforms appropriate for performance of the Services. Please also refer to the answer to Question #9 above.

26. Q: What was the previous staff count for janitorial services on a recurring basis to cover the entire scope of work requested by NYCEDC?  
A: Please refer to the answer to Question #13 above.
27. Q: Again, is this the prevailing wage? I just wanted to make sure.  
A: Please refer to Addendum #1 to the RFP, available on the RFP's webpage.
28. Q: What type of large machinery needs to be on-site to perform tasks  
A: No large machinery is anticipated for the Services unless proposed by Respondent.
29. Q: Do you have a list of which Specific Sites provide supplies and equipment?  
A: Not at this time. Generally, it is anticipated that the Contractor will furnish all supplies and equipment necessary for performance of the Services at all Specific Sites. Some preferred cleaning supplies may be provided by NYCEDC at some of the Specific Sites, including BAT, New Essex Market, La Marqueta, and Moore Street Market.
30. Q: What is the scope of work for bathrooms?  
A: Please refer to the Scope of Services in the RFP.
31. Q: Do we get 24-hour access to all locations?  
A: No, that is not anticipated unless NYCEDC determines otherwise for one or more of the Specific Sites, or in the event of any on-call work requiring that.
32. Q: What are the actual start times of the three shifts?  
A: The specific start times and numbers of shifts at the Specific Sites will be determined in coordination between NYCEDC and the awarded Contractor.
33. Q: What is the actual cleanable footage per building?  
A: NYCEDC will confirm where specifically the Services will need to be performed at the Specific Sites for the awarded Contractor. Additionally, please refer to the answers to Question #21 and Question #22.
34. Q: Could you please let us know how many contractors have submitted proposals for the RFP, just for our general knowledge?  
A: NYCEDC will not share this information at this time.
35. Q: Unfortunately, I missed the scheduled site tour—would it be possible to schedule a site visit at a later date?  
A: No, but NYCEDC will conduct site tours with the awarded Contractor, as needed.
36. Q: Lastly, I'd like to confirm whether attending the site tour is mandatory for vendors, or if participation in the tour is optional.  
A: The site tour was optional.
37. Q: Who is the current vendor(s)?

**A: Klen Space, Inc.**

**38. Q: What are their current titles and rates?**

**A: Respondents may FOIL this information.**

**39. Q: What is the square footage for each site?**

**A: Please refer to the answers to Question #21, Question #22, and Question #33 above.**

**40. Q: What is the anticipated start date?**

**A: July 1, 2025.**

**41. Q: How many sites will require Steady Maintenance?**

**A: Please refer to the list of Specific Sites in the RFP.**

**42. Q: How many sites are going to need emergency services?**

**A: Please refer to the list of Specific Sites and the list of Various Sites in the RFP.**

**43. Q: What is the current vendors schedule for cleaning?**

**A: It depends on the Site. NYCEDC can share this information with the awarded Contractor if NYCEDC determines that doing so is necessary for the Contractor's performance of the Services.**

**44. Q: Can the costs of background checks and drug testing be included in our cost?**

**A: NYCEDC is seeking fully loaded rates in the Price Proposal Form. Accordingly, a Respondent to the RFP should price their rates for labor and equipment as they deem fit, factoring in whatever costs they deem fit for inclusion.**

**45. Q: For the window cleaning may we please know how many windows and the size?**

**A: NYCEDC does not have a specific number at this time. There are many windows of various sizes at the Specific Sites. None will require the use of lifts or special equipment, and it is anticipated that most if not all are accessible to a cleaner from standing on ground.**

**46. Q: What is the projected date of the award?**

**A: Please refer to the answer to Question #40 above.**

**47. Q: Is there a janitorial supply closet or space to store consumables/equipment? How many bathrooms?**

**A: NYCEDC may provide space to the awarded Contractor to store their supplies, but the Contractor should expect to pay for that space. NYCEDC may offer space free of charge at its discretion, at some or all of the Specific Sites. NYCEDC may also provide supplies and equipment, stored at its own designated on-site space(s), to the awarded Contractor. NYCEDC cannot provide the exact number of bathrooms at this time, but at least two bathrooms are available at most of the Specific Sites.**

**48. Q: Can we charge separately for Exterior above ground level window cleaning?**

**A: Above-ground level window cleaning is not anticipated for the Scope of Services. If such services become required, then the Contractor would be expected to provide them for the same, standard labor and equipment rates in the Contract.**

- 49. Q: If there is strip and wax or carpet shampooing required, can we give a separate as needed pricing? If so please share the square footage.**

**A: These services are not anticipated for the Scope of Services. If such services become required, then the Contractor would be expected to provide them for the same, standard labor and equipment rates in the Contract. NYCEDC would not provide the exact square footage at this time.**

- 50. Q: Who supplies the snow removal supplies?**

**A: NYCEDC will provide snow removal supplies (i.e., shovels, salt, etc.) at most of the Specific Sites, but the Contractor may be asked to furnish any required supplies and equipment for snow removal at one or more of the Specific Sites.**

- 51. Q: The RFP references “the Consultant” throughout the Scope of Services. Could you please clarify whether this term is used interchangeably with “Contractor” for this procurement, and whether there are any specific distinctions or responsibilities implied by this designation?**

**A: Please refer to the answer to Question #1 above.**

- 52. Q: The document outlines a requirement for either eight (8) years of experience as a contractor or fifteen (15) years of experience in the services of each principal. Would NYCEDC consider a combined experience approach, where a company’s operational years and the cumulative experience of its leadership and employees collectively fulfill the intent of this qualification?**

**A: No.**

- 53. Q: While we appreciate the opportunity to attend the scheduled Brooklyn Army Terminal site tour, we would also value the opportunity to visit additional sites listed in the RFP. Would it be possible to coordinate walkthroughs of other Specific Sites to gain a clearer understanding of the service expectations and physical layout?**

**A: Please refer to the answer to Question #35 above.**

- 54. Q: We noted that Addendum #1 to the RFP removes prevailing wage requirements. In this context, would NYCEDC be supportive of proposals that incorporate a “Living Wage” compensation model as a means of maintaining high-quality service and workforce stability?**

**A: Respondents should propose fully loaded labor rates they have deemed appropriate for the Services.**

- 55. Q: Are there any pricing guidelines or expectations for the labor categories listed, or should respondents propose their own competitive rates?**

**A: Respondents should propose their own rates.**

56. Q: For robotic equipment (e.g., scrubbers or vacuums), is there a preferred brand or model that NYCEDC has approved or worked with in the past?  
A: No. NYCEDC is leaning on Respondents to creatively propose the robotic equipment for that piece of the Scope of Services.
57. Q: Will there be opportunities for site visits at other Specific Sites besides the Brooklyn Army Terminal?  
A: Please refer to the answer to Question #35 above.
58. Q: Will NYCEDC be providing any cleaning materials or should all supplies be sourced by the vendor at their own cost?  
A: Please refer to the answer to Question #29 and #50 above.
59. Q: Can you confirm whether labor assignments at the sites will be consistent throughout the contract, or subject to change based on NYCEDC's discretion?  
A: Labor assignments are anticipated to be consistent for the Specific Sites, but that is subject to change at NYCEDC's discretion – NYCEDC may modify or update which specific Services are needed at a Specific Site, as needed.
60. Q: Can you confirm whether subcontractors must meet the same insurance requirements as the prime contractor?  
A: Any Subcontractors would be expected to meet the same insurance requirements as the Prime Contractor.
61. Q: Will NYCEDC recommend any preferred vendors or share costs 50/50 for timekeeping equipment installation?  
A: NYCEDC may recommend preferred vendors/suppliers for any component of the Scope of Services and may have already accessible timekeeping equipment at one or more of the Specific Sites. Any associated costs incurred by the Contractor unique to a specific request from NYCEDC, including installing new timekeeping equipment, would be compensated by NYCEDC. Otherwise, if a Respondent to the RFP already uses specific timekeeping equipment that must be installed at the Specific Sites, then that Respondent should mention that in their proposal and list the cost of said equipment as part of their Price Proposal Form submission.
62. Q: Can you provide the approximate square footage for all buildings included in the RFP? Also, is daily cleaning required for every building listed, or will some be on periodic/on-call schedules?  
A: Please refer to the answer to Question #33 above. Routine (specifically daily – Monday through Friday and weekends, as needed) performance of the Services is anticipated for all of the Specific Sites.
63. Q: Are all buildings only required to be serviced in the common areas and exterior, or are there some sites that require tenant-area or full-building cleaning as well?  
A: Please refer to the Scope of Services in the RFP. The Services will mostly be comprised of indoor and outdoor common areas. Tenant spaces would only be services



on an as-needed basis, at NYCEDC's request. Deep cleaning services are not anticipated for the Scope of Services.

64. Q: Is it standard rate/hours to specific locations or only based on time in/ time out for employees?

A: The Contractor must track time in/time out metrics for its employees, and those metrics must be consistent with the hours and number of employees established by NYCEDC representatives, in coordination with the Contractor, for each of the Specific Sites.

65. Q: Do employees sign the attendance sheets either electronically or manually? Will they be provided to the contractors?

A: NYCEDC prefers electronically facilitated timesheets for the Contractor's employees. The Contractor is responsible for tracking its employees' work hours and timesheets.

66. Q: Will employees get overtime pay for working past allotted time or 8 hours?

A: If the Contractor's workers perform overtime labor, then they will be compensated for the rates provided by the Contractor and established in the Contract for overtime labor.

67. Q: Are we providing health insurance such as medical/ dental/ vision?

A: That is dependent on the Contractor's structure as an employer – all labor rates provided by a Respondent in the Price Proposal Form should be fully loaded, produced at the Respondent's determination.

68. Q: Can we add on our expenses to the invoice for materials as additional costs such as delivery etc.

A: NYCEDC will compensate for Services rendered; a Respondent's rates in the Price Proposal Form should reflect the cost of performing the RFP's Scope of Services. NYCEDC does not anticipate delivery costs or additional costs associated with performance of the Services.

69. Q: Is there a certain amount of time to clean the specific locations? (for example 4 hours per day)

A: This will be determined in coordination between NYCEDC and the awarded Contractor for each Specific Site.

70. Q: If there is no site manager, will our employees use attendance sheets to sign in/ out from contractors?

A: The Contractor must always have a site supervisor present at each of the Specific Sites.

71. Q: Will management provide an electronic sign in/ out badge for contractor's employees?

A: No.

72. Q: What type of materials/ equipment will be reimbursable?



**A: Any supplies and equipment furnished by the Contractor and approved by NYCEDC to perform the Services.**

**73. Q: If we are using qualified payroll, how/ who will protect us from the difference of the prevailing wages, if we are not paying prevailing wages.**

**A: Please refer to Addendum # 1 available on the RFP website. Potential Respondents may propose any labor rates they deem fit, NYCEDC will evaluate all submissions per the RFP's selection criteria.**

**74. Q: Will employees receive night differential pay?**

**A: Employees who work overtime assignments approved by NYCEDC will be compensated accordingly.**

**75. Q: Are we providing the supplies?**

**A: Please refer to the answers to Question #29 and Question #50 above.**

**76. Q: The RFP does not specify the difference in a Laborer I vs. a Laborer II. Will NYDEC please clarify what the differentiating aspects of these two labor categories are so we can establish appropriate wage rates for each?**

**A: Please refer to the answer to Question #17 above.**

**77. Q: If we are a M/WBE certified company, do we need to fill out the M/WBE Narrative Form in its entirety? If so, which parts do you want us to fill out?**

**A: Yes, the narrative form must be filled out by each respondent.**

**78. Q: Is the funding source for this entire contract paid by taxpayer dollars or EDC self-funded through non-tax dollars?**

**A: The funding for the Contract is anticipated to be NYCEDC self-funds.**

**79. Q: Will field employees be required to drive vehicles as part of the performance of work? If so, who will be responsible for providing the vehicles that field employees drive as part of the performance of work – NYCEDC or the Contractor?**

**A: No.**

**80. Q: If NYCEDC is providing vehicles that the Contractor's employees will be driving, can you confirm whether the auto insurance requirement of \$1M is accurate?**

**A: NYCEDC will not be providing vehicles; all insurance requirements in the RFP are still accurate.**

**81. Q: What type of equipment will field employees be required to operate in the performance of work (e.g. forklifts, etc.)?**

**A: Vehicle use is not anticipated for the Scope of Services. The only operated equipment may be the robotic equipment proposed for indoor cleaning at BAT or any other proposed Specific Site(s).**

82. Q: The bid states, “the Consultant shall be solely responsible for the delivery of materials and tools provided by NYCEDC from NYCEDC’s central facility to the Sites”—which materials and tools will be provided by NYCEDC?

A: NYCEDC anticipates providing snow removal equipment (i.e., shovels, salt, etc.). Please also refer to the answers to Question #29 and Question #50 above.

83. Q: Who is responsible for covering the cost of consumables (trash bags, toilet paper, soap, etc.) – EDC or the contractor? If Contractor is responsible, where should the cost of consumables be entered in the proposal pricing sheet?

A: Please refer to the answer to Question #29 above.

84. Q: What is the estimated quantity of said consumables?

A: An exact quantity cannot be provided at this time. Respondents can make educated estimates after performing their own due diligence at the Specific Sites. Specific quantities will be determined in coordination between NYCEDC and the awarded Contractor.

85. Q: Who is responsible for covering the cost of supplies such as chemicals, paint, etc. — EDC or the contractor? If Contractor is responsible, where should the cost of supplies be entered in the proposal pricing sheet?

A: Please refer to the answer to Question #29 above. Supply pricing should be factored into the hourly labor rates. In the event that NYCEDC provides supplies for Specific Sites, the value of those supplies will be deducted from any associated invoicing.

86. Q: What is the estimated quantity of supplies, such as chemicals, paint, etc.?

A: Supplies and their quantities vary, and estimated quantities cannot be provided at this time. Potential Respondents should consider the nature of the Scope of Services as well as the sizes of the Specific Sites, pursuant to any details included in the RFP and the potential Respondents’ own due diligence.

87. Q: I am aware that the pre-bid day has passed but is it possible for me to do a walk-through to scope out the area and see the daily activities.

A: Please refer to the answer to Question #35 above.

88. Q: What are the hours of operation at BAT, during which the Services can take place?

A: Please refer to Part III, Paragraph C, “Brooklyn Army Terminal,” Number 4, in the RFP.

89. Q: Who provides the supplies for snow removal?

A: Please refer to the answer to Question #50 above.

90. Q: How big is the current contract-holder’s staff?

A: Please refer to the answer to Question #13 above.

91. Q: Will the Contractor be responsible for cleaning the streets at BAT?

A: The Contractor will be responsible for cleaning the portions of any streets on the premises.

92. Q: Will carting services be part of the Services, or does NYCEDC hold a separate contract for carting services?

A: No, NYCEDC holds a separate contract for carting services.

93. Q: Is prevailing wage applicable to this RFP?

A: Please refer to Addendum #1 to the RFP, available on the RFP's webpage.

94. Q: Does a train pass through BAT?

A: Not presently.

95. Q: How many buildings will be eligible for the Services outlined in the RFP at the BAT?

A: There are three (3) main buildings at BAT: Building A, Building B, and the Annex Building.

96. Q: Will there be additional billing for labor and, if needed, equipment for any work performed over weekends?

A: Overtime rates may apply for weekend labor (it depends on what are established as normal hours for each Specific Site). There should not be higher equipment rates associated with weekend work.

97. Q: How are work hours associated with the Services dictated by NYCEDC?

A: This will depend on each Specific Site. NYCEDC will dictate work hours based on what is in the best interests of the Site and what makes sense for the Services.

98. Q: Can NYCEDC give potential Respondents access to any of the Sites to perform due diligence ahead of proposal submission?

A: NYCEDC will not grant access to non-public areas to potential Respondents. Potential Respondents are strongly encouraged to perform their own due diligence at the Specific Sites, visiting any publicly accessible areas and visually appraising the sizes of the Specific Sites from the outside and from any publicly accessible areas.

99. Q: How many loading docks at BAT will fall under the Services?

A: Nine (9).

100.Q: Does NYCEDC anticipate daily maintenance performed at BAT?

A: Yes.

101.Q: How many days a week does NYCEDC anticipate the outdoor atrium space at BAT to be cleaned/maintained?

A: Daily, five (5) days a week (Monday through Friday).

102.Q: Will the frequency of routine cleaning work be different at each of the Specific Sites?

A: Yes, but they should mostly be similar.

**103.Q: Will parking lot cleanup be required at BAT or any of the other Specific Sites? How many parking lots are there at BAT?**

**A: Parking lot cleanup will be required at BAT. It may be required at the other Specific Sites, and that will be determined in coordination between NYCEDC and the awarded Contractor. There are currently three (3) parking lots at BAT that fall under this RFP's Scope of Services.**

**104.Q: How many floors in each building at BAT will require routine cleaning/maintenance?**

**A: Just the base floor of each building, including loading dock areas for the applicable loading docks, as well as elevators and staircases are anticipated to require the Services.**