BrightView Landscape Services responses to:
George Mason University
RFP GMU-1743-21 Landscape Maintenance Services
Round 3 Proposal Clarification (Q&A)
Date: February 04, 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 have received and reviewed your responses to Round 1 and 2 Q&A and are prepared to move to Round 3 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 Tuesday, February 8th, 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 once again respond and clarify the last several items presented, after review of our proposal and Round 2 Q&A. 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:** To further clarify on BrightView's Answers to Question 1 (Round 2 Q&A): We would like to clarify the intent of these questions regarding the 3.5" height standard. GMU understands the horticultural practices of turf management and is not requiring Brightview to mow the turf to a height or at a frequency that would cause damage to the turf. This is a performance-based contract so we expect the Contractor to abide by the requirements listed in the RFP and to maintain the sites as they see fit so they meet those standards. However, under the historical contract and past performance there have been several instances where the contractor has not maintained the turf at the correct height (allowing it to grow well over the 3.5" height and in some cases reaching as much as a foot (12")), and requiring the CA to have to consistently reach out to alert Brightview that the areas were not being properly maintained or cared for. We would like Brightview to address how they are going to avoid these types of situations in the future, and if that requires increasing supervision, being more proactive, increasing mowing frequency, etc. we would like Brightview to advise how they plan to better uphold these standards under any new contract award without having to be constantly managed or alerted by the CA. Please advise.
   Answer: We completely understand any concerns of performance and any frustration in unnecessary management of services. We are always working towards improvements on how we deliver safe, quality and efficient services. Moving forward we will increase communications with the CA by:
   a. Providing weekly service schedules on Fridays for the following week outlining sites to be visited and services to be performed.
   b. In coordination with Monthly Performance Meetings, BrightView will use our Quality Site Assessment with commentary and pictures to document services completed, services to be scheduled, areas of concern and improvement recommendations.

As far as increased frequencies and headcounts to meet demands of an enhanced scope of work, we have taken that into account in our proposal and work plans and are comfortable moving forward. We also welcome the addition of the monthly performance meetings to alleviate any ongoing concerns and work together towards continuous improvements.

2. **Question:** We would appreciate it if Brightview could clarify their response to Question 2 in Round 2 Q&A. In your response you state that "BrightView will have a daily presence to perform leaf services on a GMU site during the months of October, November and December (minus times of extreme weather conditions and 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." Per the highlighted section, please clarify if Brightview is going to have a daily presence on ALL campuses listed in the RFP and not just "a" site. We want to ensure that all campuses/sites are receiving daily leaf services/maintenance during the peak leaf season. This is to be understood as a consistent pattern on every campus (not just one). APPA Level II is expected to be maintained consistently everywhere under this contract scope.
   Answer: During peak leaf season within the months of October, November and December, BrightView will have a daily presence on each GMU site. The amount of services performed will depend on leaf drop pressure and the condition on the ground. Again the increased communication efforts will keep the CA informed of the schedule and offer an opportunity to collectively revise the schedule, prior to the service week.

Thank you,
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