

Solicitation 36C77018Q0002 – Custodial Services – Charleston CMOP

Government Responses to Offeror Technical Questions

Updated 11-20-2017

Section B.3 (Statement of Work)

Question: Do the current employees have first right of refusal?

Response: No

Question: If current employees have that right do their wages, vacation and any other time off accumulated during this previous contract carry over to this contract?

Response: No.

Question: With all the first shift employees, disability employees and supervisors on first and second shifts does the first right of refusal pertain to these employees? If so how can the contractor obtain this information for bidding purposes pertaining to wages and benefits?

Response: Not applicable to this solicitation.

Question: During the site visit I noticed and was informed that there were several employees with disabilities working at the CMOP. Do these employees require special supervision?

Response: Employees with special needs or disabilities are to be treated and supervised equally by awarded Contractor just like any other Contractor personnel on awarded contract.

Question: Would it be possible to receive a list of current vendors providing products at Charleston CMOP?

Response: The list of vendors providing supplies is maintained by the incumbent Contractor. The Government has no involvement with the list of supplies vendors, as supplies are part of this contract and privity of relationship is between that supplier and the incumbent Contractor. Based on this, a list cannot be provided by the Government.

Question: The contract is written as an IDIQ. Is there a requirement for onsite support every day?

Response: Yes. There is a requirement for a full staff every day to handle the volume of trash, cardboard, and cleaning needs for the facility.

Question: How many CMOP staff are onsite daily?

Response: 330. There are about 185 on first shift and 145 on second shift. Administrative, Logistics, Fiscal, and Receiving Operations are not part of the second shift staffing.

Question: Who is the provider of the 8 yard dumpster?

Response: CMOP current waste hauling contract for all three (3) dumpsters onsite is with Carolina Waste.

Question: Who supplies the recycling containers?

Response: Outside the facility, Charleston County. Inside the facility is a mix of Charleston County and Charleston CMOP.

Question: Is there a cardboard compactor onsite? Is there any special handling requirements for trash?

Response: There is a cardboard baler on-site. Custodial is to bring the cardboard to the baler, operate the baler, eject the bale, and use a pallet jack to move the bale to a staging area for the VA to remove it from the building.

There are special handling requirements for trash. Patient-sensitive trash is placed in black, heavy trash bags in specially marked containers to be brought to the compacting dumpster by custodial staff. Regular trash from the Production Floor is placed in clear trash bags and brought to the compacting dumpster by custodial staff.

Any trash cans that may contain food trash (Break Room, Offices, Outside cans, etc.) must be taken to the Food Waste dumpster outside the building. Cardboard is segregated and baled by Custodial. Recycling bins are emptied by custodial staff and brought to the City's outside recycle containers.

Question: How many recycle bins and who empties them?

Response: There are recycle bins in the Break Room and spread in other areas of the building. CMOP doesn't have an exact count, but estimates it is less than fifteen (15). Custodial collects the bags of recycling and takes them outside to the City's containers.

Question: Is there a requirement to wash out the trash cans and large Gaylord bins?

Response: Charleston CMOP doesn't want odors or messes on the trash cans. Charleston CMOP does want the cans rinsed if there have been spills or significant food residue/odors on a waste container. The Gaylord Bins rarely have any liquid in them so rarely do they need to be cleaned.

Question: Who supplies the trash cans and bins?

Response: Charleston CMOP

Question: Is the offeror required to supply the trash liners and is there a required thickness?

Response: Yes, please refer back to Page 12 (Contractor Furnished Equipment). Thickness is not specified in SOW, but the Contractor shall ensure that any black trash liners are dark enough to block viewing of patient sensitive trash. Proposed liners can be discussed with COR upon award for their input.

Question : What is the current monthly price?

Response: Offerors can obtain award information on current contract by viewing this at <https://www.fpds.gov>, and listing award number VA797M13C0002A under "EZ Search."

Question: What is the total price of the current existing contract, and how many years was it originally awarded for?

Response: Offerors can obtain award information on current contract by viewing this at <https://www.fpds.gov>, and listing award number VA797M13C0002A under "EZ Search."

Contract was originally awarded for five (5) years.

Question: I am hoping to find out if the subject effort is a new requirement or a follow-on to an existing contract? If the latter, can I please find out the incumbent contractor's name and contract number?

Response: Incumbent Contractor is OE Enterprises, Inc. Current contract number is VA797M-13-C-0002A. This is a follow-on to current contract, which expires 3-31-2018.

Question: Will this custodial group be under a Collective Bargaining Agreement (CBA)? If so, please provide CBA.

Response: A CBA is not relevant to this requirement.

Question: Which Health & Welfare rate will be used for this solicitation \$4.13 (includes sick leave) or \$4.41 (includes no sick leave)?

Response: The Health & Welfare rate of \$4.13 applies

Question: Was there any changes to the scope of work?

Response: The scope of work has remained the same as was listed on current contract. Please refer back to solicitation for further details.

Question: Please provide a copy of the bid tabulations from the previous bid related to this current bid.

Response: This is not a construction solicitation that had bidding or sealed bidding. Pricing submitted by offerors on prior solicitations is proprietary to those offerors and cannot be shared.

Question: What is the current Period of Performance (POP) on the current contract?

Response: 10-1-2017 to 3-31-2018. New contract would begin 4-1-2018.

Question: How long was current contract for?

Response: 10-1-2012 to 3-31-2018.

Question: Is the current Contractor a Service Disabled Veteran Owned Small Business?

Response: The current Contractor, OE Enterprises, is a Source America Contractor. The current contract is in its last option year. The new contract is an SDVOSB set-aside.

Question: Can you provide the current wage determination?

Response: Please refer back to Block 20 of Standard Form (SF) 1449 of solicitation for how to obtain wage determination.

Question: Is the current staff under Union jurisdiction?

Response: No

Question: How many Full Time Equivalents (FTE) are on the current contract and have (3) three weeks of Paid Time Off (PTO) per the commencement date of the Service Contract Act (SCA) wage determination?

Response: Information on personnel with PTO is proprietary to the current Contractor and is not shared with Government. It is the Contractor's responsibility to keep track of PTO.

Question: Do you have any objections if some of the Custodial Staff were brought on by the new vendor? Are there any you would recommend?

Response: The Government cannot answer that question. That is a matter between the newly awarded Contractor and outgoing, incumbent Contractor.

Question: Are there a lot of visitors to the facility? Patients?

Response: No, we don't have frequent visitors. Charleston CMOP does not have patients come to the facility. CMOP is more like Amazon.com, it takes orders "online", processes the order, fills the packages, and puts it into the mail-stream. CMOP is a fairly faceless, nameless entity to the Veteran.

Question: Will the Contractor have access to computers on-site?

Response: Contractor staff are required to get a PIV card and will be required to take all mandatory VA training to maintain computer access, PIV badge and CMOP training requirements. Contractor staff may also use the VA computers to conduct job related training as needed. This will be discussed by COR with awarded Contractor.

Question: How many employees does the current vendor use?

Response: The Government does not have an exact number. The current Contractor uses several part-time employees, which makes it difficult to assess the number per shift. Also, the current contract is a Source America contract so CMOP does not track the FTE equivalent for their workforce. Estimate would be about 3 to 4 per shift. However, the offerors should submit quote based on what they perceive quality staffing levels to be (i.e., more or less than estimate), as this is a new solicitation.

Question: Is there any office space available for the Contractor for its staff?

Response: There is a cubicle for the onsite supervisor. The dimensions are roughly 10ftx11ft. Furniture includes a fixed modular desktop, 3 chairs, and a filing cabinet.

Question: Does the Government have any historical data on paper product usage?

Response: No, that is maintained by the current contractor. Since supplies are part of the contract pricing, there is no need for CMOP to track cost or usage.

Question: How many cleaning techs are on the 1st shift? How many cleaning techs are on the 2nd shift?

Response: All labor is part of the contract. CMOP does not track labor hours of the custodial staff. Many are part time or have special circumstances which make determination of Full Time Equivalent difficult to estimate. It is the opinion of the CMOP COR that multiple staff (as defined by Contractor in their work plan) be onsite whenever the doors are open, including Friday evening for special projects or deep cleaning.

Question: Can a timeclock be installed?

Response: The only concern with a timeclock is if extra phone/data lines need to be run. That can be difficult to coordinate. This would be need to discussed further with COR upon award.

Question: Is there more than one deep sink?

Response: There is one in the Administrative section of the building and one in the back warehouse area of the building.

Question: Is there storage area for Custodial?

Response: Storage at CMOP is extremely limited. There is a small area with racks for the storage of Custodial supplies and equipment. It is not locked or secure (from general staff access). The area is approximately 10ft x 20ft.

Question: Is the equipment property of CMOP or the contractor?

Response: All of the floor cleaning equipment belongs to the current Contractor.

Question: Is Friday between 2:30 p.m. and 10:30 p.m. the only time the contractor has to complete periodic cleaning? This is a very small window of opportunity to complete this type of cleaning for an 80,000 square foot facility. Stripping & waxing is a very slow process which includes waiting for several coats of wax to dry at a time. I was informed there would only be maintenance crews working during this off production time so how does the contractor move stock, pallets, and other production material during these times?

Response: There are limited opportunities to conduct periodic cleaning on weekends; however, a CMOP supervisor must be onsite whenever these activities take place. Contractor custodial staff should not be moving pallets without oversight from CMOP staff due to the possibility of mixing pharmaceuticals and lot numbers. This would be conducted by CMOP staff in tandem with Contractor custodial staff.

Question: The total facility size of 78,000 square feet provided in the "Scope of Work" and the total of all the areas list in the facility in the "Scope of Work" are different totals. The total of all the areas needing services comes to 84,770 square feet. Can you clarify what the actual square footage is? Can provide the cleanable square footage as well?

Response: The building footprint is 78,000 (+) square feet. The individual areas were broken out to demonstrate high traffic area, different flooring surfaces, etc. Areas were estimated as rectangles for ease of calculation so some areas were counted twice, resulting in the discrepancy. The cleanable square feet are the areas cited in Scope of Work.

Question: The Charleston CMOP currently operates between the hours of 5:30 a.m. and 1:30 a.m. Mon – Thur. and 5:30 a.m. until 2:30 p.m. on Friday. What is the preferred shift for the Custodial staff?

Response: Custodial staff need to be in the building whenever production is in progress. The only period that does not REQUIRE custodial staff is the Friday period from 2:30-10:30pm shift, but that is the best time to conduct special projects, deep clean and major floor work.

Question: the second paragraph reads "On occasion, due to circumstances such as equipment failure or workload increases, the Contractor shall be required to provide janitorial services to support production outside of normal working hours to make up for lost time or increased production demand. Will this be a service order and/or will OT be approved for this task?

Response: Per the SOW, the Contracting Officer will adjust the relevant task order against the IDIQ contract to account for the additional labor costs for these extra periods upon mutual agreement with the COR and Contractor.

Overtime and Holiday periods are provided to the onsite supervisor with as much advance notification as possible. Full coverage is required during these periods, unless otherwise specified by the COR. On occasion, the notification period can be as short as 24 hrs prior to the overtime period. The SOW addresses the need to periodically conduct overtime.

The Contractor shall submit a specific invoice for each Holiday or overtime period based on the agreed upon additional hours and supplies surcharge, broken down by onsite supervisor and custodial staff. The Contractor shall document what annual cost of supplies is for basis of Government assessing whether or not surcharge exceeds annual cost of supplies.

Question: The Contractor shall be required to work off production time to accomplish Quarterly, or Semi-Annual Cleaning Projects. Tasks identified in Section D – Attachment 2 (Custodial Tasks) and will be completed with no additional cost to the Government..... Special Projects will be handled like overtime periods as annotated as discussed in this PWS. Contractor shall inform COR at least two (2) weeks in advance of additional supplies that need to be ordered for these projects. Will these special projects have a service order written to pay for OT and material? Will the custodial staff be odd shifted?

Response: Tasks identified in the SOW Attachment 2 will be at no additional cost to the government. Coordinating shift schedules and overtime will be at the discretion of the Contractor, as long as service is maintained and no additional cost is incurred by the Government. Special projects, at the request of the Government, will be coordinated with the COR with cc to CO. In either case, when off production work is scheduled and materials are required, contractor shall verify with the COR two (2) weeks prior to the event, that supplies will arrive in a timely fashion as not to prevent the conduct of the off production work.

Question: Exactly what licenses and permits are required by the Contractor under this contract?

Response: This has been removed from Statement of Work.

Question: What are the consumables that are to be provided by the Offeror? Do you have a preference?

Response: Please refer back to the Statement of Work (SOW) on under “Contractor Furnished Equipment”. Charleston CMOP is willing to work with the Contractor to ensure the best, most cost effective solution is used.

Question: Is there a heavy time, downtime, and is janitorial staff expected to be onsite at all times?

Response: Yes, limited, and yes there needs to be custodial support whenever there are staff in the building. Don’t underestimate the volume of people in the building or the volume of trash/cardboard produced. An hour without Custodial staff will result in waste bins overflowing.

Question: Standards of Conduct - Will the Government provide the contract employees identification Badges?

Response: All employees will be required to have a completed background check prior to being issued a badge and granted access to the facility. Staff will be issued a PIV badge once all of the required training and paperwork has been properly submitted to the VA.

Question: After an employee has been cleared on the background check, how long is the background good for?

Response: The background check is good for 120 days. Once the badge is issued (within that 120 day window), the badge is good for 3 years or the length of the contract, whichever is shorter.

Question: First paragraph. The Contractor shall provide appropriate equipment for on-site personnel, including hardware, software, paper goods, and time clocks. Does the Government provide the phone line to connect to the time clock? Or is this a Contractors' expense?

Response: There are timeclocks that do not require a phone line. The cost of the phone line and DSL connection are the Contractor's responsibility. Contractor will not have access to the VA wireless network.

Question: Will there be a work area for the custodial staff?

Response: There is an office cubicle that is assigned to the Custodial Supervisor. Please refer to the SOW, "Government Furnished Equipment", for other furnished equipment related to the office.

Question: What size office is provided to the contractor and will there be phone, computer, and internet service? Who is responsible for phone and internet service, Government or Contractor? What size of supply area will the contractor have for storage of supplies and equipment?

Response: There is a cubicle for the onsite supervisor. The dimensions are roughly 10ftx11ft. Furniture includes a fixed modular desktop, 3 chairs, and a filing cabinet. There are timeclocks that do not require a phone line. The cost of the phone line and DSL connection are the responsibility of the Contractor. Supply area is approximately 20ft x 10ft and includes a flammable locker for aerosol cleaning products, plus a small Custodial closet in the Administrative section of the building.

Question: Under Contractor Furnished Equipment paragraph one, the last line reads “All floor polishes, waxes and sealers shall be furnished.” Does the government furnish this or is this a contractor liability? Also, if not furnished by the government, can a list of the currently used waxes, sealers, and floor polishes be provided to ensure continuity and no floor issues with mixing a different brand?

Response: It is a contractor liability. The Government can ask the incumbent Contractor, at their discretion, to provide a list of those items to COR and CO upon award to the new Contractor.

Question: Is there a known cost of what supplies generally cost for a given year and could that be provided?

Response: SOW will be updated to include a historical range of costs.

Question: It was mentioned at the site visit that the Government provides the hand sanitizer refills, soap, and lotion. Are there any other supplies that the Government provides?

Response: Please refer back to Government Furnished Equipment section of SOW.

Question: Does the CMOP determine what chemicals can be used?

Response: Any chemicals brought in the facility must have current Safety Data Sheets (SDS) and copy provided to CMOP. All containers must be marked with the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) pictograms. CMOP will review and raise any objections or concerns, but will work with the Contractor to come to a reasonable solution.

Question: Can the Government provide the number of people in a normal work schedule?

Response: The Government does not have an exact number. The current Contractor uses several part-time employees, which makes it difficult to assess the number per shift. Also, the current contract is a NISH contract so I am not sure of the FTE equivalent for their workforce. Estimate would be about 3-4 per shift. However, the offerors should submit quote based on what they perceive quality staffing levels to be (i.e., more or less than estimated), as this is a new solicitation.

Question: The hours seem confusing. Can you explain?

Response: First shift starts at 5:30am and goes until 2:30pm from Mon-Fri. There is a shift change from 2:30-3:00 pm. Second shift goes from 3pm-1:30am from Mon-Thurs. On Fridays, there is a Maintenance Only shift from 2:30-10:30pm (minimal staff in the facility), which is a good time to complete special deep cleaning projects or floor work.

Question: Under “Operations Support”, Contractor shall schedule office cleaning outside the normal hours that the incumbent is in the office. What are the office hours for this particular area?

Response: It varies by area. Some offices are manned only on first shift. Some are second shift, shared offices. Some are restricted areas that will need to be coordinated with the incumbent for access.

Question: On last paragraph for exterior, is sand provided by Government or the Contractor?

Response: Current trash receptacles do not have sand. The reference to sand has been removed from Statement of Work.

Question: The production areas have very high ceilings. Are the light fixtures, air ducts, HVAC, conduit and other ceiling fixtures required to be dusted by the contractor? Several areas could not be accessed due to stock, pallets, equipment, etc., please advise how the contractor can safely accomplished these requirements.

Response: Yes, high dusting is a requirement of the contract. Areas that are difficult to access will be safely cleaned through coordination with the COR and the CMOP Safety Officer. Contractor can subcontract to another company or provide ladders, etc., that meet OSHA requirements for a hazard free work environment.

Question: Is there a particular whiteboard cleaner that the Government would like to see used? Can the name of the cleaner being used now, be provided to ensure continuity?

Response: CMOP doesn't currently use any. The incumbent Contractor skips this. CMOP uses the EXPO cleaner that is included with the markers, but that's infrequent.

Question: Lobby and Hallway: Clean lockers and computer cubicles. Is the inside of lockers cleaned or just the exterior surfaces?

Response: Exterior surfaces. The interior of the lockers is Charleston CMOP responsibility.

Question: To what extent is the inside of the microwaves cleaned? General cleaning, spot cleaning or cleaning up messes left by others? Is there a posting of times the refrigerators are cleaned to prevent throwing away an individual's lunch?

Response: Inside of microwaves is to be kept clean. Food build-up should not be allowed. Stains which are baked in and cannot be reasonably cleaned will be brought to the attention of the

COR. Significant messes left by others should be brought to the attention of the COR, the CMOP Safety Officer, or the on-duty manager.

Question: During the site visit I asked how is the contractor supposed to get mop water into the center of the production line and there was no safe solution to this issue. How then is the contractor supposed to resolve this issue safely?

Response: Small mop buckets, lightweight cleaning equipment and filling mop systems using buckets. This is a significant challenge that the Contractor will need to overcome.

Question: Exterior -- Police the fence line and common break areas for trash and debris on the ground. Is there a determined space i.e. 5 feet from the entire bldg. or is just the fence line cleaned?

Response: The common area in the front of the building is the sidewalk area approximately 8 ft wide running the length of the building and the fence immediately adjacent to the main entrance. The smoking area fence line is bounded by a low wall for the Executive Staff and Visitor's parking area. This area should be maintained clear.

Question: Top bullet point. The CMOP may work some of these holidays as determined by workload; Custodial support will be required during those periods. Will this be a service order to pay for the OT and will there be advance notice? How much notice?

Response: Per the SOW, the Contracting Officer will adjust the relevant task order against the IDIQ contract to account for the additional labor costs for these extra periods upon mutual agreement with the COR and Contractor.

Overtime and Holiday periods are provided to the onsite supervisor with as much advance notification as possible. Full coverage is required during these periods, unless otherwise specified by the COR. On occasion, the notification period can be as short as 24 hrs prior to the overtime period. The SOW addresses the need to periodically conduct overtime.

The Contractor shall submit a specific invoice for each Holiday or overtime period based on the agreed upon additional hours and supplies surcharge, broken down by onsite supervisor and custodial staff. The Contractor shall document what annual cost of supplies is for basis of Government assessing whether or not surcharge exceeds annual cost of supplies.

Solicitation Attachment 2 – Custodial Tasks

Question: I'd like to confirm once again that the quarterly cleaning services can be performed during the off-production maintenance time from 2:30 pm to 10:30 pm on Fridays, right?

Response: Quarterly cleaning can be approached multiple ways, but Friday night is an excellent opportunity to conduct floor cleaning with minimal staff in the building.

Question: In the solicitation, it calls for coverage between 11:00-2:00 for general cleaning, once service is completed, the contractor must come back after hours for floor care service, is this correct?

Response: Please refer back to the SOW, which discusses hours of coverage and CMOP expectations (as listed on Solicitation Attachment 1 – Custodial Tasks) for frequencies of cleaning areas of CMOP. The statement that solicitation calls for coverage between 11:00am to 2:00pm for general cleaning is incorrect.

The Contractor shall provide the services outlined at the frequencies specified and in accordance with the SOW. The Contractor supervisor is required to coordinate work with CMOP supervisory staff in order not to interfere with the normal functioning of the facility. The Contractor shall be responsible to provide the required number of capable employees necessary to perform all services defined herein.

The Charleston CMOP currently operates between the hours of 5:30 a.m. and 1:30 a.m. Eastern Standard Time (EST) Monday through Thursday.

Friday schedule includes production from 5:30 a.m. until 2:30 p.m. and off-production maintenance from 2:30 p.m. until 10:30 p.m. The off-production time is to be used for large scale projects. Request for changes to normal operating hours by the contractor will be coordinated through the COR and notifications made a minimum of two (2) weeks in advance.

Question: We wish to inquire concerning the anticipated Indefinite Quantity Indefinite Delivery (IDIQ) contract as it relates to the frequency schedule in Attachment 2 Custodial Tasks. Will the expectation for the contractor to be on site everyday Monday - Thursday?

Response: Contractor is expected to be onsite every day at a minimum when production is in progress.