

# REQUEST FOR PROPOSALS

New York State Department of Agriculture and Markets

#SF00280: Restroom Valet and Cleaning Services for the New York State Fairgrounds

## RFP Questions and Answers

**Question #1:** Is it expected that every restroom will require to be staffed full time during the events specified in the RFP?

**Answer #1:** No, not all bathrooms will need to be staffed full-time during the events specified.

A spreadsheet showing suggested restroom staffing levels for the New York State Fair is attached as Exhibit 1 to the RFP. For this event, most restrooms are expected to be staffed full-time, although some restrooms may be serviced on a rotational basis (RFP section II.c.ii). Bidders are expected to indicate how many restrooms they intend to staff full-time in their RFP response (RFP section III.e). Bidders offering to staff more restrooms full-time will receive more points in the evaluation process (RFP section IV.b).

A spreadsheet showing suggested restroom staffing levels for the Syracuse Nationals Car Show is attached as Exhibit 2 to the RFP. For this event, most of the restrooms do not need to be staffed full-time and can be serviced on a rotational basis (RFP section II.c.iii).

**Question #2:** What level of service regarding cleanliness is expected to be maintained?

**Answer #2:** The restrooms that are staffed full-time should be cleaned and maintained on a constant basis. For those bathrooms that are cleaned and maintained on a rotational basis, the bathroom should be checked frequently – no less frequently than every 30 to 45 minutes. The goal is to have all the bathrooms cleaned and stocked at all times.

Additionally, bidders are responsible for submitting a Quality Assurance Plan in their RFP response that sets forth a program designed to assure that the restrooms and showers are maintained to acceptable standards agreed to by the selected contractor and the Department as well as a method for receiving and promptly responding to complaints of unclean or under-stocked restrooms (RFP sections II.d and III.e.iii). Bidders with more comprehensive Quality Assurance Plans that contain appropriate methods for responding to complaints and that permit a dialogue between the bidder and the Department will receive more points in the evaluation process (RFP section IV.b).

**Question #3:** Can the Department provide a large map of the Fairgrounds which clearly marks the locations of all bathrooms?

**Answer #3:** Yes, such a map is available. However, due to the size of the map, it is not currently available in electronic or other easily disseminated format. The Department is currently in the process of converting the map to a format that will be more easily available. Meanwhile, potential bidders may arrange to inspect the map at the offices of the Division of State Fair by contacting one of the Department's program contacts:

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**Question #4:** Will the Department provide keys for all bathroom paper product dispensers?

**Answer #4:** Yes.

**Question #5:** Will the bathroom provide sanitary napkin disposal bags?

**Answer #5:** Yes. For a list of items that will be provided by the Department, please see RFP section II.c.iv.

**Question #6:** Can the Department rent golf carts to the contractor?

**Answer #6:** No. The selected contractor will be responsible for providing any motorized or

non-motorized equipment needed to transport staff and supplies (see RFP section II.c.v).

**Question #7:** How clean will the bathrooms be when the contractor arrives on first move-in day?

**Answer #7:** Some bathrooms will be ready to use at the time of the first move-in prior to each event. Some bathrooms will require some prep work, including cleaning and stocking. The exact number and location of the restrooms that will require prep work is not known. However, the selected contractor will be responsible for inspecting the restrooms and ensuring that all covered restrooms and showers are cleaned and stocked prior to the start of each event (see RFP sections II.c.ii and II.c.iii).

**Question #8:** At the end of the contract, does the level of bathroom cleanliness need to be “ready to use”?

**Answer #8:** Yes, bathrooms must be fully cleaned and stocked at the end of each event (see RFP sections II.c.ii and II.c.iii).

**Question #9:** Can the Fair provide an RV site for the contractor to place an RV to be used as an office in order to provide services supervision?

**Answer #9:** Yes, although the contractor is responsible for providing the RV or trailer (see RFP section II.c.v).

**Question #10:** Who will be responsible for pump-out of the mobile trailer bathrooms?

**Answer #10:** The Department will be responsible for arranging the pump-out of the mobile trailer bathrooms.