



October 16, 2025

Addendum #1
RP030-25
Provision of Custodial Services at Various County Facilities on a Multi-Year Contract

Please see the summation below of questions and answers for the above solicitation.

Clarifications:

C1: **DELETE** the following language on RP030-25 Page 2: **“All potential proposers shall be required to perform mandatory site visits.”** It is no longer mandatory to visit all sites. However, certain sites are still mandatory because of the facilities’ complexity or access restrictions. Also, service providers only need to visit one facility in a similar grouping (e.g., libraries, fire stations, tag offices, etc.). It is strongly recommended that service providers visit as many facilities as possible.

The **Revised** Site Visit Schedule with which sites are mandatory is attached.

C2: **DELETE** the following language on RP030-25 Page 4, Section I.A: **“DWR will be participating in the Custodial section only.”** The Department of Water Resources (DWR) will now be participating in both the Custodial and Carpet/Upholstery Cleaning sections. DWR’s Carpet/Upholstery Cleaning needs will be met on an as-needed basis.

C3: Regarding RP030-25 Page 4, Section I.A, *Department of Community Services & Parks and Recreation Department*: The Parks and Recreation Department will be adding these facilities for Custodial Services:

- Shorty Howell Activity Building
- Best Friend Park
- Mountain Park Activity Building
- Lilburn Activity Building

C4: The following language will be added to RP030-25 Page 9, Section III, *Scope of Services – Carpet and Upholstery Cleaning*: **“At the discretion of the Designated Department Representative (DDR), the bonneting process may be utilized for specific carpet tile where adhesive deterioration may occur with the extraction process. Notwithstanding the foregoing the use of bonneting process is strictly prohibited on any property owned or managed by the Department of Water Resources. In the event that carpet re-soiling occurs due to inadequate or improper drying techniques, the Service Provider shall, at its sole expense, perform all necessary re-cleaning to restore the affected areas to acceptable standards.”**

Questions:

Q1. How many service providers are on the current contract?

A1. One.

Q2. For the site visits, will the County provide transportation to the different locations?

A2. No.

Q3. For the site visits, do service providers need to go to all of them or just the buildings they would like to propose on?

A3. All sites. The proposal is not broken up into building sections; it is one all-encompassing proposal.

Q4. Is there a registration process that service providers need to complete?

A4: It is not required to register as a County vendor before proposing. However, it will expedite the award process if a service provider is already registered. Follow this link ([Supplier Login/Registration - Gwinnett | Gwinnett County](#)) for further registration instructions.

Q5. Is there a pre-proposal meeting or conference in the proposal process?

A5: No. There are only site visits scheduled. Questions regarding the solicitation or site visits can be submitted by the established deadline for questions (additional questions received will be addressed in future addenda).

Q6. Is there a forbearance-type process for unavoidable lapses in attending one or more of the mandatory site visits?

A6: The County will review these on a case-by-case basis.

Q7. Does the County have locations' employee and visitor counts information? Especially for locations wherein the service provider provides consumables?

A7: No.

Q8. Is there a location description of what gets provided?

A8: Unless otherwise noted, all consumables (paper towels, toilet paper, soap, dispensers, hand sanitizer, automatic air freshener refills, urinal deodorizer screens, etc.) shall be provided by the Service provider; exceptions will have verbiage in the facility description indicating the County will provide.

Q9. Is there information about dispensers in place?

A9: This information will be addressed during site visits.

Q10. Does the County intend to award to one service provider only, or split the contract?

A10: One service provider.

Q11. Can the County accept multi-year proposals for designated locations only, instead of County-wide?

A11: This is a comprehensive contract; all facilities listed must be proposed on.

Q12. Can the bond requirement be waived in the case of a janitorial service provider (vendor) contract that is not related to construction or contracting?

A12: No.

Q13. Can the proposal be submitted electronically?

A13: No.

Q14: Could the County please confirm whether attendance is required on all site visit days (October 20–24, 2025), or if participation on any one of those days would meet the requirement for proposal submission?

A14: See C1. Failure to perform site visits would put proposers at a significant disadvantage. There is floor work that is included in the proposal that service providers may need to see. Also, each building has its own challenges and should be visited.

Q15: Can the County provide previous tabs?

A15: See attached tabs.

Q16: Who is the current service provider?

A16: Intercontinental Commercial Services, Inc.

Q17: Will the County provide toilet paper, paper towels, trash bags, and/or soap?

A17: See A8.

Q18: What is the current contract cost?

A18: See attached tabulation.

Q19: Regarding the information starting on RP030-25 Page 14, Section V.B (*Service Locations – Custodial, Department of Support Services [DOSS]*): for the buildings that require day porter(s) and the hours stated in the description, are those the hours day porter(s) need to work or is that the timeframe to get the job done?

A19: See RP030-25 Page 14, Section V Service Locations – Custodial: “The time stated for day porters is the actual time staff must be on site. Staff must stay for the entirety of the shift, minus lunch.”

Attachments:

- 1. Revised Site Visit Schedule and Revised Mandatory Sites
- 2. Previous tabulations (RP021-20)

Thank you,



Casey Beaston
Purchasing Associate II

This addendum should be signed in the space provided below and returned with your proposal. Failure to do so may result in your proposal being deemed non-responsive.

Company Name _____

Authorized Representative _____

REVISED SCHEDULE FOR SITE VISITS
(ADDED SITES ARE IN RED; MANDATORY SITES HIGHLIGHTED YELLOW)

Monday, October 20, 2025

Time	Facility	Address	Contact
8AM- 8:30AM	Gwinnett Community Resource Center at Georgia Belle Court	5030 Georgia Belle Ct, Norcross, GA 30093	Blake Franklin 678-365-6104
8:45AM-9AM	Norcross Branch Library	5735 Buford Hwy, Norcross, GA 30071	
9:15AM – 9:45AM	Crooked Creek	6557 Plant Drive, Norcross, GA 30092	John Rafferty 470-721-8399
10AM – 10:30AM	Yellow River	858 Tom Smith Rd, Lilburn, GA 30047	
10:45AM -11AM	Lilburn Branch Library & City Hall	340 Main St., Lilburn, GA 30047	Bryant Toney 470-306-6539
	Lilburn Activity Building	788 Hillcrest Rd NW, Lilburn, GA 30047	
11:30AM - 12PM	Fleet Management	574-804 Swanson Dr, Lawrenceville, GA 30043	Marcia Richards-Hart 470-721-1701
12:15PM - 12:45PM	Gwinnett Senior Services Center	567 Swanson Dr, Lawrenceville, GA 30043	
1:45PM - 2:15PM	Bill Atkinson Animal Welfare	884 Winder Hwy, Lawrenceville, GA 30045	
2:30PM - 3PM	Hooper-Renwick Library	56 Neal Blvd, Lawrenceville, GA 30046	Blake Franklin 678-365-6104
3:15PM -3:45PM	Fire Administration Headquarters	408 Hurricane Shoals Rd, Lawrenceville, GA 30046	John Rafferty 470-721-8399
4PM – 4:15PM	Fire Resource Management	450 Hosea Rd, Lawrenceville, GA 30046	John Rafferty 470-721-8399
4:45PM – 5PM	Entrepreneur Center	405 N Perry St., Lawrenceville, GA 30046	Marcia Richards-Hart 470-721-1701

Tuesday, October 21, 2025

Time	Facility	Address	Contact
8AM - 8:45AM	Gwinnett Community Resource Center at Sawnee Avenue	2755 Sawnee Ave, Buford, GA 30518	Bryant Toney 470-306-6539
9AM – 9:15AM	Buford–Sugar Hill Branch Library	2100 Buford Highway NE, Buford, GA 30518	
10AM - 10:30AM	Tag Office North Gwinnett	2735 Mall of Georgia Blvd, Buford, GA 30519	
10:45 – 11:30AM	Shoal Creek Filter Plant	1755 Buford Dam Road, Buford, GA 30518	John Rafferty 470-721-8399
11:40AM – 12:15PM	Lanier Filter Plant	2601 Buford Dam Road, Buford, GA 30518	
1:00PM – 2:00PM	F-Wayne Hill WRC	1500 One Water Way, Buford, GA 30519	John Rafferty 470-721-8399

Tuesday, October 21, 2025

Time	Facility	Address	Contact
2:30PM – 2:45PM	Lawrenceville Senior Center	225 Benson St., Lawrenceville, GA 30046	Bryant Toney 470-306-6539
3PM – 3:15PM	Airport Tower / Control	600 Briscoe Blvd, Lawrenceville, GA 30046	Blake Franklin 678-365-6104
3:30PM – 3:45PM	Medical Examiner's Office and Morgue	320 Hurricane Shoals Road, Lawrenceville, GA 30046	Marcia Richards-Hart 470-721-1701
4PM – 4:30PM	Georgia Department of Driver Services	310 Hurricane Shoals Road, Lawrenceville, GA 30046	
4:45 – 5PM	Day Reporting Center	595 Old Norcross Rd., Lawrenceville, GA 30046	Blake Franklin 678-365-6104

Wednesday, October 22, 2025

Time	Facility	Address	Contact
8:15AM – 8:45AM	DOT Central	620 Winder Hwy, Lawrenceville, GA 30045	Bryant Toney 470-306-6539
9:00AM – 9:30AM	Department of Water Resources	684 Winder Highway, Lawrenceville, GA 30045	John Rafferty 470-721-8399
9:45AM – 10:15AM	Innovation Square	446 W. Crogan St, Lawrenceville, GA 30046	Blake Franklin 678-365-6104
10:30AM - 11:15AM	Gwinnett Justice and Administration Center	75 Langley Drive, Lawrenceville, GA 30046	Marcia Richards-Hart 470-721-1701
11:45AM - 12:15PM	Connections Corner	750 S Perry St, Lawrenceville, GA 30046	
12:30PM -1PM	Lawrenceville Library & HQ	1001 Lawrenceville Hwy, Lawrenceville, GA 30046	
1:30PM – 2PM	Sheriff's Office Building	2900 University Parkway, Lawrenceville, GA 30043	Henry Graham 770-619-6409
2:30PM – 2:45PM	(New) Duluth Library	3215 Main Street, Duluth, GA 30096	Dominic McIntosh 470-796-8828
3PM – 3:15PM	(Former) Duluth Library	3480 Duluth Park Lane Duluth, GA 30096	
3:30PM – 3:45PM	Peachtree Corners Tag Office	6135 Peachtree Pkwy, Norcross, GA 30092	Dominic McIntosh 470-796-8828
4:15PM – 4:30PM	Peachtree Corners Library	5570 Spalding Dr, Peachtree Corners, GA 30092	

Thursday, October 23, 2025

Time	Facility	Address	Contact
8AM - 8:45AM	Gwinnett Community Resource Center at Bethany Church Road	3025 Bethany Church Rd, Snellville, GA 30039	Carmen Almendarez 470-774-9261
8:45AM - 9AM	Centerville Library		
9AM - 9:15AM	Centerville Senior Center		
9:30AM - 9:45AM	Snellville Tag	2845 Lenora Church Rd, Snellville, GA 30078	
10AM - 10:45AM	Elizabeth Williams Library	2245 Wisteria Dr SW, Snellville, GA 30078	
11:30AM - 12:30PM	Central Services/ Elections	455 Grayson Hwy #200, Lawrenceville, GA 30046	
12:45PM - 1:30PM	Records Management Warehouse	1050 Grayson Hwy, Lawrenceville, GA 30046	
1:45PM - 2:15PM	Grayson Library	700 Grayson Pkwy, Grayson, GA 30017	

Friday, October 24, 2025

Time	Facility	Address	Contact
8:45AM - 9AM	Shorty Howell Activity Building	2750 Pleasant Hill Rd., Duluth, GA 30096	John Rafferty 470-721-8399
9:30AM - 9:45AM	Best Friend Park	6224 Jimmy Carter Blvd, Norcross, GA 30071	John Rafferty 470-721-8399
10AM - 10:30AM	Mountain Park Library	1210 Pounds Rd SW, Lilburn, GA 30047	Bryant Toney 470-306-6539
	Mountain Park Activity Building	1063 Rockbridge Rd, Stone Mountain, GA 30087	Holly Smith 678-277-0179
10:45AM - 11:15AM	Five Forks Library	2780 Five Forks Trickum Rd SW, Lawrenceville, GA 30044	Bryant Toney 470-306-6539
12PM - 12:30PM	Dacula Library	265 Dacula Rd, Dacula, GA 30019	Blake Franklin 678-365-6104
1PM - 1:30PM	Hamilton Mill Library	3690 Braselton Hwy, Dacula, GA 30019	Blake Franklin 678-365-6104
2PM - 2:30PM	Collins Hill Library	455 Camp Perrin Rd NE, Lawrenceville, GA 30043	Bryant Toney 470-306-6539
3PM - 3:30PM	Suwanee Library	361 Main St, Suwanee, GA 30024	Bryant Toney 470-306-6539

RP021-20

Provision of Custodial Services at Various County Facilities on an Annual Contract (2024-2025 Pricing)
Department of Support Services

February 1, 2025 through January 31, 2026			Intercontinental Commercial Services, Inc. (L)	
Item #	Description/Location	Qty	Monthly Price	Yearly Total
Section A - Basic Custodial Services for Sector A Facilities				
1	Animal Welfare Center	12	\$1,050.00	\$12,600.00
2	Buford One Stop Center	12	\$1,550.00	\$18,600.00
3	Buford-Sugar Hill Library Branch	12	\$980.00	\$11,760.00
4	Collins Hill Library Branch	12	\$1,200.00	\$14,400.00
5	Dacula Library Branch	12	\$1,200.00	\$14,400.00
6	Airport at 600 Briscoe Blvd	12	\$525.00	\$6,300.00
7	Gwinnett Entrepreneur Center	12	\$950.00	\$11,400.00
8	Gwinnett Justice and Administration Center	12	\$16,900.00	\$202,800.00
9	Hamilton Mill Library Branch	12	\$1,200.00	\$14,400.00
10	Mall of Georgia Tag Office	12	\$900.00	\$10,800.00
11	Suwanee Library Branch	12	\$1,200.00	\$14,400.00
12	The Towers at 600 Briscoe Blvd	12	\$525.00	\$6,300.00
13	Labor	200	\$17.00	\$3,400.00
Total Section A			\$341,560.00	
Section B - Basic Custodial Services for Sector B Facilities				
1	Atlanta-Carolinas HIDTA	12	\$3,500.00	\$42,000.00
2	Department of Transportation Central	12	\$3,900.00	\$46,800.00
3	Duluth Branch Library	12	\$1,350.00	\$16,200.00
4	Fleet Management Facility	12	\$500.00	\$6,000.00
5	Georgia Department of Driver Services	12	\$1,150.00	\$13,800.00
6	Gwinnett County Senior Services	12	\$1,750.00	\$21,000.00
7	Gwinnett Place Health Center	12	\$6,150.00	\$73,800.00
8	Lawrenceville Branch Library	12	\$1,750.00	\$21,000.00
9	Lilburn Branch Library & City Hall	12	\$4,500.00	\$54,000.00
10	Medical Examiner's Office & Morgue	12	\$1,800.00	\$21,600.00
11	Norcross Branch Library	12	\$1,300.00	\$15,600.00
12	New Norcross Library, Parking Deck and Elevator	12	\$1,075.00	\$12,900.00
13	Norcross One Stop Center	12	\$5,850.00	\$70,200.00
14	Peachtree Corners Branch Library	12	\$1,150.00	\$13,800.00
15	Peachtree Corners Tag Office	12	\$1,100.00	\$13,200.00
16	Centerville OneStop (Added 8/23/24)	12	\$11,656.00	\$139,872.00
17	Records Management Facility (ADDED 1/17/25)	12	\$1,266.50	\$15,198.00
18	Labor	200	\$17.00	\$3,400.00
Total Section B			\$600,370.00	
Section - Basic Custodial Services for Sector C Facilities				
1	Centerville Branch Library & Community Center	12	\$2,100.00	\$25,200.00
2	Centerville Senior Center	12	\$2,250.00	\$27,000.00
3	Five Forks Branch Library	12	\$1,250.00	\$15,000.00
4	Grayson Branch Library	12	\$1,250.00	\$15,000.00
5	Gwinnett County Central Services	12	\$7,900.00	\$94,800.00
6	Gwinnett County Courts Annex	12	\$12,000.00	\$144,000.00
7	Gwinnett County Government Annex	12	\$3,800.00	\$45,600.00
8	Lawrenceville Senior Center	12	\$1,200.00	\$14,400.00
9	Mountain Park Branch Library	12	\$1,000.00	\$12,000.00
10	Snellville Branch Library	12	\$1,000.00	\$12,000.00
11	Snellville Branch Library (NEW)	12	\$2,592.50	\$31,110.00
12	Snellville Tag Office	12	\$1,100.00	\$13,200.00
13	Government Annex Wellness Center (Added 6.28.24)	12	\$3,006.00	\$36,072.00
14	Labor	200	\$17.00	\$3,400.00
Total Section C			\$488,782.00	
Total Sections A-C			\$1,430,712.00	
Will vendor hold pricing firm? 3rd Renewal				Yes

Sector A			3H Service System, Inc. (L)	A-Action Janitorial Service Inc. (OC)	Ajax Industrial Cleaning, LLC (OS)	American Facility Services, Inc. (L)	American Servco Inc. (L)	Building Maintenance Services, Inc. (OC)	General Building Maintenance, Inc. (OC)	Intercontinental Commercial Services, Inc. (L)
ITEM #	CRITERIA	POINTS ALLOCATED	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS
1	Background and Experience of Company	10	6.25	6.75	4.75	6.75	8.5	7.75	7.75	9.5
2	References	15	7.88	7.68	10.2	8.8	10.35	8.73	7.21	7.73
3	Staffing	50	35.75	39.75	22.5	19.25	13.25	30.5	13.5	35.5
4	Cleaning Processes Details	15	9	10.5	4.5	9.5	7.75	11.25	10	12.75
SUB-TOTAL		90	58.88	64.68	41.95	44.3	39.85	58.23	38.46	65.48
5	Cost	10	8.69	3.83				10		8.79
TOTAL SCORE		100	67.57	68.51	41.95	44.3	39.85	68.23	38.46	74.27

Sector B			3H Service System, Inc. (L)	A-Action Janitorial Service Inc. (OC)	Ajax Industrial Cleaning, LLC (OS)	American Facility Services, Inc. (L)	American Servco Inc. (L)	Building Maintenance Services, Inc. (OC)	General Building Maintenance, Inc. (OC)	Intercontinental Commercial Services, Inc. (L)
ITEM #	CRITERIA	POINTS ALLOCATED	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS
1	Background and Experience of Company	10	6.25	7.25	4.75	6.75	8.5	7.75	7.75	9.5
2	References	15	7.88	7.68	10.2	8.8	10.35	8.73	7.21	7.73
3	Staffing	50	29.25	37.5	24	19.25	13.25	24.75	14.75	35.5
4	Cleaning Processes Details	15	9	10.5	4.5	9.5	7.75	11.25	10	12.75
SUB-TOTAL		90	52.38	62.93	43.45	44.3	39.85	52.48	39.71	65.48
5	Cost	10	10	3.18				8.05		6.7
TOTAL SCORE		100	62.38	66.11	43.45	44.3	39.85	60.53	39.71	72.18

Sector C			3H Service System, Inc. (L)	A-Action Janitorial Service Inc. (OC)	Ajax Industrial Cleaning, LLC (OS)	American Facility Services, Inc. (L)	American Servco Inc. (L)	Building Maintenance Services, Inc. (OC)	General Building Maintenance, Inc. (OC)	Intercontinental Commercial Services, Inc. (L)
ITEM #	CRITERIA	POINTS ALLOCATED	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS	TOTAL POINTS
1	Background and Experience of Company	10	6.25	7.25	4.75	6.75	8.5	7.75	7.75	9.5
2	References	15	7.88	7.68	10.2	8.8	10.35	8.73	7.21	7.73
3	Staffing	50	32.5	38.25	22.25	20.5	13.25	23.25	13.5	35
4	Cleaning Processes Details	15	9	10.5	4.5	9.5	7.75	11.25	11.75	12.75
SUB-TOTAL		90	55.63	63.68	41.7	45.55	39.85	50.98	40.21	64.98
5	Cost	10	10	2.84		5.05		6.58		5.32
TOTAL SCORE		100	65.63	66.52	41.7	50.6	39.85	57.56	40.21	70.3

Recommended Vendor:

Intercontinental Commercial Services, Inc.
 Attn: Kelly B. Adamson
 912 Hurricane Shoals Road, NE
 Lawrenceville, GA 30043
 Phone: 678.530.0401
 Email: ics.emails@gmail.com