



March 24, 2026

To: All Potential Respondents

From: Katelyn Howells, Senior Statewide Procurement Officer

Subject: 005-RFP-2409-2026 Custodial Services - Iowa Department of Revenue and Alcoholic Beverages Division

AMENDED Proposal Due Date: March 31, 2026 at 2:00PM

Addendum Two

Please amend the subject RFP to include answers to the following timely received questions:

- Q1. The RFP asks for reference letters - do you want full reference/recommendation letters, or just contact information for previous/existing customers?
A1. Contact information is sufficient for this RFP.
- Q2. What is the anticipated contract start date?
A2. The contract will start on July 1, 2026.
- Q3. Will the incumbent contractor ABM Onsite Services have any transition time or overlap time?
A3. The State does not currently anticipate a need for this. Respondents are to indicate any transition/implementation needs in Exhibit 9 of their responses.
- Q4. Will the awarded contractor have access to the facility prior to the start of services for orientation and setup?
A4. Yes, time can be scheduled for this.
- Q5. Is there a transition plan or mobilization period built into the contract timeline?
A5. No. Respondents are to indicate any transition/implementation needs in Exhibit 9 of their responses.
- Q6. Should the cost proposal be broken out by area type (Office, restrooms, break rooms, warehouse offices) or submitted as a single monthly figure?
A6. No, this should be all inclusive pricing.
- Q7. Should pricing be submitted as a monthly flat rate, annual rates, or per visit rate?
A7. Respondents are to submit pricing in whatever manner it will be billed. If a respondent does not provide an annual or monthly rate, an estimated annual cost must be provided for comparative scoring purposes.
- Q8. Are price escalations allowed in years 2 through 6, and if so, is there a cap on annual increases?
A8. Price escalations are allowed with each annual renewal. It is recommended that annual increases do not exceed 3% year to year.
- Q9. Is there a specific cost proposal format or template the State requires?
A9. Respondents are to submit pricing in whatever manner it will be billed. If a respondent does not provide an annual or monthly rate, an estimated annual cost must be provided for comparative scoring purposes.

- Q10. Are the warehouse offices subject to the same performance standards as the main office areas?
A10. Yes.
- Q11. Is the cleaning of warehouse office windows different from the cleaning of main office windows due to warehouse operations?
A11. No.
- Q12. Are there any areas within the facility that are completely off limits to cleaning staff at all times?
A12. Yes, the server room and some storage rooms that are inaccessible.
- Q13. Is there a minimum staffing requirement or minimum hours per visit specified by the State?
A13. We are requesting 1 person assigned to this location for 8 hours a day, and an approved backup.
- Q14. Does the State require a dedicated site supervisor or lead cleaner assigned exclusively to this account?
A14. No.
- Q15. Must all cleaning staff be direct employees of the contractor or are subcontractors permitted?
A15. Direct employees, no subcontractors.
- Q16. Must certificates of insurance be submitted with the proposal or only upon award?
A16. A certificate of insurance is only required of the awarded vendor. Certificates do not need to be included in the proposal.
- Q17. Is there a specific additional insured endorsement language the State requires on the insurance certificates?
A17. Specific insurance language will be provided to the awarded vendor.
- Q18. Are there any Iowa-specific business registration or licensing requirements for out-of-state vendors?
A18. The awarded Respondent will be required to register to do business in Iowa before payments can be made. For Contractor registration documents, go to: <https://das.iowa.gov/procurement/vendors/how-do-business>.
- Q19. Who is the designated contract manager that will oversee day to day performance?
A19. Facility Maintenance Supervisor
- Q20. How frequently will formal inspections be conducted and by whom?
A20. The awarded company will be responsible for formal inspections.
- Q21. What is the notification process when a cleaning task is missed or incomplete?
A21. Direct communication with staff, escalated to their supervisor if needed.
- Q22. Is there a required check-in and check-out log system currently in place?
A22. Not on the State side.
- Q23. Does the State have a preferred list of approved green cleaning products?
A23. No.

- Q24. Are there any restricted chemicals or products that cannot be used in the facility?
A24. No.
- Q25. Are there any LEED or sustainability certification requirements tied to this contract?
A25. No.
- Q26. What types of floor finish products are currently approved for use on VCT or hard floors?
A26. Standard industrial products.
- Q27. How frequently is strip and wax currently being performed?
A27. Yearly or as needed.
- Q28. Are there any floors that cannot be machine buffed due to surface sensitivity?
A28. No.
- Q29. Will the floor plan referenced as Appendix A be made available in a digital format prior to the proposal deadline?
A29. No.
- Q30. Will the signed attendance sheet from the March 10 site visit be included in the addendum for verification purposes?
A30. The signed attendance sheet was provided in Addendum No. 1 and will be used to verify attendance of submitted responses.
- Q31. Does the State have an existing inspection scorecard or rating system from the current contract?
A31. No.
- Q32. What monetary penalties if any have been applied to the current contractor for performance failures?
A32. None.
- Q33. What specific KPIs does the State currently track and would like to see continued in the new contract?
A33. None.
- Q34. Is exterior grounds debris pickup limited to the immediate building entrance areas or does it extend across the full 14.5 acre site?
A34. Exterior debris pickup is only required immediately around building entrances.
- Q35. Are locker room areas referenced in Appendix B currently in use and part of the active cleaning scope?
A35. Yes.
- Q36. Is the boardroom used after hours or on weekends requiring any off-schedule cleaning response?
A36. No.
- Q37. Does the facility ever require cleaning services on State holidays, and if so, is that priced separately?
A37. Yes, the warehouse works on some State Holidays- MLK JR Day, Veterans Day, and the days after Thanksgiving and Christmas.

Q38. Is window washing of exterior ground level windows included in the base scope or considered an additional service?

A38. Exterior window washing would be considered an additional service.

Please acknowledge receipt of this addendum by answering “Yes” on the appropriate question in IMPACS.