

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF PAGES 22
2. AMENDMENT/MODIFICATION NUMBER 00007		3. EFFECTIVE DATE 03-09-2018		4. REQUISITION/PURCHASE REQ. NUMBER 671-18-1-5539-0003	
5. PROJECT NUMBER (if applicable) None					
6. ISSUED BY Department of Veterans Affairs VISN17 Network Contracting Activity 7400 Merton Minter Blvd. (10N17/90C) San Antonio TX 78229		7. ADMINISTERED BY (If other than Item 6) Department of Veterans Affairs VISN17 Network Contracting Activity 7400 Merton Minter Blvd. (10N17/90C) San Antonio TX 78229			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) To all Offerors/Bidders		(X)		9A. AMENDMENT OF SOLICITATION NUMBER 36C25718Q0151	
		X		9B. DATED (SEE ITEM 11) 11/21/2017	
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER	
				10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. ** HOUR & DATE for Receipt of Offers is EXTENDED to: Noon on 03/21/2018					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Solicitation 36C25718Q0151 is hereby amended to reflect the following changes/list of attachments: *Attached are 8 drawings which show coverage area, square footage and identifies the requirement it falls under. *Attached answers to questions received *Attached revised PWS for Deep Cleaning and Routine Housekeeping Services *Attached revised 52.212-2 EVALUATION-COMMERCIAL ITEMS (OCT 2014) *Attached Past Performance Questionnaire *Attached revised PRICE/COST SCHEDULE					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED	
PREVIOUS EDITION NOT USABLE		STANDARD FORM 30 (REV. 11/2016) Prescribed by GSA - FAR (48 CFR) 53.243			

CONTINUATION PAGE

See attached document: PWS Deep Clean_r1_03-09-2018.

See attached document: PWS Routine Housekeeping_r1_03-09-2018.

See attached document: Past Performance Questionnaire.

See attached document: D1_Audie Basement.

See attached document: D2_Audie First Floor.

See attached document: D3_Audie Second Floor.

See attached document: D4_Audie Third Floor.

See attached document: D5_Fisher House.

See attached document: D6_FTOPC 1 st _ 2 nd Floor.

See attached document: D7_Villa Serena 1st 2nd.

See attached document: D8_North Central Federal.

Solicitation 36C25718Q0151

- 1. Can you please provide floor plans of the areas (to include square footage) to be cleaned at all job sites encompassing the STVHCS facilities? We are needing for accurate total square footage amounts so that we can provide an accurate price proposal. During the site visit, the area understood to be cleaned/serviced seems to exceed the square footage totals provided in the PWSs.**

Answer: Yes, drawings have been added to the solicitation. See attached drawings:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

- 2. Can you confirm if our service hours have to coincide with the hours of operation that are listed in the PWSs? Is the contractor allowed to provide service after hours of operations?**

Answer: Below are the service hours. They can be found in sections 3.2.1 & 3.2.2 of the each PWS.

3.2.1 Seven (7) days a week, 7:30am – 12:00 midnight

- Audie L. Murphy
- Villa Serena

Five (5) days a week, 7:30am – 12:00 Midnight

- North Central Federal Clinic
- Frank Tejada

3.2.2 Seven (7) days a week, 7:30am – 10:00pm

- Polytrauma Transitional Rehabilitation Program (PTRP)

Seven (7) days a week, Monday Through Friday 7:30am – 10:00pm
Saturday and Sunday 7:30am – 4:00pm

- Fisher House

- 3. Can you advise if the majority of cleaning/hospital housekeeping services are done in the evening (post end of normal work day)?**

Answer: Services are to be provided during the hours listed above (see question 2) which are also found in sections 3.2.1 & 3.2.2 of the each PWS. Meeting and maintaining the standards for each service area will determine where and when the majority of work will be performed.

- 4. Is the contractor going to be responsible for servicing/cleaning the tenant rooms in the Fisher House? We counted roughly 16 rooms. If this is required, please provide a detailed listing of the cleaning tasks that the contractor will be responsible as it relays to these tenant rooms.**

Answer: Yes, guest rooms will need to be serviced upon departure/discharge. Guest room cleaning is performed by guest however, occasionally a guest will request assistance with cleaning their room if there is possibly a spill, if the trash can is over filled or if vacuuming needs to be done (for instance if there is a spill on the carpet) but this happens on a rare occasion. This occurrence is not common.

5. Is there a breakout of carpet vs. hard flooring for the facilities of the STVHCS? Would this be included in the floor plans that we are requesting to be provided in question number 1.

Answer: No. This is a multifaceted facility with a mixture of flooring types depending on type of area. Most corridors are hard tile with exception of the Polytrauma area and offices are a mixture of carpet and hard tile.

6. Can you provide an accurate total of restroom square footage for all facilities?

Answer: Facility plans are provided delineating the areas of coverage, room types, and measurements. See attached drawings:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

7. The Wage Determination provided and the Solicitation itself have differing information on the acceptable wage rates for a Housekeeping Aide and a Janitor. Page 10 of the solicitation reflects a wage rate of \$12.15 (with \$4.40 of fringe benefits) for both job classes, but the WD indicates \$10.53 (with the fringe benefit) for both job classes. Please confirm which wage rate we should use for the purposes of our proposal price/RFQ.

Answer: Other than providing the applicable regulations (see below), the government cannot tell you which rate to use. If you have additional questions regarding wage rates, please contact the Department of Labor.

As stated in the attached Wage Determination WD 15-5253 (Rev.-3) *“Under Executive Order (EO) 13658, an hourly minimum wage of \$10.20 for calendar year 2017 applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least \$10.20 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2017. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts”*.

As for the wages referenced on page 10, the applicable FAR citation is 52.222-42 Statement of Equivalent Rates for Federal Hires. *“In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332. This statement is provided for information purposes only.”*

8. The solicitation indicates the award will be based on price and past performance of the contractor. Please confirm that this solicitation only requires us to submit a proposed price as there is no instruction and/or template to provide past performance information. If this is needed for purposes of evaluation, we can provide that in any format you require.

Answer: The solicitation has been amended to include technical requirements and method for evaluating offers. Quotes will be evaluated on the basis of Lowest-Priced Technically-Acceptable (LPTA) quotes.

9. Please confirm there are no technical requirements needing submission with our proposed price for this RFQ.

Answer: The solicitation has been amended to include technical requirements and method for evaluating offers. Quotes will be evaluated on the basis of Lowest-Priced Technically-Acceptable (LPTA) quotes.

10. Can we recruit/first right of refusal from your current staff?

Answer: The work is currently being performed by government employees. However, the workers under the previous contract will have the right of first refusal. In accordance with FAR 52.222-17(d)(2), *"Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives."*

11. How is proposal supposed to be submitted just the price page or the entire packet turned in?

Answer: The entire package shall be turned in.

12. Is the work Monday thru Friday only for all buildings?

Answer: Work is to be performed seven days a week as described below and in sections 3.2.1 & 3.2.2 of each PWS.

3.2.1 Seven (7) days a week, 7:30am – 12:00 midnight

- Audie L. Murphy
- Villa Serena

Five (5) days a week, 7:30am – 12:00 Midnight

- North Central Federal Clinic
- Frank Tejada

3.2.2 Seven (7) days a week, 7:30am – 10:00pm

- Polytrauma Transitional Rehabilitation Program (PTRP)

Seven (7) days a week, Monday Through Friday 7:30am – 10:00pm

Saturday and Sunday 7:30am – 4:00pm

- Fisher House

13. Do we provide all paper during 30-day deep cleaning?

Answer: Yes. Section 5.1 of the PWS states "The contractor shall provide the managerial, onsite supervisory, administrative, direct and overhead personnel necessary to perform the work specified in the contract, including the provision of all labor, transportation, equipment, and materials to include but not limited to all cleaning supplies, chemicals and cleaning equipment (hepa filter vacuum cleaners, extractors, buffers, escalator cleaners, walk behind scrubbers/high speeds, etc.), housekeeping carts, except as specified herein as government furnished, to ensure that these deep cleaning and remediation housekeeping services are performed at a healthcare level of aseptic cleanliness."

14. Do we provide paper during 6-month maintenance portion?

Answer: Yes. Section 5.1 of the PWS states “The contractor shall provide the managerial, onsite supervisory, administrative, direct and overhead personnel necessary to perform the work specified in the contract, including the provision of all labor, transportation, equipment, and materials to include but not limited to all cleaning supplies, chemicals and cleaning equipment (hepa filter vacuum cleaners, extractors, buffers, escalator cleaners, walk behind scrubbers/high speeds, etc.), housekeeping carts, except as specified herein as government furnished, to ensure that these cleaning and housekeeping services are performed at a healthcare level of aseptic cleanliness.”

15. Are interior perimeter windows and partition glass and floors included on deep cleaning by floors I mean strip and wax/scrub/Carpet cleaning

Answer: As Listed in the Deep Cleaning PWS:

6.1.11Clean Interior Glass/Mirrors: Clean all interior glass surfaces, partitions, display cases, directory boards, including all windows (atrium, tempered glass atrium railings, office, revolving glass doors, glass inserts etc.). Glass doors, such as at entrance foyers and in other areas shall be cleaned inside and out including all frames, tracks and ledges. When complete a with glass surface cleaning, there shall be no traces of film/streaks, dirt, smudges, water, or other foreign matter.

6.1.1Floor Cleaning: All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, spray buffed or refinished as needed, to ensure they have a uniform, glossy appearance and free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, wall/floor edges, furniture, trash receptacles (inside and out), etc. shall also be clean. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All items moved shall be returned to their original and proper position.

6.1.4Carpet Care: Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter, gum, spots, stains, soil, and other foreign matter. Spots shall be removed by carpet manufacturer’s approved methods as soon as noticed. All tears, burns, and ravels shall be brought to the attention of the COR. Bonneting, shampooing and extracting of carpets shall be performed as needed to return the carpets to a clean state, free of soiled areas and acceptable to the government.

16. Is there a separate DEEP CLEANING scope? I am confused with basic scope descriptions it sounds like it’s for ongoing janitorial? Is ongoing and Deep Cleaning scope the same?

Answer: There are two separate requirements under this solicitation. One is for Deep Cleaning to bring the identified areas to the standards indicated within the solicitation. The other is for routine housekeeping services. The will start simultaneously, however, the Deep Cleaning requirement is for a period of no more than 60 days. The routine housekeeping requirement will be for a period of not more than six months in the base period. The two optional renewal periods are for routine housekeeping services only and do not include the Deep Cleaning requirement.

17. Is there a height restriction on cleaning lights? Do we go inside light panels or only clean exterior of light fixtures?

Answer: As listed in each PWS as follows:

6.1.6 Ceiling and Light Fixtures: Ceiling areas free from dust, cobwebs/spider webs and other debris. Clean exterior and interior of light fixture to ensure free of all soil, stains, dead insects, deposits, and cleaning chemical residues.

18. Are two different Polytrauma centers? They are numbered 3 and 8 on Schedule of services

Answer: Yes, there are two different Polytrauma Centers identified in the PWS for Deep Cleaning services. Line Item 3 (page 23 under Schedule of Services) has been removed from this requirement but Line Item 8 remains.

19. Can you provide a map for Main VA hospital because of all the different areas?

Answer: Yes, drawings have been added to the solicitation. See attached drawings.

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

20. Can any of the DEEP CLEANING work be performed during the day?

Answer: Yes. All work is to be performed seven days a week as described below and in sections 3.2.1 & 3.2.2 of each PWS.

3.2.1 Seven (7) days a week, 7:30am – 12:00 midnight

- Audie L. Murphy
- Villa Serena

Five (5) days a week, 7:30am – 12:00 Midnight

- North Central Federal Clinic
- Frank Tejada

3.2.2 Seven (7) days a week, 7:30am – 10:00pm

- Polytrauma Transitional Rehabilitation Program (PTRP)

Seven (7) days a week, Monday Through Friday 7:30am – 10:00pm
Saturday and Sunday 7:30am – 4:00pm

- Fisher House

21. Is the prevailing wage \$13.55

Answer: See attached Wage Determination WD 15-5253 (Rev.-3). The rates provided in FAR 52.222-42 Statement of Equivalent Rates for Federal Hires, is for information purposes only. Contact the Department of Labor for questions related to Wage Determinations.

22. Can we have our supplies delivered to each bldg?

Answer: Yes. Locations and procedures are provided. Point of contact to coordinate supply delivery to Frank Tejada Outpatient Clinic is the facility Administrative Officer, Mr. Patrick Cole, office extension (210) 699-2100 ext. 6-5149. Point of contact to coordinate supply delivery to North Central Federal Clinic is the facility Administrative Officer, Mr. Ronald Sharpe, office number (210) 483-5991. Point of contact for Villa Serena domiciliary is the facility administrative Officer Kari Retz (210) 617-5300 x1542 or the Clinic Manager Miguel Ybarra (210) 321-2700. Point of contact for Fisher House is the Administrative Officer Debra Montgomery (210) 617-5542 Ext. 61672 or the facility Manager Eric Zielinski 1 (210) 835-5964.

23. Can we have a breakdown of total VCT/CARPET/CERAMIC/?

Answer: No. This is a multifaceted facility with a mixture of flooring types depending on type of area. Most corridors are hard tile with exception of the Polytrauma area and offices are a mixture of carpet and hard tile.

24. Can you bid one of the cleans or do you have to submit for both Deep and Routine cleans?

Answer: The government is seeking one contractor to perform both services.

25. What is (are) the underlying issue(s) that lead to a requirement for such a short-term solicitation.

Answer: The previous contract has been terminated but services are still required by contracted personnel. This requirement will eventually be filled by federal employees.

26. What is the Government's desired end-state at the end of this contract in six (6) months or at the end of each of the three (3) month options?

Answer: The desired end-state is that the listed locations are at the same aseptic level of cleanliness as required by the Performance Work Statement's (PWS).

27. Are the required housekeeping services provided by an In-House Government Staff, or, are they provided by a Contractor Staff?

Answer: They are currently provided by In-House Government Staff.

28. If the PWS services are provided by through a contract, what is the name of the Contractor?

Answer: These services are not currently under contract.

29. If the PWS services are provided by a contractor, what is the current price of this work?

Answer: These services are not currently under contract.

30. Is the PWS similar to the ones presented in the above subject solicitation? If yes have there been any major contract modifications to the current scope of work over the duration of previous contract?

Answer: These services are not currently under contract. However, there have been significant changes to the requirement from when it was last under contract.

31. If the current services are provided by a contractor, how many employees are on the contractor staff? There are several legal requirements that necessitate this information for Service Contract Act compliance and rights of the current employees.

Answer: These services are not currently under contract. The work is being performed by government employees until award can be made for follow-on services. However, the workers under the previous contract will have the right of first refusal. In accordance with FAR 52.222-17(d)(2), *"Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives."*

32. Is there a Collective Bargaining Agreement in place for the previous contract? If there is a CBA, the successor union wages and fringes should be part of the solicitation and prevail over the DOL wage rates. Please Clarify and provide a copy of the CBA if one is in place.

Answer: There was no Collective Bargaining Agreement in place for the previous contract.

33. Please provide a roster with incumbent employee names and their individual seniority dates on the contract. This information is needed to bid the proper amounts of paid vacation years for each employee.

Answer: In accordance with FAR 52.222-17(d)(2), *“Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.”*

34. Why are the overall time frames so accelerated?

- Pre-Solicitation and Solicitation issued on same day Nov 21st., 2017.
- Site Visit Wednesday, November 29th, 2017.
- Questions Due Thursday, November 30th, 2017.
- Bids Due Monday, November 4th, 2017.
- Award on Tuesday, November 5th, 2017.
- Notice to Proceed/Start on Wednesday, November 6th , 2017.

These timeframes are unrealistic and present high risk for a successful contract. There is no Phase-In Period. Potentially, it can take 30 days or longer after award to hire a crew, process Department of Veterans Affairs background checks, get all required immunizations, accomplished, conduct initial intensive training, and other start up tasks.

Answer: Timeframes have been revised.

35. How long does it take to complete all required background checks before a new hire can begin working at the VA facility?

Answer: This process can take as little as 14 days to complete. Timeliness, accuracy, and completeness of required documents will affect how long this process can take.

36. PWS and Price Schedule conflicts. Please Clarify the below confusing and overlapping time frame conflicts?

- Price Schedule CLIN 0001 states that Deep Clean is to begin no less than 30 days after award. Deep Clean PWS 3.1 states that Deep Clean shall be completed within 30 days of award.
- Price Schedule CLIN 0002 states that Routine Cleaning is to begin no less than 30 days after award.

Answer: Dates have been clarified. See the attached revised PWS's and revised Price/Cost Schedule. There are two requirements which begin simultaneously but the Deep Clean requirement is only for a period of 90 days and the Routine Housekeeping services will continue for a period of six months.

37. Has the Department of Veterans Affairs considered the following? That the concept of 30 days to “Deep Clean” all of the facilities is completely unrealistic? The large amount of observed, from the site visit, floor and carpet care required to bring the facilities to JC Standards could require an estimated temporary staff of 50 personnel for one month. All of these required personnel would require up front time and costs for background checks, immunizations, training, etc. All of this seems rather impractical and will increase costs which are passed on to

the VA through the contract. It is unrealistic that a company is going to have 50 “Deep Cleaner’s” approved and ready to start work next Wednesday.

Answer: Timeline has been considered and revised. See attached revised PWS’s and revised Price/Cost Schedule.

38. Has the Department of Veterans Affairs considered issuing a solicitation for a longer term (ex: 5 years) and do away with the Deep Cleaning CLIN? The contractor awarded the contract should be given 6 to 9 months to bring all facilities back to standard. This would give the contractor a more reasonable time to ramp up and longer time frames over which to spread out their equipment costs resulting in lower pricing to the Department. As it stands now, the vehicles, large expenditures for equipment and startup costs are going to be priced and amortized over six months only. This will add substantial costs to the contract.

Answer: The government has reassessed our current situation. We have revised the period of performance for the Deep Cleaning requirement – see attached revised PWS for Deep Cleaning. The overall contract term is for a six-month base period along with two 3-month optional renewal periods. The overall contract term has not changed.

39. PWS Clarifications. Please clarify the following from the PWS(s):

- **The Deep Clean PWS pages 23/24 and the Routine Clean PWS pages 29/30 states a gross amount of square footage for each property. Please identify which rooms in each property are to be cleaned, with the usage, description and square footage of each individual room. Without sufficient information, such as kitchen @ 500 square feet or treatment room @ 200 square feet, as examples, there is not enough information to assemble an accurate responsible and responsive price proposal.**

Answer: See attached drawings which include total square footage and coverage areas:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

- **Ref: PWS 13.8.b. Question: When proposing as a Team, can any member of the teaming arrangement possess the CIMS-GB certification?**

Answer: as stated in the PWS:

13.8 Commercial Standards/Advisory Recommendations: The following commercial standards and advisory recommendations are applicable to this effort:

- a. Association for the Healthcare Environment (AHE) Practice Guidance for Healthcare Environmental Cleaning manual.
- b. International Sanitary Supply Association (ISSA) and Cleaning Industry Management Standard for Green Buildings (CIMS-GB). The contractor shall maintain ISSA CIMS-GB certification throughout the contract period.
- c. Advisory recommendations of the Association of Peri-Operative Registered Nurses (AORN).

d. Advisory recommendations of the Centers for Disease Control and Prevention (CDC) and The Healthcare Infection Control Practices Advisory Committee (HICPAC), "Guidelines for Environmental Infection Control in Health-Care Facilities".

6.5.2.1. Certification and Experience Requirements: The Housekeeping Supervisor/Project Officer shall meet or exceed the following: Certified by the AHE as a Certified Healthcare Environmental Services Professional (CHESP) or the International Executive Housekeeper's Association (IEHA) as a Certified/Registered Executive Housekeeper (C/REH). All certifications shall be maintained active and current throughout the term of the contract. The Housekeeping Supervisor/Project Officer shall possess a minimum of five years housekeeping experience with a minimum of two years of specific hospital housekeeping experience.

6.5.3. Assistant Project Manager (APM) or Housekeeping Supervisor: The contractor shall provide an APM. The APM shall serve as the acting on-site manager in the absence of the Project Manager and shall represent the contractor in performing all duties to ensure compliance with all provisions contained in this PWS. The APM shall be capable of temporarily assuming executive housekeeper duties during his or her absence.

6.5.4. Certification and Experience Requirements: The Assistant Housekeeping Supervisor shall possess at least one year of experience in healthcare housekeeping services within the last three years in a hospital environment of comparable size and services as the STVHCS (not general housekeeping). He/she shall meet or exceed comparable industry certification (CHESP, CHEST, C/REH).

- **Is the Department of Veteran Affairs going to provide drawings or floor plans of the facilities to be covered under the eventual awarded contract?**

Answer: Yes, see attached drawings:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

40. Page 19 of the RFP document states awards will be based on Technical, Past Performance, Price. Technical and past performance when combined are approximately equal to price: There is no Section L in Solicitation 36C25718Q0151 This leads to the following Questions:

- **What exactly is required to be submitted for the Technical Proposal? There are no instructions for Technical Proposal submittals in the package.**
- **What information, and how many references are required for the Past Performance Section? There are no instructions for Past Performance submittals in the package.**
- **How will the government have time to evaluate and score technical & past performance proposal sections, and make an award in one day?**

Answer: The solicitation has been amended to include:

- Drawings for all locations
- Answers to questions
- Revised PWS for Deep Cleaning and Routine Housekeeping Services
- Revised 52-212.2 EVALUATION—COMMERCIAL ITEMS (OCT 2014)
- Past Performance Questionnaire
- Time extensions

41. Please clarify section 6.1.9. Does this pertain to the exterior doors of the elevators or the entire elevator cab?

Answer: Deep Cleaning PWS, Section 6.1.9 Elevators has been revised to:

6.1.9. Elevators: Exterior elevator doors and button panels shall be cleaned and disinfected, free of deposit stains, streaks, debris, spots, smudges, scale, and other obvious soil. Door tracks and door jambs free of grit and other debris. All metal surfaces have a uniform finish and shall be clean and free of spots and streaks.

42. Please clarify sections 6.1.10. Is the contractor responsible for the stairwells?

Answer: Yes, the contractor is responsible for the stairwells. The technical drawings are technically color coded and the contractor is responsible for all color-coded areas.

43. Are there designated trash compactors located at all sites?

Answer: Audie L. Murphy has a designated trash compactor on site located at the northeast corner of the facility. Frank Tejada Outpatient Clinic does not have a trash compactor on site, however, the facility is equipped with a trash dumpster located at the southeast corner of the facility adjacent to the loading dock. North Central Federal Clinic does not have a trash compactor on site, however, the facility is equipped with a trash dumpster located at the east corner of the facility adjacent to the loading dock. Fisher House does not have a trash compactor on site, however, the facility is equipped with a trash dumpster located at the northeast end of the site. Villa Serena does not have a trash compactor on site, however, the facility is equipped with a trash dumpster located at the northeast end of the site.

44. Are there any exam rooms or inpatient rooms that must be serviced in either the deep clean or the daily housekeeping?

Answer: Yes, as per the PWS the North Central Federal Clinic and Frank Tejada are both active patient care clinics with Exam rooms and associated patient care support areas. Villa Serena and Fisher house are a domiciliary and a short term stay center which contain residential rooms.

45. Are the patient rooms in poly trauma to be serviced? daily? If so could you tell us how many of each?

Answer: No, there are no patient rooms to be serviced in Polytrauma.

46. Are there rest rooms in the patient rooms that need to be serviced? If is the contractor responsible for making beds in the patient rooms?

Answer: Inpatient rooms and restrooms are not included this solicitation. Exam Rooms, Offices, Physician call rooms, and other rooms with restrooms are included as per the schematics. For Fisher House and Villa Serena guest rooms and restrooms are included.

47. Please let us know the number of restrooms and number of fixtures that must be serviced in each location?

Answer: The restroom count is provided as part of the facility plans; the facility plans are technically color coded with all areas the contractor is responsible for. See attached drawings:

D1_Audie Basement

D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

48. Do all areas of all sites need to be staffed from 7 am to 12 pm, 7 days per week?

Answer: No. Below are the service hours. They can be found in sections 3.2.1 & 3.2.2 of the each PWS.

3.2.1 Seven (7) days a week, 7:30am – 12:00 midnight

- Audie L. Murphy
- Villa Serena

Five (5) days a week, 7:30am – 12:00 Midnight

- North Central Federal Clinic
- Frank Tejada

3.2.2 Seven (7) days a week, 7:30am – 10:00pm

- Polytrauma Transitional Rehabilitation Program (PTRP)

Seven (7) days a week, Monday Through Friday 7:30am – 10:00pm

Saturday and Sunday 7:30am – 4:00pm

- Fisher House

49. Is there a list workers and supervisors employed by the predecessor that will be made available to the awardee? If so, how many employees are on that roster?

Answer: In accordance with FAR 52.222-17(d)(2), *“Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.”*

50. Could you verify the square of the poly trauma area? Are patient rooms (this sentence was not finished when received)

Answer: See attached drawings:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

51. Could you provide the previous contract number?

Answer: The previous contract number is: VA257-16-F-0192

52. What hours is the canteen in operation?

Answer: Monday ---- Friday 12:00am – 6:00pm
Saturday & Sunday 8:00am – 3:00pm

53. Question

6.2. CONTRACTOR FURNISHED ITEMS: The Contractor shall furnish all cleaning/maintenance equipment and supplies required to complete all phases of the job requirements.

- Will the VA provide count and sizes of all buildings dispensers, toilet paper, paper towels, hand soap and liners?

Answer: No. Any room which has waste receptacles will require liners which meet the VA, DOT or EPA standards as applicable. Paper towel and soap dispensers are located through the facility in rooms which have a handwashing sink. Sanitizer dispensers are located throughout the facility in rooms and in corridors as required for a healthcare facility. Toilet Paper is restricted to restroom stalls.

54. Question

3.PERIOD OF PERFORMANCE:

3.1. The contractor shall complete the work required under this PWS within 30 working days of contract award, unless otherwise directed by the Contracting Officer (CO). If the contractor proposes an earlier date, and the Government accepts the contractor's proposal, the contractor's proposed date shall prevail. The contractor is not required to perform work on Federal holidays.

- Will the VA consider increasing 90 days Deep Cleaning from 30 days Deep Cleaning due to site visit, substantial floor care Audie Murphy areas and outlying bldgs.?

Answer: We have changed the period of performance for the Deep Cleaning requirement from 30 days to 60 days.

- Will the VA consider a 30-day phase in due to ordering all equipment?

Answer: Period of performance for both Deep Cleaning and routine housekeeping services will begin within 30 days of award.

55. Question

6.BASIC CLEANING SERVICES:

- Will the VA provide room frequency, maps, room # and sq.ft. corridor s exam rooms, bathrooms, staff break rooms, kitchenettes, breakrooms, lobbies, work rooms and offices to form accurate schedules?

Answer: Room Frequency is determined by the needed frequency to maintain the rooms to the standards as specified in the PWS. See attached drawings:

D1_Audie Basement
D2_Audie First Floor
D3_Audie Second Floor
D4_Audie Third Floor
D5_Fisher House
D6_FTOPC 1st & 2nd Floor
D7_Villa Serena 1st & 2nd Floor
D8_North Central Federal

56. Question: Will the VA provide admin office and storage area to contractor at Audie Murphy site?

Answer: Yes, the VA will provide an administrative office and storage area to the contractor at Audie Murphy and will provide storage space at outlying clinics.

Audie Murphy:

Administrative Office will be located on the ground level.
Housekeeping Aid Closets (HACs) for storage are located:
First Floor
Second Floor
Third Floor

Fisher House:

HAC located on the second floor

Frank Tejada Outpatient Clinic (FTOPC):

HACs located on the first and second floor

Villa Serena:

HAC located on the first floor

North Central Federal Clinic(NCFC):

HAC located on the first floor

57. Question: Fisher House there was a statement made that they have Events and Celebrations, will extra manpower be needed for these events? Is contractor responsible for cleanup?

Answer: Manpower needs are determined by the service provider to meet and maintain the standards as outlined in each of the PWS's. Contractor is responsible for cleaning as per the PWS. For Special Events (as listed below) cleanup shall be coordinated by and completed by in-house facility staff.

January 12, 2018, 12:00 p.m. – 2:00 p.m.	MLK Day of Service Fisher House Luncheon
March 16, 2018	Fisher House 5 Year Anniversary Celebration
June 29, 2018	Fisher House Independence Day Event
September 7, 2018	Fisher House Patriot Day Event
September 21, 2018	Fisher House Founder's Day Event
October 31, 2018	Fisher House Halloween Party
November 9, 2018	Fisher House Home of the Brave Veterans Day Event
December 21, 2018	Fisher House USAA Season of Sharing Event

58. Question: Will VA provide times on Pharmacy cleaning?

Answer: Pharmacies at Frank Tejada Clinic and North Central Federal Clinics are open from 8:00am – 4:00pm. Because of the rules governing these areas cleaning times are coordinated with the Pharmacy and strictly adhered to. The scheduled cleaning times for these areas are 2:00pm – 4:00pm daily with no variance on start time although if completion occurs prior to 4:00pm the Pharmacy staff will provide egress.

59. Question: Will VA provide area for trash dumpster or collected at Audie Murphy?

Answer: Each site has a designated trash dumpster located site. Trash compactor for Audie L. Murphy is located at the northeast corner of the facility. Trash dumpster for Frank Tejada Outpatient Clinic is located at the southeast corner of the facility adjacent to the loading dock. Trash dumpster for North Central Federal Clinic is located at the east corner of the facility adjacent to the loading dock. Trash dumpster for Fisher House is located at the northeast end of the site. Trash dumpster for Villa Serena is located at the northeast end of the site.

60. Question: Will the VA provide listing on attendees for site visit?

Answer: No, the VA will not provide a listing of individuals who attended the site visit.

61. Question: Will the VA allow team leaders to assist supervisors?

Answer: Staff oversight and direction is provided by the management team of the service provider.

62. On Page # 23 of the RFP provides a Schedule of Services, and Listed 10 ea VA properties locations. However the following VA properties are not listed in Attachment 1 PWS Deep Cleaning Services:

- Fisher House, 7485 Wurzbach Parkway, San Antonio, TX
- Polytrauma Center, 7400 Merton Minter Blvd., San Antonio, TX
- Canteen (Kitchen, Dining, Shop & Offices), 7400 Merton Minter Blvd., San Antonio, TX

Answer: These are listed in the Deep Cleaning Services PWS, page 23, Line Items 4, 8 and 10, respectively.

63. On Page # 23 of the RFP provides a Schedule of Services, and Listed 10 ea VA properties locations. However, the following VA properties are not listed in Attachment 2 PWS Routine Housekeeping Services:

Answer: The Schedule of Services for Attachment 2 PWS Routine Housekeeping Services is not located on page 23 but on page 29.

- Polytrauma Transitional Rehabilitation Program (PTRP), 4949 Gus Eckert Road, San Antonio, TX

Answer: This location is not part of the Routine Housekeeping Services PWS.

- Spinal Cord Injury Center, 7400 Merton Minter Blvd, San Antonio, TX

Answer: This location is not part of the Routine Housekeeping Services PWS.

- Polytrauma Center, 7400 Merton Minter Blvd, San Antonio, TX

Answer: This location is included in the Schedule of Services as Line Item 9.

- Canteen (Kitchen, Dining, Shop & Offices), 7400 Merton Minter Blvd, San Antonio, TX

Answer: This location is included in the Schedule of Services as Line Item 11.

64. Does the VA require Deep Cleaning & Routine Housekeeping Services @ the above listed facilities?

Answer: Please refer to answers provided in questions 62 & 63.

65. Are the above listed VA Properties precluded from the PWS Attachments 1 & 2?

Answer: Please refer to answers provided in questions 62 & 63.

66. Is the Attachment 1 PWS Deep Cleaning done once per annual year?

Answer: No. This is a one-time service as listed in the PWS.

67. Will the VA be providing any supplies & materials (toilet tissues, paper towels, and handsoap)?

Answer: No. Section 5.1 of the PWS states “**The contractor shall provide** the managerial, onsite supervisory, administrative, direct and overhead personnel necessary to perform the work specified in the contract, **including the provision of all labor, transportation, equipment, and materials to include but not limited to all cleaning supplies, chemicals and cleaning equipment (hepa filter vacuum cleaners, extractors, buffers, escalator cleaners, walk behind scrubbers/high speeds, etc.), housekeeping carts,** except as specified herein as government furnished, to ensure that these deep cleaning and remediation housekeeping services are performed at a healthcare level of aseptic cleanliness.”

68. Will the VA be providing any equipment and tools?

Answer: No. Section 5.1 of the PWS states “**The contractor shall provide** the managerial, onsite supervisory, administrative, direct and overhead personnel necessary to perform the work specified in the contract, **including the provision of all labor, transportation, equipment, and materials to include but not limited to all cleaning supplies, chemicals and cleaning equipment (hepa filter vacuum cleaners, extractors, buffers, escalator cleaners, walk behind scrubbers/high speeds, etc.), housekeeping carts,** except as specified herein as government furnished, to ensure that these deep cleaning and remediation housekeeping services are performed at a healthcare level of aseptic cleanliness.”

69. Why is the new follow-on contract only for a 6 month+ 2 options @ 3 month each?

Answer: The current contract term being solicited for meets the government’s current need.

70. Is the VA planning to reprocure this contract after the contract term period (base+ options)?

Answer: The current contract term being solicited for meets the government’s current need. We do not anticipate the need exceeding this timeframe.

71. Are bids to be submitted electronically?

Answer: Yes. All quotes are to be submitted electronically to Joseph.Leyte@va.gov

52.212-2 EVALUATION—COMMERCIAL ITEMS (OCT 2014)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

1. Technical Capability - See the below Evaluation Plan
2. Past Performance - See the below Evaluation Plan
3. Price

Technical and past performance, when combined, are equal to price.

(b) *Options*. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

Simplified Acquisition Procedures (SAP) Evaluation Plan

For Commercial Items (LPTA):

Deep Cleaning & Routine Housekeeping Services

RFQ No. 36C25718Q0151

1. This is a commercial item acquisition that will be conducted under the authority of FAR Subpart 13.5 Simplified Procedures for Certain Commercial Items. Award will be made on the basis of a lowest-priced, technically-acceptable (LPTA) offer. Evaluation factors that establish the requirements of acceptability are specified in Attachment 1 to this plan and will be included in the solicitation.
2. The determination of technical acceptability will be made by an appointed representative of the Environmental Management Service Department (EMS).
3. After receiving all quotes, the CO will determine responsiveness and document the lowest priced quote and then forward the lowest priced vendor's technical information for evaluation. The evaluator will evaluate the quote in an impartial manner to determine whether it meets the government's minimum requirements as outlined in the solicitation. The evaluator will review all technical information submitted by the vendor and complete a technical evaluation sheet.
 - a. Responsiveness will be determined by:
 - Completed and signed copy of the original solicitation
 - Completed and signed copy of all amendments - 00001 through 00007
 - Copy of all certifications as required by the Performance Work Statements

- Quality Control Plan (program of inspections and monitoring actions)
 - Contingency plan
 - Past Performance - All recent (within the past five years), relevant, and verifiable past performance information to include the names, phone numbers, and email addresses of individuals to whom the Past Performance Questionnaires were sent.
4. If the evaluator determines that the lowest priced quote is technically acceptable, the CO will make award to that vendor. Other quotes will not be evaluated.
 5. If the evaluator determines that the low quote is technically unacceptable, the determination must be fully supported with narrative comments on the technical evaluation sheet.
 - a. The CO will then document the evaluators decision and determine if SBA should be engaged for Certificate of Competency consideration. If the vendor with the lowest price is found to be technically unacceptable based on the agency's evaluation of traditional responsibility factors, such as past performance or experience (see FAR 9.104), and the vendor is a small business, then the agency must comply with the rules about the Small Business Administration's Certificate of Competency program, FAR Subpart 19.2. The CO will then determine responsiveness and document the next lowest priced quote and forward that vendor's technical information to the evaluator, which will evaluate the quote using the process described in paragraph 3 above.
 - b. If at any time the lowest priced quote is found to be technically unacceptable for reasons other than responsiveness, and the lowest priced quote contains deficiencies that likely could be corrected, all quotes will be evaluated by the evaluator, so the CO can make a reasoned decision whether to conduct exchanges with the vendors. If exchanges are conducted, the CO will give each vendor the chance to submit a new quote, which will be evaluated again by the evaluator for acceptability using the process described in paragraph 3 above.
 6. Price will be evaluated by the Contracting Officer for the ordering period to determine reasonableness. If more than one offer is received, the prices from the offers will be entered into an abstract or documented in the Contracting Officer's Award Decision. One or more of the following techniques will be used to ensure a fair and reasonable price:
 - a. Comparison of proposed prices received in response to the solicitation.
 - b. Comparison of proposed prices with the independent government estimate.
 - c. Comparison of proposed prices with available historical information
 7. The CO will document the LPTA determination in the CO's Award Decision.

Attachment 1: Technical Evaluation Sheet

Vendor: _____

Per the Instructions to Offerors in the RFQ, vendors were required to submit certain technical information to be evaluated under the Technical Capability factor. Evaluators should evaluate the technical information submitted by offerors against the standards in the solicitation, provide a rating of Technically Acceptable or Technically Unacceptable based on the descriptions below, and then provide narrative comments to support the rating.

ACCEPTABLE: Quote meets the minimum requirements of the solicitation.

UNACCEPTABLE: Quote does not meet the minimum requirements of the solicitation.

In the narrative section under the rating, the evaluators should document deficiencies with a quote in case exchanges become necessary. In cases where a vendor has an unacceptable rating, the CO will determine if the quote can be made acceptable with adjustment, and exchanges will be needed to correct quote deficiencies. Narrative comments from the evaluator addressing deficiencies are needed to allow the CO to make that determination.

Technical Factor A: In accordance with section 12.4 of the PWS Contractor shall provide a written contingency plan for how contract obligations will be met in case of emergency.

_____ **TECHNICALLY ACCEPTABLE**

_____ **TECHNICALLY UNACCEPTABLE**

Narrative to support rating:

Technical Factor B: In accordance with Section 8.2 of the PWS the Contractor must provide a Quality Assurance Surveillance Plan.

_____ **TECHNICALLY ACCEPTABLE**

_____ **TECHNICALLY UNACCEPTABLE**

Narrative to support rating:

Technical Factor C: In accordance with Section 6.5.2.1 of the PWS the Contractor must provide Program Management who meet or exceed the following Certified Healthcare Environmental Services Professional, Certified/Registered Executive Housekeeper and possess a minimum of five years housekeeping experience with a minimum of two years of specific hospital housekeeping experience.

_____ **TECHNICALLY ACCEPTABLE**

_____ **TECHNICALLY UNACCEPTABLE**

Narrative to support rating:

Technical Evaluator:

Name/Title

Date

(End of Provision)

A.2 PRICE/COST SCHEDULE**ITEM INFORMATION**

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Provide Deep Cleaning services in accordance with the Performance Work Statement. Period of Performance: Within 90 days of contract award	1.00	MO		
0002	Provide routine housekeeping services in accordance with the Performance Work Statement. Services to begin no later than thirty days after contract award. Period of Performance: Six months from contract award.	6.00	MO		
1002	Provide routine housekeeping services in accordance with the Performance Work Statement. Option Period 1 Three months	3.00	MO		
2002	Provide routine housekeeping services in accordance with the Performance Work Statement. Option Period 2 Three months	3.00	MO		
				GRAND TOTAL	