

**US Patent & Trademark Office
Data Center Floor Cleaning**

STATEMENT OF WORK

SCHEDULE OF PRICES/COSTS

SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 Schedule of Services/Prices

- a. The purpose of this Request for Quotes is to solicit from qualified parties to provide Data Center Cleaning at the U.S. Patent and Trademark Office.
- b. The estimated period of performance is from the date of award for 12 months, with four (4) one-year options.

Base Period – Date of award for one year

Option 1 - Date of exercise for one year

Option 2 - Date of exercise for one year

Option 3 - Date of exercise for one year

SECTION C – DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 Scope of work

The Contractor shall provide personnel, equipment, and supplies necessary to provide three (3) scheduled cleanings of the under floor and upper floor of two data centers at the US Patent & Trademark Office (USPTO) within one calendar year. The cleanings will be divided in the following manner: Two (2) full cleanings of the Production Data Center (IT East) and one (1) full cleaning of the test data center (IT West). The total area including space occupied by machines is approximately 23,221 square feet in IT East and approximately 9,487 square feet in IT West. The details below shall apply to all cleanings. Each scheduled cleaning, shall include 100 (approx. 3 skids) loose tile (solid, cut or perforated).

C.2 Location

Services to be provided at location:

U.S. Patent and Trademark Office
600 Dulany Street
3rd Floor Madison East and West Data Centers
Alexandria, Virginia 22314

C.3 Services Required

US Patent & Trademark Office Data Center Floor Cleaning

- a. All work shall be accomplished taking special consideration of the data processing environment. The Contractor shall be aware that all work takes place in and around, extremely expensive and critical computer equipment. The facility will be in use during execution of the cleaning. The computer hardware and air conditioning equipment will be continuously running during the performance of the cleaning services. Cleaning shall take place during the weekend only (Friday, Saturday, and Sunday). The contractor must employ cleaning techniques that do not disturb or disrupt the ongoing operations of the installed computer equipment.
- b. The level of cleanliness shall be as specified herein. This project shall result in a cleaner room, and any destructive particles (i.e. concrete dust, rust, unburned hydrocarbons, etc.) that are currently present and harmful at particle sizes that are invisible to the naked eye (0.5 to .3 microns), shall be eliminated. This exercise will reduce the dust count to approximately 20,000 particles at (0.3) microns per cubic feet.
- c. Air quality testing results shall be provided by the Contractor prior to and at the completion of the cleaning. Air testing equipment shall be provided by the Contractor and it must be of industry approved standard and have been certified as calibrated within six (6) months of the test. Contractor shall provide proof of calibration.

C.4 Under-Floor

- a. The Contractor is required to clean under the raised floor using appropriate vacuum cleaners and dust attractive cloths. The work include removing sections of the flooring, vacuuming the underside of the floor panels, vacuuming the support structures, vacuuming the floor walls and floor vents in the entire facility.
- b. The Contractor must access the under-floor without disturbing electrical connections, warning sensors, and safety devices.
- c. The raised floor shall be removed and replaced in incremental sections as necessary to accomplish the cleaning. The removal and replacement of the floor tiles shall be carried out in such a manner as to ensure that the hardware units are safely supported and the best possible access to the space under the floor will be achieved with minimum disruption.
- d. All perforated (air vent) tiles shall be removed and cleaned of dirt by edge tapping and vacuuming. Edge taping shall be done on a protective mat or covering and not be done on the bare floor.
- e. Movement of any installed equipment is not permitted. The floor panels should be removed with an approved floor panel lifting device. Approved lifting devices are as follows: Suction Cup Lifters, Claw lifters, and Velcro Lifters. **Note: The use of screwdrivers, pliers, or other objects to pry and lift panels is prohibited.**

**US Patent & Trademark Office
Data Center Floor Cleaning**

C.5 Top of Floor (non-carpeted)

- a. The first step in the process shall be to wipe down all IT hardware racks and service equipment. The floor shall then be vacuumed thoroughly before beginning any strip mopping. Stripper shall be applied to small areas of the floor at a time, being careful not to allow water to leak into the under-floor and cables.
- b. The top surface of the floor shall be completely cleaned including strip moping, strip buffing, clean mopping and neutralizing of chemicals. Each procedure shall be completed one area at a time, and shall be repeated until the entire floor is completed.
- c. Complete the strip mopping to remove the accumulation of surface dirt, and any polish buildup. Second, strip buff the top floor to remove all dirt and polish layers and stains by using a non-woven nylon pad, scrub brush, non-electric floor scrubber with non-abrasive pads. Clean mop the top floor with a sponge mop or cloth to pickup the cleaning solution and old polish loosened by the strip buffer. The floor shall be mopped a second time with a clean sponge mop.
- d. Apply a chemical sealer which will penetrate and absorb into the floor panels finish. The sealer shall be a non-skid, non-conductive, non-discoloring, anti-static chemical that will keep the dust, dirt, and soil from penetrating back into the floor panel.

C.6 Cleanup

- a. Walls, baseboards and other surfaces shall be free of splashes and markings from the equipment and materials used. After services are completed, the Contractor shall ensure that all waste or unused materials used are removed from the area and building, and any items moved during the cleaning process be replaced in their original location. The Contractor shall replace any tile or material damaged during the cleaning process at no additional cost to the Government.
- b. Any pathways used during the process of floor cleaning, specifically to and from the janitorial closet water supply, shall be left in in a clean state. Carpeted and non-carpeted areas within the pathway will be cleaned, dried, and left free of dirt and grime.

C.7 Loose Tile Cleaning

The Contractor shall include in each cleaning approximately 100 'loose' tiles that will be available stacked on skids for removal. These tiles can be perforated, solid or cut tiles. These tiles may be removed from the premises for cleaning at the Contractors facility or may be cleaned on-site. Contractor should indicate in "quote" the location of the cleaning. These tiles will be completely cleaned of dirt, grime and or wax layers and returned within three (3) weeks of the scheduled center cleaning.

C.8 Cleaning around Air Handlers

US Patent & Trademark Office Data Center Floor Cleaning

To avoid activating the under-floor moisture sensors, the Contractor shall use extreme care with any liquid used within six (6) feet in front and two (2) feet on the sides of the air handlers during the top of floor cleaning. Any liquid used shall be kept at a bare minimum.

C.9 Furnished by the Government

The Government shall provide the following items:

- a. Electrical power - Sufficient 110v outlets for the Contractor to operate equipment to conduct the cleaning.
- b. Hot and cold water – A janitor’s closet with the water source is located on each floor outside the data center.
- c. Secure storage - Contractor may store equipment overnight in the 3rd floor computer room storage area. This 24’ x7’ room is secured and is monitored by Closed-circuit television. The Government will not be responsible in anyway for damage or loss of contractor stored supplies, and materials.
- d. Telephones – The land line telephones can be used for communication within the building only and shall not be used for personal reasons. Contractor shall not use, move, or tamper with office machines, equipment, and Government employees’ personal property at any time.

C.10 Furnished by the Contractor

- a. Contractor shall utilize personnel with documented Data Center Cleaning background experience of a minimal of 12 months. At least 70% of the Contractor’s proposed personnel should be permanent employees of the company and have been employed for 12 months, and with the continued activity of the cleaning a major Data Center environment such as USPTO. **No day laborers shall be used.**
- b. Contractor shall furnish all equipment necessary for the performance of the work. Such equipment used shall be of the size and type customarily used in work of this type, and shall have been approved by the Contracting Officer’s Technical Representative (COTR) prior to the first scheduled cleaning. All equipment shall be Occupational Safety and Health Administration (OSHA) certified and meet all OSHA requirements.
- c. All vacuum equipment shall utilize anti-static tools to avoid electrostatic discharge.
- d. The vacuum equipment shall be equipped with suction and filtration in order to ensure the fragments of old polish; old abrasive textile fibers, etc. are retained by the machines and not be allowed to re-circulate within the computer room. The Contractor shall not use steel wool brushes when cleaning the floor.

**US Patent & Trademark Office
Data Center Floor Cleaning**

e. All equipment will be fully grounded, and shall be equipped with three prong-molded plugs and shall only be plugged into receptacles specifically identified for use by the cleaning crew. No equipment shall be plugged into receptacles which are an integral part of any computer or pieces of electrical equipment. Any receptacle or receptacle plate damaged by improper use shall be repaired or replaced at the expense of the Contractor.

f. The Contractor shall furnish all supplies necessary for the performance of this contract. All materials furnished shall be available for inspection and approval by the COTR.

g. Any supplies or materials which the COTR determines is unsuitable for cleaning or harmful will be replaced with acceptable materials by the contractor.

h. All materials used shall be of the anti-static and non-flaking type. Cleaners shall not contain ammonia or dangerous chemical solvents.

**US Patent & Trademark Office
Data Center Floor Cleaning**

1. Instructions (Response Requirements):

- a. This is a Request for Quote (RFQ, and the requirements will be fulfilled using Part 12, Acquisition of Commercial Items, and the Simplified Acquisition procedures, Part 13 of the FAR, and the test program authorized in FAR subpart 13.5, and the Patent and Trademark Acquisition Guidelines (PTAG), to the maximum extent possible.
- b. The company's contact person's information for the quote should be included on the first page of the quote, with mailing address, email address, phone number, and fax number.
- c. Companies shall submit their quotes electronically by email to: Denise.Sanders@uspto.gov. no later than 10:00 a.m. EST, May 7, 2012. The price and technical portion of the quote shall be in separate sections.
- d. Responses to this solicitation shall be submitted in Microsoft Office 2010 or compatible format.

2. Evaluation Factors

- a. The following are the evaluation factors and quote requirements:
 1. Ability to Meet Requirements
 2. Experience/Past Performance
 3. Price
- b. Ability to Meet Requirements -Regarding Factor No. 1 above, "Ability to Meet Requirements", the Offeror should address its capabilities to provide Data Center Floor Cleaning to the USPTO. A brief capabilities statement addressing the ability to meet requirements shall not exceed 5 pages. There is no required format for the capabilities statement. The cover letter and any information contained in the cover letter will not be evaluated. The cover letter will not be included in the page count.
- c. Experience/Past Performance - Regarding Factor No. 2, Experience/Past Performance above. The USPTO is seeking reference contracts that will demonstrate the Offeror's ability to perform the requirements above and demonstrate the Offeror's experience performing work that is relevant to the USPTO's requirements. The Offeror must submit at least 3 references in which demonstrates the Offeror's experience and ability to provide data center floor cleaning within the last three years. The Offeror shall provide current points of contacts (Contracting Officer and COTR, etc.), contacts' telephone numbers, fax numbers, email addresses, contract title (if applicable), contract number, period of performance, and dollar amount. See attached template. The Offeror should provide information on any problems encountered on the identified contracts and the corrective action taken. The Offerors needs to address whether they have had any contracts terminated for default or convenience within the last 3 years. Failure to submit the 3 references with all of the required information may result in elimination for further

**US Patent & Trademark Office
Data Center Floor Cleaning**

consideration for award. (Note: The USPTO reserves the right to consider any other related information which may come to the agency's attention regarding the Offeror's past performance.)

- d. Price - Regarding Factor No. 3, Price above, the Offeror is required to submit fixed prices for both of the Production Data Centers for the base year and four option years.

3. Evaluation of Quotes

Quotes submitted in response to this solicitation will be evaluated in accordance with the criteria listed above. The objective of the evaluation is to determine which proposals offer the best prospect for attainment of the objectives of the requirements, price, and other factors considered. Those proposals found to be technically unacceptable and not reasonably subject to being made acceptable will be eliminated from further consideration.

4. MINIMUM RESPONSE REQUIREMENTS

To be considered acceptable and eligible for award, an offeror must separately address all of the factors set forth in this RFQ: (a) Ability to Meet Requirements, (b) Experience/Past Performance, and (c) Price.

5. EVALUATION OF INDIVIDUAL PROPOSALS

5.1 Evaluation Factors

- a. Each proposal will be evaluated according to the evaluation criteria stated below. The technical evaluation factors are as follows:

- 1. Ability to Meet Requirements
- 2. Experience/Past Performance
- 3. Price

- b. The evaluation factors to be used in the evaluation process, in descending order of relative importance, are as follows:

- c. The Ability to Meet Requirements factor and the Experience/Past Performance factor are equal in importance.

- d. All evaluation factors other than price, when combined, are significantly more important than price. All parts (Ability to Meet Requirements, Experience/Past Performance, and Price) of each proposal will be reviewed and analyzed.

5.2 Ability to Meet Requirements Factor

The evaluation of the Offeror's ability to meet requirements will be a subjective assessment of the scope of the offeror's capabilities for data center floor cleaning.

5.3 Experience/Past Performance Factor

**US Patent & Trademark Office
Data Center Floor Cleaning**

- a. The USPTO will evaluate the Offeror's past performance in successfully fulfilling requirements that are relevant or similar to the requirements in this RFQ.

- b. The evaluation of the offeror's past performance will be a subjective assessment based on a consideration of all relevant facts and circumstances. Lack of conformance of the past performance reference contracts above will be identified as a significant risk and may affect the best value decision.

- c. The Government will focus on, but not be limited to, the offeror's past performance for the last three years from the due date of proposals and past performance information that demonstrates quality of performance relative to the USPTO requirement.

- d. The past performance information used may include, but is not limited to, the past performance references of the offeror's proposal; interviews with references; and, information obtained from other sources, commercial literature, contracts with present or past Government or commercial customers of the offeror. Offerors are reminded that while the Government may elect to consider data obtained from other sources, the burden of providing thorough and complete past performance information rests with the offeror.

- e. Offerors shall note that the Government may consider any information available on any aspect of the offeror's past performance. References knowledgeable and familiar with the USPTO Data Centers may be considered more relevant than other references. References identified by the offeror, and references other than those identified by the offeror -- such as other customers known to the Government, consumer protection organizations, data bases, and other sources that may have useful and relevant information -- may be contacted by the Government. The information received may be used in the evaluation of the offeror's past performance and best value decision. However, the Government may not contact all references identified in the response.

6. EVALUATION OF THE PRICE

The Prices will be reviewed and analyzed for fairness and reasonableness.

7. THE DETERMINATION OF BEST VALUE

The Government will make a value/cost tradeoff analysis across all offerors' proposals to identify and rank those proposals that offer the greatest value to the Government. All evaluation factors other than price when combined are significantly more important than price. Award will be made to that responsible offeror whose proposal contains the combination of those criteria offering the best overall value to the Government. This will be determined by comparing differences in the worth of the offer with differences in the overall cost to the Government. In making this

**US Patent & Trademark Office
Data Center Floor Cleaning**

comparison the Government is more concerned with obtaining superior technical features than with making an award at the lowest overall cost to the Government. The Government may make an award at a significantly higher price to acquire significantly superior service. As proposals become more equal in their technical merit, the evaluated cost increases in relative importance.

8. RESPONSIBILITY

An offeror must be determined responsible according to the standards set forth in FAR 9.1 to be eligible for award.

9. EVALUATION OF OPTIONS (FAR 52.217-5) (JUNE 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirements. Evaluation of options will not obligate the Government to exercise the option(s).

10. INVOICES

a. The Contractor shall submit proper invoices upon completion of each data center floor cleaning. Invoices shall be submitted in original and 2 copies to the U.S. Patent and Trademark Office at the following address:

2 Copies to:

U.S. Patent and Trademark Office
Office of Finance Mail Stop 17,
P.O. Box 1450 Alexandria, VA 22313-1450

1 Copy to:

U.S. Patent and Trademark Office COTR (TBD at Award)
P.O. Box 1450 Alexandria, VA 22313-1450

Or may be faxed to: 571 273-6400

Or may be emailed to: officeoffinance@uspto.gov

b. To constitute a proper invoice, each invoice submitted must include the following information:

- (1) Name of the Contractor, address, and invoice date
- (2) Purchase Order Number
- (3) Period covered by the invoice
- (4) Name, Title, and phone number of the official responsible for preparing the invoice.
- (5) Name, Title, and phone number, signature of official certifying the invoice.

**US Patent & Trademark Office
Data Center Floor Cleaning**

(6) Description, price, and quantity of services delivered or rendered by CLIN and Data Center.

(7) Total being invoiced.

11. ACCESS TO GOVERNMENT FACILITIES

During the life of the contract, the rights of ingress and egress to and from the Government facility for Contractor personnel shall be made available as required. During all operations on Government premises, Contractor personnel shall comply with the rules and regulations governing the conduct of personnel and the operation of the facility. The Government reserves the right to require Contractor personnel to sign in upon ingress and sign out upon egress to and from the Government facility.

12. PERIOD OF PERFORMANCE

a. The period of performance of this contract, excluding options, shall be from the effective date of this contract through (one year). If an option is exercised, the period of performance shall be extended through the end of that option period.

b. The option periods that may be exercised are as follows:

Base Year	One year
Option Period 1	One year
Option Period 2	One year
Option Period 3	One year
Option Period 4	One year

13. CONTRACTING OFFICER'S AUTHORITY

The Contracting Officer is the only person authorized to make any changes, or approve any changes in the requirements of this contract, and notwithstanding any provisions contained elsewhere in this contract. The said authority remains solely in the Contracting Officer. In the event, the contractor makes any changes at the direction of any person other than the Contracting Officer, the change will be considered to have been without authority and no adjustment will be made in the contract price to cover any increase in costs incurred as a result thereof.

14. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

a. _____, is hereby designated as the Contracting Officer's Technical Representative. The COTR may be changed at any time by the Government without prior notice to the contractor but notification of the change, including the name and address of the successor COTR, will be promptly provided to the contractor by the Contracting Officer in writing. The COTR is located at the U.S. Patent and Trademark Office, 600 Dulany St. MDW, Alexandria, VA 22314.

**US Patent & Trademark Office
Data Center Floor Cleaning**

b. The responsibilities and limitations of the COTR are as follows:

1. The Contracting Officer's Technical Representative is responsible for the technical aspects of the project and is the technical liaison with the contractor. The COTR is also responsible for the final inspection and acceptance of all reports and such other responsibilities as may be specified in the contract.

2. The COTR is not authorized to make any commitments or otherwise obligate the Government or authorize any changes that affect the contract price, terms, or conditions. Any contractor request for changes shall be referred to the Contracting Officer directly or through the COTR. No such changes shall be made without the expressed prior authorization of the Contracting Officer. An alternative COTR may be named by the Contracting Officer, in the absence of the COTR.

15. QUESTIONS

All questions pertaining to the RFQ shall be submitted via email to Denise.Sanders@uspto.gov. The USPTO requires the e-mail address of each company submitting a proposal in response to this RFQ. Most correspondence concerning this RFQ will be conducted by e-mail. The e-mail address may be placed in any cover letter that accompanies the proposal. All questions regarding this RFQ must be submitted by email no later than c.o.b. on May 1, 2012. The questions will be answered with an amendment to this solicitation.