



Date: July 29, 2020

Subject: **Request for Quotations (RFQ) – Punta Cana Office Cleaning
RFQ # PR9265368**

Dear Prospective Offeror/Quoter:

The U. S. Embassy in Santo Domingo, Dominican Republic, invites you to submit quotations under full and open competition procedures for the following: **Punta Cana Office Cleaning Services** according to following specifications detailed below:

The purpose of this procurement action is to obtain cleaning services for an offsite office in Punta Cana. The contractor shall perform cleaning services in all designated spaces including but not limited to entrance area, reception, bathrooms, open work areas, private offices, kitchenette and storage area.

1. GENERAL REQUIREMENTS

The Contractor shall include all planning, administration, and management necessary to ensure that all services comply with the contract, schedules, instructions from the COR and all applicable laws and regulations. The Contractor shall comply with all specifications and requirements in the contract. The Contractor shall perform all related support functions such as supply, quality control, financial oversight, and maintenance of complete records and files.

1.1 LOCATION OF SERVICES

This offsite office is located at Plaza Conydra, Km 5 Boulevard Turístico del Este, Punta Cana, La Altagracia, República Dominicana. The infrastructure consists of one office space including reception, open workarea, conference room, three private offices, bathroom, storage room and Kitchenette.

1.2 MANAGEMENT AND SUPERVISION

- 1.2.1. The Contractor shall designate a supervisor who shall execute, through day-to-day operation, the management and overall supervision of the entire cleaning services effort and shall act as liaison between the COR and the Contractor. The supervisor must have a minimum of 2 years' experience in a cleaning service provider company.

1.2.2. MONTHLY MEETINGS. The Supervisor shall participate in monthly scheduled meetings with the COR or designated on site liaison at the offsite where services are provided. Feedback on quality control results and any required corrective measures should be discussed during these meetings as well as any challenges affecting the correct rendering of services as well as notifications of future changes.

1.2.3. CLEANING ASSISTANTS. The Contractor shall designate specialized cleaning personnel in a daily basis to work on weekdays. The cleaning assistant(s) shall be responsible for all the work being performed at the work site under the contract. The cleaning assistant must have a minimum of one year of proven experience in the trade of office/residential cleaning.

1.2.4. SCHEDULES. The Contractor shall be responsible for coordinating all work to be performed under this project with the Contracting Officer and the COR. The Contractor shall maintain work schedules based on an five-hour work day.

-One (1) cleaning assistant to perform the following duties: Office cleaning (including office furniture and office equipment), windows, bathroom, glass door and divisions, walls, as well as, including some services like coffee and water serving. Service is required Mondays, Wednesdays and Fridays from 8:00 a.m. to 2:00 p.m. including one hour break for lunch.

If a Contractor employee is absent, the Contractor is responsible to provide replacement staff.

1.2.5. QUALITY CONTROL. The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the COR or on site designed responsible designated by the COR. The COR will schedule surprise inspections of the Contractor's work.

1.2.6. WORKFORCE. As discussed in the schedules section the required workforce is one for Mondays, Wednesdays and Fridays.

1.2.7. HAZARDOUS AND TOXIC SUBSTANCES. It is the Contractor's responsibility to ensure the safe handling, application, removal, and environmentally sound disposal of all hazardous or potentially hazardous chemicals used under this contract. The Contractor assumes all liability for damage and/or injury for use of chemical products or equipment. All chemicals shall be applied by properly licensed personnel.

1.2.7.1. The Contractor shall notify the COR prior to applications and advise of any danger associated with the use of these products. The Contractor shall obtain approval of the COR for all chemicals used for this contract.

- 1.2.7.2. The Contractor shall supply all Material Safety Data Sheets (MSDS) for products proposed to be used to the COR.
- 1.2.7.3. The Contractor shall strictly adhere to chemical manufacturer's application, usage, and clean-up directions. The Contractor shall take all precautions necessary to eliminate chemical misuse, personal property damage, and/or damage to wildlife.
- 1.2.7.4. The Contractor shall satisfy and comply with all local and OSHA regulations in the handling, application, disposal, and storage of all chemicals and/or hazardous chemicals.
- 1.2.7.5. The Contractor shall notify the COR in the event of any unusual circumstances regarding plant determination, wildlife death (mammal, fowl, or fish) or other abnormal occurrences.
- 1.2.7.6. The Contractor shall be responsible for any damages incurred by the improper use, storage, or application of all chemicals or substances used on the premises.
- 1.2.8. **CODES AND STANDARDS.** The Contractor, as a minimum, shall meet or exceed the applicable requirements of the latest revision of the following codes and specifications published by the following organizations:
- (Local Laws) Knowledge of local laws and regulations pertaining to environmental matters.

It is not the intent of this specification to restrict the Contractor's work. These specifications are the minimal requirements acceptable to the U.S. Embassy in Santo Domingo.

1.2.9. **SAFETY.** The Contractor shall protect the property from all potential hazards. The Contractor will adhere to and enforce all applicable local safety regulations. The Contractor shall report any accidents, injuries, fires or other incidents of a serious nature or incidents requiring emergency response to the COR and offsite office coordinator, immediately. Contractor personnel shall wear appropriate personal protective equipment for the task being performed.

1.2.10. **ENVIRONMENTAL PROTECTION.** The Contractor shall protect rivers and drainage ditches from chemical contamination, sediment run-off, construction debris, and other damage. Soil erosion and sediment control provisions and maintenance in accordance with local requirements are required. In the case of a spill or release of any sort, the Contractor shall immediately notify the COR.

1.2.11. **USE OF SITE.** The properties will be in daily use and will remain so during the work. The Contractor shall not interfere with the occupants' use of the existing facilities. The Contractor shall not unreasonably encumber the work area with materials or equipment. The Contractor shall always keep the work area clean and shall promptly remove waste materials or rubbish.

1.3. SPECIFIC REQUIREMENTS

The quality of maintenance and appearance of this offsite office interior and outdoors is important to the U.S. Mission. The Government will measure the Contractor's work by the health and appearance covered by this contract.

1.3.1 General Cleaning

The Contractor shall perform cleaning work, including furnishing all labor, material, tools/equipment, and services, for this offsite space indoors. Offices cleaning services includes but are not limited to: cleaning of office space (including office furniture and office equipment), windows, bathroom, glass doors and divisions, walls, kitchenette and storage area, as well as, including some services like coffee and water serving. While maintaining their working area and rest/lunch area clean always.

The required cleaning services shall include:

- 1.3.2. Sweep all floor areas including wet mopping with appropriate cleaning product specific to cleaning materials such as tile, linoleum, marble or granite floors and cement areas, etc. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Furniture, appliances, trash receptacles, and other moveable items shall be tilted or moved to clean underneath and behind. When completed, the floors shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
- 1.3.3. Dust, vacuum, polish (wood) and cleaning of all furniture including, but not limited to, office furniture, desks, chairs, kitchen appliances, patio sets, entertainment centers, desks, chairs, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, mirrors, lamps and other common furnishings found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces or areas. After cleaning is completed, the furniture needs to be replaced to the original position.
- 1.3.4. Dust and polish all wooden surfaces to include, but not limited to, doors, windows, shelving, floors and floorboards, moldings, ceiling tiles, cupboards, etc.
- 1.3.5. Vacuum all rugs and carpets, runners, and carpet protectors to ensure that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any moveable items shall be moved to vacuum underneath, and then replaced in the original position.
- 1.3.6. Thorough cleaning and sanitation of toilets, bidets, bathroom mirrors, and shower/tub facilities, vanities and any other bathroom fixtures using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap scum, mold, and smudges.
- 1.3.7. Thorough cleaning of kitchen and laundry facilities, to include sweeping and mopping the floor, wiping down and sanitizing the sinks, counters and other surfaces, cleaning the

inside, outside and on top of cabinets and pantry, microwaves, stove/oven, refrigerator and freezer, washing and dryer machines. Cleaning of appliances will include vacuuming dust from around motor areas.

- 1.3.8. Dust remove grease marks and wipe down windows or fix glass panels on the inside and exterior, to include windows, windowsills and tracks. For high windows, the contractor shall provide any ladders and safety equipment or appropriate means to reach them.
- 1.3.9. Dust and wipe window blinds with a damp cloth to ensure that all dirt and smudges are removed.
- 1.3.10. Remove and wash insect screens with appropriate products and reinstall.
- 1.3.11. Dust and wipe light fixtures, ceiling fans and chandeliers. When completed, the light fixtures shall be free from bugs, dirt, grime, dust, and marks.
- 1.3.12. Spot cleaning walls.
- 1.3.13. Dust and polish all wooden surfaces to include, but not limited to, doors, windows, shelving, floors and floorboards, moldings, ceiling tiles, stairs, cupboards, etc.
- 1.3.14. As appropriate, sweep debris from walkways and driveways and pressure-wash those areas.
- 1.3.15. Sweep terraces and balconies to remove all accumulated dirt and debris and pressure-wash.

2. WORKING HOURS

Weekdays between 8:00 and 14:00, Monday, Wednesdays, and Fridays, except for Dominican Government holidays. For more detailed information please refer to paragraph 1.2.4 Schedules and 1.2.6 Workforce.

3. DELIVERABLES

The following items shall be delivered under this contract:

DESCRIPTION	QUANTITY	DELIVERY DATE	DELIVER TO
Insurance (proof)	1	10 days after award	Contracting Officer
List of Personnel for Security Clearance	1	10 days after award	COR
Invoice1	Monthly	Designated Billing Office (DBO)	

4. PERSONNEL REQUIREMENTS

4.1. **GENERAL.** The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous, or disorderly conduct by Contractor employees at the site. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional costs to the Government.

4.2. STANDARD OF CONDUCT

4.2.1. **UNIFORMS AND PERSONAL EQUIPMENT.** The Contractor's employees shall wear clean, neat, and complete uniforms when on duty. All employees shall wear uniforms approved by the COR. The Contractor shall provide, to each employee and supervisor, uniforms, and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms. The Contractor shall also provide personal protective equipment to all its employees, including but not limited to boots and gloves.

4.2.2. **NEGLECT OF DUTIES.** The Contractor shall ensure that there is no sleeping while on duty, unreasonable delay or failure to carry out assigned tasks, conduct of personal affairs during duty hours and refusal to render assistance or cooperate in upholding the integrity of worksite security.

4.2.3. **MISBEHAVIOR.** Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities, which interfere with normal and efficient office operations.

4.2.4. **INTOXICANTS AND NARCOTICS.** The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

4.2.5. **FIREARMS.** The Contractor shall not allow its employees while on duty to possess any firearm.

4.2.6. **CRIMINAL ACTIONS.** Contractor employees may be subject to criminal prosecution as allowed by law in certain circumstances including but not limited to the following infractions:

- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records;

- Unauthorized use of Government property, theft, vandalism, or immoral conduct;
- Unethical or improper use of official authority or credentials;
- Security violations; or,
- Organizing or participating in gambling in any form.

4.3. NOTICE TO THE GOVERNMENT OF LABOR DISPUTES. The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

4.4 PERSONNEL SECURITY

4.4.1. Five days after contract award, the Contractor shall provide the following list of data on each employee who will be working under the contract. The Contractor shall include a list of workers and supervisors assigned to this project, including planned back-up personnel. The Government will run background checks on these individuals. For everyone, the list shall include:

- Full Name
- Place and Date of Birth
- Current Address
- Dominican ID (cédula) number
- Non-Dominican passport number (if applicable)

5. MATERIALS AND EQUIPMENT

The Contractor shall provide all necessary cleaning supplies and equipment to perform the work identified in this contract. Please see below a list of the minimum materials, equipment, supplies and work clothing to be supplied.

Materials/Expendables to be used and provided by the Contractor:

- Latex gloves
- “Wet Floor” sign
- Brushes (for floor, walls, toilet)
- Buckets
- Ladder
- Broom
- Sweeper
- Dustpan
- Mop
- Squeezer
- Alcohol

- Chlorine
- Disinfectant
- Glass cleaner
- Detergent
- Sponge(s)
- Degreaser
- Cloths.
- Vacuum cleaner
- Garbage bags
- Staff Uniforms
- Staff Footwear
- Staff Personal Protective Equipment

6. INSURANCE

6.1. AMOUNT OF INSURANCE. The Contractor is required to provide all insurance that is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

6.2. GENERAL LIABILITY (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1. Bodily Injury

Per Occurrence	As required by Dominican Republic law
Cumulative	As required by Dominican Republic law

2. Property Damage

Per Occurrence	As required by Dominican Republic law
Cumulative	As required by Dominican Republic law

6.3. THE TYPES AND AMOUNTS OF INSURANCE ARE THE MINIMUMS REQUIRED. The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.

6.4. COMPENSATION. For those Contractor employees assigned to this contract who are either United States citizens or Direct Hire in the United States of America or its possessions, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.

6.5. PERSONAL INJURIES OR DAMAGES. The Contractor agrees that the Government

shall not be responsible for personal injuries or for damages to:

- any property of the Contractor,
- its officers,
- agents,
- servants,
- employees, or
- any other person

The Contractor shall hold harmless and indemnify the Government from any claims arising, except in the instance of gross negligence on the part of the Government.

- 6.6. **DAMAGE OR THEFT OF MATERIALS AND/OR EQUIPMENT.** The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.
- 6.7. **GOVERNMENT AS ADDITIONAL INSURED.** The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State," as an additional insured with respect to operations performed under this contract.
- 6.8. **TIME FOR SUBMISSION OF EVIDENCE OF INSURANCE.** The Contractor shall provide evidence of the insurance required under this contract within ten (10) days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.
- 6.9. **ACCIDENTS AND INJURY**
- a) The Contractor and its employees shall comply with the Dominican Republic's local safety regulations.

7. LAWS AND REGULATIONS

- 7.1. Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. If there is a conflict between the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.
- 7.2. The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, unless they are inconsistent with the requirements of this contract.

8. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The QASP provides a method for the COR to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

Performance Objective	PWS Paragraph	Performance Threshold
Services. Performs cleaning services set forth in the performance work statement (PWS)	1 thru 7.	All required services are performed and no more than one (1) customer complaint is received per month.

- (a) **SURVEILLANCE.** The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action. The COR may make random, unannounced inspections of the work site.
- (b) **STANDARD.** The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.
- (c) **PROCEDURES.**
 - (1) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.
 - (2) The COR will complete appropriate documentation to record the complaint.
 - (3) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
 - (4) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable. The COR shall, at a minimum, orally notify the Contractor of any valid complaints. If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.
 - (5) The COR will consider complaints as resolved unless notified otherwise by the complainant.

- (6) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause

WRITTEN QUOTES

The offeror shall provide an electronic copy containing all required sections of the written Quote. The offeror must submit the Quote in PDF format. Any offeror that does not comply with the following instructions or does not submit a required component of this RFQ within the allotted period shall not be considered for award. Please direct any questions regarding this Request for Quotations to SantoDomingoProcurement@state.gov.

REQUIRED DELIVERY DATE

For all vendors: Delivery must be made within **30** days after award. Partial shipments are not allowed.

All items must be new (not used or refurbished).

This solicitation is issued on an "all or none" basis. Award will be made to the lowest price, technically acceptable offer.

Complete quotations must be received by the date and time specified.

SOLICITATION CONSIDERATIONS

All Quotes must be valid for 60 days from the closing date for this solicitation. No exceptions or qualifications.

The Government intends to award a Firm Fixed Price Purchase Order under FAR Part 13 resulting from this solicitation to one (1) responsible offeror whose offer conforming to the solicitation is the Lowest-Priced, Technically-Acceptable. The following factors shall be used to evaluate offers:

- Technical Capability of the item or service offered to meet the Government requirement.
- Price.

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Quotations **must** be submitted in English, via email to SantoDomingoProcurement@state.gov and marked **RFQ# PR9265368, no later than 1600hrs local time, on Friday, August 21st, 2020.**

The U.S. Government is conducting this acquisition using Simplified Acquisition procedures as outlined in the Federal Acquisition Regulation (FAR), Part 13.

The U.S. Government intends to award a Purchase Order to the responsible offeror submitting the lowest quotation which is technically acceptable. You are encouraged to make your quotation competitive. You are also cautioned against any collusion with other potential offerors regarding price quotations to be submitted. The RFQ does not commit the U.S. Embassy to make any award. The U.S. Embassy may cancel this RFQ or any part of it at any time. The Contracting Officer reserves the right to reject any or all quotations and to waive any information, or minor irregularities in quotations received.

In accordance with FAR Provision 52.215-1, the Government reserves the right to make an award based on initial proposals without further negotiation or discussion, following FAR Subpart 15.209 (a).