

BEFORE THE GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE

IN THE MATTER OF:)
)
BUILDING MAINTENANCE &)
OPERATIONS SERVICES (BMO))
INDUSTRY DAY)

Room B-040
San Francisco Federal Bldg.
90 Seventh Street
San Francisco, California

Tuesday,
January 19, 2016

The parties met, pursuant to the notice, at
9:03 a.m.

BEFORE:

MARY SNODDERLY, Program Manager for BMO
TERESA MCCARTHY, Director of the Integrated
Facilities Management and Industrial Products
Center
JANET SCHWEER, Contracting Officer for BMO

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P R O C E E D I N G S

(9:03 a.m.)

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MS. SNODDERLY: Good morning, everybody.
Welcome to the BMO Industry Day, Building Maintenance and Operations. I just have a few housekeeping things that I want to go through real quick and then we'll get started. As always, please put your phones on vibrate, silence, whatever. If you have to step out to take a call, fine, but we just want to minimize any disruptions here in the room.

I have something I have to read based on the room as well here. This is Conference Center Evaluation. In case of an emergency, please exit through the rear door marked "Emergency Exit". Immediately after entering the exit corridor turn right. Continue through the corridor until exiting outdoors. Once outside climb the stairway exiting through the gray emergency doors to street level. Pass in front of the building entrance marked "90 Seventh Street Annex" to Mission Street. Remain in place where the concrete benches are located until further direction is given.

Okay, I just wanted to make sure that I got through that.

Also, a couple of other little housekeeping

1 things. Restrooms, if you go out this door right here
2 to your, I guess that would be to your left, if you go
3 straight you will see a little alcove on the left.

4 Both the men's and women's restrooms are there.

5 Coffee, obviously we are not serving coffee,
6 but there is a little café up, and I think they have
7 cold drinks as well. But just up the first flight of
8 stairs, probably where you came in.

9 I think that's pretty much all the
10 housekeeping that I had, so at this point I'm going to
11 turn it over to Teresa McCarthy. Teresa is our
12 Director of the Integrated Facilities Management and
13 Industrial Products Center.

14 MS. MCCARTHY: Good morning, everyone. I
15 hope that I got around to meet everybody this morning,
16 and I want to welcome you all. Several of you have
17 traveled many miles, and other folks this is in your
18 neighborhood, and I just want to mention about the
19 weather this morning. I think I mentioned to
20 everybody when I left my house yesterday it was minus
21 three. So this little bit of rain is not too bad, not
22 too bad at all.

23 We're here today to have an exchange with
24 industry regarding an opportunity that's coming to
25 you. We're here to provide you with information

1 regarding our Building Maintenance Operations, BMO
2 sourcing initiative. And I have with me today Mary
3 Snodderly, who is the Program Manager for the Building
4 Maintenance Operations opportunity, and I also have
5 with me Janet Schweer who is a Contracting Officer for
6 the Building Maintenance Opportunity.

7 Before we get started, I want to take the
8 opportunity to thank our fellow GSA associates for
9 supporting us in this effort. A special thanks for
10 the customer accounts and research group, Office of
11 Small Business Utilization, and our partners from the
12 Public Building Service.

13 This exchange and information journey is one
14 of five events that are going to go throughout the
15 country in various locations. These meetings are
16 going to provide you with information. They are based
17 on -- we have a presentation that we're going to
18 provide everyone, that lasts approximately 90 minutes,
19 after which will be a Q&A session. Those questions
20 and answers will be posted at the end, so you do not
21 have to attend all five located throughout the
22 country. If you would like to, we'd love to have you;
23 but that's a bit of travel, and so it's not necessary
24 for you to gain all the information that we're about
25 to present to you.

1 For several months now, we've been working
2 on the BMO initiative, and as a result of market
3 research and spend analysis we have determined that
4 we've zonalized this into six zones. Zone 1, as many
5 of you may be aware, is in the New England area. And
6 that particular procurement action is under source
7 selection right now, and we're really excited about
8 getting that awarded within the next few weeks.

9 The success of this initiative relies on our
10 industry partners and the federal government working
11 in collaboration. And we've tried to involve, and we
12 have involved as much as we could, industry right from
13 the beginning of the development of this initiative.
14 For Zone 1 we had request for informations that we
15 posted. We've had draft RFPs. We've had several
16 industry days and we've answered many questions.

17 And we so look forward to any comments and
18 any assistance that you would like to provide us on
19 this acquisition. You're the industry; you know what
20 is out there. And you know what, we may have missed
21 the mark on something, and we want you to help us so
22 that we can make this a successful effort.

23 It's a tremendous opportunity. It's a
24 tremendous opportunity for us to collaborate together
25 to become more efficient and to provide a service

1 that's well needed throughout the country.

2 Just a quick brief. I'm from DoD, that's my
3 history. I know this particular type of service is
4 really needed, and especially throughout the DoD
5 community as well as GSA in some of our federal
6 buildings.

7 So, welcome you today and with that we will
8 turn this over to Mary. Thank you, Mary.

9 MS. SNODDERLY: Thank you, Teresa. I forgot
10 to be advancing the slides here so bear with me while
11 I kind of catch up here.

12 I did fail to mention one thing this
13 morning. We do have a court reporter. You see the
14 gentleman sitting up here, taking notes and listening.

15 He will be transcribing the events for us. We will
16 have all the transcripts from all five locations as
17 well as the slide deck posted to our BMO Interact
18 page, and we'll have a website where you can --
19 hopefully you know where that is already, hopefully
20 you are following Interact, and have that information--
21 - but we will give that website to you. So that's
22 really the main thing you probably need to make sure
23 you write down this morning as we go through this is
24 that BMO Interact site; because we will, again, be
25 posting everything to that.

1 Also, as we go through and kind of looking
2 at the agenda, we want to hold question till the end.

3 You can see that we have a whole question-and-answer
4 session, so please bear with us and hold all questions
5 to the end. I'll make this announcement as well; but
6 when you do ask questions, we do have some microphones
7 that we will be passing around. Again, this is so
8 that our court reporter can get the information, but
9 please state your name and your company when you ask a
10 question, just so that we can get all of that
11 captured.

12 Okay. Well, I know everybody is here to
13 probably hear about the BMO draft RFPs that were
14 posted. Hopefully you've had a chance to look at
15 them. They were posted about a week ago, maybe a week
16 and a half ago.

17 MS. SCHWEER: The 8th and the 11th.

18 MR. MCCARTHY: The 8th and the 11th, they
19 were posted on FedBizOpps. If you've not had a chance
20 to look at it, it's okay. You can still go through
21 there. There is still a question period. We're going
22 to give you some dates on how long you have to submit
23 questions on the draft RFPs.

24 As Teresa said though, we want this -- we
25 want your feedback because this is what helps us to

1 build a successful solution.

2 Before, though, we get to talking about the
3 RFPs -- and Janet is going to come up and really get
4 into that, and I know that's what everybody is here
5 for -- we want to give you a little bit of background,
6 where we are. Just so that you can kind of understand
7 how this BMO is fitting into the other vehicles within
8 GSA. So, let's talk for a minute about category
9 management.

10 Okay, let me start by defining category
11 management. Okay, category management is a strategic
12 and systematic approach to purchasing that is widely
13 used, particularly in the private sector. Now, it
14 focuses on defining and organizing products and
15 services that behave in similar manner into logical
16 groupings, and managing those categories as strategic
17 business units.

18 Okay, so maybe your company already does
19 that. Well, the government is getting in the mix. We
20 are. And we find that, by implementing category
21 management within the government, we feel like we can
22 buy smarter and be more like a single enterprise. We
23 can put all the government together, and not just each
24 individual agencies.

25 You can see the slide up there. I just want

1 to kind of briefly go over the elements of category
2 management, what they involve; identifying,
3 aggregating, and analyzing total spent for each
4 defined category. We've done a lot of that already.
5 It also involves understanding agency needs and
6 priorities by category, and developing in-depth market
7 and industry intelligence, so we can have informed
8 strategies as we go forth.

9 It also involves sharing best practices,
10 common templates, and you're going to understand how
11 we've kind of pulled this in, too. And information
12 across the agencies. You know, if one agency is doing
13 something well we want to be able to pass that and
14 share that with other agencies.

15 And then, lastly, it also involves purchase
16 channels and contract vehicles through better agency
17 and industry relationships.

18 So, I just have a couple more slides where
19 we're going to talk a little bit further about
20 category management here. Again, we just want to make
21 sure you have some background on this.

22 There is what is termed the Category
23 Management Leadership Council, or CMLC. The CMLC is
24 formally know as the SSLC, which was the Strategic
25 Sourcing Leadership Council, okay. And what the CMLC

1 is; it's made up of the seven highest-spend agencies
2 within the federal government. It is chaired by OMB's
3 Office of Federal Policy Procurement. Procurement
4 Policy; I think I said that backwards, didn't I?

5 And so these get together. They're defining
6 what these categories look like. They're defining
7 which agency is going to take the lead on these
8 categories. Up here we have goals. The CMLC has
9 actually identified six goals government-wide. So,
10 please keep in mind when we are talking, and when I
11 get to talking about BMO specifically, you're going to
12 see how it is government-wide.

13 Okay, the six goals that we have that the
14 CMLC has identified for category management includes:
15 increasing our spend under management; allowing
16 improved collaboration with our customers; and gain a
17 better understanding of user requirements, market
18 dynamics, and purchasing patterns. I mean, that helps
19 everybody, right? It helps industry as well as it
20 helps the government.

21 Another goal is to reduce contract
22 duplication. Okay, I know industry out there is
23 saying, "oh, thank goodness." This way we can kind of
24 consolidate requirements and make sure that we're --
25 again, it helps the government because it gets us the

1 bigger bang for our buck, so to speak.

2 Okay, another goal is generate volume
3 savings. Again, this is to help leverage our buying
4 power, just what I said there.

5 Another goal is to achieve administrative
6 savings, and this is by streamlining and efficiently
7 using the procurement resources that we have within
8 the federal government.

9 Another goal is to enhance data
10 transparency. Again, so we can improve our contracts
11 and the performance against priorities that are out
12 there.

13 Boosting innovation. I mean, one thing
14 we've heard from industry is that with the complexity
15 of all the contracts; boy, that really, really, really
16 inhibits innovation. So that is another goal that we
17 are working on, in our partnership with industry to do
18 that.

19 And lastly is increasing efficiency and
20 effectiveness to improve supplier performance and make
21 better buying decisions within the federal government.

22 Okay, I don't want to belabor because,
23 again, I know everybody is here to -- okay, technical
24 difficulties. I don't know why my slides aren't
25 advancing. Sometimes it takes a minute, hopefully.

1 There we go. And I know these slides are a little
2 hard to read. We wish we could have made the screen a
3 little bit better. Unfortunately, and, boy, some of
4 that is really light where you can't even really read
5 it, so let me just kind of read off real quick.

6 What this slide, and again you will be able
7 to download this from the BMO Interact page; but what
8 this is, is what does category management basically
9 mean to industry. We feel like there's basically five
10 benefits to industry. One obviously is improve
11 relationships. I mean, I know we tried to do that and
12 we did accomplish that some through the Schedules
13 program. Category management will take it a step
14 further.

15 Reduce complexity, remember I talked about
16 that complexity earlier. Improved performance,
17 increased innovation. There's that innovation again,
18 and the reduced cost to industry partners. We realize
19 when we have those complex requirements and all that
20 duplication, it costs industry more, thus you have to
21 pass on that cost to the government. So, with
22 category management we are going to eliminate some of
23 that.

24 Okay, enough about category management.
25 Let's talk specifically BMO. Now, where does BMO?

1 BMO fits into category management. BMO -- let me kind
2 of go back and define BMO for those that are not
3 familiar: Building Maintenance and Operations. It is
4 services. So, please keep that in mind. We do have
5 other efforts that are specifically for products. BMO
6 is specifically for services.

7 Okay, so BMO is a strategic sourcing effort,
8 and many people probably heard the term "Federal
9 Strategic Sourcing Initiative". Again, that's where
10 that Category Management Leadership Council kind of
11 migrated from overseeing that into category
12 management, and they feel like strategic sourcing is
13 one piece of the category management.

14 Okay, so let's talk specifically BMO and
15 what BMO is all about. The slide that I have up here
16 we started BMO quite awhile ago. Actually, I think
17 we're looking at three years that we started; and we
18 started with what we term a commodity team. You see
19 different agencies listed up here. Those are the
20 agencies that are part of the commodity team. Again,
21 what you're going to see is most of those are from the
22 high-spend areas; as well as offices that have maybe a
23 high spend specifically in the maintenance, building
24 maintenance arena.

25 This team met -- we actually went down the

1 path of developing a menu of best practices. That
2 information is available out on the Acquisition
3 Gateway, and I'm going to talk about the Acquisition
4 Gateway toward the end and kind of introduce you to
5 that, but those best practices are listed out there.
6 We then have since moved on to an acquisition solution
7 part of the BMO effort.

8 Okay, so let's talk just briefly; and Janet
9 is going to go into a lot more depth specifically on
10 the RFP, but I wanted to kind of give you a heads-up,
11 and some background as to what the contract structure
12 looks like.

13 Obviously, it's very comprehensive and
14 flexible. It's government-wide. I want to emphasize
15 that; it's government-wide. So we wanted to make sure
16 that we made it as comprehensive and flexible so that
17 all government agencies could utilize the vehicle. It
18 is an open market, multiple award IDIQ. For those of
19 you that are familiar with GSA schedules and, in
20 particular, the 03FAC schedule; this procurement is
21 not, and I repeat, not going against that schedule.
22 It is an open-market, multiple-award IDIQ.

23 It's a commercial contract which means that
24 it's part of FAR Part 12, so we do have commercial
25 clauses that are included.

1 As far as NAICS Codes that are out there --
2 and hopefully everybody knows what that acronym stands
3 for because I'm not sure that I can actually rattle
4 that one off -- but what we did is we looked at the
5 primary NAICS Code and I have it listed up there,
6 561210. That is the NAICS Code that we are using for
7 this particular procurement.

8 Now, the flexibility, I talked about
9 flexibility, and part of the flexibility of BMO is
10 that we allow for various contract types at the task
11 order level. Meaning it can be firm-fixed price, time
12 and material, labor hour, so we allow that flexibility
13 in there.

14 The BMO vehicle will be a 10-year IDIQ at
15 the parent contract level. That does not mean at the
16 task order level. That means at the parent contract
17 level. It's up to individual agencies. And it's
18 mainly because the FAR calls for these type of
19 services to have a contract link, the five years, and
20 we did ask for -- we did seek a waiver and received a
21 waiver to go 10 years with that, so individual -- at
22 the task order level, individual agencies will have to
23 seek that if they choose to go longer than that five
24 years. It will be a base of five years, and then one
25 five-year option.

1 Now, when we start talking scope and start
2 looking at things and you're going to have to kind of
3 understand some differences between industry and how
4 you're proposing your offer, versus how customers can
5 actually order. Customers can order a single service
6 or a mix of services.

7 Now, when we talk a little bit, you're going
8 to see that we have proposed required services. And
9 this was some information that we got from that
10 commodity team that I talked about earlier; that they
11 want to see those particular services offered
12 together. If you don't offer those services, just
13 within your company, this is where you need to be
14 networking and find out other companies and work with
15 other companies where you can supply that.

16 Okay, sustainable products. We do have
17 language in the parent contract that provide the
18 applicable sustainable product requirements. However,
19 there are individual agencies that may take it a step
20 further and have additional information that has to be
21 included at the task order level.

22 Unilateral changes clause waiver, we have
23 included that in the contract, and, Janet, I don't
24 know if you talk further on that. She's nodding, so
25 you will hear a little bit more from Janet on that.

1 Some of what I'm telling you, Janet's going to be
2 repeating; and actually getting into, you know, more
3 depth and more information on that. But this kind of
4 gives you an overview and an introduction so then you
5 can start thinking about questions whenever Janet gets
6 there, and then you can jot them down so you can ask
7 at the end.

8 Okay, it does -- the BMO vehicles does allow
9 for both large and small business participation. You
10 will see, we said draft RFPs with an "s". We have one
11 for unrestricted and we have one that's a total small
12 business set-aside.

13 Now, let me explain something as well as far
14 as the draft RFPs. We only put out one, and we have
15 five zones that are coming on. They could look a
16 little -- when it comes actually to the final RFPs and
17 to the contract award, each zone could look a little
18 different. But we needed to get something out to
19 industry and customers, so that we could start getting
20 that feedback, and start developing and tailoring for
21 our zones. And we'll talk about zones here in just a
22 second.

23 Small business strategy, yes, we want to
24 make sure that we maintain or increase small business
25 participation in the BMO vehicle. We've done this,

1 and we can do this a number of ways. Zonal approach,
2 we're going to be talking about that. And I'm going
3 to show you a map with the zones that we have outlined
4 thus far.

5 Subcontracting requirements, if you are a
6 large business you will be required to do a
7 subcontracting plan.

8 And then, set-asides can be done at the task
9 order level, although you heard me say that we will
10 have a small business set-aside as well as an
11 unrestricted. This is what we did for Zone 1, it
12 could vary and look a little bit different by zones,
13 so please keep that in mind.

14 Okay. Scope, and hopefully you can see
15 this. I know it's kind of difficult to reach.
16 Remember when I talked about the scope of services,
17 and I said that customers can actually order a single
18 service or a mix of services. This chart is for
19 industry. You can see that we have two service
20 groupings up here. We have operations and maintenance
21 as one, and we have facility support services as the
22 second. Now, this is what we have proposed. Again,
23 keep in mind this is all draft thus far; so if we hear
24 something different, you know, things are subject to
25 change.

1 Under the operation and maintenance, we have
2 four services listed as required services. This would
3 be like HVAC maintenance, plumbing and pipe fitting,
4 elevator maintenance, and electrical maintenance.
5 That means that these services have to be required by
6 your company to submit an offer and be considered for
7 an award.

8 Now, you see there is a little asterisk up
9 there. Elevator maintenance is not included -- it is
10 not a required services under the small business set-
11 aside. It is actually under the optional.

12 Now, you see we have a whole list of
13 optional services there. And I think, again, Janet is
14 probably going to talk about this, but I think it's so
15 important that's why you need to hear it twice.

16 Optional services: if you offer optional
17 services this will give you additional evaluation
18 credit. So, to even be considered for the award you
19 have to have the required services. If you offer the
20 optional, that just gives you more, more evaluation.

21 Okay, zones, I keep talking about the zonal
22 approach, so let's take a quick look at this map.
23 Boy, it's busy, isn't it? Can you even read it? It's
24 not really showing up real well is it, Janet? Okay,
25 and I think Teresa talked about this earlier.

1 We did start with Zone 1. Zone 1 right now,
2 the RFPs have closed. So it's not even under
3 consideration; we are in the award process. That's
4 all I can say about Zone 1 at this point other than it
5 does cover Washington, D.C. and seven surrounding
6 states. Including Virginia, Maryland, Pennsylvania,
7 Delaware and New York, New Jersey, and West Virginia,
8 okay.

9 Now, the draft RFPs that come out, that have
10 come out, they do include five additional zones. We
11 have Zone 2, which is the New England states up there
12 to include Massachusetts, Connecticut, New Hampshire,
13 Vermont, Maine, and Rhode Island. Zone 3 covers
14 Florida, Georgia, South Carolina, and North Carolina.
15 Zone 4 covers Texas and Oklahoma. Zone 5 is right
16 here, California and Nevada. Then we have Zone 6 that
17 we've added which includes Missouri, Illinois, Iowa,
18 Nebraska, and Kansas.

19 Now, again, this is proposed. We would like
20 feedback on these proposed zones. What we tried to
21 do, we took a look at spend in the various areas. We
22 tried to keep land mass similar in the areas. Again,
23 this is for small business participation. We want to
24 make sure that we allow small businesses to
25 participate to their full capability.

1 Also, once you receive a slide deck, I don't
2 know how well it's showing up here, you're going to
3 see spend numbers. Those are estimated spend. I
4 talked about that we did look at spend numbers. Those
5 are from FY-14. You know, we're always a little bit
6 behind. We're not too far in. I guess we're only
7 starting the second quarter of FY-16, so hopefully
8 eventually we can get FY-15 numbers in there. But
9 right now this is what the map looks like, what we are
10 proposing for the additional five zones coming on.

11 Okay. With that, I'm going to turn it over
12 to Janet Schweer to really go through and talk a lot
13 about the draft RFP. And we'll take a break kind of
14 in the middle. Janet is going to kind of decide when
15 it's good to stop for a break.

16 MS. SCHWEER: Good morning. Mary said a lot
17 of what I was going to say, but like she said, I have
18 a lot more details to give you.

19 Okay. All right. As we mentioned a little
20 bit earlier we have posted our draft RFPs. And Mary
21 mentioned; we only posted one set. We didn't post a
22 set for each zone, because we're going to use the
23 feedback from these RFPs to see if we need to make
24 changes based on the zones. You know, are we going to
25 get feedback that no one provides pest control

1 services in Texas? No, probably not, but just as an
2 example. So, that's why we posted one set.

3 The unrestricted was posted January 8th,
4 closes February 5th. The small business was posted
5 January 11th, also closes February 5th. So, when we
6 say it closes February 5th that means we want you to
7 submit your questions to us that you have on the draft
8 RFPs and those attachments by February 5th.

9 Also posted with those documents, is a
10 questionnaire. We really, really, really want
11 everybody to take a look at this questionnaire and
12 send it in; because that's where you're going to give
13 us a lot of feedback of where the services are
14 offered, where they're not offered.

15 The questionnaire is due by February 19th.
16 And the reason that's extended is in case we needed to
17 make changes to the draft based on anything we get
18 back, but we're projecting right now that the final
19 RFPs will be released in the summer. That was
20 supposed to be late spring, but okay, summer 2016, if
21 not before.

22 Like we've said before a couple of times and
23 we want to emphasize it is this is really a
24 collaborative effort. We really need to hear from
25 industry. Because this is a strategic sourcing effort

1 we get a lot of scrutiny, we get a lot of questions
2 from everybody, industry and in the government of,
3 "Are you sure that this can be provided here? Are you
4 sure that there is enough companies here to do this?"

5 So, that's where we need your feedback, because we go
6 on what you tell us.

7 That's what we used in Zone 1. After we
8 posted the RFPs for Zone 1 we did make changes based
9 on the feedback that we got. That's why we made the
10 change to make elevator maintenance optional for small
11 business based on that feedback, and we made some
12 other changes. So, your feedback is valuable to us
13 and we will use it.

14 Okay, let me go ahead and go onto the next
15 one, so now I'm going to go ahead and get into the
16 actual draft. Obviously, Section A, Standard Form 33,
17 not a whole lot to say about that one, so I'm going to
18 go on.

19 Section B talks about the contract type,
20 which Mary already mentioned is multiple-award IDIQ,
21 government-wide, multiple award, indefinite delivery,
22 indefinite quantity, and we'll allow for various
23 contract types at the task order level. We do have a
24 minimum guarantee since it is an IDIQ contract of
25 \$2,500.

1 Oh, and we have the minimum guarantee up
2 there. We don't have the ceiling up there. There
3 will be a ceiling. We don't know exactly what that's
4 going to be because it will probably vary by zone.
5 For Zone 1, I think it was \$15 million, but we're not
6 exactly sure so that will vary, so we don't have that
7 up there.

8 Okay, so this is where we're kind of getting
9 into the meat. We're talking about the labor
10 categories and Standard Occupational Classifications.

11 This is what we did for Zone 1, so if any of you
12 looked at the RFP for Zone 1 hopefully this is
13 familiar to you. What we've done is standardize the
14 labor categories that can be offered under the RFPs.
15 This is something that was done, on the professional
16 services side in GSA, before we started to do it.

17 And part of the reason for standardizing it
18 is to reduce price variance. If Company A has a
19 project manager Level 3, and Company B has a project
20 manager Level 3; they may not have the same education,
21 experience, requirements. It makes it really hard for
22 the government to make a determination of: is the
23 pricing is reasonable; are we comparing apples to
24 apples. So, what we've done is standardize the labor
25 categories based on the Standard Occupational

1 Classifications from Office of Management and Budget.

2 We ask that you take a look at those and
3 kind of get used to it because that's how you'll be
4 submitting your pricing in response to the final RFPs.

5 So, they may not match up exactly with your company's
6 labor categories, so you'll have to take a look at
7 those and see kind of how they map out with that.

8 Oh, one thing, and I'll go back but I didn't
9 mention this, that will be for the service contract
10 labor standards categories as well as the professional
11 services labor categories. All of those are
12 standardized.

13 Okay, Section C where we're getting into the
14 scope. Excuse me, I'm going to take this off. So, as
15 Mary mentioned, the background, of course, of the
16 scope of services is a comprehensive solution,
17 crossing multiple service categories, that customers
18 can use as a single service or order a mix of multiple
19 services. So, even though we're asking that all the
20 vendors provide a certain set of required services
21 that's so we have a good base and all of the customers
22 know that everybody can do that set of required
23 services, and then we'll have optional services as
24 well.

25 As we've mentioned, the period of

1 performance is a 10-year term. We did seek a
2 deviation, and we were granted the deviation to make
3 our contract that long, and that is for a five-year
4 base and a five-year option.

5 And part of the background for that is that
6 customer requirements, of course, don't often have
7 expiration at once. If it was only a five-year
8 contract term it would really reduce the number of
9 customers that could possibly use it if they didn't
10 have a lot of expiring contracts in the first five
11 years. So, we were granted that deviation.

12 The scope, and Mary kind of touched on this,
13 covers the most commonly used services. Our commodity
14 team provided us that input of: these are the groups
15 of services that we most commonly purchase together.
16 It doesn't mean all of them purchase all of those in
17 that set all the time. Some of you are probably like,
18 oh, I never see, they always do this and this
19 separate, or this and this separate.

20 So, we had, what, 18 agencies on our
21 commodity team so we were kind of trying to take all
22 that information and get it to a common point. And
23 the majority of what we heard was; those are the
24 common O&M services, the operations and maintenance
25 services, and the common facility support services.

1 Mary just talked about the geographic
2 coverage. This is what we're proposing right now.
3 And again, part of the reason you might not see, for
4 example, all of GSA Region 9 up there, we just have
5 California and Nevada is because we really are trying
6 to make sure this is conducive to small businesses;
7 because you are required to be able to deliver to all
8 of the states that are in the zone that you're
9 applying for.

10 So, if you put in for Zone 4, Texas and
11 Oklahoma, you have to be able to cover all Texas and
12 Oklahoma, or at least show us how you would. You
13 don't necessarily have to have done it before, but you
14 have to show us that you have a plan for doing it.
15 And so that's why we want to keep these fairly small,
16 and also it's conducive for agencies, as Mary
17 mentioned, reducing contract duplication, reducing
18 contract actions.

19 If an agency has several locations in Nevada
20 that they might want to go from having 10 contract
21 down to one, then they are able to do that in a
22 smaller geographic area.

23 Okay, performance objectives. We mentioned
24 we have two separate service groups, operations and
25 maintenance, and you heard me just say O&M, and

1 facility support services. And again, each service
2 group has the services that are required and services
3 that are optional. Depending on the feedback that we
4 get, again from you all, in response to these draft
5 RFPs, we may have to adjust that. Like I said before,
6 we adjusted the required services for the small
7 business solicitation in Zone 1 based on the feedback
8 that we got.

9 If we see a trend that a lot of companies
10 only are offering HVAC and plumbing together, and they
11 can't do a lot of the other ones we'll have to look at
12 our strategy and see if we need to make adjustments.
13 And that's, again, part of the reason for the zonal
14 approach. We know not every market is the same. The
15 agencies don't always buy the same in every market.

16 So, as Mary said, you're going to see this
17 again, so let's go through this again. If you are a
18 facility support services company; to receive an
19 award, you must be able to qualify for janitorial and
20 landscaping/grounds maintenance services. And we'll
21 talk about what it means to qualify in a few minutes.

22 And again, if you're operations and maintenance to
23 receive an award you must be able to provide those
24 required services. Again, that's for the
25 unrestricted. The small business will not have

1 elevator maintenance as a required service. It will
2 be an optional service.

3 So, it's not -- you know, you don't have
4 offer them, you have to show that you're qualified to
5 offer them. And the same with the optional services.

6 You could check all the boxes, that you want to offer
7 all the optional services; but you will have to
8 support that with your project experience in your
9 proposal. And as Mary mentioned, the more that you
10 can show that you qualify for you will get extra
11 valuation for it. So, in essence, your proposal will
12 be rated a little bit higher the more of those that
13 you can offer.

14 The reason for this is that it's beneficial
15 for our customers; the more companies we have on
16 there, that can do a wider range of services. Because
17 that allows them to reduce their contracts, their
18 contract actions, if they can use one contract to
19 accomplish multiple services. So they don't have to
20 have one for HVAC, one for plumbing, one for elevator,
21 one for janitorial.

22 We do, and you may have this question
23 already, but we do get the question of -- if you can
24 offer both the operations and maintenance facility
25 support services, then you would submit under the

1 operations and maintenance side. You can see towards
2 the bottom we have facility support services as an
3 optional service on the O&M side. Now, if you do
4 offer -- do come in under the O&M and want to offer
5 facilities and support service, that has to include
6 janitorial and landscaping. So you have to meet the
7 same requirements as if you were just coming in under
8 the facility support side. But then you can also
9 offer the optional services of cemetery maintenance,
10 pest control and waste management.

11 So, again, if your company does all this,
12 everything you see on the screen; then you would come
13 in under the operations and maintenance side, the way
14 we have it currently structured.

15 Okay. Other direct costs, always a fun
16 topic. One of the reasons we've addressed other
17 direct costs here, is because sometimes it's a big
18 issue, if any of you are Schedule 03FAC contract
19 holders, as Mary mentioned. Other direct costs can be
20 challenging on a schedule contract when you have to
21 enter everything pre-priced.

22 So, what we have done to make this flexible
23 for our customers is, agencies will be able to use
24 their current ODC thresholds. What we discovered is
25 that a lot of agencies might have a \$2,500 ODC

1 threshold. Other agencies might have a \$25,000 ODC
2 threshold in the contract. So, rather than dictate
3 what that could be, and have it be not-so-flexible for
4 an agency; we're just saying that the agencies can use
5 whatever their current threshold is.

6 So, obviously, you know, the definition of
7 other direct costs up here, incidental services, there
8 are supplies that do not fall in the scope of any
9 service category listed, I'm sure most of you are
10 familiar with that, some of the incidental things that
11 come up that may not be one of the actual line items
12 in your contract.

13 Okay, we talked about what is within scope.
14 We are going to quickly mention services that are not
15 within scope. And again these are based on feedback
16 we got from the commodity team and feedback that we
17 received from industry for Zone 1. We also looked at
18 -- in the development of our statement of work we
19 looked at numerous agency statements of work; from our
20 partner agency PBS, from other agencies in the
21 commodity team that shared their statements of work
22 with us. So we kind of tried to take the best of
23 everything into making our statement of work, and this
24 is what kind of stood out as services that are not
25 included.

1 Obviously A&E services, architect
2 engineering are not included, asbestos removal and
3 abatement isn't. Based on our research almost all
4 have a separate contract if that's encountered,
5 inherently governmental functions, et cetera.

6 So, if you have feedback on this section
7 please make sure you send that into us. If you're
8 seeing that some of this is normally covered within
9 scope of BMO type contract, please let us know. But
10 this is based on feedback we got from Zone 1.

11 Okay, and Section D, packing and marking.
12 Not a huge section for service contract, but just
13 conform to commercial standards. At the task order
14 level ordering contracting officers can add language
15 as needed.

16 Section E, inspection and acceptance.
17 Again, we have the standard FAR clause in there for
18 52.246-4, and additional language can be added at the
19 task order level.

20 As Mary mentioned, this is a government-wide
21 IDIQ contract, so it is going to probably appear to a
22 lot of you has very broad and with not a lot of
23 specifics. Keep in mind we don't have a specific
24 requirement in mind. You know, we don't have a
25 specific building like this one, and so we've tried to

1 make it as flexible as possible for the ordering
2 contracting officers. They have to be able to use it.

3 I think Teresa mentioned that. We have to make this
4 something that all of our customers want to use. And
5 if you've been on that side you want to be able to use
6 it and put your own stuff in it if you need to. So,
7 everywhere we can we've made it flexible for the
8 ordering contracting officers to do that.

9 Okay, place of performance again, and this
10 is under deliveries or performance. And as I
11 mentioned earlier, you can put in -- you can offer any
12 one or all of these zones. It's up to your company
13 and your capabilities. But keep in mind that whatever
14 you put in for you have to be able to deliver, and
15 everywhere in that zone. So, you have to be able to
16 deliver in Missouri, Illinois, Iowa, Kansas and
17 Nebraska. So keep in mind your company's
18 capabilities, what you're willing to do, where you're
19 willing to go, if you're willing to subcontract in an
20 area that maybe you didn't cover before, that kind of
21 thing. So, that's also a big consideration.

22 You know, we tried to keep, like Mary
23 mentioned we tried to keep the zones relatively
24 similar in geographic size. I think New England, I
25 notice was a whole lot smaller, but New England is

1 just smaller, you know, but it covers a lot of states,
2 and, again, that's so small businesses can cover those
3 areas.

4 Again, the period of performance is ten
5 years, five-year base with a five-year option; and
6 then we also have the six-month option on there to
7 extend, if necessary.

8 Okay, contract administration. This is
9 where it gets a little bit different than most
10 probably BMO contracts that you've submitted for. I
11 think Mary mentioned data, as part of category
12 management and strategic sourcing. Data is a very,
13 very big part of this, something that you won't find
14 on the schedule of contracts. So, a lot of what we're
15 going to be asking for from you guys, the vendors, is
16 reporting a lot of data to use after award.

17 First of all, the roles and
18 responsibilities, we will have contracting officers at
19 the BMO level administering the IDIQ. We will also
20 have OCOs, ordering contracting officers, those will
21 be your task order contracting officers, and obviously
22 you will have contracting officer representatives,
23 CORs or COTRs, as you would on any BMO contract.

24 There is a fee to use the contract, and this
25 is paid by the customer. And it is 2 percent of the

1 total, and this will be represented as a separate line
2 item. So, if any of you have a schedule contract
3 where you've built the fee into the pricing you will
4 not be doing that on this contract. It will always
5 show up on a task order as a separate line item so
6 that customers will see what the fee is.

7 So, the data, getting into the reporting
8 modules. We're going to be asking for a lot of data
9 on the task orders, the contract types, modification
10 data, dollar values, the NAICS code they are using,
11 the labor categories that you may have proposed,
12 environmentally sustainable products data, again the
13 CAF or the excess fee data.

14 The reason that we're asking for all of this
15 is part of the Spend under Management that Mary had
16 mentioned, the government has realized, probably a few
17 years ago, that we don't have a lot of transparency
18 into what our customers are actually buying. You
19 know, you may think that we can see all these orders
20 that are being placed for all these services, and we
21 can't. So, part of what this is, is to gather data on
22 what our customers are buying, how they're buying it
23 to try and make better solutions.

24 There will be a module set up where all the
25 vendors will be submitting this data, I believe

1 monthly; does that sound right? Yeah, monthly after
2 award, and there will be training provided to the
3 vendors on how to do that.

4 Make sure I'm not missing anything here.

5 Obviously, this section also covers BMO and
6 task order close-outs, and how the option
7 determination will function.

8 MALE VOICE: I'm going to -- it says
9 data --

10 MS. SCHWEER: Hang on, just a second. We
11 need to hold that till the end, sorry, just so we can
12 make sure that we capture everything. Can you make a
13 note?

14 MALE VOICE: I just wanted to know what T&M
15 meant.

16 MS. SCHWEER: Oh, time and materials. Time
17 and materials.

18 MALE VOICE: I didn't want to --

19 MS. SCHWEER: T&M means time and materials.

20 MALE VOICE: Okay. All right.

21 MS. SCHWEER: So, that basically means
22 instead of bidding a lump sum; like \$5,000 a month to
23 maintain the building you're bidding on, well, I'm
24 going to use 50 hours of a janitor and this material
25 price.

1 Okay, Section H, we're getting into the
2 special contract requirements, and again this kind of
3 goes back to the data, but it also gets very specific
4 on how the task orders will be awarded. So, all task
5 orders must be awarded by an order -- excuse me --
6 ordering contracting officer with a delegation of
7 procurement authority. So, this doesn't impact
8 industry a whole lot but more our side. But after we
9 award the contracts; we have to go out and train
10 contracting officers on how to use the vehicle, and
11 then we give them a delegation of authority to use
12 that.

13 This is a common practice, not with
14 schedules, but with the government-wide acquisition
15 contracts, or GWACs, and also with the OASIS
16 professional services vehicle, and the reason for that
17 is just to make sure that the contracting officers
18 understand how to use the vehicle. It is a little bit
19 different than what they're used to, and it just helps
20 to reduce the risk on their side and our side.

21 The task order also has to be within the
22 scope of Section C that we discussed earlier and all
23 the other terms and condition of the BMO contract.

24 So, as I mentioned, we put a lot of
25 flexibility in this to where they can add things into

1 the task order level, but they can't, of course, add
2 anything that contradicts with what we have at the
3 IDIQ level.

4 The task orders also have to identify the
5 labor categories and service occupational codes that
6 we mentioned earlier; has to identify -- or has to be
7 awarded under the proper NAICS Code, and corresponding
8 BMO contract number. And again, a lot of this will be
9 on that, the ordering contracting officer, but just so
10 you can -- you know what to expect when you're seeing
11 the solicitations come out for those.

12 It has to comply with Fair Opportunity.
13 Some of you may be familiar with Fair Opportunity;
14 some of you may not. But any orders under this has to
15 comply with the Fair Opportunity ordering procedures.

16 Basically what that means is: if I'm an ordering
17 contracting officer, and I want fire alarm maintenance
18 services, and I decide to use the BMO vehicle; I would
19 have to send out my request for quote to everybody who
20 offers fire alarm maintenance services. It doesn't
21 have to go out to everybody on the contract if not
22 everybody offers fire alarm services. But everybody
23 who does has to get a copy of it. It doesn't mean
24 that you as the industry partner have to bid on it,
25 but everybody has to get a copy of it. So, that's on

1 the ordering contacting officer how that would work.

2 Again, the NAICS Codes. Mary mentioned
3 we're using a 561210, the size standard for that is
4 38.5 million. It is one of the larger-size standards,
5 but 561210 is for facility support services which
6 really does encompass everything that we're soliciting
7 for.

8 At the task order level the ordering
9 contracting officer will have the responsibility to
10 determine what the predominant NAICS Code is for what
11 they're specifically seeking. So they may use a
12 different NAICS Code at the task order level, and
13 that's within their right to do it. They can also use
14 the same one that we use at the IDIQ level, but they
15 should be using the one that's most accurate. So, if
16 they're seeking plumbing services only, they should be
17 using the plumbing NAICS Code.

18 Make sure I've covered everything.

19 Okay, some other kind of -- I don't want to
20 call them minor but some other kind of different parts
21 of the special contract requirements is the GSA BMO
22 webpage. It is not up yet. They won't let us put it
23 up until we get an award, until we've awarded
24 something; so we hope it have it up in the next couple
25 of weeks, but we will have a webpage. This is through

1 the gsa.gov portal, so it will probably be -- actually
2 I don't remember if they gave us the address.

3 MS. SNODDERLY: They have not.

4 MS. SCHWEER: Okay. That shouldn't be
5 difficult to find, but it will be on gsa.gov, and we
6 will have all of our information on there for BMO. It
7 will have the list of vendors that are awarded. It
8 will have ordering guide. It will have templates that
9 they can use. It's mainly for the customers, other
10 stakeholders, and the general public. Mary is going
11 to mention the -- Mary actually already did mention
12 the Acquisition Gateway, and she's going to talk about
13 that later, but we also will have links to that on
14 there.

15 Okay, Section H also addresses minimum task
16 orders, minimum number of task orders in order to
17 continue. If you're a schedule holder you already
18 know you have to have \$25,000 a year in sales to
19 continue with your GSA schedule. This is similar, but
20 different amounts. So, starting from the date of your
21 notice to proceed, a contractor shall attain a minimum
22 of five task order awards or a total task order
23 estimated value of \$1.25 million. This is for the
24 unrestricted.

25 So, in other words, you may get one award

1 because for some reason that's all your company can
2 handle, that's all they wanted to do, that's all they
3 were awarded, but it was over 1.25 million that's
4 fine. Otherwise, you know, we want to get people to
5 keep bidding on things. One of our concerns from the
6 customers is; sometimes they put things out and nobody
7 bids on them. So we need to keep people bidding, we
8 want people who are engaged on this contract. And
9 that's the reason we give the choice of you can do the
10 minimum number of task orders or you can have -- if
11 you're successful in getting a high-dollar-value task
12 order. So, for the BMO small business, this will be
13 three task orders, or a total task order of submitted
14 value of 325,000.

15 And again, this is what has to be attained
16 in the first five years in order to continue with the
17 option. If it's for some reason less than that, that
18 would be up to our CO's discretion, if there is
19 extenuating circumstances.

20 Okay. Also in Section H we're going to talk
21 about on-ramping, dormant status and off-ramping.
22 This is not something that you probably have seen a
23 whole lot. On-ramping is something that's done more
24 on like the GWAC contracts that I mentioned earlier.
25 So, we have several different options.

1 We have vertical contract on-ramping. This
2 can be used when a small business on a small business
3 set-aside has grown into a large business. So, they
4 could be offering off of the small business set-aside;
5 and if they wish they can submit a proposal to be on-
6 ramped onto the large, or the unrestricted. It's not
7 a guarantee. They still have to meet all the
8 requirements that all the unrestricted companies have
9 met. But that's what the vertical on-ramping is.

10 Open season on-ramping. This will be if we
11 determine it's in the government's best interest to
12 initiate an open season to add additional contractors.

13 This is not like a schedule solicitation, there's not
14 a standing always open solicitation where we're always
15 going to be accepting offers. We do have an opening
16 date and a closing date. If for some reason we decide
17 that we want to have an open season and add more
18 vendors, the demand is higher than we're expecting and
19 we need to double the number of vendors, then we'll
20 have an open season to accept more vendors.

21 We also have focused on-ramping. Focused
22 on-ramping would be a creation of a sub-pool. We may
23 determine in a year, or in two years, that we need
24 more vendors in a certain category. You know, maybe
25 the demand, again, for -- I'm just going to keep

1 saying fire alarm services -- fire alarm maintenance
2 services is high, or we don't have enough vendors that
3 can do that. We would have to look at doing a focused
4 on-ramp to try and get more vendors on there.

5 We may also determine that we need more
6 vendors of a certain socioeconomic category. We could
7 do a focused on-ramp for that and create a sub-pool.

8 Dormant status. On the last slide, I
9 mentioned we want vendors to be engaged. If you're
10 not engaged, you could be put into what's called
11 dormant status; which means that we would kind of
12 place you on a list, and you won't get any new awards
13 while you're on that dormant status. You may have
14 awards that you're currently performing on, and you
15 would keep performing on that, but basically we would
16 work with you in kind of a get-well plan of see what's
17 going on here, do you want to continue on this
18 contract, and maybe that we've gotten some quality
19 complaints. It may be that you're not performing.

20 To my knowledge, you know, OASIS used this
21 on their professional services contract. I'm not sure
22 if they've had to do this or not; it's really up to
23 the CO's discretion. But again, this is our way of
24 trying to make sure that the vendors we have are
25 engaged in really partnering with us to make this

1 successful.

2 If the dormant status doesn't end well, you would be
3 off-ramped. And again, it would be essentially like
4 cancelling the contract; if they didn't come out of
5 the get well plan successfully.

6 Okay, that's all for Section H. I'm going
7 to go through a couple more slides and then we can
8 probably take a break.

9 So, Section I is the contract clauses. It's
10 very, very exciting stuff. I encourage you all to
11 look at the draft RFP and review the contract clauses.

12 Most of them are the standard commercial clauses
13 you'll see in your BMO contracts. One thing I do want
14 to highlight that Mary mentioned earlier is we did
15 obtain a class waiver to Paragraph (c) of 52.212-4
16 that allows for unilateral changes to be made by the
17 government, in situations impacting safety or working
18 conditions, or when it is in the government's best
19 interest.

20 So, if any of you have done work for the
21 public building service before a lot of times they
22 will use the unilateral changes clause.
23 Unfortunately, normally you can't use that clause with
24 commercial terms and conditions, which is what we're
25 using for this contract, so we did obtain a waiver to

1 be able to put it in here.

2 It's just kind of an extra assurance for our
3 customers. We did hear a lot that they prefer to have
4 the ability to institute unilateral changes,
5 especially -- not only for, but especially for
6 situations where there's emergency repairs that have
7 to be done quickly. You know, something's flooded
8 somewhere and they want to be able to institute that
9 change quickly. So, that is in the parent contract.

10 Okay. Section J, attachments, and there's a
11 few. There's a few attachments, and I'm sure
12 everybody has looked at them all. I know I have.

13 Okay, so we have the notice to interested
14 offerors. Obviously, that's on FedBizOpps. You can
15 see -- well, hope you can see it in bold. It looks
16 bold from this angle -- the BMO Phase II Zones 2
17 through 6 questionnaire. That's what I mentioned
18 earlier. We really, really, really want everybody to
19 take a look at that and fill it out. That tells us
20 what services you can offer where. It helps us decide
21 if we need to make changes to our zones, if we need to
22 make changes to our scope. So, please, please take a
23 look at that and get that into us.

24 We talked about Standard Form 33. There is
25 a proposal checklist that you would use in putting

1 your proposal together to make sure that you've gotten
2 all the sections, because there are a lot of them.

3 There's also something that might be new for
4 you. It's a self-scoring worksheet. This is
5 something that our colleagues in the OASIS -- which is
6 professional services, strategic sourcing -- used, and
7 basically what you're going to be doing is: taking
8 the self-scoring worksheet when you're doing your
9 proposal, looking at everything you've done; and you
10 tell us what score you think you've earned. We'll
11 talk about the evaluation criteria later, and so it
12 might make a little bit more sense; but I would take a
13 look at that now. We probably won't be making a lot
14 of changes to it, depending on the feedback we get;
15 but I would say it's worth checking out now.

16 We talked about the standardized labor
17 categories and definitions. We do include a list of
18 the Product Service Codes, the PSCs that are covered
19 by BMO. Mary mentioned sustainable product
20 requirements. We have a list of the sustainability,
21 or sustainable products list, the pre-award survey
22 form, the Standard Form 1408. Most of you have
23 probably seen that before. That has to be filled out.

24 And again, this is for the final you would be
25 returning these. The past performance rating survey,

1 the price template. We will talk, cover that towards
2 the end.

3 The wage determinations are posted up there
4 for the -- I think what we looked for was the -- we
5 felt was the highest -- where the highest prices might
6 be, the highest wage determinations for each of the
7 zones, so we've put Boston, Atlanta, Dallas, San
8 Francisco, and Chicago. For example, in Zone 1 we've
9 used Washington, D.C.

10 The relevant project experience template, I
11 want to emphasize here, this is Attachment J.10. We
12 really would like your feedback on this. This is a
13 template that we worked very hard on; but if it can be
14 improved, please let us know if you have any ideas.
15 We'll talk about it a little bit later, but this is
16 where we really want your feedback on some of these
17 attachments.

18 We know that it costs you all a lot to put
19 these proposals together. It costs a lot of, you
20 know, takes a lot of your time. It takes a lot of
21 your effort. It takes effort for us to look at it,
22 too; so we want to make sure if there are ways we can
23 improve it, that you're telling us what that is, it
24 makes more sense to you, it will make it easier for
25 you to complete. Not necessarily let you off the hook

1 for qualifying for services, but if there is a way we
2 can improve the form to make it easier for you to
3 complete and for us to review, please share that with
4 us.

5 The project zone coverage template; as I
6 mentioned a couple of times: if you're submitting an
7 offer for a zone, you need to be able to deliver to
8 all the states in that zone. This template will ask
9 you a couple of questions about that. It will ask you
10 -- well, I think we covered all of it. I'm not going
11 to do it now.

12 The Quality Assurance Surveillance Plan, or
13 the QASP, in the subcontracting plan template, again,
14 of course, that's for only for the unrestricted.
15 Something I haven't really mentioned that I'll go
16 ahead and mention now is we will have -- we do have
17 unrestricted and small business set-aside. Small
18 businesses can submit to the unrestricted solicitation
19 if they wish. Obviously, they still wouldn't submit a
20 subcontracting plan if they are a small business, but
21 they can -- small or other-than-small can submit on
22 the unrestricted.

23 Okay. All right, we'll do Section K,
24 representations and certifications. These are
25 standard. Most of you are familiar with these. We've

1 had to put them all in your SAM registration already,
2 but we will have a Section K that you will have to
3 complete and submit with your final proposal -- or,
4 your proposal when we submit the final RFPs.

5 Okay, with that I think let's take a quick
6 break. I know I need a drink. I'm a little parched,
7 so how long?

8 MS. SNODDERLY: Fifteen.

9 MS. SCHWEER: Fifteen minutes. So, I have a
10 little after -- what time is it? Ten. My watch
11 didn't change when we flew, so --

12 MS. SNODDERLY: It's afternoon in D.C.

13 MS. SCHWEER: So, 10:15? Yeah, 10:15 we'll
14 be back.

15 MS. SNODDERLY: And again, the restrooms.
16 If you go out this door, right here, you'll see them
17 in a little alcove on your left.

18 (Whereupon, a short recess was taken.)

19 MS. SCHWEER: All right, it's been about 15
20 minutes, a little bit over. So I think we got most
21 everybody back and we'll keep going so we make sure we
22 have plenty of time for questions, since I've made
23 everybody wait for the questions.

24 So, we ended with Section K. I'm going to
25 go ahead and go on to Section L, instructions,

1 conditions, and notices to offerors. So, this
2 includes our FAR provisions and GSAR, which is the GSA
3 Regulations.

4 This in the next bullet proposal format,
5 this is where we're addressing how we want questions
6 submitted in response to our draft RFPs. And yes,
7 we're being a little bit picky here but we've got -- I
8 don't know how many hundreds, two or three hundred
9 questions last time. It really helps us out if they
10 all come in in the same format, and we can just put
11 them all into one spreadsheet and answer them all at
12 the same time.

13 So, we ask that you submit them via email
14 using the Microsoft Excel File. Give us the zone
15 number that you're -- I mean, we only posted the one
16 set, but give us the zone number, the page number,
17 section number, title, et cetera, and then what your
18 question and comment actually is. This way, when we
19 do go back out and post everything, we'll have all our
20 listed questions and then you'll have all our
21 responses and all of that will be on Interact.

22 Now, the final proposal, we will be asking
23 for both hard copies and electronic copies for all
24 four sections. Each section will be separated by a
25 section number and title, and again there's specific

1 instructions in the document for that, and this is
2 more for the final RFP once we post it.

3 Okay. Okay. Now we're moving into the big
4 section, Section M, the evaluation factors. So, our
5 basis of award will be part of the best value
6 continuum. We will be rating, or evaluating based on,
7 excuse me -- awarding based on the highest technically
8 rated offerors with a fair and reasonable price. So,
9 we're really going to be looking for the best of the
10 best, the highest technically qualified offerors.

11 Core technical expertise in a variety of
12 services with capabilities that are most important to
13 government customers. Again, this ties back to our
14 required services. You have to be able to offer the
15 required services. You can offer and qualify for
16 optional services. Your score is going to go up,
17 which means you have a higher chance of getting an
18 award. We want companies that can really help the
19 government. So, all evaluation factors other than
20 cost or price when combined, are significantly more
21 important than cost or price. Again, highest
22 technically rated offerors with a fair and reasonable
23 price.

24 The government intends to award contracts
25 without discussions. So, we ask for the initial

1 proposals to contain the best offer. The government
2 may decide, or may conduct clarifications; and of
3 course, reserves the right to conduct discussions if
4 we determine is necessary or in our best interest.

5 Okay. So, the screening and evaluation
6 process. We will be using a two-step screening
7 process for all offerors. The first we'll be doing is
8 we'll go through the offerors to make sure that all
9 the support documents exist. In other words, you
10 submitted your SAM registration to us. You've
11 submitted the SF-33. Basically you followed the
12 directions submitting all the parts. We will compare
13 it to your self-scoring worksheet that you will have
14 submitted to us.

15 In other words; you told us you submitted a
16 subcontracting plan because you're a large business,
17 but we don't see it and we can't find it. That will
18 be treated as a clarification. So, that's part of the
19 self-scoring worksheet. That's how we will be using
20 that.

21 You told us on the self-scoring worksheet
22 that you offered five optional services, but in your
23 technical proposal we only see three. You know,
24 that's a discrepancy. It will be treated as a
25 clarification. Yeah, again, I mentioned it earlier

1 that a proposal checklist will also help you here,
2 along with the self-scoring worksheet to make sure
3 you're not missing anything.

4 So, the evaluation team will assign a
5 preliminary score in accordance with our scoring
6 table, and then we'll develop a competitive range
7 based on the offerors' scores and the qualifications.

8 I don't know if we sort it by the highest score or
9 the lowest score. I think that we changed that, so I
10 apologize. I think that last bullet is not correct,
11 so, but just know that we will be using all that to
12 develop the competitive range.

13 Okay. I believe -- okay, Section 1. The
14 general information section consists of the following
15 subsections, which we have discussed: your Standard
16 Form 33; your proposal checklist; the self-scoring
17 worksheet; meaningful relationship commitment letters,
18 if applicable; and existing joint
19 venture/partnerships, if applicable. We can talk
20 about those more later. Some of you might have
21 questions on those as they're kind of hard. On the
22 relationship commitment letters and the joint
23 venture/partnership questions I have found that every
24 situation is different, so every question is kind of
25 different on those. So, if you have questions on that

1 we'll get to those at the end and you might have to
2 just submit them to us with your particular situation
3 that you're asking about. They are hard to give
4 blanket answers on those, is what we've discovered.

5 Okay Section 2, responsibility. This is
6 going to be pretty familiar to most of you if you've
7 responded to government proposals before.

8 The SAM, or System for Award Management
9 Record, so the company -- you'll show the company's
10 DUNS number, your company's vital information. This
11 says to include EPLS, which is the Excluded Party List
12 System, but we'll be checking that once we receive
13 proposals to make sure you're not debarred from doing
14 government business.

15 The representations and certifications that
16 we mentioned earlier. Again, the financial
17 information for the GSA Form 527. If you're not
18 familiar with this form it basically asks for the --
19 kind of your balance sheet information and your income
20 statement information. There is an option on the form
21 where you can check just to attach your company's
22 financial statements. So it results in minimal
23 information you have to actually put on the form, but
24 we do need the form submitted even if you attach the
25 documents. And then the pre-award survey, Standard

1 Form 1408.

2 This all goes towards our determination --
3 again this is Section 2, responsibility -- our
4 determination of the responsibility of your company.
5 We have to look at that for all offerors in accordance
6 with FAR Part 9.

7 Okay. I know I said we got into the meat
8 earlier, but now we're really getting into the meat.
9 So, Section 3 is the technical experience, relevant
10 project experience section.

11 You will be required to show -- if you want
12 to show us that you can qualify for a service you have
13 to show three projects per service offering. In other
14 words, to show us that you can provide HVAC services
15 you have to show us three projects where your company
16 provided those HVAC services that meet the
17 requirements or are within the scope of what we're
18 asking for.

19 This says three distinct projects per
20 service offering. Probably we need to change that
21 language a little bit. I don't want people to be
22 confused. You don't have to send us one project
23 that's only HVAC, a second project that's only HVAC, a
24 third project that's only HVAC. If you have three
25 total projects that can show that you have performed

1 all of these services, then you guys can only submit
2 three projects, that's fine. But in order to qualify
3 for a service category you have to have show us that
4 you've done it three times, so the projects can cover
5 single or multiple service categories.

6 If you haven't already; when you look at the
7 template that was posted with this, you'll see where
8 you can check boxes on the project experience template
9 to show: "This project is going to cover HVAC,
10 elevator, and janitorial services. The next project
11 is going to cover XYZ, something else." So, there's
12 no cap at this time on the number of projects you can
13 submit, but we encourage you, if you have projects
14 that cover multiple services it's probably easier for
15 you and easier for us the fewer you can submit. Just
16 food for thought.

17 So, they have to be completed within the
18 past three years or be ongoing, and that is for the
19 unrestricted. For the small business set-aside we
20 extended that to five years. So, the projects have to
21 have been completed within the last five years, and
22 this is as of the date you submit the -- or the
23 proposals are due.

24 So, for example, Zone 1, our proposals were
25 due December 18th. So, those projects had to have

1 been completed three years prior to that, or they had
2 to be ongoing. If it's ongoing, we ask that you
3 submit projects that have been -- that you have been
4 working on for at least a year. So you may be six
5 months into a brand new contract, please don't submit
6 that. That doesn't really show us that you've
7 completed all of these services for any length of
8 time. If you have questions about that, comments on
9 why that may or may not be good; please submit them to
10 the draft RFP, those questions.

11 Projects may be submitted for federal
12 government customers, state government customers, non-
13 government customers, local government customers,
14 commercial customers. There's no restriction on any
15 of that.

16 Each project will be asked to identify the
17 following, and this is in the template as well: the
18 building type, you know, is it an office, was it a
19 warehouse, that kind of thing; the square footage, the
20 building size; how many stories it was; and the
21 services covered that are relevant to the scope of
22 services. So, this is where you're going to check the
23 boxes. This covered HVAC, this covered plumbing, and
24 this covered roofing services; the performance period;
25 and the total dollar value; the number of trade skills

1 employed; and number of exempt positions employed.

2 And the last one is a complete, clear, and
3 concise detailed statement of the description of
4 services covered in the project, including how the
5 offeror provided the services. So, you can't just
6 give us a bullet list of "this was HVAC, blah-blah-
7 blah-blah." You've got to tell us what you did. Most
8 of you probably are familiar with that if you've had
9 government proposals before.

10 If you were doing preventive maintenance, if
11 you were going HVAC preventive maintenance, what did
12 that include? Was that quarterly checks on the
13 boiler? Was it monthly checks on the chiller? I
14 don't know. You know, tell us what you did, how you
15 did it. Because we are looking for more than just the
16 words, the bullets out of the table that we showed
17 you.

18 Okay. Okay, additional evaluation credit.
19 Mary mentioned this at the beginning; when, I think,
20 we were talking about the optional services. The
21 minimum you will have to do, is qualify for the
22 required services. There are opportunities beyond
23 that to get additional credit, additional points.

24 If your experience was for a U.S. Federal
25 Government customer, you will get additional credit.

1 If the project involved subcontracting teaming for
2 services with at least two separate entities that are
3 certified as small businesses, you will get additional
4 credit; and again that's only on the unrestricted
5 solicitation. If you can qualify for optional
6 services, you will get additional credit. You will
7 get credit for each of them. It's not just if you
8 offer one or you offer 10, you would get credit for
9 each of them. There's a different point value which
10 you will see on the self-scoring worksheet.

11 Extended contract duration: If it was over
12 three years, if you can show us that basically the
13 customer kept you on for a long time, you can provide
14 services for a long time at a facility or for a
15 specific contract. For large square footage, over
16 20,000 you will get additional credit. And again, as
17 we've talked about a couple times, a lot of our
18 government customers are looking to aggregate
19 requirements; which means they may be putting out a
20 contract for one company to provide services at five
21 different locations. They want to know that we have
22 companies that can do that, so there's additional
23 credit for that.

24 Successfully demonstrated innovative
25 approaches to achieve savings. So that's a little

1 broad, so give us your best description on that.
2 There's a little bit more specifics in the template
3 itself. In other words, it's going to ask you: "What
4 did the customer ask you for? Did the customer say,
5 hey, I need you to save me a million dollars in
6 electricity this year in this building? I don't care
7 how you do it, just do it." And so you're going to
8 tell us they asked us for this, this is how we did it,
9 this is what we ended up saving.

10 Socioeconomic status certification. So, if
11 you're a small business and you've been on the small
12 business solicitation, and you are also a service
13 disabled veteran in a small business, you will get
14 additional credit. If you are a service disabled
15 veteran known and woman-owned, you're going to get
16 more credit, so, et cetera.

17 Okay. So, project location, I mentioned
18 this when we were looking at the templates; what we
19 were going to ask for in terms of the projects and
20 really the zones. So, in the project experience
21 template we're going to ask you for a capability
22 statement identifying the company's overall capability
23 of providing service coverage for all the states in
24 the zone that you're wishing to offer for.

25 So, if you're offering for Zone, what are

1 we, 5 here? Yes, Zone 5. Then you have to explain
2 how you can provide coverage for California and
3 Nevada, so, for example. In the states that you had
4 previously or currently provided BMO services in. So,
5 you tell us, well, I've only performed in California
6 before, and then if you haven't provided coverage in
7 Nevada before then you need to tell us how you would
8 do that. You know, are you going to reach out to
9 subcontracting partners in Nevada? Are you going to
10 expand and open a new office in Nevada? How would you
11 do that? So, that's, these are required statements.

12 We've changed that a little bit based on
13 feedback we got in Zone 1. We originally were going
14 to ask for a list of projects that you had completed
15 in each of those states, but that was too restrictive
16 so we have changed it just to give us a capability
17 statement. And again, it's just a statement. There
18 is no reason not to complete the statement. I want to
19 emphasize that.

20 Okay, additional evaluation credit. If the
21 required service projects that you submit; so these
22 would be your -- well, I'll go back to facility
23 support now. So, if you're janitorial and your
24 landscaping projects covered or were performed in
25 multiple states in the zone, so California and Nevada,

1 you will get additional credit.

2 The projects that you submit can be for
3 anywhere, from anywhere. It doesn't have to be any
4 place in the zone, but if they were in the zone you
5 will get additional credit for it. Because that just
6 kind of gives us additional assurance that you can
7 provide in multiple locations. So, again, it has to
8 be multiple states. So, if it was just in California
9 you don't get additional credit. If it was California
10 and Nevada, you get additional credit.

11 Section 3, the staffing plan. This says
12 "the staffing plan shall identify roles and
13 responsibilities for all employees." I believe that
14 should say "for key employees." "All employees"
15 without a specific requirement would be kind of
16 challenging, so key employees.

17 Professional compensation plan,
18 uncompensated overtime policy, you may already be
19 familiar with that. The professional compensation
20 addresses the methodology for determining salaries and
21 fringe benefits for professional employees, and the
22 uncompensated overtime consistent with your accounting
23 practices and how that's handled.

24 So, those just have to be completed. They
25 are not necessarily evaluated for how robust they are

1 or aren't, but please give us more than a sentence.

2 Okay, the subcontracting plan. Again, this
3 is on the unrestricted solicitation and only for
4 offerors that are other-than-small. We will provide a
5 template. If you are a large business, I'm sure you
6 are familiar with this already, but please -- you
7 don't have to use the template, but please make sure
8 that the plan you submit addresses everything in the
9 template.

10 And this isn't necessarily something that
11 the instructions say, not that I'm aware of, but just
12 something to put in your ear if you're a large
13 business. The person who is listed as the plan
14 administrator or the program administrator cannot be
15 the person who signs the plan. It has to be one level
16 higher than that person. They see this a lot. It
17 does, it's not going to get you kicked out, but it
18 will cause us extra time having to go back to you and
19 ask you for that. So, please just try and remember
20 that.

21 Okay, the sustainability plan, this is a
22 required element as well. This is your approach
23 toward implementing and promoting sustainable
24 practices in all aspects of BMO services. One part of
25 this you can get additional credit for, and that is if

1 you can show us what you've done to implement
2 sustainable practices above and beyond the minimum
3 performance requirements. So, if your company has
4 done something extraordinary, either internally or for
5 another customer or for one of your customers that
6 would go above and beyond, you know, kind of the
7 normal; explain what that is and you can get
8 additional credit.

9 Okay, quality control plan, fairly standard
10 description of your internal review procedures on how
11 you maintain quality control, the roles responsible,
12 who's overseeing it, what are they doing. Pretty
13 standard.

14 Okay, past performance surveys. If some you
15 were doing the math in your head how many projects you
16 may end up submitting you may have thought, "oh, my
17 goodness, I'm going to have 20 different past
18 performance surveys." Not to worry. We're limiting
19 it to three. So, it needs to be for at least three of
20 the projects that you've submitted, so, but we're
21 limiting it to three total. We will be looking at
22 PPIRS, which is Past Performance Information Retrieval
23 System, but if you're a company who doesn't have
24 government experience obviously you won't have
25 anything in there because that's only for government

1 experience. So, that's why we're not just solely
2 looking at that.

3 So, the past performance surveys, something
4 to keep in mind. This is more, I guess, when the
5 final RFPs are released. Please don't have your
6 customers submit them to us. They need to submit them
7 to you, and you need to submit them all with your
8 proposal.

9 Okay. Again, standard. When past
10 performance information is not available, the offeror
11 will not be evaluated favorably or unfavorably. It
12 will be a neutral rating. So, no past performance
13 can't hurt you here.

14 Okay, Section 4, price. So, we will be
15 seeking hourly rates for all applicable standardized
16 labor categories. So, if you've looked at the pricing
17 template already; you see a very, very long list of
18 labor categories. You do not have to offer for all of
19 those labor categories. If it's an area your company
20 doesn't do; you won't offer for those labor
21 categories. So, you will decide which ones are
22 applicable to your offer.

23 We are going to be asking for a breakdown of
24 the rates, so there will be a base rate. And this
25 says SCA, I apologize, it's not SCA anymore, it's

1 Service Contract Labor Standards, change that, and
2 then Davis-Bacon isn't Davis-Bacon anymore. It's like
3 General -- I don't even know what it's called. But
4 Davis-Bacon, everybody knows what I mean. And then
5 CBA, Collective Bargaining Agreements. That's what
6 the base rates are always made up of; right? Excuse
7 me. For the non-professional services. There is also
8 a health and welfare rate, overhead, G&A, profit,
9 other costs. All of that gets you to a fully burdened
10 rate.

11 So, we're asking for that breakdown, and if
12 you remember back, I don't know what slide number it
13 was, but where it showed the attachments, we talked
14 about wage determinations. In the final RFPs we will
15 give you a wage determination to use, to come up with
16 your fully burdened rate.

17 So, for example, in Zone 1 we provided the
18 Washington, D.C. wage determination. So, those
19 offerors could have taken the base rate and health and
20 welfare rate from that wage determination, and then
21 added their company's overhead, G&A, profit, other
22 costs, to show us what their fully burdened rate would
23 be.

24 We use that to do our price analysis at the
25 IDIQ parent contract level. That does not mean that

1 those are the ceiling rates for the contract at all.
2 We know that, depending on where you're performing,
3 that base rate and that health and welfare rate is
4 going to change, for the Service Contract Act labor
5 categories. So, we know it could be based on Service
6 Contract Act. It could be that there is a collective
7 bargaining agreement in place at those facilities, so
8 those are the parts that will change at the task order
9 level.

10 What we're going to ask of you -- require --
11 is that whatever percentages you give us for overhead,
12 G&A, profit, and then other costs those are going to
13 be fixed. So when you're proposing at the task order
14 level, you're going to use the same percentages for
15 those that you gave to us. What's going to change is
16 the base rate, and the health and welfare rate. Okay?

17 It's a little complicated and I apologize
18 for that. We're trying to avoid having the ceiling
19 rates, and those can get kind of messy; especially
20 when you get into collective bargaining agreements
21 because those, of course, are going to be higher than
22 your Service Contract Act labor standards.

23 So, that's what we're requiring for the non-
24 exempt labor categories.

25 For the professional services, we will ask

1 for the same breakdown. However, those will be --
2 those will end up in fully burdened rates that will
3 stay the same for no matter where you're performing.
4 This is the way we've done it in Zone 1. If you have
5 feedback for us that even the professional rates will
6 change by geographic area based on, you know, the
7 labor market conditions, please send that to us so
8 that we can take that into consideration if we need to
9 make changes.

10 We will be asking for your current
11 government and commercial prices for the labor
12 categories that you're offering. In addition, we will
13 ask for tiered pricing. I believe what we did in Zone
14 1 is, we gave you kind of the levels of the tiers, so
15 this would be kind of like a -- almost like a volume
16 discount. I don't remember off the top of my head
17 what they were for Zone 1; but just for an example:
18 if a task order was for one million to five million
19 dollars, what additional discount would you give. So,
20 we will give you the threshold, you give us the
21 percentage that you would propose for those discounts,
22 and that again is in the price template.

23 Okay, now let me see what I forgot for the
24 price one. I know that's kind of complicated. I
25 expect questions on that when we get to the end so

1 feel free to throw those at me, but we've tried to
2 make that as fair as possible, keeping in mind the
3 differences in the labor markets for the collective
4 bargaining agreements and the Service Contract Act.

5 Okay. Mary, that was actually my last
6 slide, so it's back to you.

7 MS. SNODDERLY: Okay, so let's talk next
8 steps for a second here. I think Janet kind of
9 mentioned this at the beginning, but just so that
10 you're aware; and we just want to reiterate this. The
11 draft RFP closes February the 5th, so that's really
12 not too far away. That's coming up. Questions and
13 comments are due February 5th. The questionnaire, and
14 I know Janet really emphasized that Zones 2 through 6
15 questionnaire, we're giving you a little more time on
16 that. That's going to be due February the 19th.

17 Like Janet said, we're expecting the final
18 RFPs to be released in the summer or before. I think
19 we were kind of hoping late spring, but you know how
20 things -- you anticipate one thing and then something
21 happens and we have to push back.

22 Email address, this is a very important
23 email address, if you do not have this email. This
24 actually will get you into anybody on the BMO team.
25 We have three contracting officers that are back in

1 the office working on Zone 1. So, the reason, and
2 you're welcome to reach out to any of us, but this way
3 if you use this particular email address, if one of
4 us, if we're on travel, like we're here, then the
5 others would be able to pick up and get the message.
6 Or if we happen to be on vacation somewhere someone
7 else would be able to pick up the message.

8 Okay, now what I'm going to do -- actually
9 before I get into the Acquisition Gateway, a couple of
10 things that I wanted to bring up kind of since we were
11 talking next steps, so I'm going to go back to the
12 next steps.

13 You were asked when you came in and
14 registered that if you mind sharing your email address
15 with other attendees. Hopefully everybody agreed to
16 that. That's just for networking purposes, and we
17 need to get your permission before we can share that
18 out, and so we will be sharing the email addresses of
19 all attendees of all five locations with everybody
20 that attended, unless you told us you did not want
21 your email shared.

22 It just kind of helps because you heard
23 where we talked about the required services. If you
24 don't offer all those required services you may have
25 to work with another company to actually provide the

1 whole -- to provide what is actually required there.

2 Okay, I think that was one of the main
3 things. Now what I'm going to do, I'm going to talk a
4 little bit about the Acquisition Gateway. You heard
5 me talk earlier when we kicked this off about -- by
6 category management and how that fits in. The
7 Acquisition Gateway is part of the acquisition
8 platform, yeah, common acquisition plat -- I knew it
9 was CAP. You know, we're the government. We have to
10 have all of our acronyms, so it's called Common
11 Acquisition Platform.

12 This actually gives you the web address up
13 here, and the gist of what this is all about, and I've
14 only got about three slides because this is just a
15 very brief introduction into what this Acquisition
16 Gateway is all about.

17 But basically the Acquisition Gateway helps
18 federal government buyers from all agencies act as one
19 acquisition community. So, there's a lot of
20 information that people, particularly government
21 employees can go on there and get, and it's available
22 all in one place for all government -- for government,
23 not industry, and I realize most of you are industry,
24 so this next slide that I'm showing you happens to be
25 the sign-on to actually, or once you go to the website

1 that was on the previous page, this is what you're
2 going to get.

3 I know that's very hard to see, but you have
4 two choices. If you're a federal employee, you would
5 go to one sign-in. Obviously, you see the other that
6 says non-government sign-in. Federal employees, I
7 don't know if we have any in the audience. If so, it
8 uses your OMB MAX registration. If you're not
9 federal, don't worry about this terminology, but OMB
10 MAX registration to actually get in and sign in.

11 Non-government employees -- and the reason
12 we have it separate is obviously industry and non-
13 government, you're not going to have full access to
14 everything.

15 And right now it is live for federal
16 government, it is not live yet for industry. We were
17 hoping to have it up by the end of 2015.
18 Unfortunately, things got pushed back, so we were
19 hoping by the end of January it will be live to
20 industry, so you will be able to go in and take a look
21 and see what this is all about.

22 But, again, you will only have certain areas
23 that you will have access to. I was hoping to have a
24 list of that. Unfortunately, I did not get that list
25 before we left. I think they're still kind of working

1 out some things.

2 This screen shot, again it's very difficult
3 to read, I realize, up there on the screen. Hopefully
4 you will be able to see it better when you actually
5 have the slides. Once you go into the gateway this is
6 what it looks like. We have hallways, what we call
7 hallways within there. I believe there are 19 current
8 hallways. There is a facilities hallway available.
9 It is up and it's live. You get different things like
10 expert articles that are posted there, blogs,
11 templates, market research, prices paid, so there's a
12 lot of information that's going to be available.

13 Again, I can't say exactly what's going to
14 be available to industry. They have not given me that
15 list. But a lot of things that are going to be
16 helpful to particularly government agencies when they
17 are doing any of their procurements. And we are using
18 it right now for BMO as far as, kind of, "coming
19 soon;" just to make sure that everybody's aware and
20 what's happening and what's going on out there.

21 Okay. I told you I was going to be very
22 brief on this, particularly since it's not live yet.
23 So, what we have left is questions and answers, and if
24 you will bear with us. I mentioned earlier I want to
25 point out a few things before we kind of open it up

1 for questions.

2 I have up here the BMO Interact page. That
3 is the website. You may already have that. If you
4 do, great. If not, I would strongly encourage you to
5 take a look at this. This is where we're going to
6 post the transcripts that are being taken of all five
7 events. This is where we will post the master slide
8 deck. Janet talked about our BMO website through our
9 GSA portal, gsa.gov portal that we have. Once we have
10 what that shortcut will be we're going to be posting
11 it to the BMO Interact page, so this is how we really
12 try to get a lot of messages out and we ask for
13 feedback through this particular page as well.

14 Okay, with that said I think we're ready
15 that we can start opening it up for questions. I have
16 a couple of microphones up here. Dave, Mark, and
17 maybe one of you could kind of help with the
18 microphones. I can take one if one of you can take
19 the other, and then since Janet -- Janet's the
20 contacting officer and I'm not, she's going to
21 probably be the one who is answering the questions.

22 And again what we ask you to do is to, you
23 know, raise your hand, make sure you have the
24 microphone, state your name and your company so that
25 we can get that down in the transcripts.

1 Okay, questions.

2 MS. SCHWEER: I don't know if that's on,
3 Mary.

4 MS. SNODDERLY: It's not working for some
5 reason. I turned it on. Oops, it's not working.

6 MS. SCHWEER: I have to repeat the question
7 anyway up here so just talk loud and I'll repeat it
8 into the record.

9 MS. DIAZ: Good morning, my name is Maria
10 Diaz with Pro Source Consulting.

11 MS. SCHWEER: Maria Diaz, Pro Source, okay.

12 MS. DIAZ: In D.C.

13 MS. SCHWEER: Okay.

14 MS. DIAZ: And my question is regarding the
15 Acquisition Gateway. Will that be available only to
16 the vendor that has supported the BMO contractor or is
17 it open to anyone?

18 MS. SCHWEER: No, that -- I don't think that
19 works. No, it will be open to any vendor, as far as I
20 know. Because what will be posted on there, Mary was
21 trying to save time, didn't get into this as much, was
22 -- all government-wide contracts will be on there.
23 Part of the benefit of it for us as government
24 customers is if I'm looking for a contract for roofing
25 services, which is a bad example, and I want to see if

1 there is a government-wide contract out there
2 somewhere for it I can go in there and look.

3 So, all government-wide contracts will be
4 posted on there. To my knowledge, there -- I don't
5 know that there is any restriction going to be on the
6 vendors. I think they have access to it.

7 MS. SNODDERLY: Right, other than the areas
8 that you will be able to access, that's going to be
9 the only -- is this one even on -- the only
10 restriction would be the areas that you have access
11 to.

12 MS. SCHWEER: Yeah, government versus
13 vendor --

14 MS. SNODDERLY: Right. Right.

15 MS. SCHWEER: -- you have access.

16 MS. SNODDERLY: Is that one even on? I
17 think we've lost our sound.

18 MS. SCHWEER: Yeah, I think we did. Okay,
19 as long as his mic is working and he can get us I
20 guess we're okay. Okay.

21 THE COURT REPORTER: Would you repeat the
22 question and the identification?

23 MS. SCHWEER: Oh, this is Maria Diaz with
24 Pro Source Consulting. The question was, will only
25 the vendors awarded BMO have access to the Acquisition

1 Gateway.

2 MS. RICE: Janet Rice from Jones Lang
3 Lasalle.

4 MS. SCHWEER: Janet Rice from Jones Lang
5 Lasalle.

6 MS. RICE: I actually have a few questions.
7 Will offerors that submitted bids for Zone 1 have the
8 ability to obtain feedback on their bids before these
9 next zones are due, so that we can make sure that the
10 future proposals come in a better way than if Zone 1
11 was done incorrect?

12 MS. SCHWEER: Okay, the question was will
13 the companies who bid on Zone 1 have an opportunity to
14 receive feedback on their proposal prior to the
15 proposals being due for the future zones?

16 My best guess is yes. We anticipate
17 awarding Zone 1 hopefully, I think Teresa said the
18 next couple of weeks is our goal. And so the final
19 proposals are -- or excuse me -- the final RFPs won't
20 be out for these until May, June. So yes.

21 MS. RICE: Okay. And then you mentioned on
22 the -- if you are submitting for both O&M and FSS
23 services that you submit under O&M with FSS being an
24 option. Because there was a thousand-word limit --

25 MS. SCHWEER: Yes.

1 MS. RICE: -- can offerors submit the O&M,
2 the three contracts for O&M services and three
3 contracts for FSS to meet the limit? Or can the limit
4 be extended if you're bidding on both in the same --

5 MS. SNODDERLY: Okay, so the question is if
6 you're submitting a proposal for both O&M and
7 facilities support services, under the O&M, there is a
8 thousand-word limit in the description of the
9 services. That's correct.

10 And the question is; can the word limit be
11 extended, or should you submit projects that are
12 separate just for facility support and janitorial, and
13 O&M?

14 That's a good question, Janet. I don't know
15 that we've discussed that, so we definitely have that
16 down now, and I'll talk to my other 1102s and see what
17 we think. I know, you know, we were trying to kind of
18 limit the words, you know, roughly because we didn't
19 want to get 30 pages of each project. Because some of
20 you guys are very, very proud of your services, and we
21 get that, but it does take us awhile to read all of
22 that. So, we'll take that, we'll consider that.
23 That's a good question. Okay.

24 MS. SNODDERLY: Other questions?

25 MR. MORALAS: I've got a question. Daniel

1 Moralas with Bishop, Inc.

2 MS. SCHWEER: Daniel Moralas, Bishop, Inc?

3 MR. MORALAS: Yes.

4 MS. SCHWEER: Okay.

5 MR. MORALAS: With the price, I know we're
6 in the zone here, Zone 5 with California and Nevada.
7 San Francisco is the highest in the area. So, when
8 we're submitting our proposal, it's going to be based
9 upon San Francisco. So everybody who submits is going
10 to be using that. I just wanted that clarification.

11 MS. SCHWEER: Yeah, okay. So, the question
12 is, so he's based in California --

13 MR. MORALAS: Yeah.

14 MS. SCHWEER: California and Nevada. For
15 example, on the pricing we will be using the wage
16 determination for San Francisco. That would be the
17 highest in that zone. And so, yes, all -- and will
18 all vendors be using that one when they submit their
19 proposals? Yes.

20 MR. MORALAS: Okay.

21 MS. SCHWEER: They will be using that and
22 the goal again for that is so when we look at it we
23 know everybody used the same base. And we're
24 basically kind of saying, okay, then how did you all
25 get to a fair and reasonable price. So, yeah. And

1 again, we're using that for our evaluation; but the
2 base rates may change at the task order level, so
3 yeah. Good question.

4 Okay, way in the back.

5 MS. STRAUGHTER: Hi, I'm Lethera Straughter,
6 the CEO and president of Timers, a motion picture --

7 MS. SCHWEER: I'm sorry. Can you come up a
8 little bit closer? I can't hear you either since our
9 mikes aren't working, and you were talking really
10 fast.

11 MS. STRAUGHTER: I'm sorry.

12 MS. SCHWEER: That's okay.

13 MS. STRAUGHTER: My name is Lethera
14 Straughter.

15 MS. SCHWEER: Lethera Strutt.

16 MS. STRAUGHTER: Straughter.

17 MS. SCHWEER: Straughter. Okay.

18 MS. STRAUGHTER: I'm CEO and president of
19 Timers, a motion picture and music production company.

20 MS. SCHWEER: CEO of Timers, a motion
21 picture --

22 MS. STRAUGHTER: And music production
23 company.

24 MS. SCHWEER: -- and music production
25 company.

1 MS. STRAUGHTER: That's just our name. We
2 are actually a construction company as well.

3 MS. SCHWEER: Okay, and a construction
4 company, Okay.

5 MS. STRAUGHTER: Yes. We are actually a
6 woman-owned business.

7 MS. SCHWEER: Woman-owned, okay.

8 MS. STRAUGHTER: And we're new to GSA
9 contracting.

10 MS. SCHWEER: Okay.

11 MS. STRAUGHTER: And my question is; as a
12 small business and woman-owned business, do we have to
13 use a subcontractor in order to bid on a project?

14 MS. SCHWEER: Okay. So the question is; as
15 a small business and a woman-owned business, do you
16 have to use a subcontractor in order to bid?

17 MS. STRAUGHTER: Yes.

18 MS. SCHWEER: So, it depends is usually the
19 standard, a standard contracting answer you'll get.
20 It depends on what your company can do.

21 MS. STRAUGHTER: Okay.

22 MS. SCHWEER: If your company can provide,
23 you know, the two required services of facilities
24 support or the -- there will be will three required
25 services on the small business for O&M, then no, you

1 don't have to.

2 MS. STRAUGHTER: Okay.

3 MS. SCHWEER: What Mary was mentioning
4 earlier about kind of a partnering was; if you were,
5 say you could do two out of three other required
6 services --

7 MS. STRAUGHTER: Yes.

8 MS. SCHWEER: -- and you needed help, you
9 know, kind of finding someone to do the other one.
10 You know, you may want to think about finding a
11 partner that can, you know, either do a joint venture
12 with you or that you can perform kind of a partnership
13 with, that can help you qualify for the others. So,
14 there's a lot of specifics in the draft RFP about
15 that.

16 MS. STRAUGHTER: Okay.

17 MS. SNODDERLY: And then if you have to get
18 -- this is kind of again one of those areas where
19 every situation is different so you would probably
20 want to send us your specific question of --

21 MS. STRAUGHTER: Okay.

22 MS. SCHWEER: -- do we not qualify for this,
23 or how can we qualify for that? So.

24 MS. STRAUGHTER: Can I ask one more
25 question?

1 MS. SCHWEER: Sure.

2 MS. STRAUGHTER: We are based not just here
3 but also in Delaware, so can we bid more than one
4 zone?

5 MS. SCHWEER: Okay, so your company is based
6 here and in Delaware and can you bid on more than one
7 zone? Yes. Yes, you can.

8 MS. STRAUGHTER: Yes. Okay, fine.

9 MS. SCHWEER: Yes, there is no limit. You
10 don't have to -- yeah.

11 MS. STRAUGHTER: Delaware was Zone 1 though,
12 yeah.

13 MS. SCHWEER: Delaware was Zone 1, so you
14 have missed Zone 1, as far as an award there. But,
15 yes, there is no limit.

16 MS. STRAUGHTER: Okay, thank you.

17 MS. SCHWEER: Okay. Just a second. Go
18 ahead.

19 MS. SAVAGE: My name is Michelle Savage and
20 my company is Sentiant.

21 MS. SCHWEER: Michelle Savage and it's
22 Sentiant?

23 MS. SAVAGE: Sentiant, LLC.

24 MS. SNODDERLY: Sentiant, LLC. Okay.

25 MS. SAVAGE: My question is about the labor

1 categories, and not being the classification system
2 that you guys have.

3 MS. SCHWEER: Um-hmm.

4 MS. SAVAGE: Is there room in that language,
5 or that classification system, for labor categories
6 that you may not have in there?

7 MS. SCHWEER: Okay, that's a great question.
8 Her question is; in our labor classification, the
9 mapping system, is there room for labor categories
10 that we may not have in there?

11 I'm trying to remember. We had discussions
12 about this as a team for Zone 1. I think that we may
13 -- forgive me, I'm trying to remember this off the top
14 of my head without having it all in front of me.

15 I think we made provisions for it. That may
16 be possible at the task order level, if the task
17 ordering contracting officer has a need that's not
18 immediately filled by something that's in there. But
19 otherwise we really wanted to keep it to the
20 standardized labor categories. But if you have
21 suggestions for labor categories you don't see on
22 there that might fit, please send those to us.

23 Okay. Yes, out there.

24 MS. RAMIREZ: Yolanda Ramirez with Exemplar
25 Enterprises.

1 MS. SCHWEER: Okay. Yolanda Ramirez with
2 Exemplar Enterprises. Okay.

3 MS. RAMIREZ: The first BMO Zone 1 awarded
4 10, I believe it was, is that correct?

5 MS. SCHWEER: So the question was; the first
6 BMO awarded 10. Our goal was -- we were anticipating
7 10 awards under the unrestricted solicitation. So, we
8 don't have the number yet.

9 MS. RAMIREZ: For small business.

10 MS. SCHWEER: For small business, we were
11 anticipating 40.

12 MR. RAMIREZ: Right.

13 MS. SCHWEER: That doesn't necessarily mean
14 that's what we're going to end up with. That's just
15 what we were anticipating for each.

16 MS. RAMIREZ: Is that the same --

17 MS. SCHWEER: Oh, is that the same number
18 for Zone 2? That's a good question.

19 No, we don't have the numbers yet for the
20 other zones of what we're looking at. Part of it will
21 depend on kind of the responses we get from you all;
22 to kind of tell us, you know, what does our vendor
23 base look like in a lot of those areas.

24 One of the prime concerns -- primary
25 concerns that we look at is, and I think Mary

1 mentioned this, is we have to make sure we are meeting
2 or increasing the small business participation or
3 spend level in all of those zones. So, we look at the
4 numbers -- and we have a brilliant young man named
5 Eric at our office who comes up with ways to figure
6 all of this out -- of how many awards we need to
7 probably make, to make sure that the small businesses
8 are still meeting or increasing their dollars. So, I
9 don't have those numbers yet, but we will put them out
10 when we do.

11 MS. RAMIREZ: The second part of my question
12 is how many RFPs were submitted for a small
13 business and unrestricted business?

14 MS. SCHWEER: Oh, I can't tell you that.
15 I'm sorry. That's source-selection information.
16 Okay. The question was how many offers were submitted
17 for unrestricted and small businesses in Zone 1.
18 Unfortunately, we can't answer that question.

19 MS. SNODDERLY: Other questions?

20 MS. SCHWEER: Yes.

21 MR. MILLER: I'm James Miller with
22 Inspection Experts.

23 MS. SCHWEER: Okay, James Miller, Inspection
24 Experts.

25 MR. MILLER: When we talked about multiple

1 state credits, is there any regulation on how long ago
2 in the past?

3 MS. SCHWEER: Okay. So the question is --

4 MR. MILLER: Work accomplished in the state,
5 like are we still staying in that five-year period
6 that we have to have accomplished that work?

7 MS. SCHWEER: Yeah. So, the question is for
8 the multiple state credit is there a time limit
9 restriction on how long ago that was in order to get
10 credit?

11 And, yeah, we are still -- you still have
12 to -- it has to be for a project that was completed,
13 whether it's unrestricted in the last three years are
14 ongoing, small business in the last five years are
15 ongoing. So, it has to be something that met that
16 timeframe. So, 10 years ago, no, it's not going to
17 work.

18 MR. MILLER: Can I do a follow up?

19 MS. SCHWEER: Yeah.

20 MR. MILLER: Is the six-month minimum for
21 currently ongoing contract still applicable to the
22 small businesses?

23 MS. SCHWEER: Okay. So the question is; is
24 the six-month minimum for ongoing still applicable to
25 small business. And actually it's 12 months.

1 MR. MILLER: Okay.

2 MS. SCHWEER: I think I said six months as
3 an example of, no, if you've only been doing it six
4 months you can't use it, so sorry for that confusion.

5 So, to clarify, if your project is ongoing,
6 it should have been -- you should have been working on
7 it for at least 12 months, a year before you submit
8 it. So, it doesn't necessarily have to be completed,
9 but you should have been performing on it for at least
10 a year. And, yes, that is the same for small
11 business. Okay. Yes, Janet.

12 MS. RICE: Janet Rice with JLL.

13 MS. SNODDERLY: Janet Rice with Jones Lang
14 Lasalle.

15 MS. RICE: Another question I had for you is
16 around the 2 percent fee. For the GSA schedule, it's
17 currently 0.75, and it's sort of a two-part question.
18 So, under OASIS there were MOUs signed by federal
19 agencies that were going to commit to use OASIS as a
20 client vehicle.

21 MS. SCHWEER: Yes.

22 MS. RICE: Has anything similar been done
23 for BMO, where agencies are willing to use this
24 schedule as opposed to going through, you know, 03-FAC
25 and pay less than 2?

1 MS. SCHWEER: Okay. So the question is
2 about the 2 percent fee to use the contract paid by
3 the customers. Janet brings up that on the schedules
4 program the fee is only .75 percent, and she mentioned
5 that under the OASIS, strategic sourcing contract for
6 professional services, there were some agencies that
7 signed memorandums of understanding committing to use
8 OASIS for X dollars.

9 So, what comes to mind I think was the Air
10 Force committed to use OASIS for 500 million, does
11 that sound right? And, I think, and then they reduced
12 the fee that they were charging them.

13 So, and Mary can talk about this, too, we do
14 go out and seek commitments from agencies to use our
15 vehicle. Two percent -- we keep still talking about
16 OASIS, but OASIS is technically wasn't a strategic
17 sourcing vehicle like we were when we started, so 2
18 percent was the standard fee that we were kind of told
19 to go for. Who all has that? Office --

20 MS. SNODDERLY: Oh, Office --

21 MS. SCHWEER: Oh, Office Supplies, and some
22 of the products strategic sourcing initiatives, they
23 are 2 percent as well. So that was kind of the
24 standard fee, and so that's what we will be using. If
25 we are able to get commitments to the level of 500

1 million, we may reduce that for our customer agencies.

2 Mary, do you have anything?

3 MS. SNODDERLY: Yeah, sorry. I was just
4 going to kind of add; we really looked at this, and
5 this was an area that we discussed and discussed. And
6 because of the zonal approach that we're doing, I know
7 that kind of cut us maybe short just a little bit on
8 the expected commitments, if you will; because they're
9 only committing for certain areas.

10 So, as we roll this out to more zones, we
11 are hoping that we will get more commitments that will
12 allow us to look at lowering that fee and doing a
13 memorandum of understanding with certain agencies, but
14 it's a big depends.

15 MS. SCHWEER: Yeah. Mary raises a good
16 point. So, OASIS is nationwide. It might be
17 worldwide.

18 MS. SNODDERLY: Yeah.

19 MS. SCHWEER: So, they had a bigger pool to
20 kind of play with and we're starting with certain
21 areas.

22 MS. SNODDERLY: Yeah.

23 MS. SCHWEER: So, that's a good question.

24 Other questions?

25 MS. SNODDERLY: Other?

1 MS. SCHWEER: Hang on just one -- we'll go
2 to her and then go back to you, Janet. Go ahead. Go
3 ahead, Maria, I believe, right?

4 MS. DIAZ: Maria Diaz with Pro Source
5 Consulting.

6 Will there ever be a time when the BMO
7 contract -- a BMO contract requirement would overlap
8 with 03-FAC?

9 MS. SCHWEER: Okay. So Maria Diaz with Pro
10 Source Consulting. Would there ever be a time when a
11 BMO contract would overlap within a Schedule 03-FAC
12 requirement?

13 And the answer is, probably. You know,
14 Schedule 03-FAC is another multiple-award tool that
15 customers can use. BMO is a little bit different. We
16 have a little bit -- we kind of tried to highlight
17 some of the differences, you know. We have
18 differences in how ODCs can be used. It's a zonal
19 approach versus nationwide, which Schedules is. So
20 Schedules still right now covers the whole country and
21 BMO doesn't yet.

22 So, it's really going to be up to the
23 customer to decide what best meets their needs. Some
24 agencies have certain policies in place of what they
25 will consider first. Will they go to multiple award

1 schedules? Will they go to strategic sourcing? That
2 varies across the board. They just have to decide
3 what best meets their needs.

4 So, yes, I believe. I don't know if you
5 guys have a schedule contact. I think -- yeah, you
6 do. So, yes, there may be times when they overlap.
7 The contracting officer at the task order level will
8 decide which way to go, what best meets their needs.

9 MS. SNODDERLY: I'm sorry, Janet.

10 MS. SCHWEER: No, that's okay.

11 MS. SNODDERLY: I always have to get my two
12 cents in here, too.

13 Also keep in mind, Schedule 03-FAC has
14 additional services that we are not including under
15 BMO. So, you know, depending on the services that
16 they're wanting, too.

17 MS. SCHWEER: Yeah, there's more energy
18 services. There is drydocking.

19 MS. SNODDERLY: Drydocking.

20 MS. SCHWEER: Drydocking services. It's a
21 little bit different. Again, we tried to -- again
22 based upon our commodity team, agency feedback; we
23 tried to group together services that the agencies
24 were most commonly buying together. The hope is that
25 they can realize savings from that.

1 And then, Janet, I think you had another
2 question.

3 MS. RICE: Yes. Has the team looked at all
4 at options for, like, in my case large firms that
5 would be submitting on all zones?

6 MS. SCHWEER: Okay, so --

7 MS. RICE: Are the RFPs going to -- sorry.

8 MS. SCHWEER: No, no, go ahead.

9 MS. RICE: Are the RFPs going to be
10 staggered in there at least, or are we going to have
11 to do the five zones at one time?

12 MS. SCHWEER: Okay, this is Janet Rice from
13 Jones Lang Lasalle, asked if there has been
14 considerations for large firms who may be submitting
15 on more than one zone at a time; if we will stagger
16 the RFP release, if they will have to do five at once.

17 That is a good question, and one that we've
18 thought about. I don't have a good answer for her
19 right now. I can tell you that we did wait to release
20 these drafts until the other one closed, because we
21 knew that would be overlapping. But I know that we
22 are on an aggressive timeline, too. We would really
23 like to get all five of the next zones awarded by the
24 end of the fiscal year or early FY-17 if -- you know,
25 if we don't get it by the end of the fiscal year.

1 So, I'm not sure, but keep in mind your
2 proposals will probably look pretty similar, a lot of
3 it, so hopefully you wouldn't have to be re-creating
4 the wheel every time, but that's a good question,
5 Janet.

6 MS. RICE: It's the client past performance
7 forms that --

8 MS. SCHWEER: Yeah.

9 MS. RICE: -- may be challenging.

10 MS. SCHWEER: Yeah.

11 MS. RICE: And as a part of that, then; have
12 you looked at all at ways that the proposals could be
13 -- that the firms submitting on more than one zone
14 could combine and maybe submit common information
15 once?

16 MS. SCHWEER: So, the question is; have we
17 looked at ways that a firm submitting for multiple
18 could submit common information once?

19 We've thought about it. It gets a little
20 messy, because these are individual contracts. You
21 know, we've gotten the question, or we got the
22 question with Zone 1, well, I already have a schedule,
23 why do I have to submit a -- well, it's a brand new
24 contract. It's a different solicitation number. So,
25 that makes it a little bit different.

1 If you have ideas on that, please submit
2 them to us; but we'll definitely think about that,
3 because we do know it's a burden. I don't have a good
4 answer for you but it's a great question and we'll
5 think about that.

6 Was there another question?

7 MS. SNODDERLY: Other questions?

8 MS. SCHWEER: I thought there was. Maybe
9 there wasn't.

10 MS. SNODDERLY: Other questions? This is
11 your time to ask.

12 MS. SCHWEER: Yes, Yolanda.

13 MS. RAMIREZ: Actually, it was really
14 similar to her question. Has there been any dialogue
15 about having sort of Wizard or fill-ins where, you
16 know, a template you fill in. Some information you
17 might not be able to, but where it makes it easier for
18 you and for those who are submitting.

19 MS. SCHWEER: So, it's Yolanda, is it
20 Ramirez?

21 MS. RAMIREZ: Yes.

22 MS. SCHWEER: You're with Exemplar.

23 MS. RAMIREZ: Yes.

24 MS. SCHWEER: The question was; had we
25 thought about having some kind of wizard, or an easier

1 template way to fill out some of the parts of the
2 proposal?

3 Our contract now, I'm sure Jocelyn Reed
4 would love it if we had it. She had kind of
5 challenges. Some of you might deal with this a lot.
6 A lot of agencies, or offices, have electronic
7 contract systems. Because we are doing this
8 completely open market, not schedules or anything
9 else; we didn't have an electronic system of any kind
10 to put this through. So it made it really
11 challenging. And I know it made it challenging for
12 you all.

13 Like I said, we have a very smart guy back
14 at the office named Eric Stonner who might be able to
15 try and come up with it. We try and make it as easy
16 as we can; but that's something we'll definitely think
17 about, is trying to see if there is ways to make it
18 easier, especially the relevant project experience
19 template.

20 If you all have -- that's one of the forms I
21 highlighted earlier. If you have feedback for us on
22 that, on how that can be easier, we would love to see
23 it. You know, it asks for a lot of information. We
24 know that. Unfortunately, it's all information we do
25 need to have, so, you know, if there's a -- I think we

1 talked about this once and we didn't really have a way
2 to do it, like a drop-down, like if you check this
3 then it takes you here, it takes you there. But I'm
4 not sure we had the capacity to do that; but that's
5 something that, if we can figure it out, we'd be happy
6 to put in place.

7 MS. SNODDERLY: Other questions? We've got
8 about 45 minutes left. I mean, so don't -- we don't
9 want to rush you, but yet we don't want to keep you
10 any longer than necessary either.

11 MS. SCHWEER: Go ahead, Janet.

12 MS. SNODDERLY: Janet.

13 MS. RICE: On the -- one of the slides you
14 talked about fair opportunity.

15 MS. SCHWEER: Yes.

16 MS. RICE: So, I know on the GSA Schedule,
17 sometimes non-DoD agencies can pick, you know, 10 --

18 MS. SCHWEER: Um-hmm.

19 MS. RICE: -- orders off the schedule --

20 MS. SCHWEER: Yes.

21 MS. RICE: -- who offers the services,
22 competed among those. On this one you said if there
23 are 10 companies that offer fire alarm maintenance
24 services, that agency would be required to send them
25 to all.

1 MS. SCHWEER: Yes.

2 MS. RICE: So there can be no sole-sourcing
3 or --

4 MS. SCHWEER: Okay. So, Janet Rice, Jones
5 Lang Lasalle; asked about the slide where it talked
6 about fair opportunity, and how like, for example, on
7 schedules there some non-DoD agencies that may just
8 pick some contractors to send the request for quote
9 to. But as we mentioned, if there's 10 companies that
10 do fire alarm maintenance services the customer would
11 be required to send the notice to all 10.

12 So, schedules uses FAR Par 8, or 8.4 for
13 their ordering procedures, and then we're using FAR
14 Part 16 because we are open market. So, that's the
15 difference in that, and why they have to go out to all
16 of them. So, I don't know that there's necessarily an
17 advantage or disadvantage to either one. It's just
18 different. Hopefully, it's a little bit more of an
19 advantage to you as industry because you will at least
20 see all the requests for proposals or for quotes that
21 come out, and then it will be up to you to bid on
22 them.

23 One thing we didn't mention is that these
24 awards will be on e-buy, if you're familiar with e-
25 buy. It's an electronic request for quotes system

1 that right now is usually home to schedules contracts,
2 and I believe the GWACS; as well as OASIS, the
3 professional services strategic sourcing vehicle. So,
4 we will be using that as well so customers can use
5 that to go out and ask for quotes.

6 MS. SNODDERLY: The BMO vehicle will also be
7 on what's called the GSA e-library. It used to be
8 called Schedules e-library. Now it's just the GSA e-
9 library, so BMO will be listed on that as well.

10 MS. SCHWEER: Hang on. I've got one more
11 thing before I forget it, Janet.

12 We will have -- once awards are made, for
13 example, for Zone 1; we will have a matrix out on our
14 website that will help customers know who was awarded
15 and what they were awarded for. So, you know, like I
16 mentioned, we might have 10 companies that do fire
17 alarm maintenance services, so it will have the list
18 of companies and it will have a little check for all
19 the services you offer. That's something that we had
20 customers ask us for on the schedule side for a long
21 time.

22 Unfortunately, as you know, that is an open
23 solicitation, standing solicitation. We're adding
24 companies, we're adding services all the time. It was
25 impossible for us to maintain that for a schedule.

1 This is a much smaller group. We only have a couple
2 contracting officers that will be working on it and it
3 will be easier for us to maintain. So, you will be
4 able to see, too, who else has what services.

5 Okay, Janet, go ahead.

6 MS. RICE: So, as a follow-on to that
7 concept, on the GSA Schedules it has the ability to
8 give 8.4.

9 MS. SCHWEER: Um-hmm.

10 MS. RICE: It's on us to go out and
11 market --

12 MS. SCHWEER: Yes.

13 MS. RICE: -- to those agencies to buy our
14 services, because the competition will be limited.

15 MS. SCHWEER: Yes.

16 MS. RICE: How will marketing of the BMO
17 contract be done with the other agencies, if they're
18 encouraged to use it and buy services from --

19 MS. SCHWEER: Okay, so the question --

20 MS. RICE: -- so we can meet our five-year
21 deadline.

22 MS. SCHWEER: So, Janet Rice, Jones Lang
23 Lasalle asked. And so, schedules ordering procedures
24 basically puts the onus back on the contractors to go
25 out and market their services, market their schedule

1 contract to customers, and how will BMO be marketing
2 to customers to promote them? Do you want to answer?

3 MS. SNODDERLY: It doesn't matter.

4 MS. SCHWEER: You can if you want.

5 MS. SNODDERLY: Or if you want me to.

6 MS. SCHWEER: Go for it.

7 MS. SNODDERLY: There will be some
8 differences. Like Janet mentioned earlier, we will
9 have the matrix out there; so we will actually list
10 the companies that are awarded out on the BMO website.
11 We will offer training.

12 I think Janet mentioned early in her
13 presentation, there has to be a delegation of
14 procurement authority given to contracting officers
15 before they can utilize the vehicle. So, along with
16 that and to get that DPA, delegation of procurement
17 authority, training has to be offered. So, again, we
18 can -- it's easier to publish a shorter list of
19 vendors or contract awardees, versus schedules which
20 is ever-changing.

21 I mean, I know we have the GSA e-library
22 which lists it, but I mean, we still can't promote one
23 company over another. I mean, that's kind of a given
24 within the federal government, period. But I think it
25 will give you maybe more visibility by what we put on

1 just the BMO website. You'll be on e-library. I
2 mean, you're just going to have -- awardees will have
3 more visibility, the training that we're giving to the
4 customers. Am I leaving something out?

5 MS. SCHWEER: I would just add that -- so we
6 talked about; our commodity team worked hard, and Mary
7 and I have been doing this, but we have been going out
8 to them and they have asked us for training. A lot of
9 them have asked us to come out and train them.

10 You know, we have agencies that have
11 committed to use this in Zone 1 so obviously they are
12 going to be looking to use it, and so it's a little
13 bit more focused than their, I guess the
14 encouraging -- you know, encouraging the use of
15 schedules. It's a little bit more of a top-down
16 approach, because the commodity team kind of flows
17 down. And so we've started trying to schedule a
18 training with several of our commodity team agencies,
19 especially the ones that have committed to use it.

20 So, we will be training them, and again, we
21 will be offering this -- well, we're going to be
22 offering it in-person to start with in probably
23 virtually as well.

24 So, you know, as much as GSA tried to
25 promote the use of schedules, you know, we didn't know

1 -- we don't know who's using it, because we don't see
2 the orders. With BMO, we're going to see that. All
3 the data reporting I talked about, we're going to know
4 who's placing the orders. It's going to help us to
5 build relationships with those customers, and those
6 customers talk.

7 I don't know about you, but one of the most
8 frequent things we hear is, "I want to see a success
9 story," "I want to see how BMO worked." Well, we're
10 going to have access to that, so we're going to have
11 all the data, so we will be able to use that to go out
12 and promote it.

13 MS. SNODDERLY: Other questions?

14 MS. SCHWEER: Yes.

15 MS. SNODDERLY: Mark. Mark. No, go ahead.
16 Go ahead, Mark.

17 MR. RICE: Take this gentleman. I'll be
18 last.

19 MS. SNODDERLY: You'll be last.

20 (Laughter.)

21 MR. STEINER: Brian Steiner from Acco
22 Engineering Systems.

23 MS. SNODDERLY: Okay.

24 MR. STEINER: So, the ODC issue has been a
25 pretty big stumbling block on the schedule side and

1 the FAC schedule, and we're kind of going back to
2 using ODC thresholds again. And for required trades
3 underneath that the BMO contract is mostly dealing
4 with heavy service trades. So, to use a \$2,500 or
5 even a \$25,000 threshold, we can wake up with a bad
6 chiller one morning and blow through that in nothing
7 flat.

8 MS. SCHWEER: Yeah.

9 MR. STEINER: I guess it's been a bit of a
10 problem, because it limits a single-source solution,
11 because it means another procurement. It means
12 frustration on the parts of the end users. Is there a
13 discussion about how we might be able to handle that
14 or relieve some of that?

15 MS. SCHWEER: Okay, so let me see if I can
16 restate all that for our reporter. Brian, I thought I
17 recognized you; because you've come to our schedule
18 events before, haven't you?

19 MR. STEINER: It's been a little while.

20 MS. SCHWEER: Yeah, it's been a long time
21 since we've had one.

22 So, Brian Steiner from --

23 MR. STEINER: Acco.

24 MS. SCHWEER: -- Acco Engineering. Okay, so
25 in the ODC. The question was; the ODC issue has been

1 around for a long time, even with the varying
2 thresholds, 2,500 to 25,000; depending on what the
3 repair is, you can go through that -- a vendor could
4 go through that pretty quickly.

5 MR. STEINER: You have large facility
6 filters, you can bust right through that.

7 MS. SCHWEER: So, a large facility,
8 especially if we're talking about ironing
9 requirements, you could go through that pretty
10 quickly. Has there been a discussion of any kind of
11 ongoing solution? No?

12 (Laughter.)

13 MS. SCHWEER: I can tell you that there has
14 been a lot of work, more on finding the solution for
15 the schedule side, you know, for ODCs; because the
16 ancillary products solution has not been terribly
17 successful as I'm sure you're aware. So, they've been
18 working on developing policy for that.

19 I'm not sure and, Teresa, I'm not sure if
20 you're aware of anything, but I'm not aware of
21 anything really for the --

22 MS. McCARTHY: I'm not aware of anything as
23 far as GSA is concerned.

24 MS. SCHWEER: Here -- come to the
25 microphone, Teresa, so he can get it.

1 MR. STEINER: I see the same stumbling block
2 happening here.

3 MS. MCCARTHY: And it's an excellent
4 question, because you're right. It depends on the
5 dollar value of contracts. You're right, a chiller
6 goes down or whatever.

7 MS. SCHWEER: Come to the mic. He can't
8 hear you.

9 MS. MCCARTHY: Oh, I'm sorry. That's an
10 excellent question, and you're right, it depends on
11 the dollar value of the contract. But we will take it
12 that, we will look at it, see if we can find some
13 lessons learned throughout the other agencies, to see
14 how they've dealt with it -- if they've been able to
15 deal with it. Because we're restricted by the FAR,
16 and sometimes that doesn't catch up with times. But
17 we will take that back and look at it, because that's
18 a very good question, and it is, it's very it can be
19 very debilitating on a customer as well, that can't
20 get their facility to work. So, thank you for that.

21 MR. STEINER: All right.

22 MS. SCHWEER: Okay.

23 MR. STEINER: So, on the MAS side, you know,
24 those with schedules are maybe painfully aware of the
25 compliance requirements, and making sure we're all

1 straight, keeping our teams and our PMs in line,
2 making sure they don't stop.

3 And you talk about locking in OH&P and other
4 costs on the back side of SEA rates, but how are you
5 going to check complaints on that? Do you intend to
6 do that through your data reporting?

7 MS. SCHWEER: Okay. So the question is; as
8 a MAS vendor you're painfully aware of the compliance
9 requirements. And as far as BMO goes, you're talking
10 about the overhead, the G&A, the profit, those rates,
11 and how are we going to ensure compliance with those.

12 Without having the solicitation in front of
13 me to remember all of that exactly, what I can tell
14 you is that, it's going to be more at the ordering
15 level. If this ordering CO, you know, sees your price
16 proposal and says, "I want to make sure that you're
17 charging me what it says in your IDIQ contract," they
18 will be the ones checking that.

19 I am sure, as you all probably are, too;
20 that if they see something amiss they will come to us.

21 So, it will be kind of, a little bit on the ordering
22 contracting officer. But those are the kind of
23 things, too, that when we see -- when we will have
24 visibility to orders. And we can go out to those
25 contracting officers and say, hey, were they doing

1 this? Hey, were they doing this? Making sure that
2 everything is in compliance with that.

3 MR. STEINER: So, compensating under the
4 FAR. If I'm using subcontractors to round out.

5 MS. SCHWEER: Yes.

6 MR. STEINER: You know, we have a fairly
7 large geographical area in some of these zones. We
8 may need to utilize multiple subcontractors, or in
9 specific trades you may have certain activities that
10 are only provided by a very small numbers of
11 contractors.

12 MS. SCHWEER: Yeah.

13 MR. STEINER: They are not always
14 forthcoming with their OH&P, and we may find ourselves
15 in a place where our hand is tied. Is there any way
16 we can remain in compliance and still deal with that?

17 MS. SCHWEER: So the question is; if you're
18 using a subcontractor they may not want to disclose
19 their overhead, their G&A, their profit to you, and
20 how can you remain in compliance with the contract?

21 Okay. So, at the parent contract level, and
22 even probably at the task order level, they're not
23 going to care so much about the subcontractor. It's
24 your responsibility to charge us what it says in your
25 contract. It's kind of the same answer that you would

1 have gotten for schedules. You can charge us what's
2 in your schedule contract. If the subcontractor tries
3 to charge you more than what you're going to get from
4 us, sorry.

5 MR. STEINER: No, I'm good with that.

6 MS. SCHWEER: Yeah. Sorry. But, you know,
7 it's not going to be up to you guys to verify that
8 they're doing the overhead, or you're looking at their
9 overhead or whatever. You know, that's your agreement
10 with the subcontractor. We don't have privity of
11 contract with that subcontractor. So, you know, your
12 duty is to us, for what they're doing. So.

13 MR. STEINER: Okay, thank you.

14 MS. SCHWEER: Okay. Good questions.

15 MS. SNODDERLY: Mark. Mark.

16 MR. RICE: Yeah, Mark Rice, Customer Service
17 director for GSA. I'm from the older school, dealing
18 with schedules, working with schedule matters, dealing
19 with Most Favored Customer pricing; and I'm not quite
20 sure how the IDIQ format works there. The pricing
21 determines the contract level, or the task order level
22 for fair and reasonable? I'm not quite sure.

23 MS. SCHWEER: Mark, and I'm sorry, what was
24 the last name?

25 MS. SNODDERLY: Rice.

1 MS. SCHWEER: Rice. Oh, okay. Mark Rice,
2 Customer Service Director for GSA. And the question
3 was; he's familiar more with the schedule side, and on
4 the schedule side we deal with Most Favored Customer
5 pricing, which is where, and how that's different from
6 what we're doing here for the BMO IDIQ.

7 Most Favored Customer pricing, for anybody
8 who's not familiar with it, on the schedule side is
9 where we say, "okay, what do you give your best
10 customer, what prices do you give them, and we want
11 that better," usually better is what we want, right,
12 and how that impacts me?

13 So, we're not necessarily asking here for
14 your Most Favored Customer price. You saw on the one
15 slide, we do want your government and commercial price
16 for what you're offering to us; but this gets back to
17 we're using Standardized Labor Categories. Those
18 Standardized Labor Categories may not, probably won't
19 match up with exactly with what you guys have already
20 at your company. So, we want you to tell us what you
21 would charge the government, or what you would charge
22 commercially for the way that we have it set up.

23 So, we're not necessarily asking for
24 discounts, Mark, you know, like we would for the
25 schedule. We're looking kind of at overall -- at the

1 IDIQ level we're looking at your fully burdened rate.

2 We're trying to make sure it's fair and reasonable.

3 We're not awarding based on lowest price. We're

4 awarding based on fair and reasonable. We want the

5 highest technically rated companies with a fair and

6 reasonable price.

7 We do have price analysis that we will do.

8 If it shows that what you proposed to us is way out of

9 range, we're going to come back to you and tell you,

10 and ask you, you know, to bring it down. That's

11 where, if the government determines negotiations and

12 discussions are necessary, that's where that would

13 come into play. We're going to make sure that those

14 fair and reasonable prices are fair and reasonable for

15 our customers.

16 But we also recognize that a lot of

17 competition happens at the task order level. Those

18 ordering contracting officers are going to say, "I

19 want prices that are lower than what you proposed on

20 whatever." We know that. We want to make sure -- you

21 know, we respect the fact that you still need room a

22 little bit at the task order level, so that's why

23 we're not going with lowest price, and the other

24 reason we're not going with lowest price is we want

25 the best, most qualified vendors. So.

1 We are, and I don't know, Mark, if you're in
2 here for this. We are also asking for tiered pricing,
3 or basically volume discounts to be proposed on all of
4 them.

5 MS. SNODDERLY: Other questions?

6 (No response.)

7 MS. SNODDERLY: Here's our BMO email address
8 again. So, if you think of a question, you know,
9 after you leave, "oh, I should have asked that," email
10 us here and ask us questions. One last time.
11 Anything else?

12 If you have any -- anything you wanted to
13 say, Teresa?

14 MS. MCCARTHY: I did. You know, I'm sure
15 for some of you this is, you know, one of your initial
16 times to one of these type of events or exchanges.
17 This is a bit overwhelming. So I would, for anyone
18 that is new to this or working for the government or
19 with the government, I would suggest there's a couple
20 places you could go. And one of them is the
21 Procurement and Assistance Technical Center, PTAC.
22 Just Google it. Just go and Google it and they will
23 help you, especially for small -- this is primarily
24 for small businesses.

25 And the other thing is, you know, everybody

1 wants prime contract. But, you know, sometimes you
2 have to just start out by getting your foot in the
3 door, and that is to partner or to sub-partner again
4 with a large contractor. Because it is overwhelming.

5 It's a lot of information to absorb at one time.
6 That's why, the other thing is, we do have these RFPs
7 out. You all study them. Ask questions. No question
8 is too little or too simple, because you know, if it's
9 a hard question, it's a hard question to you so we
10 want to be able to help you.

11 Again, I want to thank everybody for coming.

12 I know long travels for some, close for some, but the
13 weather wasn't great and I know they had a protest on
14 the bridge. We had people that had a hard time to get
15 here yesterday. So, again, I thank you very much for
16 that. Look forward to working with everybody in the
17 future, and if we can entertain any other questions,
18 one last plug for getting the responses in to our RFP
19 because that just helps you.

20 We understand where you're coming from. We
21 want to help you. We're going to take these questions
22 back. Excellent questions from the crowd. So, I
23 appreciate it and thanks again. Have a great day.

24 MS. SNODDERLY: Thank you.

25 (Applause.)

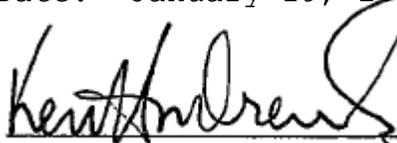
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REPORTER'S CERTIFICATE

DOCKET NO.: None
CASE TITLE: Building Maintenance & Operation
Services (BMO) Industry Day
HEARING DATE: January 19, 2016
LOCATION: San Francisco, California

I hereby certify that the proceedings and evidence are contained fully and accurately on the tapes and notes reported by me at the hearing in the above case before the General Services Administration, Federal Acquisition Service.

Date: January 19, 2016

A handwritten signature in black ink, appearing to read "Kent Andrews", written over a horizontal line.

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