BrightView Landscape Services response to:
George Mason University
RFP GMU-1743-21 Landscape Maintenance Services
Round 1 Proposal Clarification (Q&A)
Date: January 27, 2022

The evaluation committee has completed the evaluation and scoring of all proposals received for RFP GMU-1743-21 and have identified your firm as one of the finalists. We are prepared to move to Round 1 Proposal Clarification/Question & Answer (Q&A) in lieu of oral presentations. We have a few items that we would like your firm to address/clarify below. Please respond to the points below your earliest convenience but **no later than 2:00PM Eastern Time (ET) on February 01, 2022.**

Please provide detailed answers and additional documentation, if necessary, in order to thoroughly answer the questions below. Information provided during this phase may impact the committee's award decision:

Katherine and GMU Selection Committee,

Thank you for the opportunity to respond and clarify the items presented, after review of our proposal. Please reach out if further clarification is needed or if GMU feels any of our responses could negatively affect our selection as your landscape partner. See our responses below:

1. **Question:** Please provide further elaboration on Brightview's proposed plan for Lawn Care, re: mowing frequencies and height. In our Mason Technical Specs, it states the following: "Turf shall be mowed to consistently maintain a height of 3.5", as seasonal conditions dictate. If weather patterns prevent the Contractor from adhering to the planned schedule, it is the responsibility of the Contractor to add additional staffing or hours to their schedule, including working on weekends or holidays, in order to keep up with any back-logged areas in need and to prevent the turf grasses from exceeding the required height. It will be the responsibility of the Contractor to notify the Contract Administrator if these conditions arise…..".
   This specific directive cannot be found in your proposal. Please confirm that this will be followed, as directed, per the technical requirements.
   Answer: BrightView will schedule mowing services and staff to adhere to seasonal changes in turf conditions. We know the spring season will require either an increase in staff or frequency of site visits. At this time, we anticipate and have preliminarily scheduled weekly mowing visits during the spring season. With proper communication and scheduling with the CA, we have the ability to work more hours in a day or weekends and/or add more resources if catch up is needed following extremely wet periods. Also understand during extremely dry periods, mowing service crews may have a lower headcount or require less frequencies to maintain and not harm turf conditions. Other services may be performed during those visits, such as weed control, pruning, watering, etc.

2. **Question:** Please elaborate on the Aeration and Seeding specification found on Page 13 of your proposal. Upon completion of these tasks, written notification of the dates of service and areas treated needs to be provided to the CA, for the duration of the contract. Please confirm that this will be provided.
   Answer: Aeration and Seeding services will be completed in conjunction with each other to ensure proper settling of seed into aeration pores and to allow CA to observe the completion of

full aeration and seeding services in each area. BrightView will provide written communication of the completion of Aeration and Seeding services. Communication will include dates and areas treated.

3. **Question:** Please confirm your understanding of the subject re: leaf removals found on Page 17 of your proposal. This is now DAILY, and not weekly or monthly. Please explain in detail your planning for this.
   Answer: From the Scope of Work service description provided by GMU, BrightView is under the assumption, GMU expects leaf management team present on a GMU site during the months of October, November and December (minus times of extreme weather conditions, weekends and BrightView holidays) to efficiently maintain the turf, planting areas and hard surfaces areas as free as possible at that moment from major leaf build-up which could cause damage to turf areas and plant beds or create unsafe conditions on hard surfaces. Leaf drop is an ongoing horticultural process, so leaves will be present at all times during those months, but BrightView will make every effort to create and execute a proactive service plan, while also having the flexibility to concentrate efforts on those sites and areas of concern we observe and through feedback from CA. BrightView has not created a service plan nor have priced our services to have a presence on every GMU site, every day of the leaf season. If that is the expectation, we would need to develop such plan and offer pricing for that service in addition to our current pricing.

4. **Question:** Please confirm your understanding of the subject re: annual floral rotations found on Page 17 of your proposal. Confirm that floral species/colors will be submitted to the CA for approval, prior to ordering and installation and elaborate on your plan.
   Answer: As in the past, BrightView will continue to consult with the CA to offer annual flower options and final approval before placing orders and scheduling installation. It will be the responsibility of the CA to respond by agreed upon date, to ensure our growers are given sufficient time to produce the requested materials.

5. **Question:** Please confirm your understanding of the subject re: "the IPM and treatment of weeds/noxious plants related to our stormwater BMPs and outfall features on every campus". These are intertwined within our landscape zones and the contractor is responsible for keeping them free of weeds/trash/loose debris like leaves and sticks and any other obstructions that would prevent proper flow and operations. It is also required that the contractor is familiar with any product use restrictions around active water features like the BMPs/ponds and outfalls.
   Answer: BrightView will monitor and maintain storm water BMPs to alleviate weeds/noxious plants, as well as keep them free of weeds/trash/loose debris to allow for proper flow and operations. BrightView will follow Do not apply fertilizer within 25' of a water feature, storm drain inlet, drainage ditch, or any other water conveyance system. strict adherence to Department of Environmental Quality's, (DEQ), storm water Best Management Practices (BMP) and VDACs standards in general maintenance of these features, as well as limit application of fertilizer and any other turf treatments within 25' of a water feature, storm drain inlet, drainage ditch, or any other water conveyance systems. If absolutely necessary and with communication with the CA, BrightView may use approved aquatic weed control products for difficult invasive plant species.

6. **Question:** The plant list included on your proposal on Page 21 is outdated. Please confirm that the contractor is to seek final approval for ANY new plantings from the CA/Grounds Manager before proceeding.
   Answer: BrightView will continue to provide detailed plant lists within every new planting proposal provided to the CA/Grounds Manager. If at any time this is not clear enough to CA/Grounds Manager/Purchasing Agents, please ask for further clarification. We made an initial search of GMU website for an updated version, but only found the 2009 version. Please provide updated list for our files.

7. **Question:** Regarding Page 35 of your proposal, Communication and Reporting. We have a very diverse group of departments at Mason, all with differing event schedules and requirements. Please confirm your understanding and agreement to tailor your performance schedules around these events and that special coordination will be required. Examples are ICA (Intercollegiate Athletics) and NCAA athletic/sporting events, REC (GMU Recreation) and their athletic events, Housing and events such as Family Weekend and campus tours for prospective students. Housing also has specific restrictions to daily start times that will need to be coordinated. This is also a concern at our Mathy I, II, and III residential sites. There are often events there that will need special attention before and after. Please confirm that coordination and scheduling is all subject to fluctuation and that you are capable of meeting such by working closely with the CA/Grounds Manager.
   Answer: BrightView monitors the online posted schedules and that provided by the CA, for departments and facilities as closely as possible to initially create work schedules. With continued close communication with the CA, BrightView has the flexibility to move resources to accommodate. Please understand in some cases moving resources, may affect the completion of services on other sites and areas within. BrightView would of course appreciate notification as far in advance as possible or even be included in GMU meetings or calls pertaining to such events or schedule changes.

8. **Question:** Please explain in further detail the management plan and reasoning for sub-contracting with TruGreen for turf management. In years past, the oversight by Brightview has been negligent and created numerous call-backs for missed areas, inconsistency, lack of supervision, and pedestrian endangerment. This is not acceptable and needs much improvement. Please elaborate on this past performance and your plan to cure any anticipated deficiencies moving forward.
   Answer: TruGreen is a BrightView long-standing, national service partner who assists branches in timely and urgent delivering turf care services, a climate and environmentally sensitive service. Currently BrightView Lorton Branch executes approximately 40% of Spring and Summer turf applications, 100% of Fall Fertilization applications and all shrub and tree IPM inspections and treatments at GMU sites.
   In response of your stated concerns and in the spirit of continuous improvement, both TruGreen and BrightView have committed to increased oversight to improve safety, quality, communication and scheduling efficiency. TruGreen will assign applicators with a working knowledge of the GMU sites and expectations, as well as increase their commitment by having a Service Manager on-site to offer an additional layer of oversight and expertise. BrightView will engage our Production and Account Managers to improve monitoring efforts and communication of service completion. The BrightView team will report any issues of concern to the CA in a timely manner. BrightView is always striving to improve our ability to incorporate

more services in house and will continue to work towards expansion of our turf care services coverage at GMU.

9. **Question:** We noted in your proposal your employees receive no sick and no vacation days. Does this mean that employees are not paid if they are ill? What is your protocol if an employee tests positive for COVID?
   Answer: BrightView's professional staff and Crew Leaders are offered paid time off benefits. BrightView does offer what we refer to as "COVID Pay" for all staff. Individuals who test positive for COVID receive 100% of their pay during isolation. Team members who are exposed to COVID and are required to quarantine receive 60% of their pay during the quarantine.

10. **Question:** We noted in your proposal that one of your subcontractors states their employees receive no sick time. Does this mean that employees are not paid if they are ill? What is your protocol if an employee (including your subcontractors' employees) tests positive for COVID?
    Answer: TruGreen provides associates with Paid Time Off (PTO) that may be used as sick leave. They are also afforded Leave of Absence for Family and Medical Leave Act (FMLA) is the need is for an extended period of time. TruGreen offers paid time off for COVID related testing and a portion of pay for time off due to medically confirmed COVID infections/quarantine.

11. **Question:** Do you and your subcontractors offer health insurance to employees?
    Answer: BrightView full-time regular team members are eligible for medical, dental, and vision benefits, as well as company paid life insurance. Additionally, team members are eligible to participate in our 401(k) and receive company paid holidays. Both subcontractors have similar health insurance benefit programs based on eligibility.

If you have any questions about the questions above, please contact the Contracting Officer, Katherine Sirotin, as soon as possible to obtain clarification.

Thank you,
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