

AMENDMENT OF SOLICITATION

Solicitation No. RFP-2023-23019	Amendment No. 3	Date: April 26, 2023
ISSUED BY: NREL Attn: Caitlyn Alter 15013 Denver West Parkway Golden, CO 80401 Email: Caitlyn.Alter@nrel.gov Phone: 303-275-4483	PROJECT NAME & LOCATION “Janitorial Services”	
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 15, 2023 at 12:00PM MT		
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><u>Description:</u></p> <p>The purpose of this Amendment is to:</p> <ol style="list-style-type: none"> 1. Answer questions received during the Pre-Proposal Conference on 4/20/2023, as outlined below. <ol style="list-style-type: none"> a. <i>NOTE: This Amendment does not include answers provided via Amendment 2 posted on 4/18/2023 – Please reference Amendment 2 for additional Q&A.</i> 2. Update the Appendix A – Statement of Work to the version dated 4/25/2023, as outlined in italic highlight. 3. Add Exhibit B – FINAL WASTE COLLECTION LOCATIONS & TYPES 4/24/2023. 4. Add Exhibit C – NREL ROOM BREAKDOWN PER LOCATION 4/25/2023. 5. Add Exhibit D – STEP OVERVIEW MAP 4/24/2023. <p><u>Technical Questions:</u></p> <ol style="list-style-type: none"> 1. How do we price out STEP? <ol style="list-style-type: none"> a. Please review the Appendix A – Statement of Work. There will be approximately 27 buildings at STEP totaling 43,024 square feet. Reference Exhibit D for an Aerial Overview of the STEP campus. 2. Are the portable toilets covered in this Scope of Work? <ol style="list-style-type: none"> a. No, RFP-2023-23019 does not cover servicing portable toilets. 3. Any stripping or mopping at FC? <ol style="list-style-type: none"> a. No, no stripping and mopping requirements at FC at this time. 4. Do we require cleaning of window seals at the FC Trailers? <ol style="list-style-type: none"> a. Yes 5. Who does composting/trash or recycling? <ol style="list-style-type: none"> a. Janitorial is responsible for taking the bins to a common receptacle, but the actual final removal of trash, recycling and composting are done by individual Subcontractors. 		

6. Any Day service requirements at FC?
 - a. Not at this time. Day service is required at STM campus and other applicable locations as outlined in the STM Campus.
7. Any shampooing required on carpets at FC?
 - a. Yes, usually once a year there is a deep clean for carpets at FC.
8. Do we need to provide hand sanitizer dispenser stations at the entrances to every building?
 - a. Unless noted in the Appendix A – Statement of Work, any other supplies will be provided by NREL. Currently, there are no hand sanitizer dispenser stations at entrances.
9. Is there a set schedule for cleaning locker rooms/ showers?
 - a. Shall be completed every night as required during night shift rounds.
10. How many people in Building 251 (FC)?
 - a. Between 100-200 people work in Building 251 at FC.
11. Do we clean interior of refrigerators?
 - a. No, cleaning interior refrigerators is not required on a regular basis but may be requested by the NREL TM occasionally. Exteriors are required.
12. Do we need to clean ice machines?
 - a. No, cleaning interior ice machines is not required on a regular basis but may be requested by the NREL TM occasionally. Exteriors are required.
13. Do we clean inside of microwaves?
 - a. No, cleaning interior microwaves is not required on a regular basis but may be requested by the NREL TM occasionally. Exteriors are required.
14. Can we get a count of restrooms and kitchenettes?
 - a. Please reference Exhibit C – NREL Room Breakdown Per Location dated 4/25/2023.
15. Interior glass cleaning – is that required?
 - a. Only at high touch point and accessible areas such as glass entry doors.
16. Are blinds required?
 - a. Yes, quarterly cleaning on blinds is required per the Appendix A – Statement of Work.
17. Who provides paper products?
 - a. The Janitorial subcontractor is responsible.
18. Can we get information on the total number of employees per building and/or historical usage on inventory so we can price it appropriately?
 - a. Historical information is unavailable. There are approximately 3,500 employees throughout NREL campuses in Colorado, however a significant percentage work remote part or full time.
19. How high are we required to dust in the building?
 - a. Dusting is to be completed at a level that is reachable from the ground utilizing extendable poles.
20. What's the standard night shift look like?
 - a. Starting at 5pm, usually wrap up by 11pm. No requirement to be out of campus prior to 11pm, but that is typically the expectation for night shift.
21. When do we do hard floor care?
 - a. Night shift, after 5pm.
22. For Floor Stripping, what does the shift look like?
 - a. NREL to provide, but expectation is a night shift 8-hour shift over several days for larger floor stripping requests.
23. How do staff access different buildings (badges)?
 - a. Lab Protection/Security will issue badges with set times that the badges are activated. So, night shift only employees will be accessible to only the approved buildings on their normal schedule. Same for day shift.
24. Can we get a split of carpeted vs hard/tiled floors?

- a. Due to ongoing renovations, total percentage of carpet vs hard floor is unavailable at this time. Lab spaces are typically tiled, administrative are typically carpet, kitchenettes and bathrooms are tiled, entryways could be either.
25. How are supplies provided for cleaning?
- a. The Subcontractor is required to provide cleaning supplies in compliance with the Sustainability Program (Bio-Based Reporting) requirements outlined in the Appendix A – Statement of Work.
26. Compost inventory bags clarification.
- a. Bags for compost bins MUST BE **compostable**. Bio-Degradable bags **are not acceptable** for compost bins.
27. Can we utilize different methodologies outside of the pre-designated SOW?
- a. NREL is open to different methodologies, but please clearly outline proposed differences in your proposal.
28. Is it our responsibility to clean up after BBQ's on outdoor patio at FC?
- a. No, BBQ cleanup at FC is done by NREL employees.
29. Can locations of dumpsters be provided? Where are dumpsters at STM Campus?
- a. Please reference the Exhibit B to the Appendix A – Statement of Work dated 4/24/2023 for the large roll-off locations of refuse bins/dumpsters, trash compactors, and recycle dumpsters.
30. Do we need to powerwash the handrails?
- a. No powerwashing is required under the Appendix A – Statement of Work.
31. How many recycling bins do we have?
- a. Please reference the added Exhibit B to the Appendix A – Statement of Work dated 4/24/2023 for the large roll-off locations of recycling bins. Exact locations of recycle rooms shall be provided post-award.
 - b. Currently, there are approximately 5600 rooms across all NREL locations in Colorado, including STEP, FC, GW, and ReFUEL. There is approximately 3500 workstations across NREL Colorado Locations. There is typically at least one individual recycle bin per room or per workstation.
 - c. Every major building shall have at least one main recycle collection room/area, some smaller facilities share a centralized recycle room/dumpster. STM Campus has approximately 28 recycle rooms/areas (11 designated rooms in the RSF). FC approximately 2 centralized rooms/dumpsters. ReFuel and GW have approximately 1 consolidated recycle room / area each. STEP locations have not been finalized at this time.
32. What's the requirement for cleaning in data sheds?
- a. Data Sheds shall be cleaned on a weekly basis. Only sweeping and trash removal is required in the data sheds (about a 12x20 foot structure, but they vary in size). There are about two dozen data sheds throughout FC.
33. Can we attach supplies to the wall in the Janitorial Closets?
- a. Yes. If there is a concentration system required to be attached to a wall, this would be allowable with approval from the NREL TM and NREL Facility Manager. NREL will be responsible for mounting any items to be attached to the wall in Janitorial Closets.
34. What cleaning supplies can we utilize from an environmental perspective?
- a. Review the Appendix A – Statement of Work. All cleaning chemicals shall be reviewed and approved by NREL ESH&Q.
35. Which buildings are LEED Certified?
- a. The following buildings are currently LEED certified at STM:
 - i. LEED GOLD: IBRF and VTIF.
 - ii. LEED PLATINUM: ESIF, RSF, S&TF, SSEB, Parking Garage and Café.
 - b. There are currently no LEED Certified buildings at FC.

36. What do we do in the event of bad weather?
- NREL has a notification system in place which will notify Subcontractor employees in the event of a late start, significant delay, or if campus is closed. High wind season is from October to May and may result in site closures if winds exceed 60 mph. Severe snowstorms may also result in site closures.
37. How many times a year are sites shut down?
- About 2-3 times per year there is severe weather causing a site shutdown.
38. Are we responsible to clean surface areas in labs?
- No – only sweeping, mopping and trash are required in laboratory spaces. NOTE: You will need to wear PPE including safety glasses if cleaning in laboratory spaces.
39. Can we get pictures of the MESA Top and VTIF facilities?
- NREL unable to provide photographs of interior spaces throughout NREL campuses due to internal policy. Please refer to the estimated square footages and exhibits for additional details on each building. You may also look up publicly available information on the NREL website: <https://www.nrel.gov/> .
40. Where do we deliver supplies to STM campus?
- Supplies are to be loaded at the loading dock between the A and B Wings of the RSF.
41. How many janitorial closets at RSF (STM Campus)?
- There are 11 Janitorial Closets throughout the RSF.
42. Are shuttles to RSF from RTD available for use by Subcontractors?
- Yes, there are NREL shuttles from 6:00am-6:30pm, but you must schedule the shuttle by 6:00pm for a ride back to public transit.
43. Can we bring our own golf cart for movement throughout STM campus?
- Yes, but there are no areas where electric golf carts can be charged by Subcontractors at this point in time. Gas would be fine. If requested, specifics would be completed post-award.
 - Personal vehicles are allowed throughout campus with approval from the NREL TM.
44. When does the Education Center close?
- Education center is open until 5pm only.
45. Do we clean all exterior tables?
- Yes. Outdoor tables to be cleaned twice a week or as needed, as outlined in the Appendix A – Statement of Work for Day Shift workers.
46. Do we need to clean in mechanical rooms?
- No cleaning in mechanical, nor electrical rooms.
47. Do we need to clean the fitness center?
- Rubber cleaning to be completed quarter per the Appendix A – Statement of Work. Regular cleaning of the fitness center is required and to be completed during night shift. The main fitness center is in the RSF and there is a secondary smaller fitness center in the S&TF. Subcontractor is not responsible for cleaning equipment. Sweeping/Vacuumping/Mopping floors, sanitizing surface areas other than equipment, and cleaning mirrors every day during night shift.
48. What are the frequencies of cleaning services?
- Standard frequencies are listed, however the NREL TM may request additional services outside of the standard service. The Subcontractor is required to provide regular schedules to the NREL TM throughout performance and requests as-needed. Please refer to the Appendix A – Statement of Work for additional information.
49. Do we complete Electrostatic Discharge (ESD) Labs?
- Yes; for cleaning flooring, not providing the ESD finish. Currently, ESD finish is already on surfaces applicable in the SRRL in one lab (estimated at 407 square feet) and SERF currently in five labs (estimated at 1,239 square feet). Subcontractor shall utilize appropriate

cleaning methodology to ensure ESD remains intact. NREL Facility Manager shall provide additional details prior to cleaning in ESD areas.

50. Coffee Shop clarification – STM Campus RSF.

- a. The Coffee Shop interior is the responsibility of the Subcontractor operating the coffee shop. Kitchenettes are separate from the Coffee Shop. Coffee Shop closes around 2:30pm every workday.

51. What do we do at the IT Service Desk?

- a. Only vacuuming and dusting is required, no surface cleaning in the IT Service Desk area. Only common office spaces require cleaning of surface areas.

52. Do we clean upholstery?

- a. No, upholstery cleaning is completed in-house as required.

53. Do we need to move furniture to clean around it?

- a. No. Any movement of furniture would be an individual request from the NREL TM. Standard cleaning does not require movement of furniture.
- b. NOTE: Cubicles in administrative spaces are numbered for easy reference on one-off requests.

54. Do we clean hanging metal / items from the ceiling?

- a. No. Only cleaning within reach with an extendable pole.

55. How many Day Shift Workers are required?

- a. At least three day shift workers will be provided. Reference the Appendix A – Statement of Work.

56. Do phone booths require wiping down?

- a. Yes, both interior and exterior of phone booths are to be cleaned, including glass and all high touch areas. This is in addition to the phone rooms outlined in the Appendix A – Statement of Work.



b. Phone Booth:



c. Phone Rooms:

57. Print and Photo spaces – What are Print Shop requirements?
- Print Shop – Sweeping & mopping flooring, and trash/refuse removal to be completed daily by night shift.
 - Photo Studio Room - Vacuuming flooring is the primary requirement in this type of space and completed during day shift as this is a locked space that requires NREL oversight. NREL TM and/or NREL Facility Manager may request cleaning in Print Shop as-needed.
58. Day shift employee dedicated to RTD ReFuel and/or GW?
- Yes, there is a requirement for a day shift employee to clean at RTD once per week on Tuesdays or as requested by the NREL TM. There is a requirement to clean GW on MWF each week. It is up to the Subcontractor's discretion on how to utilize the 3+ day shift employees appropriately throughout all applicable locations during the 8am-5pm shift. Please reference the Appendix A – Statement of Work section 3)a)2. for additional info regarding Day Shift.
59. What's the frequency of cleaning at the RSF?
- Please reference the Appendix A – Statement of work for each sub-category of cleaning which outlines the Day and Night shift requirements.
60. Will laboratories have office spaces too?
- Yes, most laboratory buildings at NREL have some administrative/office space though the majority is laboratory space.
61. How many laboratories are there (rooms)?
- Please reference new Exhibit C – NREL Room Breakdown Per Location dated 4/25/2023.
62. Who is responsible for cleaning desks?
- NREL Employees are responsible for keeping their desktops clean.
63. Service Corridors (Utility Spaces) for laboratories – what are the requirements?
- Service Corridors require sweeping, mopping and trash removal. Safety glasses are required in Service Corridors. Occasionally, the NREL TM may request deep cleaning or stripping and waxing of service corridor floors.
64. How do we know when NOT to clean in laboratory spaces?
- The following lights and signs are notifications to NOT enter laboratories:
 - Blue Light Flashing (Chemical Exposure) – DO NOT ENTER
 - Laser In Use – DO NOT ENTER
 - Hood Alarm Sounding – DO NOT ENTER
 - Fire Alarm Sounding – DO NOT ENTER
 - “Do Not Enter” Notice or Sign posted *On a Door* – DO NOT ENTER
65. Are we responsible for cleaning in construction / renovation areas?
- No cleaning in active construction zones.
66. Are there specialty requirements for the Occupational Health Clinic?
- Standard cleaning practices, just within 8am-5pm so there is an NREL supervisor available.
67. What about requirements in file rooms?
- If vacuuming and wiping down surfaces in file rooms, there must be an NREL TM, TM Designee, or Facility Manager available during cleaning.
 - Please reference new Exhibit C – NREL Room Breakdown Per Location dated 4/25/2023.
68. Do we clean the inside of the glass for windows in laboratories?
- Only surface cleaner on window sills required, interior of windows do not need to be cleaned. However exterior windows (facing hallways) should be cleaned. Glass is only cleaned to standing height/within reach with an extension pole.
69. Do display cases for awards need to be cleaned?
- Not currently.
70. Do we need to work through clean-room spaces?

- a. Clean rooms are locked spaces. Trash will be left outside of the doors for the night crew to pick up. Clean rooms are only located in the SERF and ST&F.
71. Can you provide photographs of the Café?
- a. NREL will not provide interior photos per policy.
72. Do we clean behind counters in the Café?
- a. No, behind the counter is the responsibility of the Subcontractor operating the Café.
73. What are the hours of the Café?
- a. Currently, 11am-1:30pm are the general hours of the Café; however, meetings are sometimes completed in this space.
74. Do we service common microwaves in Café?
- a. Interior and exteriors of Café and common space microwaves are required per section 4)i) Concession/Common Areas in the Appendix A – Statement of Work.
75. Do we have to service under the counters / service area where trays go (wiping down)?
- a. No – that is the responsibility of the café subcontractor. Only sweeping and mopping in service area; remainder of Café is the requirement of the Janitorial Subcontractor.
76. Do we need to keep equipment in the same building or can we share to another building, no contamination issues?
- a. Equipment can be moved across NREL sites as-needed.
77. Would the awarded Subcontractor be allowed to hire full-time workers at night starting at 5pm and ending at 1:30am instead of part-time labor?
- a. It is the Offeror’s responsibility to determine how to best utilize their workforce labor based on market conditions. Individual badges will have set security parameters as to when the Subcontractor staff is allowed on-site based on confirmed schedules with the NREL TM post-award.
 - b. In general, night shift can be completed as long as it does not impede on staff entering the building starting at 5:00am MT M-F, other than NREL holidays – the awarded Subcontractor is able to hire staff to complete night shift as they see fit and approved by NREL TM post-award.
78. How many restroom fixtures, toilets, urinals, sinks, mirrors?
- a. Please reference new Exhibit C – NREL Room Breakdown Per Location dated 4/25/2023. No additional details additional details will be provided.
79. How much is carpet and tile not counting ceramic or epoxy because those should not be waxed? The actual square footage of the waxed floors and the carpet for cleaning.
- a. Reference answer to question 24 above.
80. What is the volume of the consumables? Paper towels, toilet paper, soap, urinal cakes, trash bags (volume and size). If you have purchase orders, can we see what and how much was ordered in a year?
- a. NREL will not disclose this information. Please reference the information provided in the questions above, the Appendix A – Statement of Work and exhibits.
81. How many people are in the office on average each day?
- a. Reference answer to question 18 above.
82. Can we get a list of supplies being used? If you like the product, why go with something else?
- a. This information will not be provided by NREL at this time. Please reference the inventory and bio-based requirements outlined in the Appendix A – Statement of Work, Exhibit A – Bio-Based Reporting Form, and the Appendix B-3 Standard Terms and Conditions for information on product requirements for use on-site at NREL.
 - b. Additional information on currently approved cleaning supplies will be provided post-award.

Non-Technical Questions:

1. Is there access to the previous contract, understanding it was longer due to covid. What year was it last contracted?
 - a. No information regarding the current or previous subcontracts shall be provided by NREL. Refer to the answers provided in Amendment 2 to RFP-2023-23019.
2. Can we bill for supplies as we go since we do not have a clear indication of how much is ordered for the buildings?
 - a. No. Offerors shall provide pricing in the monthly fixed unit price format as outlined in RFP-2023-23019 utilizing information provided in the Appendix A – Statement of Work and answers to questions received.
3. The RFP mentions historical usage has been \$1,000,000.00 to \$1,400,000.00 per 12-month period. What timeframe has this average spend been compiled from. (From what year to what year?)
 - a. Historical magnitude is based on a 5-year period between 2017-2022.
4. Has some of the current staff remained through multiple past contractors?
 - a. Yes, but it is not mandatory per the answers provided in Amendment 2 to RFP-2023-23019.
5. If our organization has the manpower to complete the entire project as one company, will awarding two subcontracts still be a possibility or could one company be awarded the entire scope?
 - a. RFP-2023-23019 is written with the intent to award One to Two Fixed Unit Price Subcontract(s) under this solicitation. As such, NREL may choose one subcontractor as the best value for a singular award or may choose two subcontractors for two awards.

Written questions concerning this solicitation document and its requirements are due by April 27, 2023. NREL will issue an amendment to this solicitation document that will formally provide all the questions and answers submitted in writing. All recipients of the solicitation document will receive responses to questions.

The proposal due date remains May 15, 2023, at 12:00PM MST. All proposals shall be submitted electronically to the Subcontract Administrator at Caitlyn.Alter@NREL.gov.