Solicitation W9124E26QA003, Industry Questions - Amendment 002

1. The solicitation does not identify technical capability, experience, or past performance as evaluation factors. Please clarify how the Government intends to evaluate an offeror's ability to successfully perform this requirement prior to award.
2. Please clarify what criteria the Government will use during its responsibility determination to verify that the selected contractor possesses the necessary experience, technical expertise, staffing resources, key personnel, and operational capability required for successful performance.
3. Please confirm whether the Government will evaluate proposed key personnel qualifications prior to award, including the requirement for the Program Manager to demonstrate experience repairing, installing, and maintaining home appliances.
4. Are repairs resulting from occupant misuse, vandalism, negligence, missing parts, or intentional damage included within the firm-fixed-price requirement, or will such repairs be separately funded by the Government?
5. The incumbent contract included a separate CLIN for repair parts reimbursement. Please clarify whether repair and replacement parts under this solicitation are to be included in the contractor's firm fixed-price pricing or reimbursed separately by the Government.
6. The solicitation requires the contractor to furnish repair parts while also salvaging equipment and components. Please clarify the Government's expectations regarding ownership, storage, inventory management, stock levels, and future use of salvaged parts.
7. Is the contractor responsible for replacing missing machine components discovered during service calls, or will such repairs be separately funded by the Government?
8. Please clarify whether the annual dryer vent cleaning requirement includes the entire exhaust system from the dryer discharge point through the full vent route to the exterior termination point.
9. Please clarify whether the contractor is responsible for cleaning dryer vent piping located above ceilings, within walls, in chases, or otherwise not readily accessible.
10. Please confirm whether building drawings, schematics, vent-routing diagrams, or other documentation identifying dryer vent routes are available and will be provided to offerors.
11. Please confirm whether specialized access equipment, lifts, scaffolding, ceiling access, or similar equipment will be required to perform the annual dryer vent cleaning requirement.
12. Please identify any buildings where dryer vent systems are not readily accessible for inspection and cleaning.
13. Please clarify the criteria the Government will use to determine when a washer or dryer is considered beyond economical repair and eligible for replacement rather than continued repair.

14. Please provide the average age of the washer and dryer inventory covered under this requirement. If average age information is not available, please provide the age range of the equipment population and identify the approximate percentage of units that exceed their expected service life.
15. On Page 42 of PWS, there is an embedded Excel file to the Technical Exhibit C Building List & Equipment Location that does not open. Will this be a separate file that will be provided?
16. Is this a brand-new contract OR if there is (was) an incumbent performing these services? If not brand new, could you please provide the current / previous contract number?
17. Repair Parts Responsibility: Is the contractor responsible for furnishing all repair parts and consumables required to complete maintenance and repair actions? If so, are repair parts included within the firm-fixed-price CLINs, or is there a separate reimbursement process for parts?
18. Historical Workload Data: Can the Government provide a breakdown of the approximately 3,000 Demand Maintenance Orders referenced in the PWS? Specifically, the number of repair calls, hook-up/installations, salvage/removal actions, and preventive maintenance actions completed during the previous contract period.

19. Historical Repair Costs: Is historical information available regarding annual repair-part expenditures and/or previous contract pricing?

20. Existing Contractor Information: Is there an incumbent contractor currently performing these services? If so, is incumbent contract pricing publicly available?

21. Response Requirements: Are there specific response time requirements for routine, urgent, or emergency work orders beyond those identified in the PWS?

22. Site Visit: Will the Government be conducting a site visit or industry day for interested vendors? If so, please provide the date, time, and registration requirements.

23. Equipment Inventory: Can the Government confirm the current number of washers and dryers covered under the contract and whether significant additions or removals are anticipated during the base period?

24. Government-Furnished Property: Will any government-furnished storage space, staging area, repair area, or spare parts inventory be available to the contractor?

25. Can we get some sample serial numbers of the existing washers and dryers?

26. The description lists say there are 4,000 machines on Fort, yet the TE lists

significantly fewer. Can you tell us the total number of machines on Fort?

27. The Fort Polk appliance solicitation does not provide proposal preparation instructions. In a similar procurement conducted in 2021, the Government required offerors to submit past performance information as part of their proposals. Can the Government please clarify what proposal documentation offerors are required to submit under this solicitation, including any past performance requirements (recommend that any offeror demonstrate between 3-5 past performances)? Providing guidance on the required proposal contents will help ensure that offerors demonstrate relevant experience and qualifications, enabling the Government to effectively evaluate contractor capability and select the best-qualified contractor.

NOTICE TO OFFERORS: Failure to provide the following documents will be grounds to determine quote as "Non-Responsive"

1. Completed SF 1449 with pricing on ALL ITEMS.
2. ALL amendment acknowledged by signature.
3. Completed FAR Clauses 52.219-28 and 52.204-24.
4. Completed Addendum to FAR 52.212-1 (Special Instructions).
5. Completed Pre-Award Reference Information. (See Attachment titled, Pre-Award Reference Information)
6. Resume of Contractor's Proposed Program Manager, demonstrating minimum of two (2) years' experience, in accordance with Performance Work Statement (PWS) paragraph C.1.6.10.1.1.1

Government Response to Industry Questions- Amendment 002

Question 1-3, 27 Evaluation Factors & Proposal Requirements: While the "Notice to Offerors" outlines required documents (resumes, references) indicating a Lowest Price, Technically Acceptable (LPTA) approach, the formal development of the acquisition strategy and the drafting of the evaluation criteria (Sections H and M) remain the statutory responsibility of the Contracting Officer. Per FAR 15.304(c) and AFARS 5115.303, the MICC must formulate the specific evaluation factors and determine the basis for award. From a technical perspective, the evaluation must include: 1. Key Personnel: Verification that the Program Manager's resume demonstrates a minimum of two (2) years' experience, per PWS C.1.6.10.1.1.1. 2. Past Performance: Evaluation of the "Completed Pre-Award Reference Information." The MICC must explicitly detail in Section M how these technical requirements will be evaluated to determine responsibility and technical acceptability.

Questions 4, 7, Repairs for Misuse, Vandalsim, or Missing Parts: The contractor is responsible for all repairs. Costs for repairs resulting from occupant misuse, negligence, or for missing components discovered on service calls are not separately funded. As previously clarified, these costs are to be absorbed via the parts CLIN of the solicitation, as this has been captured in the Independent Government Estimate (IGE) based on historical data. For damages determined to be Non-Fair Wear and Tear (NFWT) or Vandalism, the

contractor must coordinate with the COR, who will then coordinate with the unit POC (PWS C.5.10.4). The decision to seek reimbursement from the unit rests solely with the Government.

Questions 5, 17 Repair Parts Responsibility: The Contractor is responsible for furnishing all necessary supplies and materials to meet the requirements of the PWS (PWS C.4.1, C.4.2). All repair and replacement parts are to be included in the contractor's fixed-price. There is no separate reimbursement process for parts.

Question 6, Salvaged Parts: The Government maintains ownership of all parts stripped from salvaged machines (PWS C.5.4.2). The contractor is required to strip, test, and stock specific, usable parts (timers, motors, pumps, etc. per PWS C.5.4.3) in a used parts inventory. The Government will determine the stock levels and reserves the right to furnish these used parts for repairs.

Questions 8, 9 , 11 Dryer Vent Cleaning Scope: The contractor is responsible for the annual cleaning of the entire dryer vent exhaust system. This includes all ducting from the dryer's discharge point, through any chases, walls, or ceilings, to the final exterior termination point on the outside of each facility (PWS C.5.6). Any specialized equipment (lifts, scaffolding) required to access these systems is the contractor's responsibility to provide.

Questions 10, 12 Dryer Vent Diagrams & Access: The Government does not have and will not provide building drawings, schematics, or vent-routing diagrams. The contractor is responsible for determining the vent routes as part of their work. All buildings listed in Technical Exhibit C should be considered to have vent systems that require inspection and cleaning.

Question 13 Economical Repair Criteria: An appliance is considered beyond economical repair when the cost of labor and new parts exceeds: • 75% of replacement cost for a machine two years old or less. • 60% of replacement cost for a machine over two years old. (PWS C.5.2.12)

Questions 14, 25 Equipment Age & Serial Numbers: The Requiring Activity (RA) does maintain this information and can provide it to the MICC as required. All equipment is Government-furnished (PWS C.3.4) and consists of the models listed in Technical Exhibit C. If needed for the solicitation package, the RA can compile and deliver the current equipment age and serial number list to the Contracting Officer. Examples of listed models (LDEA5RGS173TW01/02, LWNA52SP113TW01, etc.).

Question 15 Technical Exhibit C File: A functional, stand-alone copy of Technical Exhibit C has been provided to the contracting office to be included with the solicitation via the PCF Cabinet.

Questions 16, 20 Incumbent Contract Information: This is a contracting office (MICC) question the RA does not determine if the incumbent is awarded the Renewal of Services, the RA doesn't determine publicly available pricing. Current contract number is W9124E-21-P-0015.

Question 18 Historical Workload Data: The PWS states "Approximately 3,000 Demand Maintenance Orders (DMO) were submitted during the past year" (PWS C.1.2). A more detailed breakdown is available from the requiring activity if required.

Question 19 Historical Repair Costs: The contractor has been afforded a predetermined dollar amount specifically for the Warranty and Non-Warranty CLINs. The MICC has complete access to the historical execution data for these costs from the incumbent contract and should utilize that data to establish the appropriate values for those specific CLINs in the solicitation.

Question 21 Response Requirements: The PWS specifies all response times: Onsite Response: Within two (2) working days of DMO creation. • Repair Completion: Within 48 hours of response. If parts are required, completion is due within three (3) calendar days of parts receipt. • Maximum Downtime: No machine shall remain unrepaired for more than ten (10) calendar days for lack of parts. (PWS C.5.11, C.5.2.6, C.5.2.7.1)

Question 22 Site Visit: Site visit not applicable with this requirement.

Questions 23, 26 Equipment Inventory Quantity: The definitive quantity of machines covered under this contract is listed in Technical Exhibit C: 376 Dryers and 268 Washing Machines, for a total of 644 machines. Offerors should disregard any other numbers mentioned. Minor fluctuations may occur due to renovations (PWS C.1.12).

Question 24 Government Furnished Property: The Government will provide office space and storage space for repair parts at Buildings 4363 and 4365 (PWS C.3.1, C.3.2). No other storage, staging, or repair areas will be provided.

Question 27 See Addendum 52.212-1 Evaluation Criteria of Award