



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

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2026-13 Custodial Maintenance Addendum #1 – October 24, 2025

We received the following questions regarding this RFQ:

Question #1: Regarding the one-year contract commencing on December 1, 2025, with three one-year renewal options. Please clarify if one year renewal options are upon mutual agreement or at the sole discretion of the County.

Answer #1: The one-year renewal options are at the sole discretion of the County.

Question #2: Is cleaning staff not required to work on County Observed Holidays (totaling 13)?

Answer #2: Cleaning staff are not required to work on County-observed holidays (totaling 13), unless otherwise specified for certain facilities.

Question #3: Will redlines to the County's standard agreement be allowed if XXXXXXXX is awarded the job.

Answer #3: No, redlines to the County's standard agreement will not be accepted.

Question #4: Please provide an advance copy of the County's service agreement for full legal review.

Answer #4: At this time, we are not providing an advance copy of the County's service agreement for legal review

Question #5: Provide examples of Green Clean certifications the County will accept.



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Answer #5: The County will accept certifications such as:

- Green Seal (GS-42)
- ISSA CIMS-Green Building (GB)
- UL ECOLOGO
- LEED-compliant cleaning programs

Other equivalent certifications may be considered if they meet industry-recognized green cleaning standards.

Question #6: Are all locations serviced 5 days a week (M-F) with exception to the community Health Center & Health Department? All

Answer #6: Yes, all locations are serviced Monday through Friday, with the exception of the Community Health Center, Health Department, and the Public Safety Complex/911. All specific service intervals and hours are detailed in the bid documents.

Question #7: What will be the Service days and time frame for The River Valley Justice Center? *(During our tour, our guide stated they worked 24-7 and 365 days a year.)*

Answer #7: The River Valley Justice Center operates 24/7, 365 days a year. Janitorial services should be scheduled accordingly to support continuous operations. However, service is not required on County-observed holidays.

Question #8: Will the Service days at the River Valley Justice Center require the Janitorial staff to work on holidays.

Answer #8: No, janitorial staff are not required to work on County-observed holidays at this location.

Question #9: Are interior windows included in Bid or is that a separate contract and if so, how high are they expected to go?

Answer #9: Yes, interior windows are included in the bid. The expectation is that cleaning will be performed up to a reasonable height accessible by standard extension tools or ladders. If specialized equipment is required, that can be discussed further.

Question #10: How many custodians are staffed in each facility?



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Answer #10: Staffing levels are not prescribed by the County. It is the responsibility of the bidder to determine appropriate staffing levels based on the scope of work and service frequency outlined in the bid documents.

Question #11: Should stripping & waxing and carpet cleaning included in our projected cost?

Answer #11: Yes, these services should be included. As noted on page 14 of the bid documents, these are listed under Alternate Tasks and should be priced separately by square foot.

Question #12: Is their one Facilities Manager for ALL locations will a contact for each location?

Answer #12: There is one Facilities Manager overseeing all locations. However, site-specific contacts will be provided for day-to-day coordination at each facility.

Question #13: Will custodial staff have a locker room area for their belongings?

Answer #13: Yes, custodial staff will have access to a designated area for storing personal belongings and supplies at each location.

Question #14: Are entry keys left at each location daily?

Answer #14: Entry keys or access methods will be provided at each location as needed. These are typically secured on-site and coordinated with Facilities.

Question #15: If a custodian is sick or on vacation is a substitute required?

Answer #15: Yes, if a custodian is out due to illness or vacation, a substitute is required to ensure uninterrupted service.

Question #16: Could you please confirm how many staff members are currently assigned per building, along with their current hourly pay rates, hours worked per day, and the number of days per week each building is serviced?

Answer #16: The County does not provide current contractor staffing levels, pay rates, or daily schedules. Bidders are expected to determine appropriate staffing based on the scope of work and service intervals outlined in the bid documents.



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Question #17: Could you also share the name of the current awarded contractor for janitorial services and their current contract amount or pricing structure?

Answer 17: The current janitorial services contractor is ECO Clean Maintenance, Inc. The County does not disclose contract pricing or rate structures for active agreements. This information may be requested through a formal FOIA request

Question #18: Is there a way to view or access any of the County facilities that were not included in the recent walkthrough?

Answer #18: At this time, there are no additional walkthroughs scheduled.

Question #19: Could you provide some context as to why this contract is being rebid at this time?

Answer #19: The contract is being rebid due to the upcoming expiration of the current agreement and to ensure continued competitive procurement in accordance with procurement requirements.

Question #20: In the larger facilities we toured, is there available storage space large enough to store a walk-behind vacuum or floor scrubber on-site?

Answer #20: Yes, in the larger facilities toured, there is limited on-site storage available that can accommodate a walk-behind vacuum or floor scrubber. Storage availability may vary slightly by location.

Question #21: Are the vendor responsible for the stripping/waxing at all locations except the County office building and the court building main lobby. Is this correct?

Answer #21: These services should be priced by square foot, as outlined under Alternate Tasks on page 14 of the bid documents.

Question #22: Who is responsible to clean all the interior glass in the court building?

Answer #22: The awarded vendor will be responsible for cleaning all interior glass in the Court Building as part of the regular custodial scope, to be performed twice annually.



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Question #23: Can we bill separately for a initial strip/wax floors at the board of health and community building?

Answer #23: Yes, vendors may bill separately for the initial strip and wax at these two locations. These services should also be priced by square foot, as noted under Alternate Tasks on page 14.

Question #24: Can this be a joint venture bid?

Answer #24: While Will County encourages collaboration, we will not accept joint venture responses to this solicitation. We require a single Prime contractor.

Question #25: Is a bid bond/ performance bond required? If so, is a cashiers check accepted in place of performance bond?

Answer #25: A bid bond is required. If awarded, a performance bond will also be required. A Cashier's Check is also acceptable for surety requirements, however if a Cashier's Check is submitted by the awarded vendor in place of a performance bond, it will be cashed and the funds will held by the Will County Treasurer.

Question #26: At the valley justice center should we include that in the cost since the blue/green areas are under construction?

Answer #26: Yes, the River Valley Justice Center should be included in your pricing. The painting in the blue/green areas is expected to be completed by the end of the month.

Question #27: Can you provide cleanable square footage on daily basis for COUNTY CORONER/MORGUE ?

Answer #27: The cleanable square footage for the County Coroner/Morgue is approximately 6,000 square feet on a daily basis.

Question #28: What's the approximate square footage of the carpet area (COUNTY CORONER bldg.)?



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Answer #28: The approximate square footage of carpeted area in the County Coroner building is 1,200 square feet.

Question #29: Can you list the number of windows for each building requiring window washing.

Answer #29: A detailed window count for each building is not included in the bid documents. Vendors are encouraged to estimate based on observations made during the walkthroughs or by conducting a visual inspection (drive-by) of the facilities.

Question #30: Can you provide with specific number of days and times for cleaning of each building.

For instance: County Office Building notes : one custodian during the day 8.30 am - 4.30 pm . it's not clear to us if we need to provide the night services as well .

Answer #30: All required service intervals and hours are outlined in the bid documents. For example, the County Office Building requires one custodian on-site from 8:30 AM to 4:30 PM. Night services are not required unless specifically stated in the bid documents.