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SECTION B - CONTINUATION OF SF 1449 BLOCKS

B.1 CONTRACT ADMINISTRATION DATA

(continuation from Standard Form 1449, block 18A.)

1. Contract Administration: All contract administration matters will be handled by the following individuals:

a. CONTRACTOR:

b. GOVERNMENT: Contracting Officer 36C248

Department of Veterans Affairs

Network Contracting Office 8 (NCO 8)

8875 Hidden River Pkwy Suite 525

Tampa FL 33637

2. CONTRACTOR REMITTANCE ADDRESS: All payments by the Government to the contractor will be made in accordance with:

☒ 52.232-34, Payment by Electronic Funds Transfer—Other Than System For Award Management, or

3. INVOICES: Invoices shall be submitted in arrears:

☒ Monthly after services have been received by the Government

4. GOVERNMENT INVOICE ADDRESS: All Invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

Department of Veterans Affairs

Financial Services Center

P.O. Box 149971

Austin TX 78714-9971

ACKNOWLEDGMENT OF AMENDMENTS: The offeror acknowledges receipt of amendments to the Solicitation numbered and dated as follows:

AMENDMENT NO	DATE

B.2 PERFORMANCE WORK STATEMENT

Veteran's Self-Care Housing

1.0 INTRODUCTION

The Department of Veterans Affairs, James A. Haley Veterans' Hospital (JAHVH), 13000 Bruce B. Downs Blvd., Tampa, FL is soliciting a requirement for eighteen (18) weekly rooms and five (5) weekend rooms. For the purposes of this PWS, Sunday through Thursday is considered weekly, and Friday through Saturday is considered weekend.

There shall be guaranteed availability of 18 (weekly) rooms per weekday night. For the period Friday through Saturday (weekend), there shall be guaranteed availability of 5 rooms per weekend night. Within the scope of this requirement, the Government may order additional rooms when needed. VA's need and ability to increase rooms above the guarantee shall be priced at a negotiated daily room rate per the pricing schedule on the contract. Reserved rooms shall include four (4) two-bed rooms and three (3) ADA rooms with Hoyer Lift access and wheelchair roll-in showers. ADA rooms will be included in options to reserve additional rooms.

The Self Care Unit at the VA manages temporary self-care lodging to eligible veterans. Contracted rooms are to accommodate veterans who may travel long distances for medical services before, during, and after treatment has been received. The hotel/motel shall be located within an approximate 15 minute distance from JAHVH considering the normal Tampa high volume traffic. Third parties, sub-leasers, persons or entities without proprietorship authority over hotels or motels will not be considered for a contract award.

The hotel/motel shall have a wheelchair assisted van, shuttle or transportation services to transport patient veterans and eligible caregivers to and from JAHVH. Eligible patient veterans shall have access to the wheelchair assisted transportation from 4:45 AM to 9:45 PM; seven (7) days per week; Monday through Sunday, excluding holidays.

The estimated initial period of performance for this requirement is from date of contract award (no earlier than September 1, 2016) through August 31, 2017 and will include four (4) one-year option periods. This action will be awarded as a Requirements Contract (see FAR16.503), with the ability for room increases to be ordered by the Contracting Officer or other designated official. All room orders above the eighteen (18) weekly room guarantee, Sunday through Thursday, and the five (5) weekend room guarantee, Friday through Saturday shall be placed with the hotel/motel within 24 hours before needed.

This requirement states the maximum limit of the hotel/motel's obligation to deliver in one (1) year is 8,580 room nights. The maximum number of room nights the Government may order under each individual delivery order is 5,205.

2.0 ROOM REQUIREMENTS

- a. Contractor shall provide eighteen (18) weekly and five (5) weekend furnished hotel or motel rooms per night as follows: Sunday through Thursday, there shall be guaranteed availability of 18 weekly rooms per night. For the period Friday through Saturday, there shall be guaranteed availability of 5 weekend rooms per night. Rooms offered shall be

within an approximate 15 minute high traffic volume commute distance from JAHVH, 13000 Bruce B. Downs, Blvd., Tampa, FL.

- b. Daily room rates shall include all applicable taxes, fees, and any other no-charge services offered to guests of the hotel/motel. Room requirements shall include four (4) rooms with two (2) beds and three (3) ADA rooms with wheelchair roll-in showers. When needed, orders for additional rooms shall include ADA rooms and is subject to availability. ADA rooms shall be Hoyer Lift compliant, and comply with the applicable ADA guidelines.
- c. All contracted rooms shall be physically located in a single location (separate buildings within a campus atmosphere are acceptable) and grouped together on the same floor(s) of the facility if possible. Contracted rooms shall be fully furnished to include contractor provided utilities and other specified services (minimum of TV, clock radio, microwave, refrigerator and local phone access).
- d. All contracted rooms shall be non-smoking. The contractor shall provide a “designated smoking area” with proper signage. Authorized veterans smoking in the rooms shall be reported to VA Self Care Unit personnel. No illegal drugs, or disruptive behavior will be tolerated in contracted rooms at any time and violators will be reported to Admin Unit Personnel and asked to leave by Health Administration Service (HAS) administrative staff. Any charges due to smoking in a non-smoking room and/or any other incidental charges (snacks, drinks, sundry items, etc.) are the responsibility of the Veteran occupying the room.
- e. Rooms shall be neat and clean upon veterans check-in. Rooms addressed by a veteran as not clean and is a valid customer complaint, shall have services rendered within 30 minutes of notifying hotel front desk staff.

3.0 ROOM RESERVATIONS:

- a. Room reservations, room occupancy, and room payment will be on the following basis:
 - (1) Contracted rooms to be occupied by specific individuals referred by authorized personnel of the JAHVH. The VA will inform the Contractor of individuals name and expected arrival time at the motel/hotel. Spouses and caregivers of authorized individuals may also occupy the room(s).
 - (2) Contractor has the option to obtain the Veteran’s credit card information to be used for incidental charges and or room damages. If contractor implements a hold on the Veteran’s credit card the charges should not exceed \$15.00 per day and/or \$75.00 per reservation. All funds placed on hold should be released upon the Veteran’s check-out from the facility. The contractor should notify the VA of any damages assessed within the room and the contractor’s plan to recoup the cost of the damages (i.e. bill the Veteran). Veterans who do not have a credit card should not be denied the option to stay in a room. Contractor understands that the VA assumes no liability for damages made to their facility by a Veteran, their guest or service animal.

(3) Services shall be provided twenty-four (24) hours per day, seven (7) days per week including all Federal Holidays, observed by the Federal Government including any other day specifically declared by the President of the United States.

(4) Admin Unit Personnel will brief referred veterans of established check in and check out times and procedures. The contractor will be notified before the veteran is assigned to the hotel to avoid any unnecessary delay in services.

(5) JAHVAH Admission Unit personnel can be reached at 813-972-2000, extension 6194 or 6197, from 7:30 a.m. to 4:00 p.m., Monday thru Friday. The Administrative Officer of the Day (AOD) can be reached at 813-972-2000, extension 6194 or 6197 after hours, weekends, and on holidays. The aforementioned personnel, their supervisor and the Contracting Officer Representative (COR) are the only authorized personnel to submit and modify reservations. If clarification is needed and the contractor cannot reach above personnel, the contractor shall call the VA operator at 813-972-2000, extension 0 and have the Administrative Officer of the Day (AOD) paged.

- b. Authorized dates and length of stay will be documented on JAHVAH authorization sheets and faxed to the Contractor by authorized VA personnel. In the event a VA referred occupant refuses to leave the room, the Contractor shall immediately notify authorized VA personnel in paragraph a (4) above. Should a VA referred occupant check out without prior notice from the VA, the Contractor shall immediately notify authorized VA personnel.
- c. Contractor shall reconcile each business day the number of rooms in use, names of authorized individuals and assigned room numbers. This transaction will be conducted via fax or other agreed upon means between the contractor and Admissions Unit personnel. The contact fax number is 813-978-5970. If this transaction is unsuccessful the contractor shall phone Admissions Unit personnel at 813-972-2000, extension 6194 or 6197.

4.0 INVOICES

- 4.1 All charges incurred in the use of rooms, supplies and/or equipment are to be included in the unit prices quoted. The James A Haley VA Medical Center reserves the right to reject payment for additional room charges, supplies and/or equipment used in the performance of this contract if not specifically ordered and required for patient care. If the Veteran incurs or makes charges above and beyond what is required in this contract, the Veteran will be charged as a normal customer for such charges.
- 4.2 The VA shall review and reconcile invoices with Self Care Registration logs. Unauthorized charges shall be rejected pending investigation. Unauthorized charges are those that are being disputed or have not been pre-approved by authorized VA personnel, and that are not allowable under the contract. A final determination shall be made, within 30-days, after notifying the contractor of charges being rejected.
- 4.3 The contractor shall be paid monthly in arrears upon receipt of a properly executed invoice. Each invoice shall represent charges covering the first day of the month to the last day of the month. Invoices for payment shall include a copy of the VA authorization

number to ensure payments. Invoices should be submitted to the COR via email monthly for review and processing prior to submission to Financial Service Center in Austin, Texas

4.4 Contractor shall submit an invoice to the VA centralized Financial Service Center in Austin, Texas at P.O. Box 149971, Austin, Texas, 78714-8971 for payment of all rooms covered by the contract each month for the previous month. The invoice shall include necessary identification such as contract number and task order. The base charge for 18 rooms Sunday through Thursday and 5 rooms Friday and Saturday itemized by room number, dates of occupancy, first initial and last name of guest and also include charges for any additional rooms that were required above the minimum guarantee.

5.0 PATIENT EMERGENCIES

Contractor shall contact 911 emergency medical services to respond in the event a VA referred occupant is in an emergency situation of any kind. Once the emergency has ended, the Contractor shall notify authorized VA personnel of the situation.

6.0 ROOM MAINTENANCE

Rooms must comply with all Federal, State and local laws in accordance with FAR 52.212-4.

7.0 GENERAL BUILDING REQUIREMENTS AND SPECIFICATIONS

Contractors shall provide services in an environment that are common in the hospitality industry.

- (1) Buildings in which space is offered shall be evaluated in accordance with latest editions of the NFPA 101, LIFE SAFETY CODE and AMERICAN DISABILITIES ACT (ADA).
- (2) In accordance with FAR 52-212-4(q) Other Compliances, the contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under the contract.
- (3) Wheelchair Accessibility: Rooms will be wheelchair accessible. Common areas such as hallways shall provide for accessible path of travel for wheelchairs.
- (4) Miscellaneous: No activity to the building and/or grounds that would cause an increase in dust, dirt or spores to be airborne (i.e., renovation to the building, movement of earth on the grounds) shall take place without the contractor's written notification to the VA at least seven (7) calendar days in advance of the event.

8.0 INSPECTION

The Government reserves the right, at any time during the term of the contract, to inspect the rooms and all other areas of the complex to ensure a safe and healthy environment for VA referred occupants. In addition, a VA representative will monitor facilities for normal industry standards and quality performance to include rooms monthly for cleanliness, odors, mold, and housekeeping procedures to include the up keep of linens, towels etc. Also see Sections: Quality Assurance and Quality Control.

9.0 QUALITY ASSURANCE

Contractor shall have an on-going quality control program designed to ensure quality in provided services. The Quality Control plan (QC) shall describe the objective of quality control activities, scope of activities, activities for monitoring and evaluation, methods for reporting results, mechanisms for taking follow-up action and responsibilities of staff for each activity of the quality control program. The program shall include a customer service survey. The quality control plan shall be provided two weeks after award of contract. The plan shall be re-evaluated annually and revised as necessary with a copy provided to the Contracting Office or Contracting Officer's Representative (COR).

10.0 REPORTS

(1) Contractor shall provide to the COR or contracting office, monthly reports on customer service surveys to include outline of any specific issues/problems for the previous month along with solutions taken to correct any issues.

(2) Contractor to schedule a Quarterly quality assurance meeting with the COR and Contracting Officer.

(3) The Contractor hotel/motel shall email to the Contracting Officer a monthly report of the total number of rooms occupied, to include the specific number of rooms occupied daily. This report for prior month activity is on the 1st of each month; but not later than the 5th of each month.

11.0 PERFORMANCE STANDARDS

The Contractor shall provide all complaints noted by veterans, and/or, others who accompany the veteran and provide equivalent of familial support. Contractor shall develop a customer service survey form to be completed by the customer as a part of the Contractor's Quality Control Program.

PERFORMANCE STANDARD AND QUALITY STANDARDS

Requirement	Quality Standard	Action	Surveillance Method
1. Three (3) Rooms ADA Compliant See SOW Paragraph 2b	Provide at least three ADA compliant rooms 100% of the time	When ADA compliant room is not available Contractor will arrange for alternate ADA accommodations that meet or exceed contract requirements and transportation when necessary at contractor's expense. Payment or tender only for acceptable quality level (AQL) met services	Periodic Inspection and/or Customer Complaint Contractor notified immediately.
2. Rooms meet industry standards such as clean at all times of veterans check-in. See SOW Paragraph 2e	Provide clean rooms 100% of the time within 30 minutes of arrival	When rooms are not ready for check-in within 30 minutes of arrival upon request by the veteran the Contractor will arrange for alternate accommodations that meet or exceed contract requirements and transportation when necessary at contractor's expense. Payment or tender only for AQL met services	Periodic Inspection and/or Customer Complaint Contractor notified immediately.
3. Wheelchair assisted transportation	Available seven (7) days per week starting at 4:45 am or when needed	When shuttle is not available, contractor will arrange for alternate wheelchair assisted transportation at contractor expense. Payment or tender only for AQL met services	Customer Complaint

12.0 METHODOLOGIES TO MONITOR PERFORMANCE

12.1 Surveillance Techniques: In an effort to minimize the performance management burden, the government shall use simplified surveillance methods to evaluate contractor performance when appropriate. These primary methods of surveillance are:

- a. Random monitoring, this shall be performed by the COR.
- b. 100 percent Inspection – Each month, the COR, will review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- c. Periodic Inspection, which may be performed by the COR or Contracting Officer.
- d. Customer Complaint- Valid customer complaints will be used to determine quality levels.

12.2 Customer Complaint Feedback

- a. The contractor is expected to establish and maintain professional communication among its employees, guest, COR, Program Manager and the Contracting Officer. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and will be measured through customer complaints.
- b. Although performance management encourages the contractor to be customer focused by initially and internally addressing customer complaints and investigating the issues and/or problems, veteran patients and/or customers shall always have the option to communicate complaints to the Contracting Officer (CO) or COR, as opposed to the contractor.
- c. For Customer Complaint Forms to be considered valid, they must set forth clearly in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR will accept those customer complaints and investigate using the Quality Assurance Monitoring Form.
- d. Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customers can be anyone involved in the VA system from Directors of Hospitals to patients.

SECTION C - CONTRACT CLAUSES

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
52.212-4	CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS	MAY 2015

ADDENDUM to FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS

Clauses that are incorporated by reference (by Citation Number, Title, and Date), have the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

The following clauses are incorporated into 52.212-4 as an addendum to this contract:

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
52.202-1	DEFINITIONS	NOV 2013

C.1 52.216-18 ORDERING (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the effective date of the contract through 30 days prior to end of the effective period.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of Clause)

C.2 52.216-19 ORDER LIMITATIONS (OCT 1995)

(a) *Minimum order.* When the Government requires supplies or services covered by this contract in an amount of less than one (1) room night, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) *Maximum order.* The Contractor is not obligated to honor—

(1) Any order for a single item in excess of 5,205 room nights;

(2) Any order for a combination of items in excess of 8,580 room nights; or

(3) A series of orders from the same ordering office within 30 days that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 1 (one) days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of Clause)

<u>FAR</u> <u>Number</u>	<u>Title</u>	<u>Date</u>
52.216-21	REQUIREMENTS	OCT 1995
52.217-8	OPTION TO EXTEND SERVICES	NOV 1999
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT	MAR 2000
<u>FAR</u> <u>Number</u>	<u>Title</u>	<u>Date</u>
52.232-19	AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR	APR 1984
852.215-71	EVALUATION FACTOR COMMITMENTS	DEC 2009
852.232-72	ELECTRONIC SUBMISSION OF PAYMENT REQUESTS	NOV 2012
52.252-2	CLAUSES INCORPORATED BY REFERENCE	FEB 1998
52.232-18	AVAILABILITY OF FUNDS	APR 1984

(End of Addendum to 52.212-4)

<u>FAR</u> <u>Number</u>	<u>Title</u>	<u>Date</u>
52.212-5	CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS— COMMERCIAL ITEMS	JUN 2016

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

See attached document: Exhibit A-Wage Determination.

See attached document: Exhibit C-PPQuestionnaires-VA248-16-Q-1211.

See attached document: Exhibit D-Past Performance References.

See attached document: Exhibit E- Price-Cost Schedule.

SECTION E - SOLICITATION PROVISIONS

<u>FAR</u> <u>Number</u>	<u>Title</u>	<u>Date</u>
52.212-1	INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS	OCT 2015

E.1 ADDENDUM TO FAR 52.212-1 INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS

Provisions that are incorporated by reference (by Citation Number, Title, and Date), have the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

The following provisions are incorporated into 52.212-1 as an addendum to this solicitation:

Paragraphs (b) and (c) are hereby tailored as follows:

(b) Submission of quotes. The following is hereby incorporated with respect to the information and documents required for submission in response to this solicitation:

1. Purpose: These instructions prescribe the format of quotes and describe the approach for the development and presentation of the quote data. They are designed to ensure the submission of information essential to the understanding and comprehensive validation of quotes. Vendors are cautioned to follow the instructions carefully.
2. Questions concerning this solicitation shall be received **no later than 5 calendar days** after the solicitation is released. All questions shall be submitted in writing **via e-mail** with the subject heading “RFQ VA248-16-Q-1211 Question(s)” to James L. Jones, Contract Specialist @ james.jones30@va.gov. The applicable paragraph or solicitation reference number shall precede questions.
3. Site Visits. The contracting specialist or an authorized representative may visit Offeror site(s) at any time after the solicitation is released. Perspective offerors will be notified in writing if a site visit is required.
4. The Government reserves the right to reject any quote(s) that does not comply with the quote preparation instructions.

5. Quote Submission. Quotes shall be received by the Government by the **Due Date and Time (Eastern Standard Time) specified in this solicitation.** Quotes shall be e-mailed or hand delivered. Submission of quotes by fax will not be accepted.

6. Quotes shall be clearly marked as follows:

- The solicitation number RFQ VA 248-16-Q-1211
- The intended recipient, James L. Jones, Contracting Specialist
- The telephone number of intended recipient, 813-631-2807

7. For hand-delivered quotes, the vendor must provide at least a one day advance notice to James L. Jones at email james.jones30@va.gov or call 813-631-2807. Hand-delivered quotes must be delivered to the following location on or before the date and time specified:

James L. Jones, Contract Specialist
 Department of Veteran Affairs – VHA
 Network Contracting Office 8
 8875 Hidden River Parkway, Suite 560, Room 512
 Tampa, FL 33637-1035

8. The Government shall not be responsible for any incurred costs associated with the preparation and submission a quote, any preparation studies thereof, or any request for quote clarification.

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
52.216-1	TYPE OF CONTRACT	APR 1984
<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
852.233-70	PROTEST CONTENT/ALTERNATIVE DISPUTE RESOLUTION	JAN 2008
<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
852.233-71	ALTERNATE PROTEST PROCEDURE (MAY 2010) NOTE	MAY 2010
52.204-16	COMMERCIAL AND GOVERNMENT ENTITY CODE REPORTING	JUL 2015
52.252-1	SOLICITATION PROVISIONS INCORPORATED BY REFERENCE	FEB 1998
52.232-38	SUBMISSION OF ELECTRONIC FUNDS TRANSFER INFORMATION WITH OFFER	JUL 2013

E.2 FAR 52.212-2 EVALUATION COMMERCIAL ITEMS

In accordance with FAR 12.301 (c) (2) and 12.302 (d), FAR provision 52.212-2, is hereby replaced, as shown below, to reflect the special terms and conditions unique for this contract.

A. Basis for Award

1. In accordance with FAR 13.106-2(b), the Government reserves the right to use any means available and necessary to evaluate and select the quote that represents the best value. For the purpose of this solicitation, any means available and necessary shall include, but not be limited to, conducting comparative evaluations (FAR 13.106-2(b)(3) of offers; utilization of past performance questionnaires and any other suitable evaluation procedures or parts thereof. Using this selection strategy, an award may

be made on the basis of the quotation that is suitable for Government use (FAR 13.106-2(b)(4)(i) and meets or exceeds the acceptability standards for non-price factors for Technical Capability and Past Performance.

2. Appropriate consideration will be given to the following three (3) evaluation factors: Technical Capability (with Sub-Factors), Past Performance and Price.

3. The Government intends to award a Requirements Contract based on initial quotes without discussions.

4. Offerors shall provide, with their quote, responses to the following evaluation factors:

Factor 1: Price: Quote that contains the offeror's best terms, from a price standpoint, for all services to be compared to other offeror prices and Independent Government Cost Estimate (IGCE). All pricing shall be placed on the Price Schedule, which is attached to this solicitation.

Factor 2: Technical Capability: The Offerors technical response must include sufficient information to provide required services set forth in the PWS. At a minimum, technical responses must address the following:

Sub-Factor 2.1 Location of Hotel/Motel: Facility is located within an approximate 15 minute high traffic volume commute distance from the James A. Haley VA Hospital.

Sub-Factor 2.2 Room Availability: As needed, availability of non-smoking, including ADA compliant rooms with Hoyer Lift access.

Sub-Factor 2.3 Wheelchair Assisted Transportation: Availability of wheelchair assisted courtesy van or shuttle 7 days per week; 4:45 am to 9:45 pm Monday through Saturday and as needed on Sunday to transport veterans and their caregiver to and from the medical center.

Sub-Factor 2.4 Single Location: Contracted rooms shall be located at a single hotel/motel facility.

Sub-Factor 2.5 Quality Control Plan: The Offeror should submit a copy with their quote. The plan must include a resolution process for customer complaints and address related requirements in the PWS.

Factor 3: Past Performance. The hotel/motel will provide a description of three separate and recent (completed within the last 3 years or currently in progress) client references for which the offeror has provided comparable services to those described in the Performance Work Statement. All references must be returned on the Reference Template, which is attached to this solicitation. The offeror (hotel/motel) must request a completed Past Performance Evaluation Questionnaire (attached) from each client; to be emailed to james.jones30@va.gov. References provided by the offeror, questionnaires and information independently obtained from government and commercial sources will be used to identify offerors with high performance confidence to meet all requirements of the PWS.

FAR
Number
52.212-3

Title
OFFEROR REPRESENTATIONS AND CERTIFICATIONS—
COMMERCIAL ITEMS

Date
APR 2016