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QUESTIONS AND ANSWERS

BID No. 02/22

JANITORIAL, SECURITY AND GENERAL SERVICES AT THE FACILITIES OF THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

Questions of interested companies.

- 1. We would like to know if the following positions in the RFP are union positions, and if so which local they are associated with: A. Inventory Assistant Manager C. Shipment Technician H. Assistant Engineer CAC I. Assistant Engineer GSB J. Junior Engineer CAC K. Junior Engineer GSB L. Building Maintenance Supervisor CAC M. Building Maintenance Supervisor GSB N. Building Maintenance Assistants CAC Building Maintenance Assistants CAC O. Building Maintenance Assistants GSB Building Maintenance Assistants GSB.**

R/ No position to be held by GS/OAS contractor personnel is required to be a position that is part of a labor union, whether OAS or otherwise.

- 2. On Annex C that outlines the maintenance scope of work, do they want pricing for labor only, or labor and materials? There is conflicting information on the scope document and the excel pricing sheet. If they want materials to be included, would that be a direct passthrough or would CORE/PI be on the hook for things like filters, replacement parts, etc.? - Are the engineers that are currently onsite in the union (Local 99?)**

R/In Cost for supplies is only required for Janitorial Services. In general maintenance, the price required should cover labor and benefits. The question related to the status of the current engineers on-site and their affiliation to any union has no relevance to this bidding process.

- 3. Please provide the wage determination for DC What is the name of the current janitorial company? Can you provide a list of the companies that attended the site visit?**

R/All of the OAS contractor (s) information is available on our procurement web site. The request for information on the companies participating in the walk-through are not relevant to bid submissions.

- 4. Is janitorial services union wages?**

R/ The wages are to be determined by proponents

- 5. Are the security staff part of the union? 2. What if any, are the wage minimums for the security team? 3. If GS/OAS would be making a change, would you like to keep your current staff? 4. Please confirm special police requirements. Are all security staff required to be SPO's? If not, please confirm the specific positions required to be SPO's. 5. Please confirm that this is all unarmed guard services.**

R/1: No.

2: No minimum stipulated.

3: Yes.

4: SPO licensing within the first 90 days of contract award (COVID19 licensing delays will be considered).

5: Yes.

- 6. Can you provide current spend on consumables and supplies?**

R/ The current annual expenditure 5K supplies for Janitorial Services is \$65K, approximately.

- 7. Is this day cleaning?**

R/Yes, 2-day Porters and two full time persons for day cleaning

- 8. Annex C - Appendix 4 - Insurance & Statuary Costs - Is the Penalty Employee Dishonesty Bond with the GS/OAS as Additional Insured (\$500,000) a physical bond we have to produce with our proposal response?**

R/ No bonds are to be submitted with the Bid; they must be submitted by the contractor

- 9. Are there any additional bonds we have to provide with our proposal submission?**

R/ No bonds are to be submitted with the Bid; they must be submitted by the contractor

- 10. Are our company financials due with our submission? If so, do we provide a redacted version?**

R/ Yes, financial statements must be submitted with your proposal.

- 11. Can you confirm the amount for day porters currently on site for all locations? 5.2.1.GSB - Monday through Friday from 7:30 a.m. to 4:00 p.m. 5.2.2.GSB garage cleaning - Saturday's form 9:00 am to 1:00 pm. 5.2.3.MNB, ADM, Museum and Casita - Monday through Friday from 8:00 am to 4:30 pm.**

R/The dollar amount is for all positions is to be determined by proponents. The RFP calls for 2-day porters (one for the GSB and one for CAC complex)

12. Are the day porter positions exclusive to the General Services division or can those positions be bid on as part of Janitorial

R/The day porters' positions should be included as part of General Services contract

13. How many cleaners are on the night cleaning staff?

R/ This information should be proposed in the RFP response.

14. Are any of the buildings in this bid union buildings?

R/ No position to be held by GS/OAS contractor personnel is required to be a position that is part of a labor union, whether OAS or otherwise

15. Does the lead cleaner get higher wages than general cleaners?

R/This should be determined by proponents.

16. What are the wage rates for the day porters?

R/ This should be determined by proponents.

17. Will OAS accept an annual performance and payment bond from our surety? Do we have to have one provided each year since it's a one year contract with five one year renewals?

R/ Yes to both questions.

18. Will OAS be providing bond forms or will OAS accept the bond forms provided by our surety?

R/ OAS/GS will not provide the bond forms

19. Are there any additional requirements we are to answer in our proposal other than what's called out in Part 5.1 Technical Proposal requirements?

R/ Section 5.1 of the RFP contains and explains all the requirements to be submitted by bidders

20. Do we provide new equipment for each building or do they share equipment between the buildings?

R/Equipment is normally shared between buildings

21. What is the current productivity rate for the night cleaning? what is the amount your team is looking for?

R/ This should be determined by proponents.

22. Who is janitorial incumbent? how long have they been on site? do they use subcontractors?

R/ All of the OAS contractor (s) information is available on our procurement web site. The question related to the contractor's current situation has no relevance for to bid submissions.

- 23. If the janitorial is awarded, how many of the current staff are you anticipating on keeping on site with the new vendor?**

R/ To be determined by proponents, in coordination with DGS.

- 24. Is the window cleaning done by a separate staff other than the janitorial or day porter staff? The window cleaning services set forth in Appendix 1 of Annex A, hereto, shall be provided by Contractor at the GSB Monday through Friday from 7:30 a.m. to 4:00 p.m., and at the Constitution Avenue Complex (i.e. the "MNB", "ADM", "Museum", and "Casita"), Monday through Friday from 8:00 am to 4:30 pm.**

R/Cleaning of Lobby windows is performed by the day porters. Thorough window cleaning (inside/outside) is part of janitorial contract and is conducted 2 times per year.

- 25. Taxes are not included correct?**

R/ GS/OAS is tax exempt

- 26. Is window cleaning a separate line item?**

R/Should be included as a separate line item in the Janitorial contract.

- 27. Does the contractor supply the i.d. cards?**

R/Yes

- 28. RFP 5.1.3, Documents Related to Contractor's Personnel QUESTION A: As standard practice, we recruit client-specific positions (such as Security Guards) upon award of contract, and so we do not have Curriculum Vitae for those individuals at this time. Will GS/OAS accept an overview of our recruiting process instead?**

R/ CV's are expected for management and supervisory positions.

- 29. Annex B Page 2, 2.4GS/OAS Observed Holidays QUESTION A: Is service expected on holidays?**

R/ Yes. Operations are 24x7. Coverage hours for holidays and weekends are indicated in the RFP.

- 30. Annex B Page 3, 3.3 "Provide physical security services, electronic security surveillance monitoring..." QUESTION A: Is the electronic security surveillance monitoring system provided by the contractor or GS/OAS?**

R/Electronic security surveillance equipment for monitoring is provided by GS/OAS.

- 31. Annex B Page 12, 10. Appearance and Conduct of Contractor's Personnel QUESTION A: Does GS/OAS have a specific list of uniform items that should be provided to officers?**

R/To be determined by proponents.

- 32. Annex B Page 12, 11.2 states “Contractor will provide full time employees with major medical benefits and major dental benefits.” QUESTION A: Is health insurance a separately billable item or should contractors include these estimated costs in our rates?**

R/Health Insurance should be included as part of estimated costs. Proof of coverage is required on an annual basis.

- 33. Annex B Page 13, 12.3 “Office equipment and supplies such as:...” QUESTION A: Will GS/OAS have office space available for use or should the contractor source rental office spaces in the area for overhead personnel, training, etc.?**

R/ GS/OAS will provide available office space.

- 34. Annex B Page 14, 13.4 QUESTION A: Will How many two-way radios are currently being provided by the incumbent? QUESTION B: Will GS/OAS allow officers to utilize smartphones as substitutes for radios?**

R/Communications equipment is provided by the GS/OAS.

No smartphones are in use to substitute security services communications equipment.

- 35. Annex B Page 14, 14.5 “Contractor will provide parking services to the project PM and Shift Supervisors” QUESTION A: How many vehicles are required? QUESTION B: What is the estimated annual mileage per vehicle? QUESTION C: What is the preferred vehicle size?**

R/ This item will be modified. Annex B Page 14, 14.5 should read: “Contractor will not be provided on-site parking facilities. Consideration will be given to some Contractor’s personnel in exceptional circumstances, particularly during emergencies and extreme conditions or during special events. GS/OAS reserves the right to withdraw this privilege at any time.” The modified annex is attached

- 36. R/Annex B Page 23, Article IV Payments QUESTION A: What are the payment terms for the contract?**

R/Monthly invoicing. Further details as established in the RFP.

- 37. GENERAL QUESTIONS: QUESTION A: Who is the current security provider? QUESTION B: What are the current pay and bill rates? QUESTION C: What is the pricing evaluation weight? (%) QUESTION D: Can GS/OAS please confirm if there are any union location(s) and if so please provide the CBA? QUESTION B: Can the client please provide a seniority list?**

R/ A: All of the OAS contractor (s) information is available on our procurement web site.

B: The question related to the current contract has no relevance to bid submissions. Pricing to be determined by proponents

C: Please refer to Evaluation and Award Criteria established in the RFP (6.14)

D: No position to be held by GS/OAS contractor personnel is required to be a position that is part of a labor union

E: Not relevant to proposal evaluations.

38. How are bidders to satisfy the requirement of proving they have held a DC license as a Security Services/Janitorial Services/General Services company for ten (10) years?

R/ Business certificates issued by the District of Columbia, Department of Consumer and Regulatory Affairs, identify the businesses tenure to do business in the district.

39. Section 5.1.6(g) of the RFP requires bidders to signify acceptance of the Contractual Terms and Conditions by signing the applicable statement of Format 1 of Annex D. We also note the instructions at Section 7 of the RFP for bidders wishing to negotiate modifications to the Terms of References or Contract Terms and Conditions to submit redlined copies of those documents which reflect their proposed modifications with the proposal. Should bidders submitting proposed modifications to the Terms of References or Contract Terms and Conditions also sign the documents at Format 1 of Annex D? If so, should the documents at Format 1 of Annex D be revised in any way to reference the submission of modifications?

R/ If you wish to propose modifications to the Terms of references and the contract you don't have to sign Format 1 of Annex D.

Yes, please refer to the instructions to do so.

40. We note the provisions addressing annual rate increases at Article XIII of each Services Contract. Is contract renewal contingent on mutual agreement of the parties as to renewal period pay and bill rates?

R/Contract renewal is subject to satisfactory performance. Contract rate increases on annual renewals normally reflect cost of living increases (as determined by CPI index) and/or mandatory adjustments (particularly for Security Services), as determined by DC labor law. OAS/GS reserves the right to revise total contract hours (or services) at any time and subject to funding.

41. Will additional rate adjustments be allowed as needed at any time during the maximum six (6)-year term to permit the Contractor to increase rates with automatic effect in order to recoup increases in the following costs that are outside the Contractor's control: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum wage rates and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs?

R/Costs are to be revised on an annual basis.

42. What are the GS/OAS's standard payment terms?

R/Monthly payment.

43. Section 8.1.2 and Section 13.7 of the Terms of Reference for Service B “Security Services” and Section 10.1.1 of the Terms of Reference for Service C “Janitorial Services” require Contractor personnel to be bonded. We also note the requirement in the Insurance and Statutory Costs Tab of Annex A, Appendix 3 for the Contractor to provide a Penalty Employee Dishonesty Bond with GS/OAS as additional insured. The dishonest acts of our company’s personnel are covered by commercial crime insurance, but we do not bond our personnel. We also routinely include clients as joint loss payees on our crime insurance “as their interests may appear.” May the Contractor satisfy the bonding requirement with \$500,000 of commercial crime insurance which includes GS/OAS as a joint loss payee as its interests may appear?

Commercial crime insurance is acceptable, but if the same company offers both services, we will review the policy, especially its exceptions.

44. We also note the requirement in the Insurance and Statutory Costs Tab of Annex A, Appendix 3 for the Contractor to provide Umbrella/Excess Insurance. Our company carries Excess Liability Insurance, but we do not carry Umbrella Liability Insurance. Can the requirement to provide “Umbrella/Excess” insurance be revised to refer to “Umbrella or Excess” insurance?

R/ We need Umbrella liability and excess liability. Umbrella is broader and offers greater coverage for policy limits or claims not covered by umbrella policies.

45. We note the requirement in Section 8.1.5 of the Terms of Reference for Service B “Security Services” and Section 10.1.3 of the Terms of Reference for Service C “Janitorial Services” for Contractor personnel to be “free of criminal records and criminal charges.” We assume those standards are intended to comply with Title VII of the Federal Civil Rights Act of 1964 which prohibits employment discrimination. In interpreting Title VII, EEOC Enforcement Guidance 915.002 (4/25/12) prohibits blanket exclusions. The Guidance requires assessment of the facts and circumstances of a conviction to determine whether it truly renders a person unsuitable for the position for which he or she is intended. Can the cited sections be replaced with the following to achieve compliance with applicable law? *“Contractor’s personnel must be: (a) drug free; (b) free of criminal convictions that render such person unsuitable for the position for which he or she is intended; and (c) free of charges of any crime the conviction of which would render the person unsuitable for the position for which he or she is intended. Contractor’s determination regarding the suitability of any person described in (b) and (c) above for assignment at a GS/OAS location shall be based on guidance provided by the U.S. Equal Employment Opportunity Commission regarding the use of criminal conviction history in employment decisions which requires a weighing of (i) the nature and gravity of the offense; (ii) the time that has passed since the offense, or the employee’s completion of any sentence given as a result of the offense; and (iii) the nature of the job held or sought.”*

R/ The GS/OAS is an international organization and applies its internal regulations.

46. We note the requirement in Section 10.1 of the Terms of Reference for Service B “Security Services” for security guards to be clean-shaven. Can that specification be revised to include legally mandated exceptions for medical and religious reasons?

R/ Exceptions to this requirement can and will be considered, as necessary.

47. We assume that the fitness standards in Section 8.3 of the Terms of Reference for Service B “Security Services” and 10.1.5 of the Terms of Reference for Service C “Janitorial Services” are intended to comply with all applicable laws, including the Americans with Disabilities Act. In particular, we note the physical exam requirements in Section 8.3.2 and Section 8.3.3. We understand that the Americans with Disabilities Act imposes significant restrictions on an employer’s ability to perform a physical exam on an incumbent employee. Per EEOC Enforcement Guidance 915.002 (07/27/00), a physical exam may be conducted on an incumbent employee only when the employer has reason to believe, based on objective evidence, that the officer’s ability to perform essential job functions may be impaired due to a medical condition and/or the officer may pose a direct threat due to a medical condition. Standards for conducting physical exams on new hires are more relaxed.

Can Section 8.3 of the Terms of Reference for Service B “Security Services” be revised as follows to achieve compliance with applicable law?

- Replace Section 8.3.1 with the following: ○ “Contractor’s personnel must be physically capable of performing all essential *job* duties, with or without reasonable accommodation.”
- Replace Sections 8.3.2 and 8.3.3 with the following: ○ “Each guard assigned to a post must pass a medical exam pre-assignment. Thereafter, a guard must pass a physical exam whenever the Contractor or GS/OAS has reason to believe based on objective evidence that the guard’s ability to perform essential job functions may be impaired due to a medical condition and/or the guard may pose a direct threat due to a medical condition. Exams must be performed by a licensed physician acceptable to GS/OAS, and without cost to the GS/OAS.”
- On line 3 of Section .8.3.6, insert the phrase “with or” before the word “without.”

Can Section 10.1.5 of the Terms of Reference for Service C “Janitorial Services” be replaced with the following to achieve compliance with applicable law?

- “Contractor’s personnel shall be must be physically capable of performing all essential job duties, with or without reasonable accommodation.”

R/ The GS/OAS is an international organization and applies its internal regulations. Further information available at: <http://www.oas.org/legal/english/docs/BilateralAgree/us/sedeusa.htm>

48. Section 4, RFP Schedule: Is it possible that the Proposal Closing Date be at least two (2) weeks past the “Response to Bidder’s Inquires Due” to give the bidders adequate time to prepare the proposal?

R/ The bid closing date has been modified until June 6th

49. Section 5.1.6 a) regarding financial statements to be provided, Will OAS be willing to sign an NDA (Non-Disclosure Agreement)? Please address to whom this would be submitted?

R/ At this stage of the process and considering the deadline to submit a responsive proposal, the GS/OAS does not accept conditions of bidding. We cannot guarantee prospective bidders that the GS/OAS will agree with the terms and conditions of an NDA proposed by them. Any agreement signed by the GS/OAS is subject to internal review in accordance with the OAS regulations

50. Section 5.1.6 a) regarding financial statements, many companies do have not 2021 financial statements ready for client submission, can the last 3 years suffice?

R/ Yes

51. Section 6.5, Walk-Through- can a list of the Bidding Companies be provided of those who did not attend the tour on 4/28/2022?

R/ We do not have this information. Please note that to participate in the tour all companies had to be registered, so we do not have the information of those that have not registered. Therefore only companies that attend to the walk-through are to present a formal bid.

52. What is the Evaluation process from the OAS? What metrics or services will be used to evaluate which bidder is the best fit for the Security Services?

R/ The evaluation criteria is established in the RFP.

53. Page 7 of the RFP 5.1.2 c) states “the offers must include: Remission of the records of the weapons and ammunition in the company's possession”? Please define/describe? Mr. Steve Bernal said there were no weapons provided by the contract security company

R/ Although it is an unarmed service, in compliance with the recommendations of the Montreux Document, we ask for a record of the bidders' weapons and ammunition.

54. Key Personnel- is there a non-compete for the any of the current Key Personnel? Does the current Project Manager want to stay working at OAS if IBS is replaced?

R/ In the RPF we do not have any non-competition clause for the Personnel, as for the second question we are not aware of the intentions and wishes of the current PM.

55. Section 6.11.2 Price Criteria- what is the total number of “points” that will be awarded for the evaluation?

R/According to section 6.11.2 of the RFP The Bidder with the lowest evaluated pricing proposal will be awarded the highest points. The award however, includes both technical and economic factors (please refer to Section 14 of the RFP)

56. Does a Bidder get “extra credit” for providing 100% of the services from Annex A, B and C?

R/No

57. What position provides the “unpaid 30 minute lunch breaks” as noted on Appendix 1?

R/ Security: Day shift security positions (schedules are posted in the RFP) count with this provision.

58. Does OAS use K-9 protection on a short or long term basis?

R/No.

59. Is OAS interested in Training for Mail Room Screening?

R/This proposal is not relevant for bidding purposes.

60. Section 7.3 States, "The contractor will ensure that all security personnel assigned to the OAS are certified in the District of Columbia as Unarmed Special Police Officers (SPO) within the first 90 days of contract award or contract assignment and that certifications are maintained valid through the life of the contract.". Questions- does every person need to be "SPO"? it was indicated that there are both Security Guards and Special Police Officers working at OAS. Currently the licensing bureau (SOMB) has a long back-log for the SPO designation and it is taking longer than 90 days due to the Pandemic delays, is a pending SPO license acceptable at this time?

R/ Yes, pending SPO licensing is acceptable.

61. Do the current Security Guards receive health insurance? Can you provide additional details? Could you please give a general overview of the current benefits program that full time personnel enjoy at this point?

R/ Yes/ Medical/Dental/Disability/Life Insurance

62. Excel Sheet for Annex B, Appendix 4 Price Cost Elements

a. is the "1. Guards Direct Labor Cost", the actual WAGE paid to the position?

b. Where do "Training Costs" go

c. For "4. Insurance and Statutory Costs" is this Payroll Expenses such as FICA, FUTA SUTA, Employers Liability and Workers Compensation?

d. Where do "Employee Benefits Costs" go?

e. Where does "DC Mandatory Sick Time" go"?

f. Where does the cost of the "Performance Cost" go?

R/ a) Yes. This information should be included on Appendix 4 Line 4 Column I

b) As established on RFP (10.4) the Contractor shall bear the cost of training courses for its security officers

c) This information should be included in Annex B/Appendix 4 Column AL 4. INSURANCE& STATUTORY COSTS

d) This information should be included in Annex B/Appendix 4 Column AL 4. INSURANCE& STATUTORY COSTS

e) Vacation Hours and Sick Time should be included in Annex B/Appendix 4 Column AE

f) Not relevant to RFP requirements

63. Performance Bond- Is there currently a performance bond in place for security services at OAS? There is a cost associated with Performance Bonds (Over \$1,000.00 per year) and just wondering if a company could demonstrate strong fiscal strength would this outweigh the need for a performance bond?

R/ The information from previous processes is not relevant to this project. The purpose of the performance bond is to guarantee the proper fulfillment of the contractual obligations regardless of the contractor's economic or fiscal condition.

64. Do any of the security guard's union?

R/No

65. Does OAS need to comply with the DC minimum wage law? Beginning July 1, 2022, the minimum wage in the District of Columbia will increase from \$15.20 per hour to \$16.10 per hour for all workers, regardless of the size of the employer. [Office of Wage-Hour Compliance | does \(dc.gov\)](#)

R/Proponents rates should comply with DC minimum wage law

66. Does OAS need to comply with the DC Displaced Workers Act? [Chapter 1. Displaced Workers Protection. \(elaws.us\)](#)

R/ The GS/OAS is an international organization and applies its internal regulations. Further information available at: <http://www.oas.org/legal/english/docs/BilateralAgree/us/sedeusa.htm>

67. To confirm from Section 8.4.1.b, that every assigned security person must be able to read, write and speak in both Spanish and English, is this correct?

R/Yes

68. Please confirm that OAS is DC Sales Tax Exempt?

R/Yes, the OAS is a tax-exempt Organization.

69. Does a vendor need to bid on all services within each Class? For example, Annex has vastly different services such as Engineering, Messenger and Chauffer that all require different DC Business Licenses?

R/ According to the section 2 of the RFP Interested bidders can submit offer for one, two or all three services

70. Porter services is typical a component of Janitorial services and is currently under Annex C, can the two Day Porter positions be moved to Annex A?

R/The two day porter positions must be presented as part of General Services, and not Janitorial Services.

71. Please confirm 6 maintenance staff. We were told 5 are stationed at buildings throughout the portfolio and 1 is a carpenter/painter that floats in-between buildings.

R/Carpenter/painter is part of OAS Staff

72. If stationed at particular buildings please confirm the breakout of staff and were they'reassigned currently.

R/Not relevant for bidding consideration purposes

73. Please list the staff job titles and current coverage schedule. i.e. Chief Engineer 6am-2:30pm Maintenance Tech 8am-4:30pm etc.

R/ Information detailed on APPENDIX 1 – SUMMARY OF DUTIES, SCHEDULES AND BUILDING ASSIGNMENTS

74. What licenses do the staff currently have on file? i.e. CFC Universal, DC 3rd Class Steam License

R/ DC 3rd Class Steam License

75. Is this a 24/7 operation or just Monday-Friday 6am-6pm with the occasional weekend work?

Security: R/ Yes, this is a 24x7 operation, that includes reduced coverage hours for evening shifts, weekends, and holidays.