

DCAM-21-NC-RFP-0009

City-Wide Comprehensive Janitorial and Related Supplemental Services

ADDENDUM NO. 04 - EXHIBIT A

NO.	QUESTION	ANSWER
1	Will the estimated cleanable SQFT for all groups be provided?	The District does not have, "the estimated cleanable SQFT for all groups"; however, the building SQFT is provided for each location within an Asset Class Group. Please See Addendum No. 04, Item No. 3.
2	Will floor plans be provided?	Floor plans will not be provided
3	Who is the incumbent Contractor and what's the contract value	Offerors are encourage to visit the Department's website under the Contracts & Procurement header, Awarded Contracts for information related to current and past Contracts or submit a formal FOIA request for information.
4	It appears in the contract language that bidders need to submit prices for all schedules / classes. However on the call, it seemed that we could submit for particular classes as long as we could justify our capacity to do so. They both can be true but not sure if it was fully clarified or if the question was specifically asked if we must submit for all schedules. Please clarify.	Prospective Offerors shall submit one overall Technical Proposal and one Price Proposal for each Asset Class Group of which it intends to be considered for award.
5	Is there a word limit for the project approach?	No, there is no word limit for proposal submissions. However, in accordance with Section L.11 unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the Offeror's lack of cost consciousness. Elaborate artwork, expensive visual and other presentation aids are neither necessary nor desired.
6	Is there a specific template to use for past performance reviews?	Yes, please refer to Attachment J.10
7	Are there certain graphics expected to be submitted?	No; however, Offerors are encourage to review Section M.4 for all Technical Proposal Evaluation criteria for such request as organizational charts.

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8	Is this contract a living wage contract	Yes. As referenced in the solicitation, please see Sections B.4, C.3.1.42, C.3.1.54, F.2.3.1, H.2.1, Section J - Attachments J.2 and J.3, and Section K.2.
9	Will DGS be providing a site visit schedule for the sites in order to be able to accurately price our bid for City-wide Comprehensive Janitorial and Related Supplemental Services?	Please see Addendum No. 03, Item No. 1
10	<p>As it relates to consumables, please provide the following information so that an accurate cost can be calculated:</p> <ol style="list-style-type: none"> The estimated number of occupants and visitors per asset The manufacturer, model #, and amount of toilet paper receptacles per asset The manufacturer, model #, and amount of paper towel receptacles per asset The amount and size of waste baskets per asset The manufacturer, model #, and amount of soap and sanitizer receptables per asset The manufacturer, model #, and amount of air freshener receptacles per asset The manufacturer, model #, and amount of any other “consumables” receptacles not listed in the RFP per asset 	All information requested may not be available. Please see Addendum No. 04, Item No. 2.
11	Section M.4.3.viii, Page 116, Quality Control Plan (QCP) describes the evaluation criteria for the Quality Control Plan, however Section C.9.10.1 requires that the QCP be submitted within 10 business days post award. Please clarify if the QCP is be submitted as part of the Daily Operations Management Plan in the Technical Proposal.	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.

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12	“The Contractor shall develop and maintain an Exposure Control Program fully compliant with OSHA 29 CFR 1910.1030 for each building under the contract. A copy of this document shall be submitted to the COTR within ten (10) business days post Contract award and made available to the COTR and or Building Manager upon request.”	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.
13	Section M.4.3.vi, Page 116, Green Cleaning Plan and Supplies describes the evaluation criteria for the Green Cleaning Plan and Supplies, however Sections C.8.1.1 and C.8.1.2 require that the Green Cleaning Plan and Supplies be submitted to the COTR and or Building Manager. Please clarify if the Green Cleaning Plan and Supplies are to be submitted as part of the Daily Operations Management Plan in the Technical Proposal.	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.
14	Section M.4.3.x, Page 117, Strike Contingency Plan describes the evaluation criteria for the Strike Contingency Plan, however Sections C.9.2 requires that the Strike Contingency Plan be within 10 days post award. Please clarify if the Strike Contingency Plan is to be submitted as part of the Daily Operations Management Plan in the Technical Proposal.	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.

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15	<p>Section C.10.7.1, Page 55, Zero Waste Packaging If possible, the Contractor shall use products that are in reusable or refillable containers. If and only if reusable or refillable containers are not an option (not available or pose a credible risk to health and safety), the Contractor shall use products in containers that are recyclable initially within ten (10) days post award, annually thereafter and five (5) days prior to a new employees proposed start date and are made with recycled content. This aforementioned is ambiguous. Please clarify what is required (10) and (5) days post award requirement.</p>	<p>Please See Addendum No. 04, Item No. 4 (delete & replace)</p>
16	<p>Please provide the number of occupants at each facility and indicate how much the tenant population has been reduced due to COVID (if applicable).</p>	<p>We cannot provide the number of occupants at each facility nor can we indicate how much the tenant population has been reduced due to COVID.</p>
17	<p>Has DGS set the service schedules for each facility, keeping in mind the restrictions for performing floor care services? For example, mopping can only be performed before 8:30 am and after 4:00 pm. In Group J, the Board of Elections location only has hours between 9:00 am – 1:00 pm. When can we mop non-carpeted floors? (C.6.2 and C.6.2.1.8)</p>	<p>In accordance with Section C.5.1.2 the requirements as described under the Scope of Work are not intended to represent the maximum performance levels or limitation of the effort the Contractor shall expend to accomplish the work. For the avoidance of doubt and to provide clarification, in this example the Pleasant Hill Adult Group Home under Asset Class Group A, CLIN 0007 the set hours of janitorial services are requested between 10:00 a.m. - 1:00 p.m. Floor care services should be provided by the Contractor during these hours at a time that causes the least disruption to facility operations.</p>

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18	Are normal working hours limited to Monday – Friday? (C.3.1.38) For example, Eastern Market and the Natatorium have requirements outside of 6:00 am – 11:00 pm, and on Saturday or Sunday, respectively.	The reference to "normal working hours" as defined under Section C.3 Definitions, C.3.1.38 is intended to convey the Departments overall standard working hours; however, services under the proposed Contract shall be performed based on the hours and scheduling identified by location and provided with Attachments J.11 A-H.
19	Is Sex Abuse/Molestation insurance coverage required if we are bidding Asset Groups where children/vulnerable persons are not present?	Yes, all insurance requirements are determined by the Districts' Department of Risk Management and are non-negotiable. To that end it is important for Offerors to understand the Awarded Contractor will be required to provide a certificate of insurance for review and approval by the Office of Risk Management before Contract execution.
20	Why is Environmental Liability insurance required for this cleaning contract?	All insurance requirements are determined by the Districts' Department of Risk Management and are non-negotiable. To that end it is important for Offerors to understand the Awarded Contractor will be required to provide a certificate of insurance for review and approval by the Office of Risk Management before Contract execution.
21	Why is Cyber Liability coverage required under a cleaning contract?	All insurance requirements are determined by the Districts' Department of Risk Management and are non-negotiable. To that end it is important for Offerors to understand the Awarded Contractor will be required to provide a certificate of insurance for review and approval by the Office of Risk Management before Contract execution.
22	What is the start date for this contract?	The District anticipates making Contract Award early Quarter 2 of FY21.

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23	How many current staff for these services are covered by a CBA and what are their tenures?	Services under the current contract and proposed contract are not subject to a Collective Bargaining Agreement or any other such unionized agreement.
24	Can the same staff be proposed for multiple asset groups and sites (i.e., to cover locations with only part-time staffing requirements)?	Yes; however, it is the District's expectation that Offerors provide detailed staffing plans with full coverage that convey the Offerors capacity to fulfill all obligations of the proposed Contract. Should an Offeror chose to overlap staffing plans between facilities the District suggest the Offeror clearly articulate coverage and capacity.
25	For sites that only require part-time staffing (particularly of 1 – 4 hours per day or week), is an site supervisor required in addition to the janitor(s) and floor care specialist?	It is the District's expectation that the awarded Contractor provide supervision of its staff at all locations. In accordance with Section M.4.3, Offerors should clearly explain their approach and methodology for managing staffing and providing the services.
26	Please explain why the estimated quantity is eight (8) on the Price Proposal templates (J11 A-H).	The quantity referenced in column H refers to the estimated number of months of service for the specific Contract period of performance. Please see Addendum No. 04, Item No. 3 which provides updated Attachments J.11 A-H.
27	Are you requiring an hourly rate for services or an estimated subtotal final budget for each assets position?	The Contract is priced based on Firm-fixed monthly service rate per location. This rate shall include all expenses, profit, and G&A required to perform the services as outlined in the Scope of Work. Additionally, all reimbursable, supplemental services shall be priced based on firm-fixed and full-loaded direct labor hourly rates to be paid on a time and material basis. The pricing exercise shall be completed for each Asset Class Group of which an Offeror intends to bid.

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NO.	QUESTION	ANSWER
28	If an hourly rate can you share what has been offered in past similar contracts that has been acceptable rates or tolerable for this specific project.	The Department does not offer guidance related to a potential Offerors pricing strategy.
29	Can we select more than one Asset Class Group in the proposal? Or do we need to submit a different proposal if we bid in more than one Asset Class Group?	Prospective Offerors shall submit one overall Technical Proposal and one Price Proposal for each Asset Class Group of which it intends to be considered for award.
30	Does the Ceiling apply separately to each site/facility, or to each Asset Class Group as a whole?	Each Asset Class Group will have a Cost Reimbursement Ceiling.
31	Please supply an updated link for this required document.	https://www.emoryhealthcare.org/ui/pdfs/covid/sars-cov-2-list_03-03-2020.pdf
32	Does the RFP require that the employer implement the base wage in either the Wage Determination or the Living Wage Act (whichever is higher) PLUS the Health and Welfare allowance provided by the Wage Determination?	Yes
33	Section C.6.5.4.1.a on page 34 is missing a word or words at the end of the second sentence. Question/Statement: Please clarify.	Please See Addendum No. 04, Item No. 5
34	Section C.6.5.5.b page 35 describes North Hall events, inasmuch as these events are sporadic, will services for these events be reimbursable, rather than being included in the base price?	No, services shall be provided as part of the monthly standard service cost.
35	Section C.6.5.5.c page 35 lists day-specific cleaning tasks for Eastern Market. According to the online description, Eastern Market is open on Tuesdays, but there are no Tuesday-specific tasks included in this section, Please clarify.	Please See Addendum No. 4, Item No. 2
36	What is the historical frequency of power-washing at each facility?	The District dose not have this historical information.

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37	Does the Facility Access Badge permit contractor employees (particularly, but not limited to, Operations manager) to move between sites within an Asset Class Group?	Access to each facility will be addressed post award with the Contractor and the COTR.
38	Please identify which sites do NOT have office/storage space available to the Contractor.	All locations included some storage spaces for contractors use.
39	Please supply Attachment J.9.	In accordance with Section L.2.10 the Tax Payer must now pull its own Certificate of Clean Hands by logging on to its Office of Tax and Revenue (OTR) account found at https://mytax.dc.gov . The Certificate of Clean Hands shall be submitted with the Offerors proposal accurately labeled as Attachment J.9.
40	Are any of these facilities LEED Buildings?	The following locations are LEED Buildings: - RISE - Eastern Market - DMV L'Enfant - DC Street Car - Ward 1 Senior Living
41	Who is responsible for the replacement of the soap and toilet paper, etc., dispensers	In accordance with Sections B.4, C.5.1.5 and F.2.4 the awarded Contractor shall supply as part of the total monthly service cost all consumable supplies (e.g. toilet paper, paper towel, hand soap, hand sanitizer, air freshener, trash liners and all else as reasonably inferred). This does not include the replacement of any tangible fixed and or portable fixtures such as hand soap dispensers, trash cans, paper towel holders etc. The replacement and or addition of any fixed and or portable fixtures will be either furnished by the District or the COTR may request the Contractor to supply as a reimbursable, at cost with no mark-up.

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42	Does DGS provide the recycle containers throughout the building, storage containers, and the waste disposal dumpsters? Do all sites currently have multiport Trash and Recycling communal area bins.	The District furnishes all fixed and or portable fixtures at its facilities (e.g. recycle containers throughout the building, storage containers, and the waste disposal dumpsters). However, as previously stated the COTR may request the Contractor to provide replacement and or additional fixed and or portable on a reimbursable basis, at cost with no mark-up.
43	Page 31- C.6.5.2.3.1 The Contractor shall set aside all broken furniture, wooden pallets and similar large objects for bulk trash collection pick-up and notify the COTR and or his/her designee immediately. Does DGS pay for the removal?	All trash, recycling and or bulk-trash removal services are contracted and paid for by the District.
44	Page 33 C.6.5.2.5.6 The Contractor shall weigh each week all recycling materials using scales (1) at facilities with existing scales, (2) for facilities without scales, the Contractor shall document/log the number of containers with recyclables and the number of containers with trash in accordance with the hauling schedule for that location. The Contractors shall complete and submit the Weekly Recyclables and Trash Weight forms to the COTR. The forms shall include, at a minimum; location, date, size of container, container contents, weight of container (if applicable), quantity of full containers and partially filled containers to the nearest quarter. All forms shall be approved by the COTR. Does each site have a scale for weighing the recyclables? Does DGS supply the scales?	In accordance with Section C.6.5.2.5.6 facilities without scales, the Contractor shall document/log the number of containers with recyclables and the number of containers with trash in accordance with the hauling schedule for that location. Scales are supplied by the District but may not be supplied to a specific location.
45	Is the contractor responsible for obtaining a pest control contract for each Asset group?	In accordance with Section C.6.5.6.9.5, all pest management and or trapping devices used to achieve pest and rodent control inside and outside the facility are monitored by a third-party Pest Control Contractor.

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46	Will the contractor use Salesforce for service calls or install its own CMMS?	Yes, the Contractor will use Sales Force for service calls/workorders.
47	Please verify the required of key personnel Operations Manager Per L.22.1: From item (i) of section L.22.1 - Is there certification required for key personnel to show qualification of the required "Possess knowledge and training standards in accordance with the ASTM E1971-19" or please confirm if Green Cleaning Services Certification is required?	In accordance with Sections C.8 and M.4.3 (vi) "Green" Cleaning practices is a standard under the proposed Contract; however, certification is not required. It is the District's expectation that the Offerors proposal clearly and concisely provide a summary and outline of its green cleaning and supply usage program and how its processes and procedures specifically address the minimum standards of the Scope of Work.
48	Are there any NIGP codes required for SBE to perform the work? If yes what is the NIGP codes required 91039 or 48500 or both Above codes are required?	No there are no specific NIGP codes; however, for clarification and for the avoidance of doubt the District seeks contractors that meet and convey experience and capacity as outlined in Section M.4 - Technical Evaluation Factors.
49	Are you able to provide current minimum staffing and/or outline where day staffing is required?	In accordance with Sections C.6, C.9.1.1, and M.4.3 (i)b. potential Offerors shall develop and submit a detailed staffing list to include, but is not limited to, the number of staff to be assigned to each building, hiring plans, and shift schedules.
50	Can you provide the annual spend?	Offerors are encourage to visit the Department's website under the Contracts & Procurement header, Awarded Contracts for information related to current and past Contracts or submit a formal FOIA request for information.
51	Can the government provide the cost for the supplies allocated for the previous contract.	No, the government cannot provide the cost for the supplies allocated for the previous contract.
52	Will you provide an additional line item for Hazmat cleaning or is it included in the standard cleaning services.	Please See Addendum No. 04, Item No. 03

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53	<p>B.4 PRICE – COST SCHEDULES & CONTRACTOR COMPENSATION states, “The firm-fixed, fully loaded monthly services rate...shall be the Contractor’s sole method of compensation and as such, shall be sufficient to cover all of the costs necessary to provide services including...the applicable year-over-year changes in wages directly attributed to market variables of the US Department of Labor Wage Determination and the D.C. Living Wage increases...” F.2.3.1 includes similar language. Does the reference to “the applicable year-over-year changes in wages” mean that offerors must include in their price proposal the expected annual increase in the prevailing wage for each option year instead of requesting an equitable adjustment following what is usually an annual increase in the prevailing wage?</p>	<p>Correct: the reference to “the applicable year-over-year changes in wages” mean that offerors must include in their price proposal the expected annual increase in the prevailing wage for each option year instead of requesting an equitable adjustment following what is usually an annual increase in the prevailing wage?</p>
54	<p>Historically, what has been the frequency of carpet shampooing and extraction cleaning to maintain the cleaning standards in high-traffic areas?</p>	<p>The District does not have this historical information. With that said, its is the expectation that the awarded Contractor follow industry standards with respect to carpet cleaning schedules in commercial and public spaces.</p>
55	<p>When is the Green Cleaning Plan referenced in C.8.1.1 required to be submitted to the COTR?</p>	<p>See Addendum No. 04, Item No. 13</p>
56	<p>How is the Strike Contingency Plan due within 10 days of contract award as discussed in C.9.2 different from the Strike Contingency Plan due as part of the Technical Proposal as discussed in M.4.3.(x)?</p>	<p>Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.</p>

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57	C.9.7 Key Personnel states that “The District considers the following positions to be key personnel for this contract:” and then lists all positions required under the contract. Are all positions really key personnel? If not, which positions are key personnel?	All positions listed in Sections C.9.7, L.22 and M.4.2 are Key Personnel.
58	How is the list of equipment and supplies due within 10 days of contract award as discussed in C.10.1 different from the list of chemicals, tools, and equipment required in the Green Cleaning Plan and Supplies due as part of the Technical Proposal as discussed in M.4.3.(vi)?	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.
59	What is the meaning of “initially within ten (10) days post award, annually thereafter and five (5) days prior to a new employees proposed start date and are made with recycled content” at the end of second sentence in C.10.7.1?	Please See Addendum No. 04, Item No. 4
60	How are the deliverables identified in F.3 due after contract award different from the portions of the Technical Proposal with the same or similar names? Why are various detailed plans required both as part of the Technical Proposal and then again within 10 days of contract awards?	Offerors are required to provide its approach and methodology as outlined in Section M.4.3 with its Technical Proposal submission as part of the proposal evaluation process. The awarded Contractor shall provide all deliverables outlined in Section F.3 in accordance with the specified due dates for the COTRs review approval.
61	Where days after contract award are specified, are these business days or calendar days?	If not otherwise specified "days" refers to calendar days.
62	What furniture and furnishings, if any, will be provided to the contractor to support operational requirements?	Furniture and furnishings may be available on a case-by-case basis depended on the location and service hour requirements.

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63	In H.11.3, what does “access” mean in “The District will provide access to and training on the Salesforce Work-Order Management/Ticket System”? Does this mean the District will provide all necessary hardware and software to the contractor? What, if any, expenses will the contractor have related to this system?	The District will provide the awarded Contractor with a Salesforce account log-in user name and password to access the system. There is no cost to the Contractor associated with access and use of the District's Salesforce work order management system.
64	Is a redacted electronic copy of the proposal required for only the Technical Proposal or also for the Price Proposal and the Compliance Documents?	Offerors shall provide redacted copies of its Technical and Price proposal but compliance documents are not required.
65	Is the information required in L.17 LEGAL STATUS OF OFFEROR to be included in the Technical Proposal, the Price Proposal, or both?	Yes, all information identified in Section L.17 shall be provided with the Offerors Technical Proposal.
66	M.4.2 Relevant Experience of the Contractor’s Proposed Key Personnel & Staff Positions states, “the Offeror shall submit with its proposal evidences of its intent to comply with the requirements in Section [C.9.8], Section [H.10] including but not limited to, the Police Clearance documentation, original ID Credential Request form and a legible copy of driver's license for each staff member to DGS for processing.” Is a statement of intent to comply sufficient in the proposal with the actual documentation submitted after contract award?	Yes, this is correct. Offerors shall provide a narrative explaining its intent to comply with and how the obligation outlined in Sections C.9.8 and H.10 will be met.
67	How is “specific roles in managing and executing the services level standards” required in M.4.3.(i) Key Personnel different from “Identify the key personnel and their specific roles in providing the services” required in M.4.3.(ii).a. Daily Operation Plan (DOP)? Can the information, which appears to be repetitive, be included in only one of those sections, preferably the section on key personnel?	We are asking Potential Offerors to provide a general plan detailing how services will be provided day-to-day. The DOP should clearly explain the Contractor’s approach and methodology for managing staffing and providing the services.

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68	In the pricing spreadsheet for Asset Class Group D, how are CLINs x003 and x004 different?	The DMV locations at L'Enfant Plaza includes two different suites; the first is the DMV public service center and the second is an administrative suite.
69	Please clarify If the work days and times shown for each location in each Attachment J.11 are mandatory coverage requirement (custodians at the facility) and are the only days and times when cleaning may be performed, or may cleaning tasks be performed at other times while also meeting coverage requirements.	Yes, the schedule of services identified for each facility under the individual Asset Class Groups are set coverage requirements and the only days and times when cleaning may be performed unless the District issues a contract modification to revise a schedule.
70	In Paragraph B.4, Paragraph C.5.1.5, Paragraph F.2.3, and other paragraphs there are references to fixed-price per service and firm -fixed price hourly rates, along with references to CLINS 002 and 003 or CLINS 002 through 004. However, these items and CLINS are not included in the J.11 price files. Please clarify	Please See Addendum No. 04
71	In Solicitation Paragraph B.4, please confirm if price adjustments in option periods will be allowed for wage and benefit changes to incorporate changes in Living Wage rates or in the applicable wage determination. If no changes are allowed, please provide a reference index or nominal estimate of (percentage) wage and benefit changes anticipated through the life of the contract. Note: Paragraph H.2.1 requires contractors to adjust employee wage and benefit rates to meet wage determination changes.	No, these services are solicited as a Firm-fixed Contract. The proposed pricing of the awarded Contract will be fixed for the base period and all option periods exercised by the District based on the proposed pricing for each period. It is the Offerors responsibility to take into consideration all of its cost necessary to effectively provide services for each period which would include consideration of wage increases year over year. Government funded Contracts require the employer to pay its employees based on the prevailing wage for the applicable periods as incorporated under the Contract.

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72	In the webinar discussion of Subcontracting Plan requirements, it was stated that the form (Attachment J.7) needed to be signed but that no actual plan was required. Please confirm	Should an SBE firm chose to subcontract all District statute regarding subcontracting as outline in Sections B.5.1 and H.9 are applicable and the Contractor is obligated to comply.
73	Please confirm that Paragraph B.5.1 and Section H.9 are not applicable to this contract, that is, that no subcontracting and no subcontracting plan are required.	Should an SBE firm chose to subcontract all District statute regarding subcontracting as outline in Sections B.5.1 and H.9 are applicable and the Contractor is obligated to comply.
74	A requirement in Paragraph C.6.3.1.1 requires hourly policing of restrooms. However, the service schedule for some facilities identifies shift times that appear to be only a fraction of potential occupant full (8-hour) work shifts. Similarly, there is a requirement for full cleaning of restrooms 3x daily, which is not consistent with some service shift schedules. Please clarify.	The scope of work provides the overall standard of services. The District expects the Contractor to provide services in accordance with the standards and conform these services based on the site specific schedules.
75	Will the contractor be able to access Safesforce (Paragraph C.9.16) remotely on cell phones, tablets, and laptops? and are licenses required for this system?	Yes, SalesForce does include mobile access through a mobile application. Licenses are required and provided by the District at no cost to the Contractor.

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76	Please confirm that the Price Proposal consists only of Attachments J.11A through J.11H, and that these should be submitted as separate Excel files. Also, does the Page 1 Award/Contract form need to be submitted?	Yes, Attachments J.11 A - H must be completed and returned as individual MS Excel files. Please remember Offerors are only required to provide pricing for those Assets Class Groups they wish to be consider for evaluation of award. The Award/Contract form is not required to be returned.
77	Some of the shifts are 8 hours +. Although there is no law requiring lunch or meal breaks, it is standard practice that employees working an 8+ hour shift would receive a lunch or meal break. Will DGS allow our staff who are working 8+ hour shifts to take a 30-minute unpaid/unbilled lunch/meal break?	Yes, and the awarded Contractor shall be responsible for assuring service coverage for the full periods indicated by location.
78	Do we submit one proposal for all categories, or separate proposals for each category?	Prospective Offerors shall submit one overall Technical Proposal and one Price Proposal for each Asset Class Group of which it intends to be considered for award.
79	Can an offeror be awarded more than one category?	Yes, an Offeror can be awarded more than one Asset Class Group "category."
80	How will capacity be considered, so that an offeror is not awarded more categories then they can handle?	All proposals will be evaluated based on the evaluation criteria as outlined in Section M.4. The criteria serves as the standard against which all proposals are evaluated against and serves to identify the significant matters which the Offeror should specifically address in complying with the requirements of this solicitation. Each Offeror's proposal will be evaluated, and the Government will make a determination of the relevancy and confidence level using the scales in table identified in Section [M.3.1] Technical Rating Scale.

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NO.	QUESTION	ANSWER
81	<p>It is not likely that the proposal rankings will vary much from category to category. Most likely, the highest rank firm for one category, will be the highest ranked firm for many or all of the categories. However, awarding multiple categories to one firm will likely cause capacity issues. If it is DGS' intent that 8 separate contracts will be awarded, please consider the following suggestion – in other multi-award RFPs like this, we've seen one set of proposal rankings, and the #1 ranked firm gets the first choice of which category they are awarded, #2 gets the second choice, and so on.</p>	<p>Contracts will be awarded to the responsible Offerors whose offers are most advantageous to the District, based upon the evaluation criteria specified in Section M.</p>
82	<p>Will the floor cleaning machine (Zamboni) be available for the contractor to use? Are we to supply our own cleaning solution for the machine?</p>	<p>The Contractor shall provide all tools, materials, supplies required to provide services including any specific floor-care type equipment such as a Zamboni. The District will not provide access to such government owned equipment.</p>
83	<p>With respect to the facilities at Eastern Market, will toilet paper, paper towels, trash bags, etc. be provided for us to replenish or does it have to be supplied and installed?</p>	<p>No, in accordance with Section B.4, C.5.1.5 and F.2.4 the awarded Contractor shall supply as part of the total monthly service cost all consumable supplies (e.g. toilet paper, paper towel, hand soap, hand sanitizer, air freshener, trash liners and all else as reasonably inferred). This does not include the replacement of any tangible fixed and or portable fixtures such as hand soap dispensers, trash cans, paper towel holders etc. The replacement and or addition of any fixed and or portable fixtures will be either furnished by the District or the COTR may request the Contractor to supply as a reimbursable, at cost with no mark-up.</p>

DCAM-21-NC-RFP-0009

City-Wide Comprehensive Janitorial and Related Supplemental Services

ADDENDUM NO. 04 - EXHIBIT A

NO.	QUESTION	ANSWER
84	At Eastern Market, are the rooms on the side before you get to the restrooms part of the work?	Yes. The first doors on the right and left are janitor supply closets. The second set of doors on the right and left are one-person employee restrooms and yes all locations within the Eastern Market facility are covered by the requirements under the scope of work.
85	Are we to include the sanitizing stations as far as refilling?	Yes, in accordance with Section B.4, C.5.1.5 and F.2.4 the awarded Contractor shall supply as part of the total monthly service cost all consumable supplies (e.g. toilet paper, paper towel, hand soap, hand sanitizer, air freshener, trash liners and all else as reasonably inferred). This does not include the replacement of any tangible fixed and or portable fixtures such as hand soap dispensers, trash cans, paper towel holders etc. The replacement and or addition of any fixed and or portable fixtures will be either furnished by the District or the COTR may request the Contractor to supply as a reimbursable, at cost with no mark-up.
86	Is the Contractor responsible for sweeping Eastern Market lower level stairs?	Yes, in accordance with Section C.6.1.1 and Section C.6.5.6 the Contractor is responsible for services interior and exterior of all facilities.
87	Are janitorial services for special events at Eastern Market and the floor care services for Eastern Market non-concrete floors considered supplemental?	No, all services included under Sections C.5 through C.6 (which covers services routine and special event services at Eastern Market) are considered standard, routine services and shall be provided as part of the all inclusive, monthly basic services cost.
88	Is the Contractor responsible for cleaning the entire exterior walkway at Eastern Market?	Yes, in accordance with Section C.6.1.1 and Section C.6.5.6 the Contractor is responsible for services interior and exterior of all facilities.