

## Service Provider Questions and Answers

1. Do these CMSD projects call for Nature Stone in their flooring package?

No

2. Does the District have a specific contract they are going to want Orkin to sign, or will the District consider signing one of our standard General Pest Control contracts, specifically as it pertains to bed bugs?

The District does have a contract that is strongly preferred.

3. If the District has their own contract they want Orkin to sign, are any of the term's negotiable (i.e., can Orkin possibly suggest modifying, deleting, or possibly adding a limited amount of terms?)

Yes, the terms of the District contract would be negotiable.

4. If amendments can be proposed, at what time would that be acceptable?

Requested changes would be submitted once the contract is provided to awarded suppliers.

5. If the District has a model agreement they request to be signed by Orkin, can it be provided now in order to allow Orkin the opportunity to review and submit requested revisions via red line by the solicitation deadline?

Suppliers will have the opportunity to review and submit requested changes upon supplying a signed acknowledgement of intent to award a contract.

6. As to the "Proposer Qualifications Form," are the following answers sufficient: Questions 10-11, and 14 s one of the nation's oldest and largest pest management providers, Orkin is not exempt from being sued on occasion and has, in the normal course of business, been named as a defendant in a number of lawsuits and/or arbitrations that we have contested or are currently contesting. We believe these lawsuits to be without merit and intend to and have vigorously defended ourselves through trial, if necessary. Notably, none of these legal matters will materially affect Orkin's operations or financial condition. While we can't provide specific information regarding pending litigation, these cases represent an extremely small percentage of the 1.7 million satisfied clients we serve and are not representative of Orkin's high standards or our nearly 8,000 dedicated and highly skilled men and women. Our mission is to protect our clients' businesses and their homes, and we do so with pride and care. As a potential client, you can rest assured that you will be getting the best service in the industry

We ask that all respective vendors answer these questions truthfully and to the best of their ability. We cannot ascertain at this point in the process whether answers are sufficient. This is done in the evaluation process by the evaluation team and will be made public and available upon request through the proper public request channels after the RFP is awarded.

7. As to the "Proposer Qualifications Form," are the following answers sufficient: Question 13: Orkin provides countless services to customers of all sizes throughout the country and the world. Rollins, Inc., Orkin's parent company, conducts over 2 billion dollars in sales each year. Can Orkin be exempt from completing this question due to the fact that it would be overly burdensome to answer such a question?

We cannot offer any exemptions regarding responses to a "single supplier" We ask that all respective vendors answer these questions truthfully and to the best of their ability. We cannot ascertain at this point in the process whether answers are sufficient. This is done in the evaluation process by the evaluation team and will be made public and available upon request through the proper public request channels after the RFP is awarded.

8. Do As to the "Proposer Qualifications Form," are the following answers sufficient: Questions 18-19: By the fact that Orkin is fully owned by Rollins, Inc., a publicly traded company, can Orkin be exempt from completing this question?

We cannot offer any exemptions regarding responses to a "single supplier" We ask that all respective vendors answer these questions truthfully and to the best of their ability. We cannot ascertain at this point in the process whether answers are sufficient. This is done in the evaluation process by the evaluation team and will be made public and available upon request through the proper public request channels after the RFP is awarded.

9. Will As to the various “DBE” forms, is the following an acceptable response? Orkin is a wholly-owned subsidiary of a publicly-traded company (Rollins, Inc.—ROL on the NYSE), and we have been in the pest control industry for approximately 114 years. Orkin prides itself on our industry-leading hiring procedures, which include criminal background checks, drug testing, and motor vehicle checks. Orkin also has implemented award-winning training programs and requires the licensing/certification of our service technicians. In providing pest control services throughout North America, Orkin technicians utilize their training along with proprietary treatment products, equipment, and application techniques, as well as exclusive communication technologies to interface with our customers to which third-party contractors don’t have access. Furthermore, because of the nature of our business, which sometimes involves the application of hazardous chemicals which could potentially result in human or environmental contamination, we strive whenever possible to ensure that the work is performed to our exacting standards by Orkin-trained technicians rather than by third-party subcontractors. In addition to maintaining Orkin’s highest quality standards, having the work performed by Orkin employees rather than being outsourced to third parties allows us to keep our pricing as competitive as possible.

All proposers should complete the DBE Forms that apply to them. If they do not apply, N/A on each form will suffice.

10. Since this is being spread among multiple suppliers to multiple locations and freight is a major concern these days, Is there going to be a minimum dollar amount that CMSD will try and purchase per delivery by supplier? Or do we just need to specify in the freight and or other cost section if we have a minimum order requirement for free delivery?

No, CMSD will not have a minimum dollar amount. Suppliers should specify if they have a minimum order requirement for free delivery.

11. What size toilet tissue are you requesting?

Standard 2ply/4” width

12. What mil or micron liner?

9 mil (15-gallon liner)  
1.5 mil (45 gallon)

13. What size liners?

15 gal (9mil)

45 gal (1.5mil)

14. What size packaging for bleach, Clorox has 3/cs 1:128 dilution: Generic is 6/cs?

Generic 6/cs

15. Will you continue with generic dispensers all towels will fit or expensive proprietary area owned only 1 vendor can provide?

No Proprietary dispensers

16. Will letters from manufacturers be required to increase costs?

Yes

17. What size roll towel, bleached or natural?

8" roll towels/Natural

18. What quantity is your minimum order?

1 case/pail/item to multiple

19. Who will send purchase orders, custodians, or supervisors?

Supervisors

20. Will there be any established frequency of purchases?

Yes

21. Are brooms flagged tipped?

No

22. Do we have to submit a paper a USB as well as a paper copy?

Yes

23. Do we have to fill out the DBE now if so all or which parts?

Yes, all that apply to your company. If none apply, N/A on each form will suffice.

24. When we repair a pump or motor etc. , labor is only about 50% of each job we do, with the rest being parts required for the repair. (similar to a car repair) How do you want us to account for that on the proposal?

All repair services will be paid as quoted.

25. Do we need to fill out RFP 21356 for parts as well, even though they will be included in repairs? We most likely won't be selling parts direct to the school district.

No, you will only need to complete RFP 21355.

26. Page 30 only accounts for HVAC, heating, cooling etc. We also provide pumps for domestic water, sewage, groundwater, condensate etc. We specialize in pumps and motors only do we need to make that apparent on the proposal?

Yes

27. We are a non-minority small business( 8 employees), from what we have read the only DBE form that applies to us is Form F. Is this correct or do we need to fill out the rest of them. We do not typically use any subcontractors for our work

You will need to complete the forms that apply to you. If none apply, N/A on each form will suffice.

28. Is there a certificate we need from City of Cleveland? We do not do any work with the city directly.

No, only if you are a registered DBE with the City of Cleveland.