

Industry Day Questions & Answers

GSA Building Maintenance & Operations (BMO) services strategic sourcing program

The following questions were submitted via chat during the GSA Building Maintenance & Operations (BMO) services virtual Industry Day, held January 29, 2014.

GSA has categorized the questions and provided answers to the best of its knowledge as of this point in the solution's development phase. A few questions that were identical in nature were consolidated to make this document as easy to read as possible. All statements and suggestions shared during the event also have been cataloged and will be considered during the development of the program.

Additional information will be shared and questions asked at interact.gsa.gov over the coming months. If you have any questions that you do not want to share on Interact, you can contact the BMO team at fssi.bmo@gsa.gov.

Table of Contents (click on the listed item below to automatically be taken to that area of content)

- a. Commodity team structure and thought leader engagement
- b. Potential program scope
- c. Potential service coverage structure
- d. Potential performance data gathering solutions
- e. Small business
- f. Other questions related to BMO Acquisition
- g. Menu of best practices
- h. Energy savings and environmental sustainability
- i. How to get more involved

Commodity team structure and thought leader engagement

Q: With regards to the commodity team, is there a notion that GSA-run facilities are not meeting the standards or the needs of the current tenants because GSA PBS already does the majority of what is being discussed here?

A: One of the principles of any strategic sourcing program is to make existing acquisition programs more efficient, and this is one of the primary reasons the BMO category is being considered as an FSSI. One of the priorities of the Commodity Team is to share ideas for improvement that can be adapted government-wide to avoid redundancy

Q: Is this BMO FSSI driven by FAS? If so, has there been cross talk with PBS?

A: Yes, the BMO effort is being led by the GSA Federal Acquisition Service (FAS). GSA Public Building Service (PBS) is a key member to the BMO Team, with several representatives on the team, due to their subject-matter expertise

Q: Has anyone from EPA joined this [BMO commodity development] team?

A: EPA was originally a member of this team but are not current active participants

Q: Has the commodity team engaged subject matter experts in their respective fields prior to this meeting?

A: Prior to Industry Day, no. However, we had many responses from the recent RFI, and we hope to get more information from industry through Interact, interviews and these types of virtual meetings. Although we have not been able to make direct contact with leaders at most of the respective professional organizations, we have attempted to notify their members of our efforts through social media

Q: Has the FSSI team engaged with Federal Energy Management Program (FEMP) staff at all to incorporate some of the best practices they have already developed?

A: GSA is currently coordinating with FEMP to understand what programs of theirs may be already covered and identify areas where we might partner

Q: Might this FSSI look to the NAICS pool structure in GSA's OASIS for an example of how to identify sources of expertise and industry leaders?

A: We are in the early stages of development, but this is the type of information that we will look at in developing the future solution

Potential program scope

Q: Is this webinar [BMO program] strictly "service" oriented? Not product at all?

A: Although we have yet to finalize the complete list of service types that will be covered under BMO, we do know that the BMO strategic sourcing program will be covering services ONLY. There are two other strategic sourcing programs that focus on related products, Janitorial and Supply (JanSan) products and Maintenance, Repair and Operations (MRO) products

Q: Will the supplies used in this FSSI be required to be purchased from FSSI JanSan and MRO awardees?

A: At this point, there is no plan to connect the two programs. However, this is an aspect we will consider during the development of the future acquisition strategy. We will be posing this question on Interact at a future date to get additional feedback from industry about this

Q: What impact will this acquisition strategy have on the current GSA 03FAC contract schedule? Is the intent to replace or supplement the contracting vehicle? Will the FSSI BMO be limited to GSA Schedule 03FAC?

A: We received several questions about the relationship BMO has with Schedule 03FAC (including SINs 811-002 and 811-003). The services that fall under the BMO are very similar with the services offered under Schedule 03FAC. We are too early in the process to know what acquisition vehicle will be used for the BMO solution or what, if any, impact there may be on Schedule 03FAC. Agencies will provide commitment letters that will provide a more accurate usage estimate, allowing GSA to work with industry on better pricing

Q: Will bids be accepted from SAM Certified vendors?

A: At this stage in the solution's development it is unknown whether a contracting vehicle utilizing bids will be employed. Similarly, requirements for participating vendors have yet to be developed

Q: Where would retro-commissioning (RCx) fall under the BMO services structure?

A: Commissioning services do fall within the scope of BMO services, under any of the three categories that were shown on slide 13 during the Industry Day event (Maintenance & Repair, Management Services and Utilities)

Q: Will building renovations be considered under the BMO in the future?

A: At this point in time, it is undetermined if any or at what level building renovations will be considered in the final solution

Q: When ORs are renovated and patients are outsourced to non-VA facilities, are the charges incurred for these services part of the BMO operational expenses?

A: Although it has yet to be determined if building renovations will fall within the scope of BMO, these types of changes will not be covered by the program since they are VA-specific operations

Q: Are security products included in BMO services? Would you include security functions, such as maintenance of perimeter, barrier and intrusion detection?

A: At this time security products are not within the scope

Q: Will this FSSI BMO rollout be restricted to the BMO best practices only? Will there be other facility management practices included such as security?

A: Since security-related services are not currently within the BMO program scope, no best practices specific to that will be covered. However, GSA is examining additional best practices that may be covered within the scope, which may focus on improvements to facility management. The final best practices have yet to be determined, in addition to their roll-out schedule to have agencies begin to participate

Q: Is IT support services included in BMO related to best practices to track facility maintenance management schedule data or separately, under the FSS for IT support services?

A: Since we are early in the process, it is undetermined if the BMO solution will include IT support services

Q: Under the scope of this work, has any thought been given to the level and amount of supervision of the services work being performed?

A: Although the scope has yet to be fully determined, this is an element within government oversight that is being considered during the development of the acquisition strategy

Q: How many square feet are we talking about nationally [total applicable government-wide property]?

A: GSA's assessed that there is approximately 2.9 billion square feet of federal property, of which 86% is in the continental United States

Potential service coverage structure

Q: Has the GSA considered multiple award contracts for geographic regions?

A: GSA has not determined the final coverage structure for the program. We have heard a lot of comments about how this can be established and beneficial for potential vendors of all types and the government, and we are examining this to determine the best approach

Q: Do you see outsourced services as a complement to existing maintenance staff? What level of self-sufficiency do you envision?

A: This type of set-up would be determined upon implementation at the agency level

Q: Is it best for GSA to contract with a company that can give you all the services or does GSA prefer subcontracts?

A: GSA is still in the early stages of developing the solution and has not yet decided on an acquisition strategy.
Note: once complete, the BMO solution will be available for all agencies to use, not limited to GSA

Q: Will GSA take over janitorial tasks of leased facilities, currently handled by Lessor?

A: This question will be posed to GSA Public Building Service since the BMO program will be government-wide and will impact the BMO acquisition strategy. If you have concerns about a specific agreement, you can contact the GSA PBS Industry Relations Office as 1 (866) 727-8363

Q: How would a GSA vehicle address local requirements for licensing and certifications?

A: We are in the early stages of development of the acquisition solution--this will be addressed as we move forward

Q: Are performance contracts going to be awarded exclusively to the "sweet sixteen" ESCOs, or is GSA opening up the playing field?

A: We are still in the early stages and have not yet determined what the acquisition strategy or service coverage structure will look like

Potential performance data gathering solutions

Q: Is GSA aware of OMNICLASS and other critical efforts relative to FM/BMO data classification/standardization?

A: Thank you for bringing this effort to our attention. We will investigate this and additional data management innovations while developing the BMO program

Q: Would it not be better to link the facility and network systems directly into the converged building network, generating and sharing data over a single platform to enhance efficiency and effectiveness of the building or compound as a whole?

A: This is the type of idea that GSA would like to glean from its industry engagement. We will do further research around linking network systems into a single platform in partnership with our Commodity Team members

Small business

Q: Previous FSSIs required AbilityOne certification to submit bids. Will AbilityOne apply for BMO as well?

A: Previous FSSIs have primarily covered products only, which has been applicable to AbilityOne rules, established in the Federal Acquisition Regulation (FAR). BMO will cover services only. SourceAmerica (formerly NISH) considerations will be clearly defined during the development of the acquisition solution

Q: How does government define "small business"?

A: The federal government's definition is strictly defined by the North American Industry Classification System (NAICS). It is managed by the U.S. Census Bureau and is the standard used by federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing and publishing statistical data related to the U.S. business economy

Q: Will GSA/PBS be setting aside contracts for the federally mandated women-owned small business Set-Aside?

A: We are still in the early stages of development and have not yet determined the acquisition strategy. For GSA/PBS specific questions, we suggest that you contact Industry Relations as IndustryRelations@gsa.gov or 1(866) 727-8363

Other questions related to BMO Acquisition

Q: What is your timetable to issue a request for qualifications (RFQ) for BMO's acquisition solution?

A: GSA does not yet have an exact timeline at this stage **or the type of contract vehicle that will be utilized**; however a rough estimate for this RFQ/P release would be in Q2 FY2015. This estimate may change based on unforeseen changes or delays to the program. Future information about the timeline for BMO will be posted at interact.gsa.gov/group/fssibmo

Q: Where will the future RFQ or any additional opportunities be posted?

A: Once an acquisition strategy is determined, any solicitation will be posted on the BMO Interact website. To automatically be informed of any updates or postings, you can sign-up for email alerts by registering at interact.gsa.gov/group/fssibmo, under the Contact Us sidebar

Q: Will current BMO contractors be converted to GSA contractors or will they have to register as new GSA contractors?

A: It has not been determined yet if the solution will be against a GSA Schedule vehicle or open market. We will keep you informed as the development progresses

Q: If they are standard, then why so many options for a labor rate or category?

A: This is the type of feedback that we were looking to gather from industry. As we further develop this solution, the labor rate or category will be addressed

Q: When a client has a Union Agreement and must be in compliance with the Department of Labor and FAR, what consideration is being made to this?

A: We are still in the early stages of defining the BMO acquisition strategy, so do not yet know the type of contract that will be used. Concerns with unions and Department of Labor will be addressed in this process

Q: Will the future strategic sourcing contracts for BMO services be specific to a project, IDIQs, or a combination of contract types?

A: GSA and its commodity agency partners are still in the early stages of defining the BMO acquisition strategy, so do not yet know the type of contract that will be used

Q: Could someone at GSA address the "lowest price" aspect?

A: The principles of the federal strategic sourcing strategy include gaining leveraged buying power and overall better value for the entire federal government and all its agencies. This can be reached through a variety of means, such as selecting vendors that offer lowest prices, and demand management, controlling costs by lessening demand caused by less-than-optimal performance

Menu of best practices

Q: What effort has been made to go out to commercial categories to engage them about best industry practices?

A: We are seeking this type of feedback through various means. We had many responses from the recent RFI, and we hope to get more information from industry through Interact, interviews and these types of virtual meetings. Although we have not been able to make direct contact with leaders at most of the respective professional organizations, we have attempted to notify their members of our efforts through social media

Q: One way to influence change behavior is to promote best practices that you have implemented as the model. Are you doing this?

A: Once the BMO Commodity Team determines which best practices will be a part of the BMO solution, we will be managing modeling programs and demonstrating the results to agencies in order to increase participation

Q: How will uniform temperatures for each location (and subsequently each thermostat at location(s) be determined? How do you adjust for comfort in a specific room or office?

A: The Commodity Team will establish a change management plan to assist with the implementation of the future best practices

Q: Don't cleaning companies already estimate by cleanable area?

A: In the past, GSA Public Building Service did use gross square footage and found considerable savings by using the cleanable square footage instead. By being a part of a menu of best practices, this approach can be better demonstrated and adopted by other federal agencies

Q: Do you have any best practices for elevators?

A: At this time we do not have any best practices specific to elevators but would be happy to consider any that are submitted

Q: What about retro-fitting the lighting throughout GSA properties?

A: The BMO program will not just pertain to GSA properties alone—it will be government-wide. We will research this idea and share it with our cross-agency Commodity Team

Q: How and to whom do we present a "best practice" idea?

A: You may submit your idea to GSA at fssi.bmo@gsa.gov

Energy savings and environmental sustainability

Q: Is FSSI meant to replace the GSA Energy Contracts (SIN Numbers 871 2XX) and BPA CPES (with same SIN numbers)?

A: Since we are still in the early stages of defining an acquisition strategy, we do not yet know the impact to Schedule 03FAC or CPES BPA. We will communicate this once it is determined

Q: Are savings on energy and operating costs returned to GSA's tenant agencies? We often hear that agencies are not incentivized to save because they don't see the savings returned to their agency--how can agencies be better incentivized?

A: This is very specific to GSA-owned and -operated facilities. We will work with GSA and other property-owning agencies to develop a potential process to incentivize federal tenants

Q: Any efforts to baseline your buildings' efficiency via Energy Star rating?

A: Since this is a government-wide initiative, each agency would need to address this question individually. Unfortunately, as an agency, GSA cannot mandate this government-wide, however this is a best practice that might be explored

Q: Is one of the purposes of the FSSI to assist in meeting EPACT requirements?

A: As the solution is developed, all federal regulations regarding environmental considerations will be taken into account

Q: Will the facilities that are government owned be renovated to meet LEED Standard?

A: That is a government-wide decision that falls outside the scope of the BMO

Q: Will federal funding be made available for facilities to achieve net zero energy building certification?

A: At this time, this type of funding is the responsibility of each individual agency

Q: Can GSA provide funding to contracting officers to allow them to identify HVAC sustainability issues?

A: At this time, this type of funding is the responsibility of each individual agency

How to be more involved

Q: Is it too late to submit a white paper?

A: The deadline for the RFI was February 7, 2014, but you are still welcome to submit your ideas to fssi.bmo@gsa.gov. However, you will not be guaranteed a one-on-one meeting with GSA. Everyone who submitted a RFI response by February 7, 2014, is guaranteed an opportunity for a one-on-one meeting with GSA

Q: What is GSA looking for in the one-on-one sessions? [Offered to those entities that submitted responses to the RFI]

A: We will discuss your white paper submission in order to better understand your proposed idea or solution

Q: Are the white papers open to peer review and further discussion?

A: The RFI responses will be reviewed by GSA and the Commodity Team. At this time, they are not open for peer review

Q: This chat session has a lot of good info; can/will it be made available to everyone after the call?

A: A recording of Industry Day is available at interact.gsa.gov/group/fssibmo

Q: Will you have another BMO Virtual Industry Day to discuss your findings? And when?

A: We are seeking additional feedback from industry through Interact. We will be posting regular questions there to help us define the BMO program. We have yet to determine if there will be additional virtual sessions and what their focus will be. Watch our Interact site to learn about possible future events

Q: Can you please provide instructions on how to access the Interact page?

A: To access Interact go to <http://interact.gsa.gov/group/fssibmo>. There you can read all of the program updates and stay informed about the development of the program. If you want to comment on any of our posts, you need to set up an Interact profile by clicking on the Welcome! Login button at the top of the Interact page. (Don't forget to also click the Join button in the BMO section to add us to your Community groups listing).

You also can sign-up to receive email updates about BMO under the Contact Us sidebar on our Interact page