

SECTION A - COMBINED SYNOPSIS/SOLICITATION FOR COMMERCIAL ITEMS

General Information

Document Type:	Combined Solicitation/Synopsis
Solicitation Number:	36C25618U0421
Posted Date:	September 06, 2018
Response Date (NLT):	September 14, 2018
Response Time (NLT):	0900 (CST)
Set Aside (SDVOSB/VOSB):	SDVOSB
NAICS Code:	811219
Point of Contract:	Joey.grismore2@va.gov

Contracting Office Address

Department of Veterans Affairs
Acquisition & Materiel Management
Michael E. DeBakey VA Medical Center
2002 Holcombe BLVD
Houston, TX 77030

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 announcement constitutes the only solicitation; *quotations* 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 FAC 2005-99 (effective 06/15/2018 & 07/15/2018).

The associated North American Industrial Classification System (NAICS) code for this procurement is 811219, with a small business size standard of \$20.5 million. SB registration will be verified in System Award Management (SAM) and Small Business Administration (SBA). SDVOSB registration will be verified in Vendor Information Pages (VIP). Quotes will be considered non-responsive and rejected if the Contracting Officer is not able to verify and view contractor registrations.

The Michael E. DeBakey VA Medical Center (MEDVAMC) has a need for preventative maintenance / service support agreement for government owned Carestream DRX-Revolution mobile x-ray units (see table below). All work shall be performed at the MEDVAMC located at 2002 Holcombe Boulevard, Houston, Texas 77030. This is a firm fixed-price contract with a base and four option years.

Period of Performance dates: September 21, 2018 thru September 20, 2019, with three (1) year option, exercisable at the Government's discretion. Questions on this service request shall be in no later than (NLT) September 11, 2018 by 11:00am (CT). If questions are submitted, an amendment to this RFQ will be posted with all questions and answers NLT October 12, 2018.

All interested companies shall provide *quotation(s)* for and complete the following:

a. CONTRACTOR: Company Name:

ATTN/POC Name:

Street Address:

City, State, Zip:

Phone:

Email:

DUNS:

Tax ID:

GSA/FSS, NAC, SEWP Contract# (if applicable):

- b. PRICE/COST SCHEDULE, unit price, amount and grand total
- c. Technical Capability/ Approach
- d. Past Performance Questionnaire
- e. 52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS

(End)

A.3. SCOPE OF WORK

A.3.1. SCOPE AND EQUIPMENT:

1. The Michael E. DeBakey VA Medical Center (MEDVAMC) has a preventative maintenance / service support agreement for government owned Carestream DRX-Revolution mobile x-ray units (see table below). All work shall be performed at the MEDVAMC located at 2002 Holcombe Boulevard, Houston, Texas 77030. This is a firm fixed-price contract with a base and four option years. This acquisition will be solicited pursuant to the Veterans' First Public Law 109-461 as a 100% Service-Disabled Veteran-Owned Small Business Set-Aside (SDVOSB).
2. The preventative maintenance / service support agreement includes: cart/battery and tube coverage, scheduled preventive maintenance services, calibrations, telephone and on-site emergency support. The contractor shall furnish only new standard parts (manufactured by the maker of the equipment, or equal thereto) including all glass parts, vacuum tubes, x-ray tubes, and imaging panels. All parts shall be of current manufacture (or equal thereto) and shall have full versatility with presently installed equipment. This agreement specifically excludes consumables. All service support provided under this service agreement shall be provided by technicians **trained and certified** to work CARESTREAM equipment in order to ensure that the equipment functions in conformance with the original equipment manufacturers performance standards. All services shall be equal to or exceed the standards and support provided in the manufacturer's services agreements (**Equipment Calibrations, Smart Care Select w/FE Assist, Accident Protection Plan, Software Refresh, X-ray Tube Coverage, Cart-Battery Coverage** standard:

Equipment List

K#	Serial#	Technology
52414256	152500143937	DRX-1C DETECTOR FOR DRX-REVOLUTION
52414256	152500143937	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840109	151000143309	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840109	151000143309	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840181	144700142552	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840181	144700142552	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840235	151500143527	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840235	151500143527	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840264	151600143565	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840264	151600143565	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840265	151000143313	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840265	151000143313	DRX-1C DETECTOR FOR DRX-REVOLUTION

54840267	151500143534	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840267	151500143534	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840273	151100143358	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840273	151100143358	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840277	151500143529	DRX-1C DETECTOR FOR DRX-REVOLUTION
54840277	151500143529	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846564	143500141642	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846564	143500141642	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846654	143500141618	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846654	143500141618	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846663	144800142633	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846663	144800142633	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846667	143500141622	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846667	143500141622	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846670	143500141619	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846670	143500141619	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846684	144800142631	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846684	144800142631	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846695	143500141615	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846695	143500141615	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846717	144900142665	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846717	144900142665	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846730	143500141621	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846730	143500141621	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846753	143100141404	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846753	143100141404	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846753	142100140794	DRX-1C DETECTOR FOR DRX-REVOLUTION
54846753	142100140794	DRX-1C DETECTOR FOR DRX-REVOLUTION
K#	Serial#	Technology
52414256	1009	DRX-REVOLUTION MOBILE X-RAY SYSTEM
52414256	1009	DRX-REVOLUTION MOBILE X-RAY SYSTEM

[illegible]

A.3.2. HOURS OF COVERAGE:

1. Contractor shall furnish all labor, parts, tools, and equipment as applicable to perform: full service maintenance and repairs on identified equipment and associated software during normal working hours, unless otherwise specified. Normal working hours shall be defined as 8:00 AM to 6:00 PM, Monday through Friday, except federal holidays. Federal Holidays shall be defined as:

New Year's Day
Memorial Day
Columbus Day
Christmas Day

Martin Luther King Day
Independence Day
Veteran's Day

Presidents Day
Labor Day
Thanksgiving Day

A.3.3 PERSONNEL

1. All work shall be performed by competent personnel, experienced and qualified to work on the specific equipment listed on the schedule. Contractor shall provide certification as required by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) that all personnel authorized to maintain the equipment specified by the contract are competent and able to perform all duties listed under the terms of the contract. It is the Contractors responsibility to provide all personnel, equipment, manuals, tools, and schematics to perform contracted services. All work shall be performed by "Fully Qualified" competent FSEs. **The Contractor shall provide certifications supporting the the competency of their FSEs working on the listed equipment along with their quotes.**
2. All vendors/contractors will sign-in at the Biomedical Engineering Lab, before reporting to their respective work site. Each vendor/contractor will be issued a temporary identification badge that must be worn at all times above the waist, in front, with the face of the card visible.
3. Upon completion of the scheduled work, the vendor/contractor will return to the Biomedical Engineering Lab, to sign-out, return the temporary identification badge, and leave any Field Service Reports if necessary.

B.3.4 SCHEDULED PREVENTATIVE MAINENANCE SERVICES

1. Scheduled preventative maintenance services shall include, but not be limited to, electrical safety testing, lubrication, adjustment, calibration, testing and replacement of faulty parts and/or parts which are likely to fail at no additional charge. The contractor's preventative maintenance procedures and inspection intervals shall be in accordance with Original OEM service specifications. The Contractor will provide repair service which may consist of calibration, cleaning, oiling, adjusting, replacing parts, software upgrades and maintaining the equipment, including all intervening calls necessary between regular services and calibrations. All required parts shall be furnished. At the conclusion of the preventive maintenance visit, the instrument(s)

and/or equipment shall be returned to the operating condition stipulated by the manufacturer's factory specifications.

2. The contractor is responsible for scheduling all PM service visits prior to the end of the month in which they are due. Any deviations from this schedule must be approved in advance by the COR.
3. The contractor shall be responsible for informing the COR of any uncorrected deficiencies and noting these on the service ticket. Notation will include the type of deficiency, dated and initialed. Any deficiency which poses hazard to patients, staff, or other equipment shall immediately be called to the attention of the users and the COR.
4. Upon completion of the scheduled work, the vendor/contractor will return to the Biomedical Engineering Lab to sign-out, return the temporary identification badge, and leave any Field Service Reports if necessary.

Performance Measures:

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the Contractor and the CO. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the Contractor's Point of Contact (POC). The Contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the Contractor is required to prepare a corrective action plan to document how the Contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the Contractor has to present this corrective action plan to the COR.

The Government shall review the Contractor's corrective action plan to determine acceptability. Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

Inherently Governmental Functions

Contractor shall not perform any Inherently Governmental functions in accordance with FAR Part 7.5.

Contractors shall conform to quality assurance standards in accordance with best commercial practices, unless otherwise specified.

Quality Assurance Surveillance Plan - Rating Sheet

Task	ID	Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Rating
Emergency Maintenance service	1	Contractor shall provide maintenance service for the Uninterruptible Power Supply (UPS) Systems, per the Statement of Work (SOW) and manufacturers requirements		100%	Direct Observation, Spot Checks, Completed Maintenance Follow Up, Random Sampling	Exercise of Option Period and Past Performance.
Routine Equipment Maintenance	2	Meet or exceed manufacturers recommendation and requirements, per SOW		100%	Direct Observation, Spot Checks, Completed Maintenance Follow Up, Random Sampling	Exercise of Option Period and Past Performance
Documentation	3	Comply with all required documentation, per SOW.	95% omission 95% timeliness		Analysis	Exercise of Option Period and Past Performance.

A.3.5 TELEPHONE AND EMAIL SUPPORT

1. Contractor shall provide a toll-free technical and applications (clinical product) phone support during normal operating hours for both hardware and software issues. Contractor's FSE must respond with a phone call to the COTR or his/her designee within one (1) hours after receipt of telephoned notification twenty-four (24) hours per day. If the problem cannot be corrected by phone, the FSE will commence work (on-site physical response) within two (2) hours after receipt of this second notification and will proceed progressively to completion without undue delay.
2. All work shall be performed by competent, experienced and factory-trained to work on the specific equipment. All work performed shall be first-class and accomplished in accordance with manufacturer's instructions, including but not limited to adjustments, calibrations, cleaning, lubricating, testing, disassembly, check-out, replacement of worn or defective parts, etc., required to keep the equipment in first-class operating condition. All work shall be performed to the satisfaction of the COTR who will inspect the repairman's work and indicate his approval on a signed statement prior to the repairman's departure from the premises.
3. Contractor shall respond to all telephone and email support requests within 60 minutes of receiving the initial request.

A.3.6 ON-SITE SUPPORT

1. Contractor shall provide emergency on-site field service support for equipment covered under the terms of this contract and for issues that cannot be resolved by telephone or remote support (if available) during regular business hours as defined in section A.3.2 within 1 hour of receiving the initial request if telephone, email and remote diagnostic and remedial support cannot resolve the issue within one hour of initial contact.
2. The contract price shall include all travel, fees, accommodations, and any other costs incurred by the contractor, in performing covered services.
3. Contractor shall provide a formal escalation protocol in the event of extended downtime for the covered equipment and all components.
4. Contractor shall be responsible for informing the COR of any uncorrected deficiencies and noting these on the service ticket. Notation will include the type of deficiency, dated and initialed. Any deficiency which poses hazard to patients, staff, or other equipment will immediately be called to the attention of the users and the COR.
5. Additional surcharges for emergency on-site service support outside regular business hours shall not be covered under this service agreement and shall require a separate procurement.

DOCUMENTATION/REPORTS: The documentation shall include detailed descriptions of the scheduled and unscheduled maintenance (i.e., Emergency repairs) procedures performed, including replaced parts and prices (for outside normal working hour services) required to maintain the equipment in accordance with Section 3, Conformance Standards or the manufacturer's specifications. Such documentation shall meet the guidelines as set forth in the Conformance Standards section. The ESR will consist of a separate PM report for the item(s)

covered under the "specific" contract. Grouping different equipment from different contracts on "one" ESR is prohibited. In addition, each ESR must, at a minimum, document the following data legibly and in complete detail:

A. Name of contractor and contract number.

B. Name of FSE who performed services.

C. Contractor service ESR number/log number.

D. Date, time (starting and ending), equipment downtime and hours on-site for service call.

E. VA purchase order numbers covering the call if outside normal working hours.

F. Description of problem reported by COTR.

G. Identification of equipment to be serviced:

1) Inventory ID number,

2) Manufacturer's name,

3) Device name,

4) Model number,

5) Serial number,

6) Any other manufacturer's identification numbers.

H. Itemized Description of Service Performed (including, if applicable, Costs associated with after normal working hour services) including:

1) Labor and Travel

2) Parts (with part numbers)

3) Materials and Circuit Location of problem/corrective action.

I. Total Cost to be billed (if applicable - i.e., part(s) not covered or service rendered after normal hours of coverage).

J. Signatures:

1) FSE performing services described.

2) Authorized VA Employee who witnessed service described.

NOTE: - Any additional charges claimed must be approved by the COTR before service is completed!

REPORTING REQUIREMENTS: - The Contractor shall be required to report to Biomedical Engineering to log in. This check in is mandatory. When the service is completed, the FSE shall document services rendered on a legible ESR(s). The FSE shall be required to log out with Biomedical Engineering and submit the ESR(s) to the COTR. ALL ESRs shall be submitted to the equipment user for an "acceptance signature" and to the COTR for an "authorization signature". If the COTR is unavailable, a signed, authorized copy of the ESR will be sent to the Contractor after the work can be reviewed (if requested or noted on the ESR).

The vendor shall provide a written report following the completion of the PM inspection and/or service calls to the designated COTR and shall be delivered to the COR within 72 hours of work completion

B.3.7 REMOTE ACCESS USING VPN

1. AT THE GOVERNMENT DISCRETION the Contractor may provide remote monitoring, trouble shooting, corrective action and software upgrade functionalities via VPN. To provide this service the contractor shall require a local Memorandum of Understanding – Interconnection Security Agreement (MOU-ISA) to be established before a VPN connection can be created.
2. Contractor shall provide any documentation required by law regarding the final disposal of any components and/or supplies, as defined by the EPA, the Resource Conservation & Recovery Act, and 6NYCRR, replaced during any service performed on the listed equipment. This documentation shall include, but not be limited to, manifests, detailed lists of disposed waste, etc. showing “cradle-to-grave” documentation of proper disposal.

A.3.8 OTHER REQUIREMENTS

1. The VAMC shall not provide service manuals or service diagnostic software to the contractor. The contractor shall obtain, have on file, and make available to its FSE's all operational and technical documentation, (such as; operational and service manuals, schematics, and parts list), which are necessary to meet the performance requirements of this contract. The location and listing of the service data manuals, by name, and/or the manuals themselves shall be provided to the CO upon request.
2. Contractor shall comply with all applicable HIPAA regulations and requirements necessary to protect the privacy, integrity & reliability of electronic Protected Health Information (ePHI) and provide proof of an existing Business Associate Agreement with the VA. This includes any exposures to ePHI by support personnel or disclosure of any ePHI to any other agents during the course of regular service and support activities, and to any ePHI obtained during the course of complaint investigation or any other FDA mandated activity. Upon termination of this contract, the contractor shall continue to extend this protection to any ePHI retained during this activity.
3. Contractor shall repair, modify, or correct as necessary software/hardware deficiencies related to any and all hazard alerts from the manufacturer, FDA, or Veterans Administration, etc. at no

additional cost. These modifications shall be performed during regular business hours and coordinated with the COR at least one week in advance of the requested date and time.

4. Contractor shall perform all mandatory safety and reliability modifications for the software/hardware covered under this agreement during normal working hours at no additional cost. These modifications shall be performed during regular business hours and coordinated with the COR at least one week in advance of the requested date and time.
5. -The Vendor will need to access VA systems in order to perform software upgrades, preventative maintenance and maintenance repairs. The contractor will have electronic connectivity to the devices and will have access to patient databases or receive screenshots with PHI present. Any electronic or magnetic data storage devices such as hard drives, etc. shall be turned into the COR. Electronic or magnetic data storage devices are not to be removed from VA property.
6. All items covered by the manufacturer's warranty, contractor service of any devices, systems, or other equipment containing media (hard drives, optical disks, etc.) with VA sensitive information must not be removed / returned to the vendor at the end of life, for trade-in, or other purposes.
7. All medical device workstations and servers must be in compliance with MDIA (Medical Device Infrastructure Architecture) as well as comply with all FDA regulations.
8. In the performance of this contract, the Contractor shall take such safety precautions as the Contracting Officer, or his/her designee, may determine to be reasonably necessary to protect the lives and health of occupants of the building. The Contractor shall have one supervisory employee, who will disseminate requirements to those who work at our facility, report to the Safety Manager's office for a one- (1) time training class before working on-site.
9. Prior to commencement of work on this contract, the Contractor shall provide the VAMC with a copy of the current calibration certification of all test equipment which is to be used by the Contractor on VAMC's equipment. This certification shall also be provided on a periodic basis when requested by the VAMC. Test equipment calibration shall be traceable to a national standard.

PARTS: The Contractor shall furnish and replace parts to meet uptime requirements. The Contractor has ready access to all parts, including unique and/or high mortality replacement parts. All parts supplied shall be compatible with existing equipment. The contract shall include all parts [except -if applicable - those parts specifically listed as being EXCLUDED]. The contractor shall use new or rebuilt parts. All parts shall be of current manufacture and have complete versatility with the presently installed equipment. All parts shall perform identically to the original equipment specifications. Rebuilt parts, used parts or those removed from another [name the equipment], shall not be installed without specific approval by the CO or the COTR. (The Contractor shall also list any excluded parts under the service contract).

(a) Gray market items are Original Equipment Manufacturers (OEM) goods sold through unauthorized channels in direct competition with authorized distributors. No remanufactures or gray market items will be acceptable.

(b) Replacement parts shall be from an OEM, authorized dealer, authorized distributor or authorized reseller for the proposed medical supplies, medical equipment and/or services contracts for maintenance of medical equipment (i.e. replacement parts). All software licensing, warranty and service associated with the medical supplies, medical equipment and/or services contracts for maintenance of medical equipment shall be in accordance with the OEM terms and conditions.

(c) The delivery of gray market items to the VA in the fulfillment of an order/award constitutes a breach of contract. Accordingly, the VA reserves the right enforce any of its contractual remedies This includes termination of the contract or, solely at the VA's election, allowing the Vendor to replace, at no cost to the Government, any remanufactured or gray market item(s) delivered to a VA medical facility upon discovery of such items.

PAYMENT: Invoices will be paid in arrears on a quarterly basis. Invoices, MUST INCLUDE, at a minimum, the following information: Contract No., Purchase Order No., Item(s) covered (to include serial #'s) by the PMI and covered period of service. Each invoice must be provided in triplicate.

A.4 IT CONTRACT SECURITY

VA INFORMATION AND INFORMATION SYSTEM SECURITY/PRIVACY

1. GENERAL

Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

2. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS

a. A contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.

b. All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, Personnel Suitability and Security Program. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.

c. Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Service (DSS). Verification of a Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.

d. Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not disallowed by other VA policy or mandates, the contractor/subcontractor must state where all non-U.S. services are provided and detail a security plan, deemed to be acceptable by VA,

specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth. Location within the U.S. may be an evaluation factor.

e. The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.

VA INFORMATION CUSTODIAL LANGUAGE

a. The contractor/subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws, regulations and policies become applicable to the VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.

b. The contractor/subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on contractor/subcontractor electronic storage media for restoration in case any electronic equipment or data used by the contractor/subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.

c. If VA determines that the contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

d. The contractor/subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

e. The contractor/subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA's minimum requirements. VA Configuration Guidelines are available upon request.

4. INFORMATION SYSTEM HOSTING, OPERATION, MAINTENANCE, OR USE

a. Bio-Medical devices and other equipment or systems containing media (hard drives, optical disks, etc.) with VA sensitive information must not be returned to the vendor at the end of lease, for trade-in, or other purposes. The options are:

- (1) Vendor must accept the system without the drive;
- (2) VA's initial medical device purchase includes a spare drive which must be installed in place of the original drive at time of turn-in; or
- (3) VA must reimburse the company for media at a reasonable open market replacement cost at time of purchase.
- (4) Due to the highly specialized and sometimes proprietary hardware and software associated with medical equipment/systems, if it is not possible for the VA to retain the hard drive, then;

(a) The equipment vendor must have an existing BAA if the device being traded in has sensitive information stored on it and hard drive(s) from the system are being returned physically intact; and

(b) Any fixed hard drive on the device must be non-destructively sanitized to the greatest extent possible without negatively impacting system operation. Selective clearing down to patient data folder level is recommended using VA approved and validated overwriting technologies/methods/tools. Applicable media sanitization specifications need to be pre-approved and described in the purchase order or contract.

(c) A statement needs to be signed by the Director (System Owner) that states that the drive could not be removed and that (a) and (b) controls above are in place and completed. The ISO needs to maintain the documentation.

5. SECURITY INCIDENT INVESTIGATION

- a. The term "security incident" means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. The contractor/ subcontractor shall immediately notify the COR and simultaneously, the designated ISO and Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the contractor/ subcontractor has access.

6. SECURITY CONTROLS COMPLIANCE TESTING

On a periodic basis, VA, including the Office of Inspector General, reserves the right to evaluate any or all of the security controls and privacy practices implemented by the contractor under the clauses contained within the contract. With 10 working-day's notice, at the request of the government, the contractor must fully cooperate and assist in a government-sponsored security controls assessment at each location wherein VA information is processed or stored, or information systems are developed, operated, maintained, or used on behalf of VA, including those initiated by the Office of Inspector General. The government may conduct a security control assessment on shorter notice (to include unannounced assessments) as determined by VA in the event of a security incident or at any other time.

7. TRAINING

a. All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

- (1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, Appendix E relating to access to VA information and information systems;
- (2) Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;
- (3) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
- (4) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access [to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document - e.g.,

any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]

b. The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

END OF PERFORMANCE WORK STATEMENT

PRICE/COST SCHEDULE

ITEM INFORMATION

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Preventative maintenance and repairs of the DRX-1C DETECTOR FOR DRX-REVOLUTION (must be equal to Smart Care Select w/FE Assist,Accident Protection Plan,Software Refresh,X-ray Tube Coverage and Cart-Battery Coverage.	1.00	JB		
0002	Preventative maintenance and repairs of the DRX-REVOLUTION MOBILE X-RAY SYSTEM (must be equal to Smart Care Select w/FE Assist,Accident Protection Plan,Software Refresh,X-ray Tube Coverage and Cart-Battery Coverage.	1.00	JB		
1001	Option Year 01_Preventative maintenance and repairs of the DRX-1C DETECTOR FOR DRX-REVOLUTION (must be equal to Smart Care Select w/FE Assist,Accident Protection Plan,Software Refresh,X-ray Tube Coverage and Cart-Battery Coverage.	1.00	JB		
2001	Option Year 01_Preventative maintenance and repairs of the DRX-REVOLUTION MOBILE X-RAY SYSTEM (must be equal to Smart Care Select w/FE Assist,Accident Protection Plan,Software Refresh,X-ray Tube Coverage and Cart-Battery Coverage.	1.00	JB		
				GRAND TOTAL	

SECTION C - CONTRACT CLAUSES

C.2 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed three (3) years.

(End of Clause)

C.3 VAAR 852.203-70 COMMERCIAL ADVERTISING (MAY 2018)

The Contractor shall not make reference in its commercial advertising to Department of Veterans Affairs contracts in a manner that states or implies the Department of Veterans Affairs approves or endorses the Contractor's products or services or considers the Contractor's products or services superior to other products or services.

(End of Clause)

C.4 VAAR 852.219-10 VA NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (JUL 2016)(DEVIATION)

(a) *Definition.* For the Department of Veterans Affairs, “Service-disabled veteran-owned small business concern or SDVSOB”:

(1) Means a small business concern:

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans or eligible surviving spouses (see VAAR 802.201 Surviving Spouse definition);

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans (or eligible surviving spouses) or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran;

(iii) The business meets Federal small business size standards for the applicable North American Industry Classification System (NAICS) code identified in the solicitation document;

(iv) The business has been verified for ownership and control pursuant to 38 CFR 74 and is so listed in the Vendor Information Pages database, (<https://www.vip.vetbiz.gov>); and

(v) The business will comply with subcontracting limitations in 13 CFR 125.6, as applicable

(2) “Service-disabled veteran” means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

(b) *General.*

(1) Offers are solicited only from verified service-disabled veteran-owned small business concerns. Offers received from concerns that are not verified service-disabled veteran-owned small business concerns shall not be considered.

(2) Any award resulting from this solicitation shall be made to a verified service-disabled veteran-owned small business concern.

(c) *Agreement.* A service-disabled veteran-owned small business concern agrees that in the performance of the contract, the concern will comply with the limitation on subcontracting requirements in 13 CFR §125.6.

(d) A joint venture may be considered a service-disabled veteran owned small business concern if the joint venture complies with the requirements in 13 CFR 125.15, provided that any reference therein to SDVO SBC is to be construed to apply to a VA verified SDVSOB as appropriate.

(e) Any service-disabled veteran-owned small business concern (non-manufacturer) must meet the requirements in FAR 19.102(f) of the Federal Acquisition Regulation to receive a benefit under this program.

(End of Clause)

C.5 VAAR 852.219-74 LIMITATIONS ON SUBCONTRACTING MONITORING AND COMPLIANCE.(JUL 2018)

(a) This solicitation includes VA Acquisition Regulation (VAAR) 852.219-10, VA Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside.

(b) Accordingly, any contract resulting from this solicitation is subject to the limitation on subcontracting requirements in 13 CFR 125.6, or the limitations on subcontracting requirements in the FAR clause, as applicable. The Contractor is advised that in performing contract administration functions, the Contracting Officer may use the services of a support contractor(s) retained by VA to assist in assessing the Contractor's compliance with the limitations on subcontracting or percentage of work performance requirements specified in the clause. To that end, the support contractor(s) may require access to Contractor's offices where the Contractor's business records or other proprietary data are retained and to review such business records regarding the Contractor's compliance with this requirement.

(c) All support contractors conducting this review on behalf of VA will be required to sign an information Protection and Non-Disclosure and Disclosure of Conflicts of Interest Agreement to ensure the Contractor's business records or other proprietary data reviewed or obtained in the course of assisting the Contracting Officer in assessing the Contractor for compliance are protected to ensure information or data is not improperly disclosed or other impropriety occurs.

(d) Furthermore, if VA determines any services the support contractor(s) will perform in assessing compliance are advisory and assistance services as defined in FAR 2.101, Definitions, the support contractor(s) must also enter into an agreement with the Contractor to protect proprietary information as required by FAR 9.505-4, Obtaining access to proprietary information, paragraph (b). The Contractor is required to cooperate fully and make available any records as may be required to enable the Contracting Officer to assess the Contractor's compliance with the limitations on subcontracting or percentage of work performance requirement.

(End of clause)

C.6 VAAR 852.232-72 ELECTRONIC SUBMISSION OF PAYMENT REQUESTS (NOV 2012)

(a) *Definitions.* As used in this clause—

(1) *Contract financing payment* has the meaning given in FAR 32.001.

(2) *Designated agency office* has the meaning given in 5 CFR 1315.2(m).

(3) *Electronic form* means an automated system transmitting information electronically according to the Accepted electronic data transmission methods and formats identified in paragraph (c) of this clause. Facsimile, email, and scanned documents are not acceptable electronic forms for submission of payment requests.

(4) *Invoice payment* has the meaning given in FAR 32.001.

(5) *Payment request* means any request for contract financing payment or invoice payment submitted by the contractor under this contract.

(b) *Electronic payment requests.* Except as provided in paragraph (e) of this clause, the contractor shall submit payment requests in electronic form. Purchases paid with a Government-wide commercial purchase card are considered to be an electronic transaction for purposes of this rule, and therefore no additional electronic invoice submission is required.

(c) *Data transmission.* A contractor must ensure that the data transmission method and format are through one of the following:

(1) VA's Electronic Invoice Presentment and Payment System. (See Web site at <http://www.fsc.va.gov/einvoice.asp>.)

(2) Any system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) and chartered by the American National Standards Institute (ANSI). The X12 EDI Web site (<http://www.x12.org>) includes additional information on EDI 810 and 811 formats.

(d) *Invoice requirements.* Invoices shall comply with FAR 32.905.

(e) *Exceptions.* If, based on one of the circumstances below, the contracting officer directs that payment requests be made by mail, the contractor shall submit payment requests by mail through the United States Postal Service to the designated agency office. Submission of payment requests by mail may be required for:

- (1) Awards made to foreign vendors for work performed outside the United States;
- (2) Classified contracts or purchases when electronic submission and processing of payment requests could compromise the safeguarding of classified or privacy information;
- (3) Contracts awarded by contracting officers in the conduct of emergency operations, such as responses to national emergencies;
- (4) Solicitations or contracts in which the designated agency office is a VA entity other than the VA Financial Services Center in Austin, Texas; or
- (5) Solicitations or contracts in which the VA designated agency office does not have electronic invoicing capability as described above.

(End of Clause)

C.7 VAAR 852.237-70 CONTRACTOR RESPONSIBILITIES (APR 1984)

The contractor shall obtain all necessary licenses and/or permits required to perform this work. He/she shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract. He/she shall be responsible for any injury to himself/herself, his/her employees, as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by his/her employees fault or negligence, and shall maintain personal liability and property damage insurance having coverage for a limit as required by the laws of the State of Arkansas. Further, it is agreed that any negligence of the Government, its officers, agents, servants and employees, shall not be the responsibility of the contractor hereunder with the regard to any claims, loss, damage, injury, and liability resulting there from.

(End of Clause)

C.8 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.acquisition.gov/far/index.html>

<http://www.va.gov/oal/library/vaar/>

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
52.204-9	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL	JAN 2011
52.217-8	OPTION TO EXTEND SERVICES	NOV 1999
52.232-18	AVAILABILITY OF FUNDS	APR 1984
52.232-40	PROVIDING ACCELERATED PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS	DEC 2013

(End of Clause)

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

See attached document: S02- Wage Determination Harris County TX

See attached document: S02- Past Performance Questionnaire.

SECTION E - SOLICITATION PROVISIONS

E.1 VAAR 852.215-70 SERVICE-DISABLED VETERAN-OWNED AND VETERAN-OWNED SMALL BUSINESS EVALUATION FACTORS (JUL 2016)(DEVIATION)

(a) In an effort to achieve socioeconomic small business goals, depending on the evaluation factors included in the solicitation, VA shall evaluate offerors based on their service-disabled veteran-owned or veteran-owned small business status and their proposed use of eligible service-disabled veteran-owned small businesses and veteran-owned small businesses as subcontractors.

(b) Eligible service-disabled veteran-owned offerors will receive full credit, and offerors qualifying as veteran-owned small businesses will receive partial credit for the Service-Disabled Veteran-Owned and Veteran-owned Small Business Status evaluation factor. To receive credit, an offeror must be registered and verified in Vendor Information Pages (VIP) database (<https://www.vip.vetbiz.gov>).

(c) Non-veteran offerors proposing to use service-disabled veteran-owned small businesses or veteran-owned small businesses as subcontractors will receive some consideration under this evaluation factor. Offerors must state in their quote the names of the SDVOSBs and VOSBs with whom they intend to subcontract and provide a brief description of the proposed subcontracts and the approximate dollar values of the proposed subcontracts. In addition, the proposed subcontractors must be registered and verified in the VetBiz.gov VIP database (<https://www.vip.vetbiz.gov>).

(End of Provision)

E.2 VAAR 852.270-1 REPRESENTATIVES OF CONTRACTING OFFICERS (JAN 2008)

The contracting officer reserves the right to designate representatives to act for him/her in furnishing technical guidance and advice or generally monitor the work to be performed under this contract. Such designation will be in writing and will define the scope and limitation of the designee's authority. A copy of the designation shall be furnished to the contractor.

(End of Provision)

E.3 VAAR 852.252-70 SOLICITATION PROVISIONS OR CLAUSES INCORPORATED BY REFERENCE (JAN 2008)

The following provisions or clauses incorporated by reference in this solicitation must be completed by the offeror or prospective contractor and submitted with the quotation or offer. Copies of these provisions or clauses are available on the Internet at the Web sites provided in the provision at FAR 52.252-1, Solicitation Provisions Incorporated by

Reference, or the clause at FAR 52.252-2, Clauses Incorporated by Reference. Copies may also be obtained from the contracting officer.

[Contracting officer shall list all FAR and 48 CFR Chapter 8 (VAAR) provisions and clauses incorporated by reference that must be completed by the offeror or prospective contractor and submitted with the quotation or offer.]

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
52.217-4	EVALUATION OF OPTIONS EXERCISED AT TIME OF CONTRACT AWARD	JUN 1988
52.217-5	EVALUATION OF OPTIONS	JUL 1990

(End of Provision)

Quotes are due NO LATER THAN September 14, 2018
0900 (CST).

Point of Contract: Joey.grismore2@va.gov

WD 15-5233 (Rev.-10) was first posted on www.wdol.gov on 08/14/2018

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Daniel W. Simms Division of
Director Wage Determinations

Wage Determination No.: 2015-5233
Revision No.: 10
Date Of Revision: 08/06/2018

Note: Under Executive Order (EO) 13658, an hourly minimum wage of \$10.35 for calendar year 2018 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 \$10.35 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 2018. 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

State: Texas

Area: Texas Counties of Austin, Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Montgomery, Waller

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.67
01012 - Accounting Clerk II		17.59
01013 - Accounting Clerk III		19.67
01020 - Administrative Assistant		29.29
01035 - Court Reporter		29.01
01041 - Customer Service Representative I		12.65
01042 - Customer Service Representative II		14.22
01043 - Customer Service Representative III		15.52
01051 - Data Entry Operator I		13.63
01052 - Data Entry Operator II		14.87
01060 - Dispatcher, Motor Vehicle		18.62
01070 - Document Preparation Clerk		14.75
01090 - Duplicating Machine Operator		14.75
01111 - General Clerk I		14.07
01112 - General Clerk II		15.36
01113 - General Clerk III		17.24
01120 - Housing Referral Assistant		21.24
01141 - Messenger Courier		13.54
01191 - Order Clerk I		18.00
01192 - Order Clerk II		19.90
01261 - Personnel Assistant (Employment) I		16.76
01262 - Personnel Assistant (Employment) II		18.74
01263 - Personnel Assistant (Employment) III		20.90
01270 - Production Control Clerk		23.21
01290 - Rental Clerk		14.75
01300 - Scheduler, Maintenance		17.03
01311 - Secretary I		17.03
01312 - Secretary II		19.04
01313 - Secretary III		21.24
01320 - Service Order Dispatcher		16.65
01410 - Supply Technician		29.29
01420 - Survey Worker		17.79
01460 - Switchboard Operator/Receptionist		13.02
01531 - Travel Clerk I		14.24
01532 - Travel Clerk II		15.38
01533 - Travel Clerk III		16.44
01611 - Word Processor I		16.18
01612 - Word Processor II		18.17
01613 - Word Processor III		20.33

05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	25.76
05010 - Automotive Electrician	23.79
05040 - Automotive Glass Installer	21.96
05070 - Automotive Worker	21.96
05110 - Mobile Equipment Servicer	20.23
05130 - Motor Equipment Metal Mechanic	25.96
05160 - Motor Equipment Metal Worker	21.96
05190 - Motor Vehicle Mechanic	25.76
05220 - Motor Vehicle Mechanic Helper	19.40
05250 - Motor Vehicle Upholstery Worker	20.83
05280 - Motor Vehicle Wrecker	21.96
05310 - Painter, Automotive	23.79
05340 - Radiator Repair Specialist	22.88
05370 - Tire Repairer	14.40
05400 - Transmission Repair Specialist	25.76
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.75
07041 - Cook I	11.92
07042 - Cook II	13.84
07070 - Dishwasher	10.37
07130 - Food Service Worker	11.13
07210 - Meat Cutter	12.91
07260 - Waiter/Waitress	9.27
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	18.32
09040 - Furniture Handler	11.95
09080 - Furniture Refinisher	17.70
09090 - Furniture Refinisher Helper	14.58
09110 - Furniture Repairer, Minor	16.82
09130 - Upholsterer	18.32
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.96
11060 - Elevator Operator	10.66
11090 - Gardener	16.12
11122 - Housekeeping Aide	10.66
11150 - Janitor	10.66
11210 - Laborer, Grounds Maintenance	12.12
11240 - Maid or Houseman	9.46
11260 - Pruner	10.83
11270 - Tractor Operator	14.79
11330 - Trail Maintenance Worker	12.12
11360 - Window Cleaner	11.93
12000 - Health Occupations	
12010 - Ambulance Driver	15.90
12011 - Breath Alcohol Technician	20.38
12012 - Certified Occupational Therapist Assistant	32.02
12015 - Certified Physical Therapist Assistant	32.91
12020 - Dental Assistant	17.02
12025 - Dental Hygienist	35.52
12030 - EKG Technician	25.92
12035 - Electroneurodiagnostic Technologist	25.92
12040 - Emergency Medical Technician	15.90
12071 - Licensed Practical Nurse I	19.05
12072 - Licensed Practical Nurse II	21.32
12073 - Licensed Practical Nurse III	23.76
12100 - Medical Assistant	15.06
12130 - Medical Laboratory Technician	20.64
12160 - Medical Record Clerk	18.05
12190 - Medical Record Technician	20.18
12195 - Medical Transcriptionist	19.67
12210 - Nuclear Medicine Technologist	37.87
12221 - Nursing Assistant I	11.39
12222 - Nursing Assistant II	12.81
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	16.79
12236 - Optical Technician	16.82
12250 - Pharmacy Technician	19.18
12280 - Phlebotomist	15.62
12305 - Radiologic Technologist	29.86

12311 - Registered Nurse I	30.36
12312 - Registered Nurse II	38.37
12313 - Registered Nurse II, Specialist	38.37
12314 - Registered Nurse III	44.91
12315 - Registered Nurse III, Anesthetist	44.91
12316 - Registered Nurse IV	53.84
12317 - Scheduler (Drug and Alcohol Testing)	25.93
12320 - Substance Abuse Treatment Counselor	21.87
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	20.00
13012 - Exhibits Specialist II	24.77
13013 - Exhibits Specialist III	30.30
13041 - Illustrator I	19.30
13042 - Illustrator II	23.91
13043 - Illustrator III	30.12
13047 - Librarian	29.09
13050 - Library Aide/Clerk	12.75
13054 - Library Information Technology Systems Administrator	26.27
13058 - Library Technician	16.48
13061 - Media Specialist I	18.96
13062 - Media Specialist II	21.20
13063 - Media Specialist III	23.64
13071 - Photographer I	18.96
13072 - Photographer II	21.20
13073 - Photographer III	26.27
13074 - Photographer IV	32.13
13075 - Photographer V	38.87
13090 - Technical Order Library Clerk	16.01
13110 - Video Teleconference Technician	20.24
14000 - Information Technology Occupations	
14041 - Computer Operator I	17.31
14042 - Computer Operator II	19.37
14043 - Computer Operator III	21.59
14044 - Computer Operator IV	24.00
14045 - Computer Operator V	26.57
14071 - Computer Programmer I	(see 1) 26.04
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	17.31
14160 - Personal Computer Support Technician	24.00
14170 - System Support Specialist	34.32
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	33.08
15020 - Aircrew Training Devices Instructor (Rated)	40.02
15030 - Air Crew Training Devices Instructor (Pilot)	47.98
15050 - Computer Based Training Specialist / Instructor	33.08
15060 - Educational Technologist	34.80
15070 - Flight Instructor (Pilot)	47.98
15080 - Graphic Artist	26.72
15085 - Maintenance Test Pilot, Fixed, Jet/Prop	44.75
15086 - Maintenance Test Pilot, Rotary Wing	44.75
15088 - Non-Maintenance Test/Co-Pilot	44.75
15090 - Technical Instructor	27.50
15095 - Technical Instructor/Course Developer	33.64
15110 - Test Proctor	22.20
15120 - Tutor	22.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	10.12
16030 - Counter Attendant	10.12
16040 - Dry Cleaner	12.99
16070 - Finisher, Flatwork, Machine	10.12
16090 - Presser, Hand	10.12
16110 - Presser, Machine, Drycleaning	10.12
16130 - Presser, Machine, Shirts	10.12
16160 - Presser, Machine, Wearing Apparel, Laundry	10.12
16190 - Sewing Machine Operator	13.73

16220 - Tailor	14.78
16250 - Washer, Machine	11.09
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	20.41
19040 - Tool And Die Maker	24.46
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.92
21030 - Material Coordinator	23.21
21040 - Material Expediter	23.21
21050 - Material Handling Laborer	12.50
21071 - Order Filler	12.32
21080 - Production Line Worker (Food Processing)	15.92
21110 - Shipping Packer	15.35
21130 - Shipping/Receiving Clerk	15.35
21140 - Store Worker I	12.50
21150 - Stock Clerk	17.69
21210 - Tools And Parts Attendant	15.92
21410 - Warehouse Specialist	15.92
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	34.35
23019 - Aircraft Logs and Records Technician	27.09
23021 - Aircraft Mechanic I	32.91
23022 - Aircraft Mechanic II	34.35
23023 - Aircraft Mechanic III	35.83
23040 - Aircraft Mechanic Helper	23.00
23050 - Aircraft, Painter	31.11
23060 - Aircraft Servicer	27.09
23070 - Aircraft Survival Flight Equipment Technician	31.11
23080 - Aircraft Worker	29.10
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	29.10
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	32.91
23110 - Appliance Mechanic	20.70
23120 - Bicycle Repairer	17.93
23125 - Cable Splicer	29.54
23130 - Carpenter, Maintenance	19.71
23140 - Carpet Layer	20.97
23160 - Electrician, Maintenance	26.51
23181 - Electronics Technician Maintenance I	25.40
23182 - Electronics Technician Maintenance II	27.16
23183 - Electronics Technician Maintenance III	28.72
23260 - Fabric Worker	19.52
23290 - Fire Alarm System Mechanic	23.32
23310 - Fire Extinguisher Repairer	18.06
23311 - Fuel Distribution System Mechanic	20.96
23312 - Fuel Distribution System Operator	16.99
23370 - General Maintenance Worker	18.08
23380 - Ground Support Equipment Mechanic	32.91
23381 - Ground Support Equipment Servicer	27.09
23382 - Ground Support Equipment Worker	29.10
23391 - Gunsmith I	18.06
23392 - Gunsmith II	20.97
23393 - Gunsmith III	23.71
23410 - Heating, Ventilation And Air-Conditioning Mechanic	22.62
23411 - Heating, Ventilation And Air Contidioning Mechanic (Research Facility)	23.62
23430 - Heavy Equipment Mechanic	23.95
23440 - Heavy Equipment Operator	19.26
23460 - Instrument Mechanic	25.87
23465 - Laboratory/Shelter Mechanic	22.42
23470 - Laborer	12.50
23510 - Locksmith	22.40
23530 - Machinery Maintenance Mechanic	28.06
23550 - Machinist, Maintenance	21.99
23580 - Maintenance Trades Helper	14.94
23591 - Metrology Technician I	25.87
23592 - Metrology Technician II	27.01
23593 - Metrology Technician III	28.17
23640 - Millwright	25.67

23710	- Office Appliance Repairer	18.99
23760	- Painter, Maintenance	18.99
23790	- Pipefitter, Maintenance	27.23
23810	- Plumber, Maintenance	25.74
23820	- Pneudraulic Systems Mechanic	23.71
23850	- Rigger	22.83
23870	- Scale Mechanic	20.97
23890	- Sheet-Metal Worker, Maintenance	20.32
23910	- Small Engine Mechanic	18.08
23931	- Telecommunications Mechanic I	23.89
23932	- Telecommunications Mechanic II	24.95
23950	- Telephone Lineman	28.07
23960	- Welder, Combination, Maintenance	23.06
23965	- Well Driller	23.54
23970	- Woodcraft Worker	23.71
23980	- Woodworker	18.06
24000	- Personal Needs Occupations	
24550	- Case Manager	16.68
24570	- Child Care Attendant	10.65
24580	- Child Care Center Clerk	13.48
24610	- Chore Aide	9.21
24620	- Family Readiness And Support Services Coordinator	16.68
24630	- Homemaker	16.84
25000	- Plant And System Operations Occupations	
25010	- Boiler Tender	22.20
25040	- Sewage Plant Operator	19.96
25070	- Stationary Engineer	22.20
25190	- Ventilation Equipment Tender	14.81
25210	- Water Treatment Plant Operator	19.96
27000	- Protective Service Occupations	
27004	- Alarm Monitor	19.12
27007	- Baggage Inspector	11.89
27008	- Corrections Officer	21.05
27010	- Court Security Officer	23.02
27030	- Detection Dog Handler	17.90
27040	- Detention Officer	21.05
27070	- Firefighter	24.98
27101	- Guard I	11.89
27102	- Guard II	17.90
27131	- Police Officer I	28.75
27132	- Police Officer II	31.94
28000	- Recreation Occupations	
28041	- Carnival Equipment Operator	12.35
28042	- Carnival Equipment Repairer	13.46
28043	- Carnival Worker	9.04
28210	- Gate Attendant/Gate Tender	13.90
28310	- Lifeguard	12.38
28350	- Park Attendant (Aide)	15.55
28510	- Recreation Aide/Health Facility Attendant	11.35
28515	- Recreation Specialist	19.12
28630	- Sports Official	12.38
28690	- Swimming Pool Operator	17.44
29000	- Stevedoring/Longshoremen Occupational Services	
29010	- Blocker And Bracer	27.93
29020	- Hatch Tender	27.93
29030	- Line Handler	27.93
29041	- Stevedore I	26.00
29042	- Stevedore II	29.86
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (see 2)	41.14
30011	- Air Traffic Control Specialist, Station (HFO) (see 2)	28.37
30012	- Air Traffic Control Specialist, Terminal (HFO) (see 2)	31.25
30021	- Archeological Technician I	21.56
30022	- Archeological Technician II	25.47
30023	- Archeological Technician III	30.62
30030	- Cartographic Technician	30.62
30040	- Civil Engineering Technician	30.03
30051	- Cryogenic Technician I	26.94
30052	- Cryogenic Technician II	29.76
30061	- Drafter/CAD Operator I	21.56

30062	- Drafter/CAD Operator II	24.71
30063	- Drafter/CAD Operator III	27.56
30064	- Drafter/CAD Operator IV	33.10
30081	- Engineering Technician I	20.02
30082	- Engineering Technician II	22.48
30083	- Engineering Technician III	25.15
30084	- Engineering Technician IV	31.09
30085	- Engineering Technician V	38.65
30086	- Engineering Technician VI	46.10
30090	- Environmental Technician	29.96
30095	- Evidence Control Specialist	24.33
30210	- Laboratory Technician	30.91
30221	- Latent Fingerprint Technician I	27.52
30222	- Latent Fingerprint Technician II	30.39
30240	- Mathematical Technician	33.68
30361	- Paralegal/Legal Assistant I	22.52
30362	- Paralegal/Legal Assistant II	27.90
30363	- Paralegal/Legal Assistant III	34.12
30364	- Paralegal/Legal Assistant IV	41.27
30375	- Petroleum Supply Specialist	29.76
30390	- Photo-Optics Technician	30.62
30395	- Radiation Control Technician	29.76
30461	- Technical Writer I	23.88
30462	- Technical Writer II	29.20
30463	- Technical Writer III	35.33
30491	- Unexploded Ordnance (UXO) Technician I	26.15
30492	- Unexploded Ordnance (UXO) Technician II	31.64
30493	- Unexploded Ordnance (UXO) Technician III	37.92
30494	- Unexploded (UXO) Safety Escort	26.15
30495	- Unexploded (UXO) Sweep Personnel	26.15
30501	- Weather Forecaster I	29.63
30502	- Weather Forecaster II	36.05
30620	- Weather Observer, Combined Upper Air Or (see 2)	27.56
Surface Programs		
30621	- Weather Observer, Senior (see 2)	30.48
31000	- Transportation/Mobile Equipment Operation Occupations	
31010	- Airplane Pilot	31.64
31020	- Bus Aide	14.48
31030	- Bus Driver	20.82
31043	- Driver Courier	14.03
31260	- Parking and Lot Attendant	9.79
31290	- Shuttle Bus Driver	15.28
31310	- Taxi Driver	13.64
31361	- Truckdriver, Light	15.28
31362	- Truckdriver, Medium	18.98
31363	- Truckdriver, Heavy	20.32
31364	- Truckdriver, Tractor-Trailer	20.32
99000	- Miscellaneous Occupations	
99020	- Cabin Safety Specialist	15.43
99030	- Cashier	10.01
99050	- Desk Clerk	11.72
99095	- Embalmer	34.72
99130	- Flight Follower	26.15
99251	- Laboratory Animal Caretaker I	11.59
99252	- Laboratory Animal Caretaker II	12.63
99260	- Marketing Analyst	35.05
99310	- Mortician	34.88
99410	- Pest Controller	17.63
99510	- Photofinishing Worker	16.80
99710	- Recycling Laborer	18.00
99711	- Recycling Specialist	21.97
99730	- Refuse Collector	16.08
99810	- Sales Clerk	12.66
99820	- School Crossing Guard	14.04
99830	- Survey Party Chief	25.50
99831	- Surveying Aide	17.45
99832	- Surveying Technician	22.05
99840	- Vending Machine Attendant	12.77
99841	- Vending Machine Repairer	16.15
99842	- Vending Machine Repairer Helper	12.77

Note: Executive Order (EO) 13706, Establishing Paid Sick Leave for Federal Contractors, 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, 2017. If this contract is covered by the EO, the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work, up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness, injury or other health-related needs, including preventive care; to assist a family member (or person who is like family to the employee) who is ill, injured, or has other health-related needs, including preventive care; or for reasons resulting from, or to assist a family member (or person who is like family to the employee) who is the victim of, domestic violence, sexual assault, or stalking. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.48 per hour or \$179.20 per week or \$776.53 per month

HEALTH & WELFARE EO 13706: \$4.18 per hour, or \$167.20 per week, or \$724.53 per month*

*This rate is to be used only when compensating employees for performance on an SCA-covered contract also covered by EO 13706, Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor, 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** HAZARDOUS PAY DIFFERENTIAL ****

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS ****

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition (Revision 1), dated September 2015, unless otherwise indicated.

**** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) ****

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order the proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the U.S. Department of Labor, Wage and Hour Division, for review (See 29 CFR 4.6(b)(2)(ii)).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour Division's decision to the contractor.
- 6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

Information required by the Regulations must be submitted on SF-1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1)).

TECHNICAL CAPABILITY / TECHNICAL APPROACH

3 page max

Information shall be precise, factual, detailed, and complete. Offerors should not assume that the evaluation team is aware of company abilities, capabilities, plans, facilities, organization, or any other pertinent fact that is important to accomplishment of work.

Technical acceptability will be determined by review of information submitted. acceptable offeror which must provide a description in sufficient detail to show that services offered meets the Government's requirement in accordance with the Performance Work Statement.

Discuss your proposed approach to satisfy the requirements of the PWS.

Past Performance Factor

The Offeror shall submit the information set forth below for the prime Offeror. and any subcontractor.

1. Provide at least two (2) Government or commercial contracts and subcontracts relevant in scope and size to this anticipated effort over the prior five years.

For each, identify:

- a. Contract number
- b. Government agency or company that awarded the contract
- c. The type of contract (e.g., FFP, T&M, etc.)
- d. Brief description of the work
- e. Contract value
- f. Contract performance dates
- g. Name, title, telephone number, and email address of at least two people knowledgeable with contract performance
- h. Name, telephone number and email address of the Contracting Officer and Contracting

PAST PERFORMANCE QUESTIONNAIRE

REFERENCE INSTRUCTIONS: The Michael E. Debakey VA Medical Center is considering the Offeror listed below for award of a VA contract. Your comments would be appreciated regarding this firm's past performance. The intent of this form is to evaluate the offeror's services. Your comments are considered Source Selection Sensitive; therefore, you are advised that the Federal Acquisition Regulation prohibits the release of the names of individuals providing reference information about Offeror's past performance. This survey should be completed by an evaluator with sufficient familiarity of the offeror's performance and returned to the contracting office by the evaluator no later than September 13, 2018 (11:00am (CT)) the closing date of the solicitation by e-mail to joey.grismore2@va.gov

Include the solicitation number on the subject line of all e-mails. Solicitation Number: **36C25618U0421**

Offeror's Name: _____ Offeror's e-mail: _____

Request for Quote: _____

Name of Person Completing the Evaluation: _____

Telephone: _____ E-mail: _____

Title: _____

Company/Organization: _____

Please rate the offeror in each of the following areas. Note: there is room for comments where you deem remarks would be helpful to our evaluation.

- Not Applicable: N/A
- 1: Performance clearly below the contract performance standard or requirement
- 2: Performance occasionally does not meet minimum contract performance standard or requirement
- 3: Performance that meets the minimum contract performance standard or requirement
- 4: Performance that meets and occasionally exceeds the contract performance standard or requirement
- 5: Performance that almost always exceeds the contract performance standard or requirement

1.Overall quality/satisfaction	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Overall satisfaction with the Offeror's performance. Would you (the reference) choose to work with this offeror again?

2.Delivery performance	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Delivery performance includes delivery consistency, on time performance, and flexibility in responding to emerging issues and implementing required solutions.

3.Satisfaction with the quality of service delivered	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the effectiveness and applicability of the plans and strategies delivered and the actual implementation of those.

4.Satisfaction with problem resolution	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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This includes the offeror's ability to solve problems, the speed in which they handle problems, and their effective delivery of resolutions.

5.Satisfaction with the quality of contractor personnel	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the quality of the contractor's staff in executing the project work scope.

6. Have you issued a cure notice, show cause notice, suspension of progress payments or other letters directing the correction of a performance problem in the past 3 years?

☐ Yes ☐ No If Yes, please explain.

7. Have you terminated this contractor for default within the past 3 years, or are there any pending termination actions?

☐ Yes ☐ No If Yes, please explain.

8. Based on the offeror's overall performance, would you award them another contract?

☐ Yes ☐ No If No, please explain.

9. Have you discussed any adverse past performance problems with the Offeror and given them an opportunity to comment?

☐ Yes ☐ No Please explain.

10. Do you file past performance information in a database that the Contracting Officer may search?

☐ Yes ☐ No Please explain.

11. If the contract had options, were those options exercised?

☐ Yes ☐ No Please explain.

12. List the dates of the contract period of performance (when were services provided)?

13. What was the dollar value of the contract performed by the offeror?

14. Provide a brief description of the services provided by the offeror for this contract.

Please attach any past performance database reports or other material you deem appropriate to a full understanding of the Offeror's past performance by the evaluator.