

**Official Questions and Answers to the NNJ06162823RA  
Custodial Final Request for Proposal (FRFP)**

Q.1 B.2 Firm Fixed Price states “Basic Services in 2.0 of SOW”

- A. The pricing for Option Years One and Two is in Section F of the solicitation, will this be moved to Section B? Also Option 1 is B.2 and Option 2 is B.3, should they be B.3 and B.4 respectively since the base period is B.2? If the options are not moved from Section F, do you want them submitted with Section B of our cost proposal?
- B. Are the prices for B.2 based on the Frequencies and Annual Workload identified in Attachment C: CLIN Frequencies?
- C. The square Footages identified in Attachment C: CLIN Frequencies varies greatly from the Square Footages identified in Attachment G1 Interior Square Footage Data by Building. Are we to use the square footages identified in Attachment C: CLIN Frequencies? (i.e. 2.1.17 Strip, Seal and Was/Finish Hard Floors, Sq. ft 4,646,000 when the total square footage from Attachment G1 is 2,266,654)

A.1 A. Clause F.3, entitled “OPTION TO EXTEND COMPLETION DATE” allows the Government to receive pricing information in a competitive environment and is used as a place holder in the event an option is exercised. Once an option is exercised on the contract, various parts of F.3 will be substituted in the respective sections of the contract.

There is an error in Section F under Option 2, B.3 should be labeled as B.2 as it is referencing the Firm Fixed Price clause in Section B.

Section F is a replication of clauses already in the contract which will be used in the event an option is exercised; therefore, we ask that you fill out the information as stated in Section F.

- B. Clause B.2 entitled “FIRM FIXED PRICE” serves dual purposes; 1. To capture the Total Firm Fixed Price of this contract (See page L-21 of the price instructions where the Government is asking the bidders to capture Phase-In, Completion Form and IDIQ). 2. The clause also serves as a means to break out invoicing that will be billed by the contractor during the contract.
- C. For proposal preparation purposes, please use Attachment C: CLIN Frequencies as Attachment G1 is a breakdown of all facilities by floor type. Also, the square footage for CLIN 2.1.17 has a typographical error and the correct square footage of 1,700,000 will be reflected via amendment.

Q.2 B.4 Supplies and/or Services to be Furnished – states “The services to be performed under the terms and conditions of this contract will be acquired by either Completion Form (CF) or Indefinite Delivery Indefinite Quantity (IDIQ) as detailed below:” there is no detail below of which services will be acquired under either CF or IDIQ. This section is in direct contradiction with B.2 Firm Fixed Price for which we have provided a firm price for all of the required services as identified in Section C. 2.0 Basic Services. If Section C. 2.0 is going to be separated by Routine and IDIQ services then they should be priced accordingly.

A.2 Clause B.4, entitled “SUPPLIES AND/OR SERVICES TO BE FURNISHED” states that the Government has the flexibility to acquire additional services via IDIQ. Your firm fixed price is for the routine services described in the SOW. IDIQ will be priced using Clause B.6 and B.8. The Government has the flexibility to acquire IDIQ services hourly through clause B.6 or by task through clause B.8.

Q.3 B.7 Miscellaneous Pre-Priced Custodial Services – states “The Contractor shall provide additional non-routine custodial services on a fixed price, IDIQ basis. ...Task Order Procedures, to augment core custodial services. ...Miscellaneous Pre-Priced Custodial Services shall be performed as funded IDIQ task orders, for the quantities of service items identified in the TO and at unit cost as predetermined by the Contractor’s proposed costs for performing the various Miscellaneous Pre-Priced Custodial Services. ...The Miscellaneous Pre-Priced Custodial Services items are as listed in B.8.”

So B.8 Schedule of Miscellaneous Pre-Priced Custodial Services does not correlate or support the Firm Fixed Prices identified in Section B.2? Even though section B.8 correlates exactly to Attachment C: CLIN Frequencies, which is the basis of pricing provided under Section B.2?

A.3 No, B.8 does not correlate with B.2. Clause B.8 requires the contractor to provide prices for each respective task in the event that an IDIQ task order is issued for those services.

Q.4 B.8 Schedule of Miscellaneous Pre-Priced Custodial Services excel file, 121049-SOL-001-006 has individual tabs for:

Basic Year 1  
Basic Year 2  
Option Year 3  
Option Year 4  
Option Year 5

But Amendment # 1 clarified the periods as follows:

Basic – Contract Year 1 & 2  
Option 1 - Contract Year 3 & 4  
Option 2 - Contract Year 5

- A.4 Amendment 001 is correct in clarifying the periods. Clause B.8 are merely tabs for all years both basic and option. These tabs are not meant to identify which year is an option year but the ability to capture future prices at time of proposal preparation and receipt.
- Q.5 Attachment G1 Area 4 & Area 5 both state “Tiled Halls Common Areas”, is one meant to be carpet, if so which one?
- A.5 Column H is intended to state, “Carpeted Hallways/Common Areas”. This change is reflected in Amendment 002.
- Q.6 Attachment G1 Area 6 is missing?
- A.6 Area 6 is not shown since we are not requiring the contractor to clean concrete utility room floors.
- Q.7 Attachment G1 there are two Area 9’s?
- A.7 Yes, column K is Tile and column L is carpet. This is also seen in Area 10.
- Q.8 Section B.8 does not include any quantities, can you provide a revised Section B.8 with the appropriate quantities.
- A.8 Quantities will be provided only when Task Orders are issued by the Government.
- Q.9 Attachment G 3 – Extermination, provides a list of “approximate square footage of building interiors that are not cleaned but may require extermination on an as needed basis”, will we be reimbursed for providing the exterminating under CLIN 3.2.1.19.1 & 3.2.1.19.2 of section B?
- A.9 Yes, the contractor will be reimbursed when issued with a task order per the Pre-Priced custodial services in B.8 or Labor Hours in B.6.
- Q.10 L.15 from Amendment 1 added paragraph (d) entitled “Volumes and Copies” Are you looking for Volumes I, II, III & IV to be in separate binders and submitted individually? Please clarify your requirements?
- A.10 Yes, the offeror shall submit separate binders for each respective volume.
- Q.11 Under I.15 (e) Proposal Content the Completed Contract (model Contract) we are required to submit 3 signed original SF33’s. Kindly clarify if these should also be input into another volume?
- A.11 There is no specified volume for the model contract as long it is submitted with the rest of you proposal as stated in Section L.

Q.12 In reference to the Collective Bargaining Agreement incorporated into this solicitation. Section 7.09 stipulates that there is a Blue Cross of Alabama policy in place but does not list the benefit summaries for all Health & Welfare Plans. We would like to know if we could be provided with benefit summaries as well as contribution amounts and premiums. Also who the carrier for Dental, LTD, STD and Vision are with.

A.12 Additional benefit information is now provided through the Technical Reference Library available via <http://procurement.jsc.nasa.gov/coss/cust> - click on Technical Reference Library.

Q.13 L-2 Past Performance Questionnaire. Please provide a fax number for submission.

A.13 281-483-1139 – Before faxing, please contact Michal Malik via e-mail: [michal.k.malik@nasa.gov](mailto:michal.k.malik@nasa.gov) to ensure that the fax machine is in working order.

Q.14 Pest Control

1. Please clarify frequencies and scope of service to be performed.
2. What specific pest coverage are to be covered?
3. What is the frequency for each building desired?
4. How far from the building structure is to be covered?
5. How many kitchens and food service areas are on site?
6. What is the desired frequency for food areas?
7. What is the square footage of the food service areas?
8. How many exterior rodent stations are in place?
9. How many interior rodent stations?
10. Is there any program for Bird and Bat Control?

- A.14
1. Scope of Pest Control is identified in Section C, paragraph 2.1.19.
  2. Scope of Pest Control is identified in Section C, paragraph 2.1.19.
  3. Scope of Pest Control is identified in Section C, paragraph 2.1.19.
  4. 4 feet from the exterior wall on metal clad buildings and 4 feet from the exterior building perimeter sidewalk on office buildings
  5. Pest control in kitchen and food service areas are not within the scope of this contract except for the JSC Child Care Facility located in Building 211.
  6. The JSC Child Care Facility kitchen and food service area has the same pest control frequencies as other building in this SOW.
  7. The JSC Child Care Facility kitchen and food service area is approximately 100 square feet.
  8. Neither the incumbent contractor nor the Government keeps a record of this information.
  9. Neither the incumbent contractor nor the Government keeps a record of this information.
  10. This is scope covered under the "Grounds Maintenance" contract.

Q.15 Please provide the following:

1. What is the total number of restrooms?
2. How many toilet/urinal per restroom?
3. How many paper towel dispensers per restroom?
4. How many soap dispensers per restroom?
5. How many Sanitary Napkin dispensers?
6. How many office furniture?
7. What is the total square ft of Draperies?
8. How many chairs and couches?
9. How many Venetian blinds?

- A.15
1. Although the number of restrooms is not quantified, total square footages are located in Section J, Attachment G1 entitled, "Interior Square Footage". Currently, JSC has 98,296 sq. ft. of restroom space.
  2. We do not have this information. The number of urinals/toilets currently meet the uniform plumbing code (UPC) requirements.
  3. We do not have this information. Generally there are 1 or 2 paper towel dispensers per restroom.
  4. We do not have this information. Generally there are 2 soap dispensers per restroom.
  5. We do not have requirements for Sanitary Napkins.
  6. We do not have this information. Please refer to the square footage requirements located in Section J, Attachment G1 entitled, "Interior Square Footage".
  7. We do not have this information.
  8. We do not have this information. Please refer to the square footage requirements located in Section J, Attachment G1 entitled, "Interior Square Footage".
  9. We do not have this information.

Note: Due to the significantly large amount of building space and employee population, the Government feels that companies can price their proposals based on square footages provided.

Q.16 Amendment 1 L.15 (d) Volumes and copies

This section shows volume I - IV plus the model contract. I want to clarify that you are looking for 4 individual volumes in separate binders, with seven copies and one original for a total of 8 binders of each volume. This would equal 32 binders plus the additional 3 copies of the model contract.

A.16 That is correct.

Q.17 Attachment G- Exterior Window Square Footage

This section lists 365,288 square feet of exterior windows, is this figure inclusive of the 76,693 square feet listed for above first floor cleaning with fall protection?

Is the 76,693 square feet listed for above first floor with fall protection the only above first floor cleaning or is their additional areas other than the twelve buildings referenced that require above first floor cleaning?

If there is additional square footage above the first floor can you list the total above first floor cleaning square footage?

A.17 No, as stated in Section C, CLIN 2.1.13.1 and 2.1.13.2 the 76,693 sq. ft. is above first floor cleaning with fall protection. The 365,288 sq. ft. is first floor exterior cleaning.

The 76,696 sq. ft. is the only above first floor cleaning requirement.

Q.18 In Sections L, it does not indicate in which section, the amendments are supposed to be submitted in? Can you also clarify how many copies of the Amendments you need original signatures on those as well.

A.18 Section L has been rewritten as a result of this question to state that the offeror shall submit one (1) signed copy of the amendments with the model contract.

Q.19 We require additional clarification on the following, there is a new species of "crazy ants" called commonly known "raspberry crazy ants" that may migrate within the term of the contract which require treatment that exceeds what is stated in 2.1.19.1 Exterior Pest Control and substantially more expensive. We have no way of forecasting whether this shall occur. If it does occur will the Government consider an equitable adjustment to reimburse the contractor for additional costs?

A.19 If additional work is necessary under any of the items in the contract, the Government has the ability to issue Task Orders via Section B.

Q.20 No where in the CBA does it state how much the employer is to provide for the health and welfare.

A.20 As stated in the current CBA on page 28, "Effective July 1, 2005, the Company shall pay 100% of the monthly premium for the enhanced plan medical coverage for a period of 12 months. Effective July 1, 2006 and continuing thereafter, employees will contribute to the cost of medical insurance in accordance with other provisions of this Article 7.09.

If these insurance benefits premiums increase more than 10% per year from the current rates, the employees will pay 25% of the amount above the 10% increase.”

Also, as stated in Answer 12, “Additional benefit information is now provided through the Technical Reference Library available via <http://procurement.jsc.nasa.gov/coss/cust> - click on Technical Reference Library.”

Q.21 Section J only shows the CBA wages but it does not list any benefits, vacation, H&W vacation, etc. Will there be a copy of the CBA made available for the listing of benefits or do I take the benefits under the Wage Determination (that came with this section) that only list H&W, vacation and holidays as the benefits?

A.21 The current CBA is available via technical library which can be found on the custodial website at <http://procurement.jsc.nasa.gov/coss/cust> - click on technical library link.

Q.22 On page K-3, we are unclear as to what needs to be filled out under, “These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.”

| FAR Clause # | Title | Date  | Change |
|--------------|-------|-------|--------|
| _____        | _____ | _____ | _____  |

A.22 If there has been any change to the representation(s) and/or certification(s) since it was completed in ORCA, please identify the appropriate clause/provision associated with that change and state what change was made to the particular provision.

Q.23 We are trying to get quotes for Pest Control, Window Washing and for recycle as well as waste, but to date we have received from the vendors the response along the lines (additional information may be needed to legally do so). Is there a way to receive for the 3 facilities (JSC, EF and SCTF), separate specs for the above requirements.

A.23 As stated in the SOW, services for pest control, window washing above first floor and for the recycling program are based on annual workloads. Exterior pest control is a semi-annual inspection of 90,000 linear feet (180,000 linear feet per year) and exclusion when discovered. Interior pest control is an annual inspection of 3,000,000 square feet following Integrated Pest Management Concepts (IPM) of inspection, exclusion and treatment when discovered. Additionally, there will be emergency treatments when requested by building residents. Window washing above the first floor is based on 76,693 square feet of windows in buildings with fall protection equipment.

NOTE: The original question stated “3 buildings”. The Government assumed that the question should state 3 facilities; Johnson Space Center (JSC), Ellington Field (EF), and Sonny Carter Training Facility (SCTF). These three facilities at JSC consist of approximately 200 buildings and approximately 3,000,000 square feet of floor space. We cannot provide individual building specifications due to Homeland Security Guidelines.

Q.24 Parts of the SOW do not state the frequency, please clarify.

A.24 Cardboard Recycling – The frequency is not stated as the Contractor shall empty recycling collection containers when they become  $\frac{3}{4}$  full (Reference 2.1.15 entitled, “Recycling Program”)

Aluminum Can Recycling - The frequency is not stated as the Contractor shall empty recycling collection containers when they become  $\frac{3}{4}$  full (Reference 2.1.15 entitled, “Recycling Program”)

Mixed Paper Recycling - The frequency is not stated as the Contractor shall empty recycling collection containers when they become  $\frac{3}{4}$  full (Reference 2.1.15 entitled, “Recycling Program”)

Plastic Bottle Recycling - The frequency is not stated as the Contractor shall empty recycling collection containers when they become  $\frac{3}{4}$  full (Reference 2.1.15 entitled, “Recycling Program”)

Solid Waste Removal – Solid waste removal is not a stand alone category and therefore a frequency is not specified. Solid waste removal consists of “Interior Waste Containers”, “Exterior Waste Containers”, “Tobacco Receptacles”, and “Solid Waste Removal Services” which all have frequencies defined in Attachment C, entitled “CLIN Frequencies” of the SOW. Under 2.1.16.4, Solid Waste Removal Services, the frequency is not stated as, “The Contractor shall ensure service to the solid waste containers when  $\frac{2}{3}$  full, or more frequently if required, to prevent overfilling or non-availability”.

Strip, Seal, Wax – The frequency is not stated as this requirement is part of the annual work plan. As stated in the SOW, “The Contractor shall provide a plan to the Government for the execution of stripping, sealing and waxing/finishing hard floors.”

Steam Clean Carpet/Rugs - The frequency is not stated as this requirement is part of the annual work plan. As stated in the SOW, “The Contractor shall provide a plan to the Government for steam cleaning carpets and rugs.”

Exterior Pest Control – As stated in the SOW under 2.1.19.1, “The Contractor shall conduct semi-annual inspections of buildings and structures at JSC and treat all facilities as required, including the building perimeter sidewalks, at JSC,

EF (NASA owned structures) and SCTF to eliminate Fire Ant mounds and “Crazy Ant” colonies within 4 feet of buildings.”

Interior Pest Control – As stated in the SOW under 2.1.19.2, “The Contractor shall conduct semi-annual inspections of buildings and structures at JSC and perform pesticide treatments when required.”

Termite Inspection Services – As stated in the SOW under 2.1.19.3, “The Contractor shall conduct an annual inspection of buildings and structures at JSC, EF (NASA owned facilities) and SCTF for termites and foraging mud tubes to determine the extent of termite activity.”

Termite Treatment Services – As stated in the SOW under 2.1.19.3, “The Contractor shall treat active termite infestations in and around the buildings with localized applications of an effective termiticidal agent that eliminates 100% of the termites in three months or less.”

Short Term Supplemental Waste Removal – The frequency is not stated as the Contractor shall provide service to the dumpsters or roll-off containers when they are 2/3 full, ensuring they are not overfilled or unavailable (Reference 2.3.1.1)