

AMENDMENT OF SOLICITATION

Solicitation No. RFP-2023-23019	Amendment No. 4	Date: May 4, 2023
<p>ISSUED BY: NREL Attn: Caitlyn Alter 15013 Denver West Parkway Golden, CO 80401 Email: Caitlyn.Alter@nrel.gov Phone: 303-275-4483</p>	<p>PROJECT NAME & LOCATION “Janitorial Services”</p>	
<p>The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers [X] is NOT extended. Due date is May 22, 2023 at 12:00PM MT</p>		
<p>FAILURE TO ACKNOWLEDGE THIS AMENDMENT IN ACCORDANCE WITH THE INSTRUCTIONS TO OFFERORS MAY RESULT IN REJECTION OF YOUR OFFEROR. EXCEPT AS PROVIDED HEREIN, ALL TERMS AND CONDITIONS OF THE SOLICITATION DOCUMENT REMAIN UNCHANGED AND IN FULL FORCE AND EFFECT.</p>		
<p><u>Description:</u></p> <p>The purpose of this Amendment is to:</p> <ol style="list-style-type: none"> 1. Answer questions received by the Question Deadline 4/27/2023. 2. Update the Appendix A – Statement of Work to the version dated 5/3/2023, as outlined in bold italic highlight. <p><u>Technical Questions:</u></p> <ol style="list-style-type: none"> 1. Please confirm the address and cleanable square footage for the following facilities: <ol style="list-style-type: none"> a. STM - WHF – No cleanable square footage at this time. b. STM - RFHP – No cleanable square footage at this time. c. STM - Facilities Building - No Cleanable square footage at this time. d. STM - Bulk Storage Building - No Cleanable square footage at this time. e. FC - Building 260 – No cleanable square footage at this time. f. NOTE: Please reference Estimated Square Footages for cleanable buildings outlined in section 10)d) of the Appendix A – Statement of Work. 2. The scope of work mandates 40 custodians on each night shift. Historically this shift has been 6 hours. During the Pre-Proposal Conference, it was mentioned that we could propose a better plan, if we had one. Would we be able to extend the work day by two hours and reduce the number of personal on site? Is it permissible to staff the night shift with fewer people and work a longer shift to have maintain the current production schedule while leaving room for variable conditions? <ol style="list-style-type: none"> a. Please review the answer provided to Question 77 on Amendment 3 issued 4/26/2023. b. Based on the size and scope of NREL campuses, a minimum of 40 night shift custodians is recommended. 3. On Appendix A, Page 3, Section 1, Line c: does the requirement for at least 40 Night Shift personnel include personnel assigned to (Add Alternate) STEP facilities? 		

- a. NREL recommends 40 night shift personnel includes STM and FC. Add alternate locations may require additional staff beyond the recommended 40 night shift staff, at the discretion of the awarded Subcontractor. Scheduling is the responsibility of the awarded Subcontractor to determine appropriate staffing for all locations throughout the life of the Subcontract.
- 4. Please clarify if 40 Night Shift personnel refers to full-time equivalents (FTEs) or 40 individuals present on each Night Shift when services are provided.
 - a. The recommendation for at least 40 night shift personnel is based on a shift from approximately 5pm to 11pm. Offerors are responsible to outline scheduling efforts as requested in the solicitation RFP Letter document. Please reference answers to questions 2 and 3, and previous answers from Amendment 3 for additional details.
- 5. Is it expected that Day Shift personnel be onsite and/or available to perform selected cleaning and policing tasks at the STM campus, ReFUEL and GW with the remaining tasks performed during the Night Shift?
 - a. Please reference the Appendix A – Statement of Work for Day Shift vs. Night Shift responsibilities outlined in each section under 4) Description of Work: Janitorial/Custodial Tasks.
- 6. Please confirm the requirement that there be two on-site Day Shift supervisors to oversee the mandated minimum staff of three day porters.
 - a. Per the Appendix A – Statement of Work, there shall be one day shift supervisor on-site and one *backup* available to come on-site when needed.
- 7. There are several references in Appendix A to tasks ordered "as needed". How are these as-need items to be reflected/categorized in Attachment 3 pricing?
 - a. Offerors shall complete the Fixed Unit Price schedule under tabs 2 through 6 for regularly scheduled services (Fixed Unit Monthly Price per Building), plus have appropriate staffing for as-needed requests during Night and/or Day Shift, as outlined in each sub-section under section 4) Description of Work: Janitorial/Custodial Tasks.
 - b. One-off additional as-needed requests shall be incorporated into regular monthly price by spreading labor to other tasks at the request of the NREL TM. For example, if an additional vacuuming service is requested outside of the standard night shift schedule, the awarded Subcontractor shall re-delegate work from another task to cover it – such as, staff assigned to dusting would now complete the as-needed vacuum request.
- 8. Please identify specific responsibilities, if any, for the backup supervisors and the QC project manager backup that may differ from the primary positions.
 - a. There are no differences in responsibilities, backups are appointed to fulfill gaps in coverage of the primary Key Personnel roles.
- 9. Is there a time requirement for the backup person to report to NREL when a shift supervisor or the QC project manager is unavailable?
 - a. The awarded Subcontractor is required to appoint backups and keep Key Personnel up-to-date within 48 hours of personnel changes (e.g., removal/replacement of supervisors long-term).
 - b. Last-minute scheduling changes between primary and backup Key Personnel are at the discretion of the Subcontractor, as long as those backups were previously identified and approved by the NREL TM. Ideally, notification of use of Key Personnel backups shall be provided 48 hours in advance to the NREL TM, Facility Manager or their designees.
- 10. Please clarify whether the requirement for Quality Control Project Manager is intended to serve as the overall project manager/contract manager for the subcontractor.
 - a. The Quality Control Project Manager may act as an overall Project Manager/Subcontract Manager, but they don't necessarily have to be the same person. The primary role of the Quality Control Project Manager is to function as an internal auditor as outlined in the Appendix A – Statement of Work.

11. Please clarify whether the certifications in Section 7. (c) iv.-vii. are mandatory?
 - a. Please see revised Appendix A – Statement of Work. REA certification has been removed.
12. Is there an acceptable alternative certification for Sec. 7. (c) v. LEED Certification? The US Green Building Council only certifies buildings not individuals under the LEED program. The USGBC offers LEED Green Associate accreditation, but this is intended for general contractors, building designers, and construction managers.
 - a. When working in LEED facilities, On-Site Supervisors shall provide Subcontractor-level (Company-level) LEED Certification and confirm knowledge of required practices/procedures prior to scheduling work.
13. Please clarify whether an alternative certification is acceptable for the CEH Certification identified in Sec. 7. (c) vi. of the SOW. The IEHA (Indoor Environmental Healthcare and Hospitality Association) division of ISSA (International Sanitary Supply Association) has discontinued offering the CEH Certification, but now offers RESE (Registered Environmental Services Executive), CESE (Certified Environmental Services Executive), CESS (Certified Environmental Services Specialist), HHH (Healthy Hospital and Hotel Housekeeping) certifications and ESP (Environmental Sustainability Professional) credentials.
 - a. Yes. Reference revised Appendix A – Statement of Work.
14. Is the contractor focusing on cleaning common area / public areas only? Or does contractor perform cleaning of private offices and cubicles also?
 - a. Please reference the Appendix A – Statement of Work outlines all required areas. Some areas are locked and require NREL TM or Facility Manager access to complete cleaning.
15. How to price new waste handling facility without cleanable square footage or will it be provided?
 - a. Offerors should price Add Alternates with no estimated cleanable square footage as if the total square footage is the cleanable square footage.
16. Can contractors submit copies of CPARs instead of reference letters and/or Past performance Questionnaires?
 - a. CPARS or Past Performance Questionnaires may be provided as long as they meet the required information in Evaluation Criteria 6.3.3.
17. Can NREL elaborate on the requirement and need for Site Supervisors/Backup Supervisor to hold the highlighted below certifications:

Trained and certified in the operation of all custodial equipment in use under the SOW.

 - i. Experience managing a team of 20-40 custodial staff members.
 - ii. At least two years of experience in janitorial or custodial services.
 - iii. OSHA Certification.
 - iv. LEED Certification.
 - v. CEH Certification.
 - vi. REA Certification
 - a. Reference the requirements as outlined in the Appendix A – Statement of Work.
18. Can NREL elaborate on the requirement for backup supervisors during each shift? Are backup supervisors required to hold the same certifications listed above as well as not be a “regular janitor”?
 - a. Reference the requirements as outlined in the Appendix A – Statement of Work.
19. Is the current SOW presented the same as the incumbents SOW?
 - a. The Appendix A – Statement of Work is only applicable to RFP-2023-23019.
20. Section 7 of the Statement of Work requires two (2) supervisors for day shift and night shift for a total of four (4) plus an additional backup supervisor for each shift. This section then also states the shift supervisor (singular) shall have full authority to act on behalf of the subcontractor. Please clarify if one shift supervisor or both shift supervisors effectively represent the subcontractor.
 - a. Yes, all On-Site Supervisors shall hold the same authority to ensure compliance with the Appendix A – Statement of Work.
21. Section 6.3.3 of the RFP requires the offeror to submit letters of reference. Can you please clarify

- whether you are seeking content beyond what is set forth in the three numbered paragraphs?
- a. Evaluation Criteria 6.3.3. includes three numbered sub-section requirements for the minimum amount of information needed to review this evaluation criteria. Any additional information provided is at the Offeror's discretion.
22. Would NREL accept CPARS where available in lieu of letters of reference?
 - a. See answer to question 16 above.
 23. Please provide a breakage of square foot of different floor type by space (for eg: carpet, hard floor, vinyl, wood, ceramic, cement etc).
 - a. Reference the Appendix A – Statement of Work, Exhibit C – NREL Room Breakdown per location, and the previous Amendment answers.
 24. Please provide restroom sq ft and quantity of restroom fixtures (toilets, urinal, wash basin, mirror etc)
 - a. Reference the Appendix A – Statement of Work, Exhibit C – NREL Room Breakdown per location, and the previous Amendment answers.
 25. Please provide quantity of drinking fountain and windows.
 - a. Reference the Appendix A – Statement of Work, Exhibit C – NREL Room Breakdown per location, and the previous Amendment answers.
 26. Are there changes to the Scope of Work in this solicitation in comparison the current contract with the incumbent contractor?
 - a. The Appendix A – Statement of Work is only applicable to RFP-2023-23019.
 27. Do you have any consumable (toilet paper and paper towel) usage data from previous years?
 - a. NREL will not disclose this information. Please reference the information provided in Amendment 3, the Appendix A – Statement of Work and exhibits.
 28. How many days will be allocated to phase in the awarded contractor?
 - a. NREL's goal is to allow for 2 months' transition time.
 29. What are the prices of all cleaning materials, agents, equipment needed for RFP 2023-23019?
 - a. Offerors are responsible to price out materials required for the completion of the Attachment 3 – Cost/Price Proposal Form.
 30. Can you provide number of NREL observed holidays, where cleaning services will not be required?
 - a. Please reference section 12) Working Hours of the Appendix A – Statement of Work.
 31. Are there any cleaning equipment already on site that can be used in the execution of services?
 - a. No.

Non-Technical Questions:

1. Will a teaming agreement be accepted for this Solicitation? Two firms completing work in tandem.
 - a. Yes, joint ventures and/or lower-tier subcontractors can be utilized. However, the Joint Venture or Primary Subcontractor must meet the criteria of the total small business set-aside and be registered in SAM.gov prior to any potential award.
2. Section 6.1.2 of the RFP governs the evaluation criteria for Key Personnel and that resumes must be submitted but "DO NOT INCLUDE PERSONALLY IDENTIFIABLE INFORMATION" (PII). Should key personnel resumes be redacted to exclude all PII including names?
 - a. Key Personnel Resumes may include names; however, please do not include any of the following: Social Security Numbers, Addresses, Phone Numbers, Bank Account information, or other sensitive information.
3. In Attachment 3 Price Proposal, on Worksheets 2 to 6, Lines 54 and 109 (Add Alternate - STEP), please clarify if total prices for the STEP buildings are required, or should this line be left blank?
 - a. Please reference the updated Price Proposal Form dated 4/28/2023 – STEP shall be priced by the full square footage rather than individual buildings.
4. What will be the net payment terms and is there an online portal for invoice processing?
 - a. Please reference the Attachment 2 – Sample Subcontract

The question due date has passed as of April 27, 2023.

The proposal due date is updated to May 22, 2023, at 12:00PM MST. All proposals shall be submitted electronically to the Subcontract Administrator at Caitlyn.Alter@NREL.gov.