

Questions & Answers
Solicitation No. DCAM-20-NC-RFP-0020

CONSOLIDATED MAINTENANCE SERVICES FOR THE DEPARTMENT OF HUMAN SERVICES ("DHS") SHORT-TERM FAMILY HOUSING FACILITY - WARD 3

NO.	SECTION NO./PAGE NO (if applicable)	QUESTIONS	DGS RESPONSE
01	Page 3, B.2.3 Cost Reimbursement Reimbursable Services which cost up to \$1,500.00 individually (or any multiple occurrences of otherwise reimbursable services totaling, in the aggregate, up to \$1,500.00 during a three [3] month period) require the advance written authorization from the COTR.	Q: Will the Government permit the development of a Task Order combining multiple occurrences and approval of that Task Order even though some of the work has already been completed?	The COTR will know if the work has been repeated. All reimbursable task orders are saved into Salesforce and tracked.
02	Page 62, C.5.5.2.3 CMMS Data and Licenses The Contractor shall merge all data, historical and current, into a single C- CMMS at the direction and approval of the COTR. At the end of the Contract life, the Contractor shall turn over the C-CMMS site licenses and records to the COTR.	Q: At the end of the contract the CMMS license expires, will DGS purchase the CMMS license at the end of the contract?	For this particular contract, DGS does not intend on approving/using a CMMS supplement system supplied by the Contractor. The Contractor will use the DGS-CMMS and DGS will grant the contractor access to one (1) account.
03	Page 92, C.5.8.2.11.1 Warranties The Contractor shall contact installers or manufacturers, as appropriate, for work that is covered under a warranty, and maintain records of warranty service.	Q: Can DGS provide a listing of the installers and/or manufacturers, as the RFP construction drawings do not include that information?	The list of installers and manufacturers will be provided to the Contractor upon award.
04	Page 110, Tenant Request Line All calls received through the tenant request line and Contractor shall resolve each request accordingly.	Q: This sentence is unclear. Can you please clarify?	The CMC should have an on-call telephone number for the tenants to call in case of emergency. The emergency telephone number should be answered within 15 minutes and staff should be on-site within two (2) hours of the call.
05	Page 115, C.5.17.1.1 LEED for New Construction Silver, Gold, and Platinum Certifications The proposal must include but is not limited to the following: 1. Green Cleaning Plan 2. Adherence Plan for the Commissioning Systems Manual and Ongoing Building Commissioning 3. Waste Stream Management (Recycling)	Q: Please confirm that Custodial and Janitorial Services are not required at this site, and that the LEED Plan need not include these sections.	The Custodial and Janitorial Services are not required for this Facility; however, the COTR would like to have this LEED Plan in place as a back-up.
06	Page 122, C.5.17.5.1 Appliance Maintenance The Contractor shall be required to provide the necessary preventive maintenance, maintenance, and repairs to various commercial appliances in the Facility (communal dining areas and commercial kitchen areas). At a minimum, the Contractor shall comply with all manufacturer's recommendations and requirements in performing such services.	Q: Can DGS provide a list of the Appliances (make model and serial number) that the contractor is responsible for? Is any equipment under warranty?	Information on the list of appliances is included in the construction drawings (see Applicable Documents of the RFP).
07	Page 122, Apparatus, Play Structure and Equipment The Contractor shall keep clean, maintain, and repair all fixed sporting court, field apparatus and play structures to include but not limited to basketball courts and goals, baseball dugouts and mounds, football goal posts, soccer and lacrosse goals, tennis posts and nets, and any associated fencing as applicable.	Q: Is the contractor responsible for daily cleaning of the playground equipment?	The contractor is <i>not</i> responsible for daily cleaning of the playground equipment. The janitorial staff on site will be responsible for these services.
08	Page 127, C.5.19.1.4 Other Staff The Contractor shall provide adequately trained staff and supervision, who is not required to be on-site at all, times, to perform the requirements described in Section [C.5.21]. The Contractor shall provide staff with the associated qualifications to provide the required services.	Q: There is no C.5.21 section in RFP. Can you please provide the correct section number?	Refer to Addendum No. 01, Item No. 3 for clarification.
09	Page 141, C.5.19.4.4 In the event District Government employees are dismissed from work due to inclement weather, unanticipated holidays declared by the Mayor, or failure of the Congress to appropriate funds, the Contractor shall be required to operate special areas of the Facility twenty-four (24) hours a day, three hundred sixty- five (365) days per year unless otherwise excused by the COTR.	Q: What are the "special areas" of the Ward 3 shelter?	The only special area is the telecom room.
10	Page 148, C.5.20.1.2.d Reimbursable Additional Services Services performed outside of hours of operation, will be fully reimbursed to the Contractor.	Q: Are the reimbursable additional services subject to the \$1500 threshold?	Yes, the Reimbursable Additional Services are subject to the \$1,500 threshold.
11	Page 149, C.5.20.1.6 The Contractor shall be reimbursed for 100% of building equipment, components, and structure costs included as deficiencies on the Contractor's Initial Deficiency List, Section [C.5.8.2.1.1] and accepted by the District.	Q: Section C.5.20.1.1 suggests that items on the Initial Deficiency List are subject to the \$1500 threshold. Can you please clarify?	Yes, the \$1500 deductible threshold is applicable.
12	Page 151, C.5.20.3.o.2 Service Call Requests The Contractor shall be allowed a minimum reimbursement of two (2) labor hours for Emergency Service Call that is approved for reimbursement.	Q: Section C.5.20.1.3 states that the contractor shall not be reimbursed for Emergency Service Calls. Please clarify.	The contractor shall not be reimbursed for emergency service calls when the work/services could be performed during normal hours of operation. Scheduling work/services/repairs outside of normal working hours solely to charge the emergency hourly rate is not acceptable. All emergency service calls should first be approved by the COTR.
13	Page 155 F.1.2 Letter Contract (where applicable) It is understood and agreed that certain activities described herein were performed while a Letter Contract was in place, and the terms of the Letter Contract shall merge into and be superseded by this Agreement upon execution of this Agreement.	Q: If a Letter Contract is applicable, will the Government supply a copy to the offeror for consideration in preparing its proposal?	If a Letter Contract is applicable, a copy will be issued to the awarded contractor for review and signature, with terms and conditions as stated in the RFP. The District does not understand what "in preparation [of] its proposal" means.

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14	Page 210, L.20.2 The hours that each will devote to the contract shall be provided in total and broken down by task.	Q: Please confirm that since the price is not broken down by task, this breakdown of hours per task is not required.	This section speaks to Key Personnel, and yes, the hours that each will devote to the contract shall be provided in total and broken down by task.
15	Page 43 C.5.2.2.3 Electronic Sensors - Building Automation System The Contractor shall recalibrate electronic sensors associated with the Building Automation System (BAS) annually, or within seven (7) days after an issue arises with the sensors. The Contractor shall replace or recalibrate all electronic sensors in accordance with manufacturer's specifications.	Q: Did DGS install a Building Automation System at this location? Is there a centralized Work station with computer access? If, not what system was installed? With the system installed, is there remote access?	Yes, DGS installed a BAS at this Facility. Yes, there is a BAS system in the engineer's office with a computer.
16	Page 213 M.3.1.1a Past Performance Evaluation states that 'however at least one (1) Past Performance Evaluation form shall be submitted from a client outside the Department.'	Must the Performance Evaluation Form from a client outside the department be from a project of comparable size, level of technology, and complexity? This restriction could eliminate smaller CBE/SBE firms from eligibility for this important project. Will the Government consider waiving this requirement?	Yes, the Prime Contractor shall include at least one (1) past performance evaluation from a client outside DGS that has performed similar services and that the project is comparable in size and complexity. No, the Department will not waive this requirement.
17	Page 215 M.3.1.3b and M.3.1.3c. QCP and Safety Plan	Are the Quality Control Plan and Safety Plan to be submitted separately? Do they count against the 100 Proposal pages?	These subsections do not suggest that the offeror provide a Quality Control Plan or a Safety Plan; they require the offerors to address/explain the factors being asked. If offerors would like to submit a sample of any of these plans, they can do so by exhibits. Resumes and exhibits are excluded from the page count.
18	Wage Determination & Living Wage Act	The RFP incorporates both the Wage Determination and the Living Wage Act. Please confirm that the pricing should include the higher of the hourly wages specified by the Living Wage Act and the hourly wage specified by the Wage Determination, plus the amount of the Health and Welfare allowance required by the Wage Determination.	Yes, that is correct.
19		When did the facility open? When will the warranty end on equipment since the facility has been operational?	The Facility opened April 20, 2020. The Warranty will end on April 19, 2021.
20		Has a thermographic scan been performed?	No, a thermographic scan has not been performed.
21		Is there a warranty on the green roof for maintenance? If so, for how long?	Yes, there is a warranty on the green roof that expires on April 19, 2021.
22	C.2 Applicable Documents, Item 50 Construction Drawings Ward 3	The solicitation package does not include the construction drawings; can DGS please provide?	This RFP does include the link for the construction drawings. Please read the solicitation and refer to Section C.2 Applicable Documents, item no. 50.
23	C.5.20.1.1 Reimbursable Repairs	When does the General Contractor warranty period end for items considered deficient?	The General Contractor (GC) warranty period ends on April 19, 2021.
24	Section C.5.19.1.3 C	Please provide the specific LEED certification that is required for key personnel.	This information is included in the RFP. Refer to all of Section C, including C.5.19.1.3.
25	C.5.8.2.11, Page 91-92	Are copies of all equipment manuals and warranties available? Since the facility opened with occupancy is April, is it safe to assume that standard one-year warranties apply for all equipment and workmanship (drains and tile floors)?	Yes, the awarded contractor will get the copies of the O&M, equipment list and warranty documents. The standard one year warranty applies for all equipment and workmanship.
26	C.5.8.2.11, Page 91-92	Are there currently any installer service agreements in place for existing equipment to be maintained?	Yes, there are installer service agreements for the equipment but the GC has hold of all of them.
27		Are SBE's required to meet the subcontracting goal of 35% SBE's?	Based on the new COVID emergency subcontracting requirements, any contract over \$250K that is entered into during the COVID emergency must meet a 50% SBE subcontracting requirement (or, if insufficient SBEs are available, CBEs can be used provided that best efforts are used to include as many SBEs as possible). These are provisions notwithstanding the normal SBE subcontracting requirements. Therefore, if this contract is signed during the COVID emergency, then it should include a 50% (not 35%) requirement unless DSLBD issues a waiver.
28		Do COVID-19 standards listed in B.5 need to be met after the emergency situation is over?	Yes. Once a contract is signed, the requirements are binding for the length of the contract.
29	C.5.10, Page 94	J.11 Pricing Schedule includes Custodial Maintenance rates, yet Custodial and Janitorial Services are omitted from the PWS. Please clarify custodial requirements.	Custodial and Janitorial services are not required for basic services. However, the Department included these CLIN items under reimbursable services should there be an unexpected need for the Prime to perform such services on an hourly basis.
30	C.5.17.4, Page 121	Please clarify any additional custodial or janitorial services required other than exterior window washing.	The contractor will not perform janitorial or custodial services for the Facility.
31		Is it the Contractors expense for blind dusting?	No, blind dusting is not at the Contractor's expense.
32		Is it the Contractors expense for drapery cleaning?	No, drapery cleaning is not at the Contractor's expense.
33	C.5.17.5, Page 121-122	Will the contractor be reimbursed for any turnover services due to vacating tenants?	No, the Contractor will not be reimbursed for any turnover services that is part of the contract.
34	C.5.19.1.3.c, Page 125	Will LEED Green Associates be an acceptable certification for LEED Gold Standards of all key personnel?	No, LEED Green Associates will not be acceptable certification for LEED Gold Standards of all key personnel. The building is a LEED Gold building and a LEED Green Associates is not a high enough level for the LEED Gold standard.
35	C.5.19.1.3, Page 125	Please clarify which positions are required to be certified in LEED Gold Standards.	This information is covered in the solicitation. Please refer to the RFP, Section C.5.19.

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36	C.5.19.1.12, Page 134	Will electronic means of time keeping be acceptable to maintain daily attendance records of staff?	Yes, electronic means of time keeping is acceptable.
37	H.1.1.1, Page 169 & H.5, Page 171	Please clarify District of Columbia staffing requirements. Does this requirement include all personnel or only apprentices, trainees, and new hires?	The contractor shall comply with DOES First Source Employment Agreement Act of 1984. The Contractor must have a First Source Employment Agreement with the DC DOES which, among other things, requires that at least 51% of all new hires be District of Columbia residents.
38		Are there any known Environmental issues related to the site/sites, Hazardous Material, Lead, Asbestos, Hazardous Waste, Underground Storage Tanks, etc.?	No, there is not any known environmental issues related to the site.
39		Are there any services, equipment, or systems that fall under the contractor's responsibility that require Specific Proprietary Vendors?	No, there are not any services, equipment or systems that fall under the Contractor's responsibility that require specific proprietary vendors.
40		Please provide quantity and type of CRAC (Computer Room AC) units on the Site.	Please refer to the construction drawings that were provided in the RFP (see Section C.2 Applicable Documents, item 50).
41		Are the repairs and replacement of the Walk-off Mats at the Clients or Contractors expense?	No, the walk-off mats are under the responsibility of the janitorial staff.
42		Is garage and surface lot cleaning the responsibility of the Contractor and on what Frequency?	The garage and surface lot cleaning is not part of the scope of work.
43		Please define the scope of work for surface parking maintenance (i.e. striping, sealing, crack filling, policing)?	<ul style="list-style-type: none"> • Seal coating every two years • Crack sealing as soon as they appear, and before they widen/worsen. • New striping for safe navigation by pedestrians and motorists. • Proper signage • Pothole repairs as soon as they appear. • Inlet repair at the first sign of failure
44		Is there a fitness center at this location and is it the requirement of the contractor to PM equipment?	There is no fitness center at this Facility.
45		Are there any known structural recurring issues?	No, there are no known structural issues with the building.
46		Have all turnover documents been provided to DGS?	Yes, all turnover documents have been provided to DGS.
47		Please provide a total equipment inventory including make/model/serial number in either excel or pdf format.	Please refer to the construction drawings that were provided in the RFP (see Section C.2 Applicable Documents, item 50).
48		Are the elevators/escalators in the building included in this RFP?	Yes, the elevators are included in this RFP.
49		Which areas are to be included in the Reimbursable Snow Removal?	All of the sidewalks around the building, deck area, around the trash bin driveway to the parking garage and any snow that might get inside to the DHS side of the parking garage.
50		What is the current frequency of the Pest Management Plan?	The Contractor is expected to develop and submit an IPM Plan within ten (10) days of contract award to the COTR for approval, that will include frequency of pest service schedule.
51		What type of BAS/ECMS is currently in place?	There is no BAS in this Facility; however, there is a control system in the Facility.
52		Who is responsible for system software upgrades for the BAS?	Currently, there is no BAS system in this Facility. Should the COTR request a BAS to be installed in this Facility, the on-site CMC shall be responsible for the onsite upgrades to the BAS. That item will be a part of the cost reimbursement.
53		Can you provide historical data for the reimbursable work?	The Contractor has had to install a new smoking area that was not included in construction plans. Since the smoking area was an upgrade, it is considered a cost reimbursement.
54		Does the deductible apply for the Initial Deficiency List?	Yes, the deductible will apply to the Initial Deficiency List.
55		Can you provide the square footage of floor surface areas? Carpet vs Tile vs Marble, etc.?	This information is not available.
56		Can you provide a copy of a typical floor plan?	Please refer to the construction drawings that were provided in the RFP (see Section C.2 Applicable Documents, item 50).
57		Will you provide floor mats and runners, or will this be the responsibility of the Custodial contractor?	The floor mats and runners will be the responsibility of janitorial/custodial contractor.
58		Can you provide historical data for the carpet shampoo, strip and wax, marble care?	There is no historical data; the Facility is new.
59		Are we responsible for the janitorial consumable supplies?	No, the awarded Contractor will not be responsible for janitorial supplies.
60		What do consumables include? (TP, soap, trash bags, hand towels, etc.)	This question is not applicable since the Contractor will not be responsible for consumables.
61		Do you have historical data on janitorial work orders?	The Department does not have historical data on janitorial work order as these services are not managed by DGS.

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62		When does the base period begin?	The base year is expected to begin in fiscal year 2021, on October 1, 2020. However, this date may change depending on award date.
63		Regarding Key Personnel, can the Chief Engineer act as the POM?	Yes, you can have a Chief Engineer act as a POM.
64		Per Section M.3.1.1a, can the past performance of a JV teaming partner be used as part of the evaluation factor for this solicitation?	The Past Performance Evaluation forms that are to be provided by the client is described in Section M.3.1.1a. Yes, the past performance of a JV teaming partner can be used as part of the evaluation factor for this solicitation only if the JV teaming partner owns a majority interest in the joint venture and performs at least 50% of the contracting effort with its own organization and resources.
65		Per Section M.3.1.1a, can the past performance of a teaming partner (as a sub consultant) be used as part of the evaluation factor for this solicitation?	Yes, the past performance of a subcontractor can be used as part of the evaluation factor for this solicitation. The offeror must ensure that the past performance evaluation submitted by their client, clarifies that they are being evaluated as a subcontractor.
66		Per Section M.3.1.1a, can the past performance of key personnel's previous project experience with other firms be used as part of this evaluation factor?	Yes, the past performance of key personnel's previous project experience with other firms be used.
67	Section C.5.19.1.3.2, Part d. requirement	Why is the On-Site Chief Engineer required to have a DC 3rd Class license when there is no boiler in the building?	This is a requirement from our sister agency, Department of Human Services (DHS).
68		Please provide a complete and accurate inventory list associated with this facility.	Please refer to the construction drawings that were provided in the RFP (see Section C.2 Applicable Documents, item 50).
69		What is the current staffing level and contract value?	The current staffing level is in line with the scope. For more information on the contract value of current contracts, offerors shall make a request via the Freedom of Information Act (FOIA) by submitting an email to foia.dgs@dc.gov.
70		Is Salesforce the current CMMS?	Yes, salesforce is the CMMS.
71		Is Salesforce also used for Preventive Maintenance as well as work orders?	Yes, it is.
72		Are there any government furnished equipment or furniture, including computers, printers and supplies?	The CMC has office furniture in the maintenance office. A computer was not supplied nor was a printer. The CMC is responsible for their own supplies.
73		Is there a [collective bargaining agreement] CBA associated with this contract?	No, there is not a CBA associated with this contract.
74		What are the Normal Working Hours of Operation?	Normal Working Hours is the time period of 6:00AM - 9:00PM. Refer to the RFP, specifically Section C.3.1.54.
75	C.5.17 Special Services	Is the facility LEED-certified? If so, at what level?	Yes, the Facility is LEED certified; it is LEED Gold level.
76	C.5.17 Special Services	What is the square footage of the green roof?	Please refer to the construction drawings that were provided in the RFP (see Section C.2 Applicable Documents, item 50).
77	L.2.2 Volume I – Technical Proposal	Is there a restriction on the size of the .pdf file we submit?	Yes, please refer to and read section L.2.3 of the RFP.
78		Was a third-party commissioning of the building systems performed at the conclusion of the construction phase?	Yes, there was a third-party commissioning of the building system done at the conclusion of the construction phase.
79		What items are still under warranty or did DGS purchase an extended warranty?	All items are still under warranty. The building opened on April 20, 2020.
80		Will the awardee receive the commissioning reports and corrective action lists in time to thoroughly review before the final deficiency list is submitted?	Yes, the awarded contractor will receive the commissioning reports and corrective action list on a timely manner for thorough review before the final deficiency list is submitted.
81		When were the following inspections last performed? a. Boiler combustion analysis b. Thermography of electrical switchgear c. Annual fire system, elevator inspections	The inspections were performed in April of 2020 before the building was turned over to DGS' Facilities Management.
82		What building automation system is currently in use?	There is no BAS system in use.
83		Is this solicitation intended for a single award or multiple awards?	Please take the time to review this RFP in its entirety as this information is included in Section B. This solicitation is to award to one (1) Contractor.
84		In reviewing the RFP for the Short Term Family Housing Ward 3, for the submission, it states that only two attachments shall be submitted (Technical Proposal and Price Proposal) see page 201 of the RFP, but then it also states that the Compliance Document attachments shall be submitted as individual .pdf files. Please clarify if each Compliance Document should be submitted as separate PDF or one PDF of Compliance Documents only or if they should be submitted with the Technical Proposal.	Compliance Documents should be submitted as separate PDFs.

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85		Are joint ventures allowed to participate in this solicitation?	Per the guidance of DSLBD and pursuant to DC Code §§2-218.02 (1D) – (1E) and 2-218.39a, a joint venture is not a CBE. Since this RFP is a set-aside solicitation for SBEs, joint ventures would not qualify and are excluded. Please refer to Item No. 3 on Addendum No. 04. Offerors who seek clarification or more information, should contact DSLBD directly.