

Additional Questions & Answers
Solicitation No. DCAM-19-NC-RFP-0005

CONSOLIDATED MAINTENANCE SERVICES FOR THE DEPARTMENT OF HUMAN SERVICES (“DHS”) SHORT-TERM FAMILY HOUSING FACILITIES

NO.	QUESTIONS	DGS RESPONSE
01	C.5.14.1.2.1.a – are residential units to be included in the required bi-weekly walk-through?	No, residential units are <i>not</i> to be included in the required bi-weekly walk through. Walk throughs at residential units are required at least once per month with a program staff in order to look at the individual apartments.
02	C.5.16.1.6.2 – is the contractor required to staff the on-site or off-site Service Call Desk during the entire 15-hour Normal Working Hours?	The Contractor is required to staff the Service Call Desk for eight (8) hours, Monday through Friday.
03	C.5.20.1.1 – this section is titled “Reimbursable Repairs/Initial Deficiency list”. There is not further mention of initial deficiency list in the section – should this be removed from the title?	No, "initial deficiency list" will not be removed from the title.