

COMBINED SYNOPSIS/SOLICITATION FOR COMMERCIAL ITEMS

General Information

Document Type: Combined Solicitation/Synopsis
Solicitation Number: 36C250-18-Q-9337
Posted Date: June 22, 2018
Original Response Date: July 3, 2018
Current Response Date: August 17, 2018
Product or Service Code: S299 – Other Housekeeping Services
Set Aside (SDVOSB/VOSB): SDVOSB
NAICS Code: 561720 – Janitorial Services (Housekeeping services (i.e., cleaning services))

Contracting Office Address

Network Contracting Office (NCO) 10
Department of Veterans Affairs
Dayton VA Medical Center
3140 Governor's Place Blvd, Suite 200
Kettering OH 45409

Description

This is a combined synopsis/solicitation for commercial items prepared in accordance with the format in Federal Acquisition Regulation (FAR) subpart 12.6, "Streamlined Procedures for Evaluation and Solicitation for Commercial Items," as supplemented with additional information included in this notice. This amended announcement constitutes the only solicitation; quotes are being requested, and a written solicitation document will not be issued.

This solicitation is a request for quotations (RFQ). The solicitation document and incorporated provisions and clauses are those in effect through Federal Acquisition Circular 2005-99.

The associated North American Industrial Classification System (NAICS) code for this procurement is 561720, with a small business size standard of \$18M.

The Department of Veterans Affairs, Dayton VA Medical Center, Network Contracting Office (NCO) 10, 3140 Governor's Place Boulevard, Suite 210, Kettering, OH 45409 is seeking to purchase EMERGENCY housekeeping/custodial services for 17 Buildings located at the Dayton VA Medical Center in a manner that will maintain a satisfactory facility condition and shall ensure that all employees present a clean, neat and professional appearance.

This procurement is a **100% Service Disabled Veteran Owned Small Business set-aside** IAW FAR 19.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside.

All interested companies shall provide quotations for the following:

Services

STATEMENT OF WORK (SOW)

- 1) **Contract Title:** Housekeeping Services – 17 Buildings
- 2) **Background:** Dayton VAMC has seventeen buildings with administrative areas that need housekeeping services to alleviate the burden of shortage of housekeeping staff.
- 3) **Scope:** The contractor shall provide housekeeping services for (Dayton Veterans Affairs Medical Center). Services to include all labor, supervision, and management to provide cleaning of treatment areas and administrative support offices. The service will consist of housekeeping for building 330, 115, 310, 322, 307, 315, 340, 341, 126, 128, 127, 408, 409, 411, 305, 302, 120. All services will be performed at Dayton VA Medical Center, 4100 W Third street Dayton, Ohio 45428.
- 4) **Period of Performance:** Six months
- 5) **Delivery Schedule:** N/A
- 6) **Specific Tasks:** Contractor will perform cleaning services in administrative and non-direct patient care areas.

A. WORK HOURS:

1. Second shift Work Hours: (Mon. thru Fri. 2:30pm to 11:00pm)
2. National Holidays: The ten holidays observed by the Federal Government are: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day and any other day specifically declared by the President of the United States to be a national holiday.

B. SPECIFICATIONS:

1. Contractor's Personnel:

- a. Contract Manager: The contractor shall provide a contract manager who shall be responsible for the performance of the contract. The contract manager shall have full authority to act on behalf of the contractor on all contract matters relating to the daily operation of this contract. The contract manager shall be able to read, write, speak, and understand English. The contract manager or alternate(s) shall be available during normal business hours and be able to meet, either in-person or telephonically, with VA personnel designated by the Contracting Officer within 24 hours to discuss deficiencies.
- b. Contractor Employees: Contractor personnel shall present a neat appearance and be easily recognized as contract employees. This may be accomplished by wearing distinctive clothing bearing the company name and/or by wearing appropriate badges

that prominently display the contractor's company name and the employee's name. Jeans, shorts and sandals are not considered appropriate or safe attire for this setting.

- c. All Contractor Employees must display their government issued security (PIV) Badge at all times.
- d. The contractor shall not employ persons for work on this contract if such an employee is identified to the contractor by VA Police or Contracting Officer as a potential threat to the health, safety, security, general well-being, or mission of the medical center and the VA.
- e. The contractor shall not employ any person who is presently an employee of the U.S. Government when and if the employment of that person would create either a conflict of interest or the perception of such a conflict.

2. Building Security:

a. Keys. The contractor shall be provided keys or allowed access to all areas and rooms requiring cleaning. Keys provided to the contractor shall not be duplicated. In the event a key is lost or duplicated, all locks and keys on that system shall be replaced by the Government. The contractor shall be responsible for the total cost involved in replacing keys and cores. The contractor shall be responsible for immediately reporting the occurrence of a lost key to the Contracting Officer Representative (COR) or his/her designee.

b. Contractor employees shall not allow any unauthorized person the use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than contractor employees performing assigned duties. All rooms/areas required to be locked shall not be left unattended during the cleaning process and shall be relocked by contractor personnel after completing cleaning duties.

c. Contractor personnel shall turn off all lights in unoccupied areas after cleaning is performed. Ensure areas are secured and windows are closed and locked, the Contracting Officer or designee shall be notified of any unlocked doors or windows during his/her duty hours.

3. Safety:

a. The contractor shall display warning signs that have been approved by the COTR in all areas where housekeeping operations may cause traffic obstruction or personnel hazard.

b. The cleaning of lobbies and corridors resulting in a temporary wet or slippery floor surface shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas (1/2 of the hallway or area at a time). The contractor must comply with all Life Safety Regulations.

4. Handling/Cleaning of VA Furniture/Equipment: (make sure all functions performed at the location are included such as radiology, LAB etc.)

a. Equipment that is plugged in for recharging shall not be unplugged.

b. Podiatry tables and equipment (except console), and examination tables and all other furniture and equipment shall be cleaned in accordance with the government requirements. The contractor shall be responsible for moving and returning the furniture when cleaning it or behind it.

c. All tasks accomplished by the contractor personnel shall be done so as to preclude damage or disfigurement of furniture and building structure. The contractor shall correct any damage caused by his employees to any part of the building or equipment or any area covered by this contract.

5. **Frequency of Services Required:** (ensure all functions are included such as medical waste removal, common sharp containers, entrance ways, floor mats, outside areas)

Daily

- Exam Rooms/Lab - Dust desks, chairs, file cabinets and furniture. Empty all waste, clean and disinfect trash receptacles; inside and out. Wipe exam rooms foot rests. Mop floors.
- Reception area - trash, dust chairs and counters, clean floors.
- Lobbies - vacuum floors, dust chairs. Clean, disinfect and polish water fountain, front doors glass, frame and thresholds. Spot clean walls and magazine racks.
- Restrooms - sanitization cleaning of lavatories, all fixtures, floors, toilet seat & bowl (inside and out), mirrors, soap dispensers, trash cans. Underside of sinks and pipes, faucets, paper towel holders, walls, doorknobs, ledges and light switches.

NOTE: All restroom floors shall be damp mopped with hospital grade germicide solution; changed after each restroom.

- Hospital grade germicide will be used on sinks and toilets. Refill all dispensers.
- All areas - replace trash liners as required, not less than twice per week. Spot clean all doors, door frames, and areas around light switches. Thoroughly clean all glass.
- Floors - shall be dust mopped and wet mopped with disinfectant/detergent as stated in specifications.
- Break room – shall be dust mopped and wet mopped. All counters, sinks and tables to be cleaned using disinfectant/detergent.

Weekly or as Needed

- Buff floors - Fridays
- All medical waste receptacles need to be wiped down on Tuesdays. Thoroughly clean soiled walls, carpets and chairs.
- Light fixtures, damp wiping of handrails, door frames, fire extinguishers.
- All air vents shall be dusted.
- All window ledges and blinds shall be cleaned and dusted.

Monthly or as Needed

- Windows - inside, window sills, window blinds.
- All light fixtures shall be wiped down.

Semi-annual or as Needed

- Hard-surface floor care (stripping and waxing).
- Carpet care (shampooing). No dust building-up in corners, edges or under or behind furniture. Spot/stains are to be promptly removed.

C. GOVERNMENT FURNISHED EQUIPMENT/SUPPLIES

(paper towels, toilet paper, hand soap, hand sanitizer, detergent, disinfectant) solution, power equipment and any other supplies needed to accomplish daily tasks.

D. CONTRACTOR FURNISHED EQUIPMENT/SUPPLIES

1. The contractor **shall be furnished** the supplies necessary to perform all services required. Supplies and equipment shall meet the specifications below and comply with VA, federal or state Occupational Safety and Health Standards and fire regulations. Contractor furnished items shall be subject to use by VA employees. A listing of these items follows, paper towels, toilet paper, hand soap, hand sanitizer, power equipment, etc.).

2. All items shall be approved by the facilities Infection Control Committee (ICC) and the COR prior to being used. The contractor shall obtain Material Safety Data Sheets, Occupational Safety and Health Administration (OSHA) Form 20 for all chemical products used and must provide a copy to the COR. New supplies or changes in previously approved materials shall require product literature and may require samples.

NOTE: Aerosol sprays shall not be used in patient treatment areas.

3. Contractor personnel shall not use steel wool, abrasive metal cleaners, or any other cleaning materials or supplies which could cause damage to government property. At no time shall chairs, wastebaskets, brooms, mops, or any other items normally placed on the floor be placed on any surface of furniture or equipment.

4. All containers of cleaning chemicals and similar products shall be conspicuously marked (preferably with a factory label), to identify contents. All other labels must be removed or defaced. Materials bearing a Department of Transportation (DOT) red label (flammable) shall not be used. No unlabeled chemicals are permitted for use anywhere within the facility.

5. All equipment shall be cleaned with a disinfectant/detergent each day prior to storage.

6. All electrically operated equipment shall be equipped with hospital quiet-type motor, be third-wire grounded, and equipped with an appropriate length of UL approved three-conductor cord. Extension cords are prohibited.

7. When not in use, equipment shall be stored in designated areas only. Trash containers shall be washed each day or as needed prior to storage.

8. Supplies and equipment shall not be transported in trash barrels, mop buckets, etc. All materials not immediately used shall be properly stored.

9. The disinfectant/detergent shall be currently Environmental Protection Agency (EPA) registered as a hospital grade germicidal (pseudomonocidal and staphylocidal), fungicidal and viricidal at the recommended use dilution. The manufacturer's labeled instructions for use dilution should be followed. The disinfectant/detergent used shall be compatible in use with the microorganisms which may be prevalent in the local area. In the event of an outbreak of Methicillin Resistant Staphylococcus Aureus (MRSA), Clostridium Difficile (C-Diff) etc., COR will instruct contractor on proper cleaning procedures.

10. Mop heads shall be laundered after each use. Disposable mop heads may be made of non-woven fabric or a listless fabric consisting of textile fibers or a combination of fibers and yam and be clear or neutral in color. No oil based treatments are allowable. The chemical treatment shall not have a "flashpoint" of less than 330° Fahrenheit and shall be free of specifiable matter. The compound shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall contain no carbon residue.

11. Vacuum Cleaners shall have hospital grade micro static impaction type filtration system which shall filter out all dust and bacteria particles larger than 0.3 micros. All vacuum equipment (i.e. tank, hose and bag) shall be cleaned daily with hospital disinfectant/detergent. Vacuum filters shall be cleaned weekly.

12. Trash collection containers shall be rigid, with a smooth interior finish, equipped with a snug fitting cover and hard rubber, non-marking, silent running casters. All trash containers shall meet local base fire regulations. Trash carts shall be of such size that will not block width or block passageways for building evacuation. All trash collection containers shall be thoroughly cleaned and disinfected daily.

13. The double bucket mopping or microfiber system shall be used. Buckets shall be constructed of non-porous, acid resistant, seamless material.

14. Signs shall contain easily understood directions and guidance in English and Spanish.

15. When routine facility's defects (dripping faucet, loose door, loose window frames, etc.) are found, they shall be reported to the COR or his/her representative.

16. All areas are to be pre-inspected by the contractor and shall receive cleaning, protection and beautification in keeping with the minimum standards established by the government.

CLEANING FREQUENCY CHART

Restrooms	Daily	Weekly	Bi-Monthly	Semi-Annually	As Needed
Vacuum, scrub/mop floors	X				X
Clean/disinfect sinks and sink surfaces	X				X
Clean mirrors	X				X
Clean/disinfect commodes	X				
Spot-clean all walls (room and stalls)			X		X
Refill dispensers (toilet paper, paper towels, toilet seat covers)	X				X
Replace string on call buttons					X
Deep clean grout (walls and floors)				X	X

All other space	Daily	Weekly	Bi-Monthly	Semi-Annually	As Needed
Vacuum and mop tile floors	X				X
Clean cove base				X	X
Stop and refinish tile floors				X	X
Top scrub and recoat				X	X
Buff tile floors		X			X
High dust walls/wall art		X			X
Wash Walls/Cabinet/Fronts, etc.					X
Dust all flat surfaces (i.e. file and general cabinet tops, refrigerator tops, window sills, etc.)		X			X
Furniture/Furnishings			X		X
Light Fixtures and Vents (clean exterior, remove dead bugs and dust)			X		X
Equipment	x				

Glass	Daily	Weekly	Bi-Monthly	Semi-Annually	As Needed
Interior Window Glass (including doors)	X				X
Interior glass	X				X
Other exterior glass				X	X

E. QUALITY ASSURANCE: The Government will receive and investigate complaints from various customers located at Dayton VA Medical Center. All information received will be provided either verbally and/or in writing to the contractor for appropriate action.

Performance Objective	Performance Threshold
Contractor provides total cleaning in accordance with specifications listed above.	Less than two (2) complaints of inadequate support per quarter.

F. Areas of work that will be performed: The following buildings will be serviced.

1. Building 115
2. Building 120
3. Building 126
4. Building 127
5. Building 128
6. Building 302
7. Building 305
8. Building 307
9. Building 310
10. Building 315
11. Building 322
12. Building 330
13. Building 340
14. Building 341
15. Building 408
16. Building 409
17. Building 411

7) **Performance Monitoring:** On site monitoring shall be conducted by the Contractors, on-site Manager supervisor Monday through Friday via weekly QA inspections to document discrepancies and resolve. The COR will receive and review the weekly QA inspections conducted by the on-site Manager within 1 business day upon completion. The COR will review and address any unresolved deficiencies with the on-site Manager. The COR will maintain the weekly QA reports.

8) **Security Requirements:** No contractor access to a VA Information System Hardware or Software is performed under this contract. No contractor access to a VA Information System VA Protected Health Information (PHI), nor VA Personally Identifiable Information (PII) is allowed or performed on this contract. Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards and VA Directives and Handbooks as VA personnel regarding information and information system security. A 6-month Dayton VA PIV Badge will be required of the contractor employees.

9) **Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI):** Supplies and equipment needed to perform cleaning services shall be in accordance with Paragraph 5) Specific Tasks, C. and D. as stated above.

10) Other Pertinent Information or Special Considerations: Wage Determination No.: 2015-4731, Revision No.: 5, Date Of Revision: 01/10/2018 incorporated by reference. (added to the Statement of Work as a reference)

11) Risk Control: N/A

12) Place of Performance: Dayton VA Medical Center; Buildings 115, 120, 126, 127, 128, 302, 305, 307, 310, 315, 322, 330, 340, 341, 408, 409, 411.

Award shall be made to the quoter whose quotation offers the best value to the government, considering technical capability, past performance and price. The government will evaluate information based on the following evaluation criteria: (1) technical capability of the item offered to meet the Government requirement, (2) past performance (5 past performance references and FAPIIS/PPIRS will be utilized), and (3) price. Technical and past performance, when combined, are more important than price.

The full text of FAR provisions or clauses may be accessed electronically at <http://acquisition.gov/comp/far/index.html>.

The following solicitation provisions apply to this acquisition:

1. FAR 52.212-1, "Instructions to Offerors–Commercial Items" (JAN 2017)
2. FAR 52.212-3, "Offerors Representations and Certifications–Commercial Items" (NOV 2017)

Offerors must complete annual representations and certifications on-line at <http://orca.bpn.gov> in accordance with FAR 52.212-3, "Offerors Representations and Certifications–Commercial Items." If paragraph (j) of the provision is applicable, a written submission is required.

The following contract clauses apply to this acquisition:

- FAR 52.212-4, "Contract Terms and Conditions–Commercial Items" (JAN 2017)
There are no addenda attached to this clause.
- FAR 52.212-5, "Contract Terms and Conditions Required to Implement Statutes or Executive Orders" (JAN 2018)

The following subparagraphs of FAR 52.212-5 are applicable:

- FAR 52.212-5(b)(1), The solicitation number;
- FAR 52.212-5(b)(2), The time specified in the solicitation for receipt of offers;
- FAR 52.212-5(b)(3), The name, address, and telephone number of the offerer;
- FAR 52.212-5(b)(4), A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
- FAR 52.212-5(b)(6), Price and any discount terms;

FAR 52.212-5(b)(7), "Remit to" address, if different than mailing address;
FAR 52.212-5(b)(8), A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);
FAR 52.212-5(b)(9), Acknowledgment of Solicitation Amendments;
FAR 52.212-5(b)(10), Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
FAR 52.212-5(b)(11), If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

Specifically, the following clauses cited are applicable to this solicitation:

FAR 52.203-16, Preventing Personal Conflicts of Interest (DEC 2011)
FAR 52.203-17, Contractor Whistleblower Rights and Requirement to Inform Employees of Whistleblower Rights (APR 2014)
FAR 52.204-4, Printed or Copied Double-Sided on Postconsumer Fiber Content Paper (MAY 2011)
FAR 52.204-9, Personal Identity Verification of Contractor Personnel (JAN 2011)
FAR 52.204-14, Service Contract Reporting Requirements (OCT 2016)
FAR 52.208-9, Contractor Use of Mandatory Sources of Supply or Services (MAY 2014)
FAR 52.213-2, Invoices (APR 1984)
FAR 52.217-8, Option to Extend Services (NOV 1999)
FAR 52.219-14, Limitations on Subcontracting (JAN 2017)
FAR 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Aside (NOV 2011)
FAR 52.222-19, Child Labor-Cooperation with Authorities and Remedies (JAN 2018)
FAR 52.222-21, Prohibition of Segregated Facilities (APR 2015)
FAR 52.222-26, Equal Opportunity (SEP 2016)
FAR 52.222-35, Equal Opportunity for Veterans (OCT 2015)
FAR 52.222-36, Equal Opportunity for Workers with Disabilities (JUL 2014)
FAR 52.222-37, Employment Reports on Veterans (FEB 2016)
FAR 52.222-41, Service Contract Labor Standards (Reference Wage Determination No.: 2015-4731, Revision 5, dated 1/10/2018, attached) (MAY 2014)
FAR 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (Multiple Year and Option Contracts) (MAY 2014)
FAR 52.222-50, Combating Trafficking in Persons (MAR 2015)
FAR 52.222-55, Minimum Wages Under Executive Order 13658 (DEC 2015)
FAR 52.222-62, Paid Sick Leave Under Executive Order 13706 (JAN 2017)
FAR 52.225-13, Restrictions on Certain Foreign Purchases (JUN 2008)
FAR 52.228-5, Insurance-Work on a Government Installation (JAN 1997)

FAR 52.232-33, Payment by Electronic Funds Transfer-System for Award Management (JUL 2013)
FAR 52.232-34, Payment by Electronic Funds Transfer-Other than System for Award Management (JUL 2013)
FAR 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Dec 2013)
FAR 52.233-2, Service of Protest (SEP 2006)
52.237-3, Continuity of Services (JAN 1991)
FAR 52.242-5, Payments to Small Business Subcontractors (JAN 2017)

Other VA Acquisition Regulation Clauses

VAAR 852.203-70, Commercial Advertising (MAY 2008)
VAAR 852.215-70 Service-Disabled Veteran-Owned and Veteran-Owned Small Business Evaluation Factors (JUL 2016) (DEVIATION)
VAAR 852.219-10, VA Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (JUL 2016)
VAAR 852.232-72, Electronic Submission of Payment Requests (NOV 2012)
VAAR 852.237-70, Contractor Responsibility (APR 1984)

Other VA Acquisition Regulation Provisions

VAAR 852.233-70, Protest Content/Alternate Dispute Resolution (JAN 2008)
VAAR 852.233-71, Alternate Protest Procedure (JAN 1998)

All quoters shall submit the following:

- a. Technical Capabilities on completing Statement of Work scope and requirements;
 - i. Number of personnel to complete the work
 - ii. Quality Assurance Program to ensure buildings are maintained in accordance with the Statement of Work (SOW)
- b. Five (5) past performance references (to include company name, individual contact name, phone number, dates of service to company, description of service[s] provided);
- c. Contractor shall complete the following price schedule:

Monthly amount is \$ _____ X 6 Months = \$ _____

All quotations shall be sent to the Contract Support Specialist, Donna Sizemore, via email only to donna.sizemore@va.gov.

This is an open-market combined synopsis/solicitation for services as defined herein. The government intends to award a purchase order as a result of this combined synopsis/solicitation that will include the terms and conditions set forth herein. To facilitate the

award process, all quotes must include a statement regarding the terms and conditions herein as follows:

"The terms and conditions in the solicitation are acceptable to be included in the award document without modification, deletion, or addition."

OR

"The terms and conditions in the solicitation are acceptable to be included in the award document with the exception, deletion, or addition of the following:"

Quoter shall list exception(s) and rationale for the exception(s).

Submissions shall be received not later than 1600 hours on August 17, 2018 via email as stated above for submission of quotes. Late submissions shall be treated in accordance with the solicitation provision at FAR 52.212-1(f).

Any questions or concerns regarding this solicitation should be forwarded in writing via e-mail to the Contract Support Specialist, Donna Sizemore, donna.sizemore@va.gov

Point of Contact

Donna Sizemore

Contractor

The Arcanum Group in support of the Veterans Health Administration

(937) 268-6511 ext 2324

donna.sizemore@va.gov

Department of Veterans Affairs

Network Contracting Office (NCO) 10

Dayton VA Medical Center

Adam Weber

Contracting Officer

(937) 268-6511 ext 4542

adam.weber@va.gov

Department of Veterans Affairs

Network Contracting Office (NCO) 10

Dayton VA Medical Center