

Addendum No. 02 _ with Written Inquiry Responses
DCF RFP 2526 061
NEFSH ENVIRONMENTAL SERVICES (EVS)
Program Office SAMH

Solicitation Number: DCF RFP 2526 061
Solicitation Title: NEFSH Environmental Services (EVS)
Response(s) Due Date: 07/14/2026
Addendum Number: 02
Addendum Date: 06/24/2026

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

***DCF RFP 2526 061** is hereby amended as follows, all other terms and conditions of the solicitation remain in effect. All additions are highlighted in yellow, and words ~~stricken~~ are deletions:*

Change No. 1

Section C1.1 General Conditions:

C1.1.5 The Department will supply Paper Towels, Toilet Paper, Hand Soap, Hand Sanitizer, and Trash Liners. The Provider will use NEFSH's inventory to replenish each item in the appropriate dispensers and containers throughout the campus as required. The Provider is responsible for transporting consumables from Building 46, the Provider's designated office and storage location, to each building and unit during contracted hours of operation. The Department's Warehouse shall not deliver consumables to individual buildings or units on behalf of the Provider. The Provider may coordinate with Warehouse personnel for the replenishment of consumable inventory maintained in Building 46. For loss prevention purposes, all consumables stored in Building 46 shall be secured and controlled by the Provider.

Change No. 2

Section C1.1 General Conditions:

C1.1.23 The minimum frequencies stated throughout Exhibit C1 establish the minimum acceptable level of service for each task and shall not be construed as limiting the Provider's obligation to maintain the required condition of each area throughout the applicable service period. All Scope of Work tasks within Resident Living Areas, Dining Rooms, Kitchen/Canteen areas, and all patient treatment and programming areas shall be performed continuously and maintained on an ongoing basis throughout the contracted hours of operation for each area. Due to the nature of the patient population at NEFSH, continuous attention to cleanliness, sanitation, and overall appearance in all patient-facing areas is required throughout each service day. Office and Support Areas, as well as all other non-patient areas, shall be serviced in accordance with the frequencies specified in their respective sections of this Exhibit.

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Change No. 3

Section C.2.1 Staffing

C.2.1.11 Prior to assignment to independent duties, the Provider shall ensure that all housekeeping personnel have successfully completed all required onboarding requirements, including, at a minimum, employment background screening in accordance with CFOP 60-25, PPD testing, and issuance of a facility identification badge. The Provider is solely responsible for ensuring compliance with all onboarding requirements and for payment of all wages and other personnel costs incurred during the onboarding process. The Department shall not assess any fees to the Provider for facility-required background screening, PPD testing, identification badge issuance, or training required pursuant to **Section C.2.3** of this Contract.

Response to Written Inquiries:

Question #	Vendor Name	Solicitation Section	Question	Department Response
1.	Southern Cleaning Service, Inc.	General	Who is the current contractor?	This information is publicly available through the Florida Accountability Contract Tracking System (FACTS) at https://facts.fldfs.com . Vendors may reference Contract ID DI427, Department of Children and Families, to locate the current contract information.
2.	Southern Cleaning Service, Inc.	General	What is the current contract price being paid today?	This information is publicly available through the Florida Accountability Contract Tracking System (FACTS) at https://facts.fldfs.com (Contract ID: DI427, Department of Children and Families). Vendors are reminded, however, that as communicated at the Mandatory Pre-Solicitation Conference held on May 19, 2026, the Scope of Work for this RFP differs from the existing contract. Current contract pricing is not applicable to this solicitation. All proposals must be based solely on the requirements defined in DCF RFP 2526 061 and its Exhibits and Addenda. See also Response to Question #4.
3.	Southern Cleaning Service, Inc.	General	When did the contract start?	This information is publicly available through the Florida Accountability Contract Tracking System (FACTS) at https://facts.fldfs.com (Contract ID: DI427, Department of Children and Families).
4.	Southern Cleaning Service, Inc.	General	Is the current contractor's scope of work the same as the current bid scope of work? If not, what has changed?	See response to Question #2.

5.	Southern Cleaning Service, Inc.	General	Is there a budget for this project? If so, what is the budget?	Per Exhibit F1 of the Standard Contract Part 2 , this is a fixed price contract. The total dollar amount for the contract term is to be determined (TBD) based on respondent proposals, subject to appropriation by the Legislature and availability of funds. A specific budget amount has not been publicly disclosed.
6.	Southern Cleaning Service, Inc.	General	Can you provide the square footage for each building? Would you be able to provide floor plans of each building?	General building floor plans were shared with all vendors who attended the Mandatory Pre-Solicitation Conference held on May 19, 2026. These documents provide the general layout of each building and serve as the reference point for vendors to assess building configurations and formulate their proposals. Vendors are expected to review the materials provided and use them as the basis for any information needed in their proposals. Estimated square footage per building is available to attendees of the Mandatory Pre-solicitation Conference by email request to the Procurement Officer.
7.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.2.6.2	Can you provide the square footage that needs to be stripped and refinished for each building?	See Response to Question # 6 regarding building floor plans shared at the Mandatory Pre-Solicitation Conference. Vendors are expected to use those materials to assess and estimate floor areas requiring strip-and-refinish services. Hard surface flooring requiring strip-and-refinish services is estimated at approximately 490,000 square feet. Vendors should confirm actual square footage based on the documents provided and conditions observed during the site visit.
8.	Southern Cleaning Service, Inc.	Document: SC Part 2 Section C1.4	For the Programming Services, Staff Development, and Nursing Education Areas, are there specific times these areas need to be cleaned?	Per Section C1.4 of Exhibit C1 , Programming Services, Staff Development, and Nursing Education Areas (Buildings 33, 34, 35A, 35B, 35C, 35D, 31E, and 43) are serviced five (5) days per week, Monday through Friday. Building 13-2, Room #69 (Hair Salon) is serviced two (2) days per week, Monday through Friday. Services for these areas are not scheduled on

				weekends; State holidays falling on a weekday are included within the Monday through Friday schedule. Per Section C1.1.3 , hours of operation are 7:00 A.M. to 3:30 P.M. Some services may be performed outside normal hours with prior coordination and approval from the Department's Contract Manager.
9.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.5	For the Mirage Mall Areas, are there specific times these areas need to be cleaned?	Per Section C1.5 of Exhibit C1. , the Mirage Mall Areas (Buildings 2A, 2B, 2C) are serviced five (5) days per week, Monday through Friday. Per Section C1.1.3 , general hours of operation are 7:00 A.M. to 3:30 P.M. daily. Some services may be performed outside normal hours with prior coordination and approval from the Department's Contract Manager.
10.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.6	For Gymnasium, are there specific times this area needs to be cleaned?	Per Section C1.6 of Exhibit C1 , the Gymnasium (John J. Crews Center, Building 38) is serviced three (3) days per week and upon request for events, Monday through Friday. Per Section C1.1.3 , general hours of operation are 7:00 A.M. to 3:30 P.M. daily. Some services may be performed outside normal hours with prior coordination and approval from the Department's Contract Manager.
11.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.6	For Gymnasium, it says this area can be services three days per week Monday – Friday, are there specific days we need to clean or can we clean any days between Monday and Friday?	Per Section C1.6 of Exhibit C1 , the Gymnasium (Building 38) is serviced three (3) days per week, Monday through Friday. The specific days are not prescribed in the solicitation. The Provider may schedule any three (3) days within the Monday through Friday window, provided all required service frequencies and deliverables are met. The Provider is encouraged to coordinate scheduling with NEFSH facility leadership.
12.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.8	For the Warehouse area and Laundry, are there specific times these areas need to be cleaned?	Per Section C1.8 of Exhibit C1 , the Warehouse Area and Laundry (Building 19 – office spaces, floors, and bathrooms only; and Building 20 – Laundry) are serviced two (2) days per week, Monday through Friday. Per Section C1.1.3 , hours of operation are

				7:00 A.M. to 3:30 P.M. Some services may be performed outside normal hours with prior coordination and approval from the Department's Contract Manager.
13.	Southern Cleaning Service, Inc.	General	Are the bids to be submitted over email or is there another way these need to be received?	Refer to Section 4.1.2.1 of the RFP.
14.	Southern Cleaning Service, Inc.	General	Will the contractor be responsible for moving laundry to the laundry room in the living areas?	The transport of residents' laundry to the laundry room is not a responsibility of the Provider under this contract. Per Section C1.2.3.10 of Exhibit C1 , the Provider's responsibility related to laundry on the units is limited to cleaning and dusting appliances and surfaces in the Laundry Room and sweeping and damp mopping the Laundry Room floors. Per Section C1.2.3.11 of Exhibit C1 , the Provider is also responsible for sweeping and damp mopping floors in the Linen Room and dusting shelves and damp wiping windowsills and ledges. These are the extent of the Provider's laundry-related responsibilities as defined in the Scope of Work.
15.	Southern Cleaning Service, Inc.	General	The scope of work specifies carpet cleaning, but none of the buildings we walked through had carpet. Can you provide the flooring type of each building?	See Response to Question 6 regarding building floor plans shared at the Mandatory Pre-Solicitation Conference. Vendors should use those materials in conjunction with their on-site observations during the walkthrough to assess flooring types in each building. The scope of work includes carpet/rug vacuuming and shampooing tasks where applicable (e.g., Sections C1.2.3.6, C1.5.5.2, C1.7.5.2, C1.9.2.2). The phrase 'as applicable' is used throughout the contract to account for any carpeted or rugged areas that may exist. Carpeted areas are estimated to total approximately 15,000 square feet, primarily located in the Library and the Sand Dollar area. Flooring types vary by building and may include luxury vinyl plank (LVP) with a wood-look finish, vinyl composition tile (VCT), original rubber tile flooring (gymnasium), and terrazzo. Vendors should scope their proposals

				accordingly based on the documents provided and conditions observed during the site visit.
16.	Southern Cleaning Service, Inc.	General	Is the contract responsible to clean any floor drains?	The Provider's responsibility with respect to floor drains is limited to cleaning the drain surface and the surrounding floor area as part of the standard floor cleaning tasks described in Exhibit C1 . This does not include any plumbing-related maintenance, repair, or interior drain cleaning. Per Section C1.1.21 of Exhibit C1 , the Provider shall perform such other related tasks as may be reasonably requested by NEFSH in connection with the overall goals of the Contract.
17.	Southern Cleaning Service, Inc.	Document: SCPart 2 Section C1.6	How often will special event cleaning be needed at the Gymnasium?	There is approximately one special event per month.
18.	Southern Cleaning Service, Inc.	General	At the walkthrough, it was mentioned that some of the buildings are the same layout. Are you able to provide a list of which buildings are the same layout?	General building floor plans were made available to all vendors during the Mandatory Pre-Solicitation Conference held on May 19, 2026. These floor plans depict the general layout of each building and provide a sufficient reference for vendors to identify which units share similar configurations. Vendors are expected to review the documents provided, and to summarize and formulate any necessary information from those materials for use in preparing their proposals. The Department will not be providing a separately compiled list of buildings by layout.
19.	Southern Cleaning Service, Inc.	Document: SCPart 2 B.1.	Is the contractor responsible for supplying all consumables (trash bags, toilet paper, hand soap, etc.)? If so, can you provide the monthly usage for these supplies?	Per Section C1.1.5 of Exhibit C1 , the Department will supply Paper Towels, Toilet Paper, Hand Soap, Hand Sanitizer, and Trash Liners. The Provider will use NEFSH's inventory to replenish each item in the appropriate dispensers and containers throughout the campus as required. The Provider is responsible for transporting consumables from Building 46, the Provider's designated office and storage location, to each building and unit during contracted hours of operation. Per Section B.1 of Exhibit B , the Provider

				is responsible for supplying all capital equipment and all cleaning supplies (chemicals, waxes, scrubbing/buffing pads, and other items) necessary to complete this function, with the exception of the consumables listed in Section C1.1.5 above. See also Change No.1 to this Addendum.
20.	Southern Cleaning Service, Inc.	Document: SCPart 2 C.1.2	For the resident living areas, will the contractor clean these areas when they are occupied?	Yes. Per Section C1.2 of Exhibit C1, Resident Living Areas are serviced seven (7) days per week, 7:00 A.M. to 3:30 P.M., including holidays, and the areas are occupied by residents. Per Section C1.1.12, Environmental Housekeeping services are to be provided in a manner that does not interfere with patient care. Per Section C1.1.1, all commercially reasonable and necessary measures shall be taken to ensure the health and safety of NEFSH's Residents, staff, and visitors during service provision.
21.	Southern Cleaning Service, Inc.	Document: SCPart 2 C.1.2.5.2, C.1.3.3.4, C.1.4.3.1, C.1.5.4.1, C.1.6.4.2, C.1.7.4.1, C.1.8.4.1, C.1.9.1.7	Each of the sections is in regards to cleaning graffiti. How often is graffiti a problem for NEFSH?	Given the nature of NEFSH as a civil inpatient psychiatric facility serving individuals with severe and persistent mental illness, graffiti removal is included as a scheduled task across multiple areas of the facility. As reflected in the referenced sections of Exhibit C1, graffiti removal is addressed at varying frequencies, monthly for Kitchen/Dining and Programming areas, and quarterly for Resident Living Areas, Mirage Mall, Gymnasium, Office and Support Areas, and Warehouse with upon-request removal for staff housing areas. A specific average frequency of graffiti occurrences at the facility is not available.
22.	Southern Cleaning Service, Inc.	General	Can you provide a copy of the current contract and the past two invoices for the current contractor?	Per Florida's public records law (§119.011, F.S.), prior contracts and invoices may be publicly available through the Department of Children and Families. Vendors seeking this information may submit a public records request to the Department's Custodian of Public Records at DCFCustodian@MYFLFAMILIES.COM or by calling

				850-487-1111. Vendors are reminded, however, that as communicated at the Mandatory Pre-Solicitation Conference held on May 19, 2026, the Scope of Work for this RFP differs from any prior contract. Prior contracts and associated pricing are not applicable to this solicitation. All proposals must be based solely on the Scope of Work and requirements as defined in DCF RFP 2526 061, including all Exhibits and Addenda. See also Response to Question #4.
23.	HealthCare Services Group, Inc.	General	Please provide the square footage of each building.	See Response to Question #6.
24.	HealthCare Services Group, Inc.	General	Please provide the census as both 2025 ADC, Current, and Max Capacity for all residential areas.	Per Section A.1.10 of Exhibit A, there are currently 25 Resident Living Areas identified (Buildings 7, 8, 9, 10, 12-2M, 12-3A, 12-3C, 13-1E, 13-1W, 13-2E, 13-2W, 13-3E, 13-3W, 15, 17, 32N, 32S, 36A, 36B, 36C, 36D, 57E, 57W, 58E, and 58W). The current census is approximately 700 residents. For purposes of proposal development, vendors should assume full occupancy of each Resident Living Area listed in the Scope of Work. Service requirements under this contract are not directly tied to census or occupancy levels for any individual Resident Living Area. Any changes resulting from legislative directives, leadership decisions, or operational needs that would materially alter building usage or capacity at NEFSH in a manner affecting the Scope of Work would require a formal contract amendment mutually agreed upon and executed by both parties in accordance with Section B.3.4 of Exhibit B.
25.	HealthCare Services Group, Inc.	SCPart2, C1.9. Upon Request Only Areas	What is the historical scope and frequency of upon request cleaning?	Per Section C1.9 of Exhibit C1, Upon Request Only Areas include Doctor's Circle Houses (#2, #4, #7, #8, #9, #10, and #11) and Hospitality House (Building 22) apartments (#102, #105, #107, #202, #205, #206, #207, #208A, #208B, #210, and #211). These

				requests are anticipated approximately once (1x) per Quarter, coinciding with the transition of occupants/interns, at no additional cost to the Department. Historical frequency beyond what is stated in the contract is not available.
26.	HealthCare Services Group, Inc.	General	If any janitorial services equipment will be transitioned to the incoming vendor for usage, please provide an equipment listing with condition of equipment.	Per Section B.7 of Exhibit B , the Provider shall deliver all necessary equipment for the provision of Environmental Housekeeping Services. All equipment owned by the Provider or licensed to the Provider by third parties shall remain the property of the Provider. The Department will not be providing or transitioning equipment to the incoming vendor. The incoming Provider is responsible for supplying all required equipment per Sections B.7 and C1.1.9 .
27.	HealthCare Services Group, Inc.	SCPart2, B.3. Service Area/Locations/Times	Which residential buildings and campus buildings require tandem cleaning?	There are no requirements for tandem cleaning.
28.	HealthCare Services Group, Inc.	DCF RFP 2526 061, 5.2.1 Programmatic Scoring Criterion 2	Which residential locations and/or treatment areas are forensics units?	NEFSH is a civil inpatient psychiatric facility that provides care and treatment to individuals with severe and persistent mental illness. While NEFSH may serve individuals who have transitioned (stepped down) from forensic mental health facilities and no longer require a secure setting, there are no designated forensic units at this facility. All residents, regardless of their legal status or admission pathway, are integrated into the civil population and housed in the same Resident Living Areas identified in the Scope of Work. Accordingly, the security and cleaning protocols applicable to all Resident Living Areas as described in Exhibit C1 apply uniformly across the facility. The RFP's reference to managing a 'large-scale forensic facility' in Evaluation Criterion 2 reflects the nature of the patient population served, not the existence of separate forensic units requiring distinct cleaning protocols.

29.	HealthCare Services Group, Inc.	General	Please describe the security measures in place for janitorial staff cleaning in forensics units?	See Response to Question #28. There are no designated forensic units at NEFSH. All Resident Living Areas are subject to the same uniform cleaning protocols as described in Exhibit C1 . Facility-specific security training applicable to all housekeeping staff is addressed in Section C.2.3 of Exhibit C , which requires all personnel to complete initial training in facility security and contraband policies prior to independent assignment.
30.	HealthCare Services Group, Inc.	General	Please provide NEFSH policy on janitorial carts in patient treatment areas (e.g. specifications of cart must be visible/within reach/or within doorway of janitorial staff).	Per Section B.7.2.1 of Exhibit B , as a safety measure, all Housekeepers must have lockable compartments within their cleaning carts to store chemicals, so that chemicals are not exposed or accessible to Residents. Specific NEFSH policies governing cart placement or visibility requirements within patient treatment areas are not detailed in the solicitation. Copies of relevant NEFSH policies are available upon request to the Department's Contract Manager per Section C1.1.17 .
31.	HealthCare Services Group, Inc.	SCPart2, C.1.2 Resident Living Areas	Who is responsible for spot cleaning in residential areas when janitorial team members are not on units? What is the process for stocking supplies and notification of additional cleaning support?	Per Section C1.1.23 of Exhibit C1 , all Scope of Work tasks for Resident Living Areas are expected to be performed continuously and on an ongoing basis throughout the contracted hours of operation. The minimum frequencies stated in the Scope of Work establish the minimum acceptable level of service for each task and shall not be construed as limiting the Provider's obligation to maintain the required condition of each area throughout the applicable service period. Per Sections C1.1.2, C1.1.7, and C1.1.18 of Exhibit C1 , the Provider is expected to maintain a clean and sanitary environment through daily management inspections and continuous attention to all assigned areas. Department staff are responsible for any cleaning needs that arise outside of contracted hours. Per Section B.3.7 of Exhibit B , emergency incidents reported outside ordinary hours require Provider response within 60 minutes. Per

				Section C1.1.5 of Exhibit C1, the Department supplies consumables and the Provider is responsible for transporting consumables from Building 46, the Provider's designated office and storage location, to each building and unit during contracted hours of operation. See also Change No. 1 and Change No. 2 to this Addendum.
32.	HealthCare Services Group, Inc.	SCPart2, C1.10. Medical Waste Collection	Please provide the volume and/or frequency medical waste has been transported at the buildings cited in C.1.10. Is this daily or weekly per each building?	Per Section C1.10 of Exhibit C1, Medical Waste Collection is performed seven (7) days per week (including holidays) for Building 12 – 1st floor (Lab/Dentist/MTA/Pharmacy), Building 12 – 2nd Floor (Infection Control), Building 4 (Admissions & Discharge), and Building 12 & 13 Resident Living Areas (12-3A, 12-3C, 13-1 East, 13-1 West, 13-2 East, 13-2W, 13-3E, and 13-3W). One (1) day per week (on a designated weekday scheduled by the Department) for Buildings 7, 8, 9, 10, 15, 17, 32N, 32S, 36A, 36B, 36C, 36D, 57E, 57W, 58E, and 58W. Historical volume data is not available.
33.	HealthCare Services Group, Inc.	General	Will the incoming vendor inherit housekeeping carts? If so, please provide an inventory listing specifying models, quantity and condition. We want to ensure we have the correct carts (microfiber, high security).	No. Per Sections B.7.1 of Exhibit B and C1.1.9 of Exhibit C1, the Provider shall deliver all necessary equipment for the provision of Environmental Housekeeping Services and is responsible for supplying all equipment needed to complete the scope of services. No equipment will be transferred to the incoming vendor. All cleaning carts must have lockable compartments per Section B.7.2.1, and the use of disposable microfiber mop heads is highly recommended per Sections B.7.2.2 and C1.1.20.
34.	HealthCare Services Group, Inc.	SCPart2, C1.6. Gymnasium	Please provide the frequency and scope the vendor will support special events? Will vendor assist with setup? Special cleanings?	Per Section C1.6 of Exhibit C1, the Gymnasium (Building 38) is serviced three (3) days per week and upon request for events, Monday through Friday. Upon request event support, including pre-event cleaning and post-event cleanup, are included in the

			Tear-down and post event cleaning?	fixed monthly price. The Department anticipates requiring such services approximately once per month; however, actual frequency may vary based on operational needs.
35.	HealthCare Services Group, Inc.	SCPart2, C1.1.5	Is vendor responsible for transport of consumables to each building or is this the responsibility of the warehouse crew?	Per Section C1.1.5 of Exhibit C1, the Department will supply Paper Towels, Toilet Paper, Hand Soap, Hand Sanitizer, and Trash Liners, and the Provider will use NEFSH's inventory to replenish each item on each unit. The Provider is responsible for transporting consumables from Building 46, the Provider's designated office and storage location, to each building and unit during contracted hours of operation. The Department's Warehouse shall not deliver consumables to individual buildings or units on behalf of the Provider. The Provider may coordinate with Warehouse personnel for the replenishment of consumable inventory maintained in Building 46. For loss prevention purposes, all consumables stored in Building 46 shall be secured and controlled by the Provider. See also Change No.1 to this Addendum.
36.	HealthCare Services Group, Inc.	SCPart2, C1.6. Gymnasium	Can you provide the specifications for the gym floor?	Perimeter (including office spaces) flooring consists of VCT Flooring and Gymnasium flooring is Rubber tile.
37.	HealthCare Services Group, Inc.	General	Is an enclosed vehicle required to complete the scope of work, such as transport of consumables and equipment?	The solicitation documents do not specify a requirement for an enclosed vehicle. Per Sections B.7 of Exhibit B and C1.1.9 of Exhibit C1 , the Provider is responsible for supplying all equipment needed to complete the scope of services. Vendors should assess transportation needs based on their operational plan and conditions observed at the Mandatory Pre-Solicitation site visit and include any associated costs in their monthly fixed price proposal.

38.	HealthCare Services Group, Inc.	General	Please outline additional expenses to be incurred by vendor to support personnel and onboarding such as: - Background Checks - Facility specific trainings - Parking - PPD Tests - Facility required identification badges	Per Section C.2.1.11 of Exhibit C, prior to being assigned to independent duties, all Provider staff must have completed all required onboarding steps, including employment background screening per CFOP 60-25, PPD testing, and facility ID badge issuance. Per Section C.2.3 of Exhibit C, all Provider staff must complete initial training prior to independent assignment in infection prevention and control; OSHA Bloodborne Pathogens; proper use of PPE; behavioral health safety and awareness; biohazard waste handling; and facility security and contraband policies. The Provider is responsible for ensuring all staff complete every required onboarding step prior to being assigned to independent duties and for payment of all applicable wages to their staff during this time. The Department will not charge the Provider for facility-required background screening, PPD testing, ID badge issuance, or any training required under Section C.2.3 of this Contract. See also Change No. 3 to this Addendum.
39.	HealthCare Services Group, Inc.	SCPart 1, Section 1.7	What is the amount of the MyFloridaMarketPlace transaction fee?	Per Section 1.7 of the Standard Contract Part 1, this Contract is subject to the MyFloridaMarketPlace (MFMP) transaction fee. The MFMP transaction fee is currently 1% of the total invoice amount, as established by the Florida Department of Management Services. Vendors should include this fee in their cost calculations. For current and confirmed fee rates, vendors should refer to the MyFloridaMarketPlace website at https://vendor.myfloridamarketplace.com.
40.	HealthCare Services Group, Inc.	SCPart 2, Exhibit F1	Invoices will be sent by the 10th of the month invoiced. Deductions will be credits issued the following month. Is this an acceptable practice in adherence to the invoice and payment terms?	Per Section F.2.1 of Exhibit F1, invoices must be submitted no later than the fifteenth (15th) of the month following the month of service. An invoice submitted by the 10th of the following month would comply with this requirement. Regarding deductions, the contract outlines specific financial consequences

				in Section F.3 . Deductions are applied by the Department immediately for each deficient service month in accordance with Sections F.3.1 through F.3.5 . The method of applying deductions is governed by the Department, not the Provider.
41.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit B §B.3 / Exhibit C1	Please confirm whether the scope of work, included buildings, and number of Resident Living Areas remain unchanged from the current contract, or describe any changes.	See Response to Question #4. All proposals must be based solely on the Scope of Work and requirements as defined in this solicitation, DCF RFP 2526 061, including all Exhibits and Addenda.
42.	Encompass Onsite, LLC	RFP §4.2.5.4; Std. Contract Part 2 – Exhibits C1, C2	No staffing counts are specified. Please confirm that bidders are to determine the headcount and man-hours needed to meet the required scope, hours, and frequencies.	Confirmed. Exhibit C2 of the Standard Contract Part 2 is the Staffing Plan, which is to be developed by the Provider. The solicitation does not prescribe specific headcount or man-hour requirements. Respondents are expected to independently determine the staffing levels necessary to meet all service requirements, hours, and frequencies outlined in Exhibits C and C1 . The staffing plan submitted by the selected Provider will be subject to Department approval per Section C.2.1.1 .
43.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit B §B.3.7; Exhibit F1	Does the Department expect a scheduled afterhours shift for emergency response, or may oncall staff be used? Under the fixed monthly price, is emergency work outside 7:00 a.m.–3:30 p.m. included or billable separately?	Per Section B.3.7 of Exhibit B , the Provider must respond to emergency incidents within 30 minutes during ordinary hours of operation (7:00 A.M. to 3:30 P.M.) and within 60 minutes for incidents reported outside ordinary hours. The solicitation does not require a dedicated scheduled after-hours shift; on-call staff availability is an acceptable approach, provided the 60-minute response time is met. Emergency response, including after-hours response, is included in the fixed monthly price. Per Section B.8 , services must be provided within the financial limits of the contract. There is no provision for separately billing emergency work.

44.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit C1 §C1.1.5; Exhibit B §B.7	The RFP specifies Department-supplied consumables in §C1.1.5 but does not address PPE. Please confirm whether PPE and single-use items, specifically disposable waterproof biohazard suits for bodily-fluid/biohazard cleanup, are Provider-supplied and included in the monthly price, and provide the current average frequency of such cleanups so bidders can cost this recurring item.	Per Section C1.1.5 of Exhibit C1, the Department supplies only Paper Towels, Toilet Paper, Hand Soap, Hand Sanitizer, and Trash Liners. The Provider is responsible for transporting these consumables from Building 46, the Provider's designated office and storage location, to each building and unit. All other supplies and equipment, including PPE, are the responsibility of the Provider. Per Section C.2.3 of Exhibit C, staff must be trained in the proper use of PPE. Accordingly, PPE and all single-use biohazard items (including disposable waterproof biohazard suits) are Provider-supplied and must be included in the monthly fixed price proposal. Historical frequency of biohazard cleanups is not available. Vendors should estimate based on the nature of the facility (a civil inpatient psychiatric facility serving individuals with severe and persistent mental illness, including individuals who have transitioned from forensic settings, with 25 Resident Living Areas) and conditions observed at the Mandatory Pre-Solicitation site visit. See also Change No.1 to this Addendum.
45.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit C1 §C1.2.1	Please confirm that clog/flood cleanups, bodily-fluid spills outside bathrooms, and graffiti removal are handled by the regularly assigned EVS staff, and confirm the current average frequency of these occurrences.	Confirmed. Per Sections C1.2.1.5 and C1.2.2.3 , following a Resident accident involving bodily fluids, regularly assigned EVS staff are responsible for cleaning all affected areas and disinfecting/deodorizing. Per Section B.3.7 of Exhibit B, emergency responses to disinfect after flooding are handled within the Provider's emergency response obligations. Graffiti removal is addressed in multiple sections (e.g., C1.2.5.2 , C1.3.3.4 , C1.4.3.1 , etc.) as part of the regular scheduled service tasks. The average frequency of these occurrences is not available.
46.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit C1 §C1.1.22	Please confirm the current average number of terminal cleans	Per Section C1.1.22 of Exhibit C1 , terminal cleaning of resident rooms is required upon discharge,

			(discharge/transfer/isolation) required per month.	transfer, or isolation clearance (e.g., MRSA, C-Diff, etc.), or as otherwise directed by the Department's designated representative. Terminal cleaning includes all low-touch and high-touch surfaces, including those not accessible when the room was occupied, and floors. The current average number of terminal cleans per month is not available.
47.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit C1 §C1.2.6	Please confirm the approximate total VCT/hard-floor square footage requiring strip-and-refinish services.	See Response to Question #6 and Question #7.
48.	Encompass Onsite, LLC	RFP §4.2.7.5; Std. Contract Part 2 – Exhibit C §C.2.3	The RFP requires 'behavioral health safety and awareness' training but names no program. Please confirm that MANDT (or equivalent de-escalation training) is required; whether NEFSH or the Provider is responsible for the cost of this training; and the cost and number of paid onboarding hours required before staff may work independently.	Per Section C.2.1.11 of Exhibit C, prior to being assigned to independent duties, all Provider staff must have completed all required onboarding steps including employment background screening per CFOP 60-25, PPD testing, and facility ID badge issuance. Per Section C.2.3 of Exhibit C, all housekeeping personnel must complete initial training prior to independent assignment in behavioral health safety and awareness, among other required areas. The specific training program (e.g., MANDT or equivalent) is not named in the solicitation; the Department's Contract Manager can provide guidance on acceptable programs upon contract execution. The number of paid onboarding hours required before being assigned to independent duties is not specified in the solicitation. The Department will not charge the Provider for facility-required background screening, PPD testing, ID badge issuance, or any training required under Section C.2.3 of this Contract. See also Change No. 3 to this Addendum. See also Response to Question #38.
49.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit A §A.1.10	Please confirm the current average daily Resident census.	See Response to Question #24.

50.	Encompass Onsite, LLC	Std. Contract Part 2 – Exhibit C1 §C1.3	Please confirm which areas require cleaning more than once per day or continuous/ongoing coverage, versus a single daily cleaning.	Per Section C1.1.23 of Exhibit C1, all Scope of Work tasks for Resident Living Areas, Dining Rooms, Kitchen/Canteen, and all patient treatment and programming areas shall be performed continuously and maintained on an ongoing basis throughout the contracted hours of operation for each area. The minimum frequencies stated in the Scope of Work establish the minimum acceptable level of service for each task and shall not be construed as limiting the Provider's obligation to maintain the required condition of each area throughout the applicable service period. Per Sections C1.1.2, C1.1.7, and C1.1.18 of Exhibit C1, continuous attention to cleanliness and sanitation in all patient-facing areas is required throughout each service day. Sections C1.3.1.1 and C1.3.1.3 specifically require floor mopping and surface cleaning after each meal in Dining areas, and water fountain and sink cleaning immediately following each meal in the Kitchen/Dining area. Office and Support Areas and all non-patient areas shall be serviced in accordance with the frequencies specified in their respective sections of Exhibit C1. See also Change No. 1 and Change No. 2 to this Addendum.
51.	Encompass Onsite, LLC	RFP §4.2.5.2 / General	What level of English proficiency is required for all EVS staff?	The solicitation does not specify a minimum English proficiency level for EVS staff. Per Section 4.1.1.3 of the Standard Contract Part 1, the Provider and its subcontractors shall comply with CFOP 60-16, which includes completing the Civil Rights Compliance Checklist and addresses support for individuals with limited English proficiency. The Provider should ensure all staff are able to effectively communicate in the performance of their duties and in compliance with all applicable facility security and safety protocols.

