



SERCO of Texas, Inc.
Janitorial Services RFP
Questions and Answers
Thursday, July 23, 2026

Question 1: Can SERCO provide facility details, including cleanable square footage, number of floors, floor composition, restroom count, and approximate employee and customer populations for each location?

SERCO Response: Facility information, including approximate square footage, restroom counts, and estimated employee and customer populations, is provided below (see Question 12) and in the RFP. Vendors are responsible for proposing services that adequately support each location.

Question 2: Can SERCO provide floor plans or building layouts for the facilities?

SERCO Response: Floor plans and building layouts are not available at this time.

Question 3: What is the required cleaning frequency and schedule for each location?

SERCO Response: Janitorial services are generally expected to be performed Monday through Friday on business days when the offices are open. Specific service frequencies and requirements are outlined in the RFP. Vendors should include all labor, supervision, equipment, and materials necessary to meet the service requirements.

Question 4: Are there restrictions regarding cleaning during business hours or after-hours access?

SERCO Response: Cleaning activities should be scheduled so as not to disrupt daily operations. Vendors may propose cleaning schedules outside normal business hours, subject to coordination and approval by SERCO.

Question 5: What are the operating hours for the facilities?

SERCO Response: Standard operating hours generally fall between 8:00 a.m. and 5:00 p.m., Monday through Friday. Actual hours may vary by location.

Question 6: Who is the current janitorial provider, and what is the current contract value?

SERCO Response: SERCO is not releasing information regarding the current janitorial contractor or contract value as part of this procurement. Vendors are encouraged to submit proposals based on their own pricing models and operational capabilities.

Question 7: Are periodic services such as carpet extraction, floor refinishing, and other specialty services included in the base pricing or billed separately?

SERCO Response: Vendors should clearly identify in their proposals whether periodic services, including carpet cleaning, floor refinishing, window cleaning, and similar services, are included in the base pricing or offered as optional services with separate pricing.

Question 8: Will SERCO provide consumable supplies such as paper towels, toilet paper, hand soap, and trash liners?

SERCO Response: Unless otherwise specified in the RFP, SERCO will provide consumable products, including paper towels, toilet paper, and hand soap. Vendors are expected to provide all cleaning supplies, equipment, and materials necessary to perform the required services.

Question 9: Are there any anticipated changes to the number or location of facilities during the contract term?

SERCO Response: SERCO reserves the right to add, remove, relocate, or modify facilities during the contract term as operational needs change. Any such changes will be addressed in accordance with the terms of the contract.

Question 10: Are subcontractors required to hold VetHUB certification?

SERCO Response: VetHUB certification is not required for subcontractors. However, vendors should review all applicable requirements outlined in the RFP and ensure compliance with all federal, state, and local regulations.

Question 11: Will vendors have the opportunity to conduct site visits?

SERCO Response: At this time, SERCO does not anticipate conducting site visits. Vendors should prepare their proposals based on the information provided in the RFP and related attachments, as well as their own experience providing services to similar clients and facilities. SERCO reserves the right to schedule site visits if deemed necessary.

Question 12: Can SERCO provide the total contract square footage and restroom counts?

SERCO Response: The approximate square footage for each location is provided below. Vendors are responsible for ensuring that their proposals adequately address the requirements of each facility.

Location	Address	Approximate Square Footage
Acres Homes	6730 Antoine Dr., Houston, TX 77091	5,210 SF
Conroe	2218 IH 45 North, Conroe, TX 77301	17,500 SF
Cypress Station	70 FM 1960 West, Suite A, Houston, TX 77090	23,500 SF
Humble	9668 FM 1960 Bypass Rd. W, Humble, TX 77338	12,526 SF
Huntsville	291A Interstate 45 South, Suite A, Huntsville, TX 77340	8,447 SF
Liberty	2131 Highway 146 Bypass, Liberty, TX 77575	4,700 SF
Northeast	11939 Eastex Freeway, Suite A, Houston, TX 77039	5,210 SF
Willowbrook	17725 Tomball Parkway, Houston, TX 77064	12,407 SF

Total Approximate Square Footage: 89,500 SF.

Question 13: Can SERCO provide the number of staff members or the current staffing plan?

SERCO Response: Approximate employee populations are not being provided as part of this procurement. Vendors are responsible for proposing a staffing model that meets the requirements of the RFP.

Question 14: Can SERCO provide the annual contract value, incumbent contractor, and contract award date?

SERCO Response: SERCO is not releasing information regarding the current contractor, contract value, or prior contract award dates as part of this procurement. Per the RFP, the new contract is scheduled to begin on October 1, 2026.

Question 15: What are the normal business hours for each location?

SERCO Response: Standard business hours generally fall between 8:00 a.m. and 5:00 p.m., Monday through Friday. Actual hours may vary by location.

Question 16: What is the expected number of service days per year for janitorial services?

SERCO Response: Janitorial services are generally expected to be performed on business days when the offices are open. The exact number of service days may vary due to holidays, office closures, or operational needs.

Question 17: Could SERCO provide a usage report for consumables for the past six months?

SERCO Response: SERCO does not maintain historical usage reports for consumables as part of this procurement. Vendors should rely on the information provided in the RFP and their own experience providing services to similar clients and facilities to estimate consumables usage.

Question 18: Are there specific consumable products that must be included in the proposal?

SERCO Response: Unless otherwise specified in the RFP, SERCO will provide consumable products, including paper towels, toilet paper, and hand soap. Vendors are expected to provide all cleaning supplies, equipment, and materials necessary to perform the required services.

Question 19: Are Day Porters required for this contract?

SERCO Response: Yes. SERCO currently utilizes Day Porter services at certain locations. Vendors should include Day Porter services in their proposals as required by the RFP and clearly identify the staffing model and hours associated with those services.

Question 20: What are the requirements for interior glass cleaning?

SERCO Response: Interior glass cleaning requirements are limited to surfaces safely accessible using standard commercial cleaning equipment. Any specialized equipment requirements should be identified separately in the proposal.

Question 21: Since no site visits will be held, will photographs of the facilities be provided?

SERCO Response: SERCO does not anticipate providing photographs of the facilities. Vendors should rely on the information contained in the RFP and related attachments, as well as their own experience providing services to similar clients and facilities.

Question 22: Are there holidays during which services will not be required?

SERCO Response: Services generally will not be required on holidays observed by SERCO. The holiday schedule may vary from year to year.

Question 23: Are janitorial services expected to be performed during business hours, after hours, or a combination of both?

SERCO Response: Vendors may propose cleaning schedules that minimize disruption to daily operations. Services may be performed during business hours, after hours, or a combination of both, subject to SERCO approval.

Question 24: Are there any access restrictions, alarm procedures, badge requirements, or key-control requirements at any location?

SERCO Response: Security and access requirements may vary by location. Any applicable procedures, badges, keys, alarm codes, or access instructions will be provided to the awarded contractor before the start of services.

Question 25: Will SERCO provide keys, badges, alarm codes, or site access instructions before contract start?

SERCO Response: Yes. Any required keys, badges, alarm codes, or site-specific access instructions will be provided to the awarded contractor before the start of services.

Question 26: Is a dedicated on-site supervisor required, or is a roving supervisor or account manager acceptable?

SERCO Response: SERCO does not require a dedicated on-site supervisor. A roving supervisor or account manager is acceptable, provided that the contractor maintains appropriate oversight and quality control.

Question 27: Can SERCO confirm which tasks are mandatory versus tasks that "may include" services in the scope?

SERCO Response: Vendors should assume that all tasks specifically identified in the scope of work are required unless otherwise noted. Optional or additional services should be clearly identified in the proposal.

Question 28: Are daily, weekly, monthly, and quarterly services required at all eight sites, or do service frequencies vary by location?

SERCO Response: Service frequencies may vary by location based on operational needs and facility characteristics. Vendors should propose services that satisfy the requirements described in the RFP.

Question 29: Should carpet extraction and floor stripping/refinishing be included in the base monthly price or priced separately as periodic services? If these services are applicable, can SERCO provide flooring type breakdowns?

SERCO Response: Vendors should clearly identify whether carpet extraction, floor stripping, refinishing, and similar specialty services are included in the base monthly price or proposed as separate periodic services. Vendors may also provide separate pricing for these services.

Question 30: Is there a prevailing wage, living wage ordinance, or contract-specific wage requirement?

SERCO Response: Vendors are responsible for complying with all applicable federal, state, and local laws and regulations regarding wages and employment requirements