

Solicitation Questions & Answers Date 9/30/21

- 1) Will EXCHANGE be open to the VENDOR transition the center at a later date? *Licensing and timeline constraints put the January 3rd transition at risk.*

Response: The target is a January 3rd, 2022 start date. If the VENDOR is targeting a different date, please note the intended start date in your proposal, no later than February 1st 2022.

- 2) What does the current return-to-work policy/plan look like? Is it the same as pre-COVID now?

Response: NASA follows federal guidance/ Executive Order direction. The current on-site work is limited to 25% capacity, with an expectation of moving to 50% in the future. It is not the same as pre-COVID. The latest information can be found on the LaRC SOS COVID site (<https://larc.sos.nasa.gov/>).

- The teachers and staff would count against the cap and will be managed with the 25% cap.
- The children and the drop-offs will not count against the cap.
- No guarantees, but unless the COVID situation becomes worse, we should be increasing capacity by January.
- Concerning vaccination mandate: there is no mandate for children, but the staff and drop-offs will need to prove vaccination to get the on-site access badge.

- 3) How many employees work at this location?

Response: NASA Langley Research Center employs about 3,400 civil servants and contractors personnel.

- 4) Can you provide weekly enrollment details pre-COVID? *Ideally this would be average weekly enrollments per month by age group.*

Response: Incorporated via Amendment 01 to the solicitation. See Appendix D – LCDC Enrollment Data for the 2018-2020 enrollment information. Weekly information is not presently available.

- 5) We discussed the possibility of a survey being conducted. Did that happen? If so, would be please share the result of the survey.

Response: Yes, please reference the newly posted excel spreadsheet summarizing the results. The survey was made available to all LaRC civil servants and contractors. Responses were received both from families previously enrolled and from parents interested in on-site daycare but not previously enrolled.

- Of the families who were previously enrolled in the center, what percentage respondent that they were likely to return to the center when it opens? Of the families who were previously enrolled in the center, what percentage indicated they would not return when the center reopens?

Response: There were 123 respondents stating interest in using an on-site daycare, 36% more than the total number of previously enrolled families (87). This survey is not binding and final numbers will be coordinated with the selected vendor.

- Was this due to experience, pricing, they found another provider or source of care?

Response: This was a combination of older children aging out and/or children enrolled in new programs or home care.

- Of the families surveyed, can you provide what they are currently paying for childcare services? *(weekly averages are fine)*

Response: See Attachment 2b of the original solicitation for prior tuition rates. Please note these rates were prior to the \$15.00 per hour minimum wage for federal contractors order.

- 6) Were previously enrolled families receiving tuition assistance from the state, military or any other program(s) to reduce their out-of-pocket tuition expense? *Please provide percentage of families on tuition assistance programs and average tuition assistance amount.*

Response: No families were receiving assistance.

- 7) Historical tuition rates have been below market competitors. How amenable is the EXCHANGE and/or parents to tuition rate increases to align with the market?

Response: The EXCHANGE and parents are aware that there may be changes in tuition rates (compared to prior rates), both due to market changes and the order on minimum wage for federal contractors (which may be somewhat balanced by the selected vendor not having facility leasing fees). Selection criteria for the vendor includes competitive tuition rates for the stakeholders (legal guardians of children). However, there are no lease costs and certain maintenance costs are the responsibility of the government; therefore, rates at LCDC have always been lower than the local market because these costs are covered.

- 8) Does the EXCHANGE have annual budget dollars to subsidize tuition rates at a level that meets the providers requirements to operate the center?

Response: No.

- 9) Is the EXCHANGE open to initial contract terms greater than two (2) years and 1-year renewals?

Response: We plan to maintain this approach; however, EXCHANGE may extend and utilize the 1-year renewals based on VENDOR input and performance or other factors not known at this time.

- 10) Is the EXCHANGE required to go through an RFP processes when the contract term is up? Or on a set time schedule?

Response: During the last year of performance, the Government will decide whether or not to utilize the 1-year renewals. If the decision is made not to renew, then a re-competition will occur. Otherwise, the agreement will continue on an annual basis pending annual Government review.

- 11) Was the center self-operated pre-COVID? If there was a previous operator, can you share who and why they ended their partnership?

Response: Yes, the child development center (CDC) was self-operated by the Exchange prior to COVID. The CDC was closed March 2020 due to COVID constraints and NASA Langley management decided to out-source the CDC program as the Center returns to operations.

- 12) Will staff be required to have additional security clearance outside of state licensing background clearances, if so what is the timeline as it pertains to their start date of work?

Response: The EXCHANGE will undertake the necessary background check required for NASA badging to access the site. For on-site (NASA Langley) center access security checks for permanent badges for employees may take up to 3 months. However, temporary badges can be issued and operational constraints can be established in the interim. No additional clearances are required by the Government. The vendors are responsible for state background checks.

- 13) Is there additional training the staff will be required to take?

Response: The VENDOR is responsible for ensuring training required for state licensing and accreditation are met. Also, see requirement 1.10.4: EXCHANGE shall provide general safety and return to on-site work training for all VENDOR employees (approximately 1 hour).

- 14) Is there a badging process the staff will need to go through, if so what is the timeline that may impact potential start dates of hire?

Response: Yes, the EXCHANGE Manager will provide the process to be followed. For on-site (NASA Langley) center access security checks for permanent badges for employees may take up

to 3 months. However, temporary badges can be issued and operational constraints can be established in the interim. Please also see #12.

15) Do you have any COVID requirements that exceed VENDOR's expectations?

Response: Reference #2.

16) Do you have a contact list for any previous employees? If so, have you had any contact with them and would they return to the center?

Response: The Exchange will contact former employees to confirm whether or not they would like their contact information passed along to the Vendor. If yes, the Vendor may contact the employees directly to request resumes.

17) When was the last time the center received National accreditation and through what entity?

Response: The center had not received National accreditation in the past.

18) What were the staff salary rates when it was operational?

Response: Prior to Center closure, pay rates were not mandated. Executive Order (EO) 14026 entitled "Increasing the Minimum Wage for Federal Contractors" was signed on April 27, 2021, and requires the minimum wage for workers performing on or in connection with covered federal contracts to be \$15.00 per hour beginning January 30, 2022. The Vendor is required to comply with this EO. Based on 2018 financial records the following rates were used for Full-Time or Part-Time previous LCDC employees:

- **Care Providers: \$8.75 per hour to \$11.25 per hour**
- **Teachers : \$9.50/hour to \$14.00 per hour**
- **Admin : \$15.00 per hour**
- **CDC Director: \$28.61 per hour**
- ***Note: FT or PT pay rates vary according to qualifications, length of service an status of employment (Regular or FLEX)***

19) What is the ADA status of the CDC to include the playground?

Response: This is currently under review. Any non-conformances required for licensing will be the responsibility of the Government. However, there is an exception since this playground is not available to the public so not all of the ADA requirements are applicable to this site. Regardless, if an enrollee requires accommodation, then it will be the responsibility of the Government to meet any ADA requirements that affect state licensing.

20) Will we be permitted to add internal and external brand signage?

Response: Signage will need to be approved by NASA Langley policy on center ads.

21) What are the numbers by age group currently on waiting lists?

Response: The EXCHANGE is currently collecting names from parents of children previously enrolled, on the pre-covid waitlist and families who were not previously enrolled or waitlisted - and are interested in re-enrolling/enrolling. The current total number of children on that list is 67, with the age breakdown listed below. Please note that the EXCHANGE is continuing to collect names.

| Age Group | New Waiting List | Pre COVID List | To be Born | Total |
|---------------------------|------------------|----------------|------------|-----------|
| LD (6 weeks-12 mos.) | 7 | 1 | 5 | 13 |
| BD (12 mos.-24 mos.) | 8 | 7 | | 15 |
| Comets (18 mos.-2.5 yrs.) | 4 | 5 | | 9 |
| TS (2-3 years) | 2 | 4 | | 6 |
| SS (3-4 yrs) | 7 | 8 | | 15 |
| Rockets (4-5 yrs.) | 1 | 8 | | 9 |
| Totals | 29 | 33 | 5 | 67 |

22) What services are available for Exceptional Family Members in relation to enrollment at the CDC?

Response: CDC didn't have an EFM program/service before closure.

23) Can we have access to former employees that are eligible for rehire?

Response: See response to question 16.

24) When are references due? After submission or by Oct 7th?

Response: Reference name and contact information are due by October 7, 2021 at 4:00 PM EDT.

25) How will the vendor have access to process payroll deduction for tuition payments as stated in 2.5.1?

Response: This will be coordinated by the VENDOR using Direct Bill Pay or a specified VENDOR process.

26) What readiness maintenance of the CDC will be performed by the Exchange prior to opening and will awarded Vendor have the option to choose items like paint colors, etc?

Response: A volunteer clean-up activity is being scheduled for October to ready the facility prior to the VENDOR selection. The EXCHANGE will determine if another clean-up day will be required in November/December. The exterior painting of the building has been deferred and interior painting is currently under review, and it is anticipated that the EXCHANGE may provide touch-up painting of the interior.

27) Were there planned capital improvements prior to the centers closure and if so, what were the planned improvements?

Response: A facility condition assessment report was completed August 12, 2021. The facility condition index was 3.74 out of 4.00. No capital improvement are planned to be completed prior to releasing to the VENDOR.

28) Will janitorial supplies like toilet paper, etc. be provided by the Exchange?

Response: Janitorial supplies required to complete the duties defined in Appendix A will be provided by the EXCHANGE. However, consumables such as toilet paper and paper towels will be the responsibility of the VENDOR.

29) Will the Exchange inspect and keep up to date fire and life systems like fire extinguishers, etc?

Response: Yes, the EXCHANGE will inspect and keep up to date with NASA for fire and safety inspections.

30) Is there a maintenance work order system and what is the priority of the CDC in the system?

Response: Yes. All work orders are generated, categorized, performed according to priority level to the NASA center.

31) Will the vendor be permitted to operate camp/school age programs during the summer if space allows?
Response: Yes, as long as the program meets all requirements (safety, transportation, etc). Additional space for summer camp, if available at that time, will need to be coordinated with the EXCHANGE. This is not required as part of the baseline CDC, but is an opportunity for growth in the future.

32) How will marketing for enrollment work between the Exchange and the Vendor?
Response: The VENDOR will have access to advertise on the external CDC website. Internal communications can be coordinated with the EXCHANGE Manager. Additional marketing will be the responsibility of the VENDOR.

33) Is there a history of grants for the CDC?
Response: No, there is no history of grants for the CDC.

34) Did the CDC receive funds through the Children and Adult Food Program (CACFP)?
Response: Yes, the CDC received funds through the CACFP.

35) 2.3.3 VENDOR shall provide child-care services primarily to the NASA LaRC workforce, which includes active (non-retired) and badged NASA civil servants and support service contractors. Based on availability, child-care services can be provided for Joint-Base Langley-Eustis employees (maximum of up to 25%). -- The assumption here is there is enough demand to fulfill 75 % capacity for NASA alone?
Response: Yes, that is correct. This may be re-evaluated by the EXCHANGE based on NASA Civil Servant and Contractor enrollment numbers.

36. Can you please confirm breakdown of License Capacity per classroom/age group?

Response:

The *current* LCDC Layout License Capacity is the following, however this may be adjusted as long as the teacher /child ratio is maintained consistent with the licensing/accreditation requirements:

- a. Little Dippers (6 weeks-12 months) / **18**
- b. Big Dippers (12-24 months) **15**
- c. Comets (18 months-2.5 years) **18**
- d. Twinkle & Shining Stars (2-4 years old) **30**
- e. Rockets (4-5 years old) **35**

Total: 116

37. Can you please provide enrollment numbers per classroom/age group prior to closure?

Response: Please refer to NASA Langley Exchange Childcare Requirements Revision 1, Appendix D.

38. When was the last tuition price increase? How much was the increase?

Response: March 1, 2020, 5% of previous year tuition fees.

39. What percentage of enrollment was part time prior to closure?

Response: Checking, however the VENDOR can prioritize full-time over part-time.

40. Can you please confirm that the center was NAEYC accredited?

Response: See question #17.

41. Is your expectation that the new provider becomes NAEYC accredited?

Response: Yes, please refer to Article II, 2.2.

42. Would you prefer the new provider to run NAEYC ratios or maintain previous ratios?

Response: NAEYC ratios which should be consistent with what was being done.

43. Prior to closure was there a waitlist in any of the classrooms? If so, can you please provide the number of children on waitlist?

Response: Refer to question #21.

44. Can you please provide the number of staff members prior to closure?

Response: 26 Staff members.

45. Can you please provide prior staff member salary range information and indicate if they are FT or PT?

Response: Reference question #18.

46. Does the center take 3rd party assistance? If so what % of center were on 3rd party assistance prior to closure?

Response: The CDC did not take 3rd party assistance.

47. If there are interior furniture fixtures and equipment as well as playground equipment/items that need to be replaced, would the EXCHANGE be responsible for the replacement items or would the new provider be responsible?

Response: Any new interior furniture fixtures, equipment and playground equipment will be the responsibility of the VENDOR.

48. What in-kind services do you provide? Rent, Repairs and Maintenance, Janitorial? Utilities? Food?

Response: See Requirements Document Article 1: 1.1 to 1.11

49. Is the center equipped with interior and exterior cameras? Really, each room has cameras? I thought it was just outside.

Response: Yes, the CDC is equipped with interior and exterior cameras.

50. You mention that you accommodate School Age children when available? Can you describe how that works? Do they share space with the oldest Preschool class?

Response: During summer camp only. The LCDC director previously hired summer camp program staff, supported by the CDC employees.