

1. Title: Telephone Switchboard Operators

2. Purpose: The Michael E. DeBakey Veteran Affairs Medical Center (MEDVAMC) hereby issues the following Request Information (RFI). This RFI is to seek contractors with the capability to provide all labor, supervision, transportation, and other items/services necessary to perform Telephone Operator / Switchboard services in accordance with the draft Performance Work Statement. The Government is requesting responses from contractors with the capability to provide these services at the Houston MEDVAMC. The applicable North American Industry Classification code for this procurement is 561421 and the business size standard is \$15 Million.

3. Objective: To find qualified and certified contractors with the capability to provide services to the Government requirement. Please see the attached draft Performance Work Statement.

4. Place of Performance:

Michael E. DeBakey Veterans Affairs Medical Center  
2002 Holcombe Blvd.  
Houston, Texas 77030-4298

5. Responses Requested: The MEDVAMC requires the following questions answered in this RFI: Answers that are not provided shall be considered non-responsive to the Request for Information and contractor shall not be considered as part of the market research. Please provide evidence of your company's capability in order to be determined capable to provide this service. Evidence can be submitted through resumes and certificates of training.

a. Do your company possess the capability to provide the Government required services per the Performance Work Statement to include but no limited to:

1. Capability to maintain appropriate staffing levels shall consist of no less than 7 telephone operators (not including the Working Supervisor) during peak hours of operation i.e., second shift 0800-1630, Monday through Friday only, excluding Federal Holidays. Appropriate staffing levels during non-peak hours of operation i.e., first shift (0000-0800) and third shift (1630-000) and Federal Holidays require no less than 2 telephone operators (including one lead operator).

2. Capability to provide a Working Supervisor and Telephone Switchboard Operators which are listed below. Please provide resumes to confirm you can provide the necessary personnel.

Working Supervisor (WS) Qualifications: WS shall have had at least two years telephone operating experience, of which one year involved substantial responsibility for placing a variety of special calls (e.g., conference calls, long distance calls, and local calls) over varied circuits or routings or performing information operator work which required a knowledge of organizational units and major functions of a large multi-division organization, and shall have had one or more years of experience of supervising, which involved organizing, directing and controlling staff. WS shall be experienced in maintaining discipline, devising work methods and assignments, establishing performance requirements and arranging work schedules to conform to peak telephone requirements for adequate service. The ability to

communicate, comprehend, use correct grammar and punctuation, and understand instructions, as well as write legibly, is required.

The Contractor shall assign a WS for the purposes of supervising and training contract personnel and ensuring compliance with all provisions of this contract. The WS shall be dedicated to serve solely in the Medical Facility during administrative working hours and at all other times shall be available, by telephone or pager, for any problems which shall occur, including staffing problems. The WS shall respond within one hour during off duty hours.

When the WS plans to be absent for more than one 8-hour shift, the Contractor shall notify the COTR in writing or electronic mail of who shall be the stand-in representative during his/her absence.

When the WS is absent for more than three consecutive working days, the Contractor shall provide replacement WS during the absence. The COTR shall be notified in advance, in writing, of this substitution.

#### Telephone Operator

Telephone Operator Qualifications: Telephone operator shall be able to assume the responsibility for placing a variety of special calls (e.g., conference calls, long distance calls, and local calls) over varied circuits or routings, or performing information operator work, which requires knowledge of the organizational units and major functions of a large multi-division organization. Operators shall have the ability to meet and deal with people from a variety of backgrounds, with varying levels of understanding, work under pressure and stressful conditions, and adapt to changing working conditions. Project manager shall not allow new personnel to perform duties alone until he/she has received at least two weeks of on-the-job training.

The selection, assignment, transfer, supervision, management, and control of Contractor employees in performance of this PWS shall be the responsibility and prerogative of the Contractor. However, the Contractor shall comply with the general intent and specific policies set forth in the performance statement, concerning conduct of employees as referenced therein. When the Government directs, the contractor shall remove from performance on the contract any person who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the activity and its population.

3. Full service and maintenance to Government owned Deaerator Tank (Advanced Manufacturing), Condensate Storage Tank (Ace Buehler), Fuel Oil pumping systems and associated valves and piping

4. Work shall be performed twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year, including weekends and all holidays. Peak hours of operation are second shift from 0800-1630 Monday through Friday. The Contractor shall provide no less than 7 telephone operators (not including the Working Supervisor) during peak hours. The Contractor shall provide appropriate staffing levels during non-peak hours of operation, i.e.,

first shift (0000-0800), third shift (1630-0000), and Federal holidays which is no less than 2 telephone operators (including one lead operator).

b. Contractors shall also provide their point(s) of contact name, address, telephone number, and email address; and the company's business size, and Data Universal Numbering System (DUNS) Number.

c. Is your company a small business, SDBs, HUBZone, SDVOSB, VOSB or 8A concern?  
**Contractor shall provide communication in capability statement. Contractor shall provide proof of qualifications through resumes and a technical statement demonstrating work experience.**

d. Has the contractor provided similar services? The contractor shall provide in their capability statement a list of active contracts for commercial, federal, state, and local governments. The listed contracts shall provide communication on the Government requirement illustrating the capability for comparison.

e. Is your company available under any Government Wide Agency Contract (GWAC), **General Services Administration Schedules (GSA)**, Indefinite Delivery Indefinite Quantity (IDIQ), and/or Blanket Purchase Agreement (BPA)? **If so, please list the contract number and a brief summary of the products and services provided.**

f. Provide a short summary of your potential approach to this type of contract and meeting the specific requirements per the draft Performance Work Statement and your experience managing similar contracts with similar requirements for the MEDVAMC.

g. Please confirm if you would subcontract a portion of this effort. Please confirm the percentage of this work you would subcontract.

**h. Please provide a price estimate for the Draft Performance Work Statement for market research purposes.**

**6.Opportunity:** The MEDVAMC, is seeking information from potential contractors on their ability to provide this service. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. Small Business Concerns are encouraged to provide responses to this RFI in order to assist the MEDVAMC in determining potential levels of competition available in the industry. Contractor shall provide answers to all questions requested and shall possess the capability to provide all requirements and objectives per the **DRAFT PERFORMANCE WORK STATEMENT.**

**7.Instructions and Response Guidelines:** RFI responses are due by October 21, 2019 at 9:00am (CST); size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word format via email to Orlando.Whitaker@va.gov. All Questions shall be submitted by October 18, 2019 at 12:00 pm (CST) via email to Orlando.Whitaker@va.gov. Telephone requests or inquires

will not be accepted. The subject line shall read: 36C25620Q0035 Telephone Switchboard Operators.

NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on subparagraphs 5(a) - 5(f).

Please provide the information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team. This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government.

8. In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it will be synopsisized in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future solicitations.

9. Contact Information:

Contract Specialist, Orlando Whitaker

Email address: Orlando.Whitaker@va.gov

Your responses to this notice are appreciated.

**THIS NOTICE IS NOT A REQUEST FOR COMPETITIVE QUOTES;** however, any firm that believes it can meet the requirements may give written notification prior to the response due date and time. Supporting evidence must be furnished in sufficient detail to demonstrate the ability to perform the requirements.