

Statement of Work for:
SIN 653-9 – Long Term Lodging

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SIN 653 9 – LONG TERM LODGING SERVICES

SIN Description

*SIN 653-9, **Long Term Lodging** defined by industry as temporary housing or serviced apartments for 30 nights or longer. NAICS Codes 531110 Open to All Sources:*

Federal agencies spent more than \$23 million on services under SIN 653-9 in FY2018. The General Services Administration (GSA) offers Long Term Lodging through its GSA Schedules program, leveraging the Government's purchasing power by soliciting for such services on a commercial basis to the maximum extent practicable, bringing consistent rates, terms and conditions across government organizations. All services necessary to provide Long Term Lodging are required.

Typical tasks may include, but are not limited to:

- Accommodate agency needs for long term temporary housing for 30 nights or more as a result of extended Temporary Duty Location (TDY), employee relocations, training, or special projects [Not intended for stays of less than 30 nights. If stays of less than 30 nights are required, government employees are directed to use their Travel Management Service (TMS) per FTR 301-50.3 or consult with their agency's travel policy. See note below]
- Fully-furnished and serviced units with fully equipped kitchens
- Washer & Dryer in units or on location
- Concierge-type services (e.g., upgrades, loyalty programs, health club/fitness center, local shuttle or transportation service, newspapers, parking, amenities, meeting room services, etc.)
- 24-7 customer service (e.g. on-site staff member or customer care hotline)
- Management reports as indicated in Section 6 Reports

Federal agency reimbursement for TDY travel is governed by the Federal Travel Regulation and the Joint Travel Regulations for Uniformed Service Members and DoD civilian employees.

NOTE: The Government has a contract solution in place to offer government employees commercial TDY lodging accommodations for 1-29 nights which is called FedRooms®. FedRooms is distributed in the government's managed distribution channels (e.g. DTS, ETS, TMC). Under the FedRooms contract solution, GSA has partnered with the lodging industry to provide federal travelers with Federal Travel Regulation (FTR) compliant transient commercial accommodations within per diem allowance for selected high-volume travel destinations, both within and outside the Continental United States. For more information, please go to www.fedrooms.gov.

1. Definitions

CONUS: The Conterminous United States, which is the 48 contiguous states and the District of Columbia

Contract Rate: The contract ceiling rates established as a result of this solicitation. (rates may float under the contract rate based on customer requirements and market conditions)

DoD Per Diem Travel and Transportation Allowance Committee: This office provides per diem rates for overseas U.S. areas; e.g., Alaska, Hawaii, Guam, and other non-foreign locations. <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>

e-Buy: A component of [GSA Advantage!](#) is an online Request for Quotation (RFQ) tool. eBuy is designed to facilitate the request for submission of quotations for a wide range of commercial supplies (products) and services.

Link to e-Buy: <http://www.gsa.gov/ebuy>

Federal Travel Regulation: The Federal Travel Regulation (FTR) (41 CFR Chapters 300-304) governs travel and transportation allowances for Federal civilian employees and is available for review via the Internet at www.gsa.gov/fttr. As a matter of information, Chapter 302 of the FTR governs relocation allowances. **Joint Travel Regulations (JTR):** The regulations in this document pertain to per diem, travel and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members (including regular and reserve components) and DoD civilian employees. The JTR may be found at <http://www.defensetravel.dod.mil/site/travelreg.cfm>

Long Term Lodging: The provision of commercial services for a corporate housing facility, serviced apartment or other unit for stays of 30 or more nights per traveler.

Most Favored Customer (MFC): The most favored customer means the customer to whom the best prices/discounts are given to by the Contractor/Offeror with whom the Contractor/Offeror conducts business.

Net Billing: Negotiated contract and task order rates are guaranteed at the point of sale.

OCONUS: Refers to "outside the Continental United States" that is, any country, state or possession outside of the lower 48 states and the District of Columbia.

One-Bedroom: Fully furnished unit with separate living and sleeping area typically designed for one person.

Per Diem Rate: The maximum allowances the Government reimburses to Federal travelers for lodging, meals, and incidental expenses incurred while on official business travel. The per diem rates published by GSA may be found at www.gsa.gov/perdiem.

Permanent Change of Station (PCS): The relocation of an employee to a new official station or post for permanent duty.

Studio/Efficiency: Fully furnished unit with combined living and sleeping area typically designed for one person.

Temporary Change of Station (TCS): The relocation of an employee to a new official station for a temporary period (not less than 6 months, nor more than 30 months) while the employee is performing a long-term assignment and subsequent return of the employee to the previous official station upon completion of that assignment.

Two-Bedroom: Fully furnished unit with separate living and sleeping areas typically designed for 2 persons.

Three-Bedroom: Fully furnished unit with separate living and sleeping areas typically designed for 3 persons.

2. Scope

The Contractor shall:

- a) Provide a full range of services necessary to satisfy Long Term Lodging requirements within the parameters defined herein. The Government is seeking services that industry normally provides to commercial customers at competitive prices.
- b) Accommodate agency needs for long term lodging / temporary housing for 30 nights or more as a result of extended TDY, employee relocations, training, or special projects. This service is not intended for stays of less than 30 nights, if stays of less than 30 nights are required, government employees are directed to use their Travel Management Service (TMS) per FTR 301-50.3 or consult with their agency's travel policy.
- c) Waive any early check-out or departure fees if a government employee is required to break their lease and return to his/her duty station.
- d) Waive any prepayment to guarantee or hold unit(s)
- e) Waive any fees for cancelled orders before check in if the government's mission is changed/cancelled or if funding is not authorized at the time of service.
- f) Charge the monthly rent to customer's travel charge card (or other form, of payment) after each 30 day period, not prior to the stay or lease period.
- g) Disclose and list all additional charges up-front (e.g. Housekeeping, utility charges, etc.) to the Government within the Pricing Proposal and before a customer leases any unit.
- h) Disclose any on-site additional services (e.g. local shuttle or transportation service, rental of conference/meeting room, catering services, audio visual services, etc.) that the Government may require during a 30 night or longer stay.
- i) Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide.
- j) Be capable of handling multiple task orders and processing individual Federal travelers simultaneously.
- k) Offer this SIN in one or more Metropolitan City Areas, at a minimum located in CONUS, Alaska, Hawaii, and Puerto Rico and may also offer services in non-Metropolitan areas and OCONUS locations.
- l) Be capable of providing multiple locations (e.g. 3 or more physical addresses per metropolitan city area) so that travelers are presented with a choice of properties.

As a matter of information, the top 20 Metropolitan City Areas, ranked in descending order by the number of Federal Civilian Employees in each City Area, are listed below. The Government considers it important to have contract coverage in these Metropolitan City Areas, as these cities have the highest concentration of Federal Employees. Contractors are not limited to only offering service within these 20 cities, and may offer service in any other Metropolitan City area.

- | | |
|---|---|
| 1. Washington-Baltimore, DC-MD-VA-WV | 11. Norfolk-Virginia Beach-Newport News, VA |
| 2. New York-Northern New Jersey-Long Island | 12. San Diego, CA |
| 3. Los Angeles-Riverside-Orange County, CA | 13. Detroit-Ann Arbor-Flint, MI |
| 4. Chicago-Gary-Kenosha, IL-IN-WI | 14. Denver-Boulder-Greeley, CO |
| 5. Philadelphia-Wilmington-Atlantic City, PA-NJ-DE- | 15. Miami-Fort Lauderdale, FL |
| 6. San Francisco-Oakland-San Jose, CA | 16. Houston-Galveston-Brazoria, TX |
| 7. Boston-Worcester-Lawrence, MA-NH-ME-CT | 17. Oklahoma City, OK |
| 8. Seattle-Tacoma-Bremerton, WA | 18. Kansas City, MO-KS |
| 9. Atlanta, GA | 19. San Antonio, TX |
| 10. Dallas-Fort Worth, TX | 20. St. Louis, MO-IL |

3. General Requirements

The Contractor shall ensure the following:

- a) Long Term Lodging must be available worldwide and/or nationwide, or regionally in both peak and low seasons, suburban and urban locations, subject to availability. Single building properties with multiple units and single unit properties are not being solicited as they will not meet the size, scope and the complexity of the requirements.
- b) The same level of service provided to commercial/corporate customers shall be provided to the Federal Government (e.g., 24/7 customer service staff, upgrades, loyalty programs, health club/fitness center, shuttle or transportation service, newspapers, parking, amenities, meeting room services, etc.) and shall not discriminate in favor of commercial/corporate customers.
- c) It is highly recommended that property inventory is distributed in the Global Distribution Systems (GDS) so that it can be made available in the government’s electronic travel services/systems (e.g., eGOV Travel Service (ETS), Defense Travel System (DTS) or subsequent replacements). Contractors must identify the inventory in the GDS as “Long Term Lodging” and report all sales through the GDS in the required quarterly reports.
- d) If a lease is required, the lease for all government customers must incorporate the terms & conditions within this statement of work as referenced within. The lease must also include a clause which allows without penalty a government customer to vacate the unit with a 2-week notice before the lease expiration when their government mission has been cancelled and/or changed. The lease must also include a clause which allows without penalty a government customer to cancel the lease up to 72 hours before date of check-in due to mission change.
- e) It works in good faith with other government suppliers (e.g., travel management companies, travel management services, relocation contractors) to make certain ordering activities’ requirements are met in the most efficient, expeditious, and quality manner possible.
- f) Completion of the free on-line course “Pathways to Success” and submit the certificate of training with your proposal after finishing the course. To register, see “01 – Read Me First” document mentioned above.

4. Reporting Requirements

The Contractor shall submit reports as identified herein.

- a) Provide reports, electronically, on contract usage that details each agency’s Long Term Lodging expenditures, including, but not limited to, room expenditures for the given report period, and provide a cumulative total across all agencies serviced, by type of service ordered for the fiscal year reporting period.
- b) **Frequency.** Reports are due quarterly in accordance with the following schedule.

Service Provided Between	Services Report Due to GSA By
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	January 30

- c) **Submission Instructions.**

- The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010.
- The report shall be:
 1. Uploaded into the Sales Reporting Portal (SRP) <https://srp.fas.gsa.gov/> as an **attachment** to the contractor's quarterly IFF and sales reporting. **AND**
 2. E-mailed to travel.programs@gsa.gov

The Email Subject Line must read: **Quarterly Long Term Lodging Report, by Agency**

The Email content must include:

- GSA Contract Number;
- Company's Name; and
- The Special Item Number (SIN)

Required Data Fields:

Type of Service	Federal Gov't Agency	Number of Transactions (List by type of service ordered)	Dollar Value of Transactions (List by type of service ordered)	Average Length of Stay	Average Unit Price per night	GSA IFF
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- d) Report all transactions paid by all forms of payment, including but not limited to, room expenditures under this contract.
- e) Provide Government agencies with standard commercial and custom reports as requested. Reports should be available on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level for the agency.
- f) In the event that taxes must be levied, the Contractor shall separately report room charges from taxes in reports required by GSA and/or ordering agencies.
- g) **Failure to Submit Reports.** The failure to submit a report in two consecutive quarters and or three of four quarters may result in negative evaluation when considering performance rating for renewing options.
- h) Contractors with contracts on file for Long Term Lodging are required to submit a report even if no services were provided during the quarter.

5. Property Requirements

The Contractor shall ensure the following:

- a) Under 5 U.S.C. 5707a and 15 U.S.C. 2225, travel arrangements of agencies (as defined in 5 U.S.C. 5701), must be made through travel management processes designed to book commercial lodging in approved places of public accommodation, whenever available. Approved places of public accommodations are hotels, motels, and other places of public accommodation that are listed by the Administrator of the Federal Emergency Management Agency as meeting the requirements of the fire prevention and control guidelines described in section 29 of the Federal Fire Prevention and Control Act of 1974 (15 U.S.C. 2225). Information on the FEMA Hotel Motel Fire-Safe list may be found at: <http://apps.usfa.fema.gov/hotel/>

While offerors are not precluded from offering properties that are not on the FEMA Hotel Motel Fire-Safe list, offerors are advised that Federal policy under the statutes discussed above requires that travel processes be designed to book commercial lodging in facilities that are on the FEMA Hotel Motel Fire-Safe list, where available. Thus, offerors must notify travelers, at the time of booking, when the applicable facility is not on the FEMA Hotel Motel Fire-Safe list.

For the purposes of this Act, every guestroom in a hotel or motel and each apartment/condominium must have AC-powered smoke alarms. These are commonly called hard-wired smoke alarms. The alarm must be installed in accordance with National Fire Protection Association (NFPA) Standard 72. An alarm that is solely battery-powered is not acceptable. An AC-powered alarm with battery backup is desirable, but not required. If the building is more than three stories in height, it must also have a fully automatic sprinkler system. Systems installed before October 25, 1992, and meeting the local code in effect at the time is acceptable, provided there is at least one sprinkler head in every guestroom. Sprinkler systems installed on or after that date must meet NFPA Standard 13 or 13R.

- b) All properties must be in compliance with all applicable federal, state and local health, safety, security and building code regulations, including those standards for physically disabled persons.
- c) All properties must be in compliance with the Americans with Disabilities Act.
- d) All properties must be decent, safe and sanitary which is defined as meeting the standards of a typical local housing or occupancy code. Properties must be structurally sound, weather-tight and in good repair. The units must include wiring that is safe and adequate for lighting and other devices; contain a cooling/heating system capable of sustaining a healthful temperature; have a separate, well ventilated bath with sink, bathtub, or shower, and toilet in good working order and properly connected; a kitchen area with sink, potable water, sewage drainage, and space and connections for appliances; and comply with the lead-based paint requirements of 24 CFR Part 35 (i.e., no cracking, peeling, chipping, scaling paint; provide lead-based paint notice if children under seven will occupy the unit).
- e) Properties must be located in an area that is not subject to unreasonable adverse environmental conditions and have reasonable access to public and commercial facilities.
- f) The following language must be added to all residential lease agreements when ordering under Schedule 48. "This agreement is entered into by (insert guest name), an employee/representative of the (insert name of government agency), pursuant to U.S.

General Services Administration contract (insert GSA contract number). To the extent that any term or condition discussed in Rental Agreement is inconsistent with the terms of the GSA contract, the terms and conditions of the GSA contract take precedence."

- g) The Federal Government is interested in any Environmentally Sustainable Programs in which your property(s) participates. At this time, the voluntary criteria will not be evaluated as a factor for program acceptance. For more information on sustainability goals, please go to:

<https://www.whitehouse.gov/the-press-office/2015/03/19/executive-order-planning-federal-sustainability-next-decade>

- h) If your property(s) participates in any sustainable programs, please provide in your technical proposals. They may be, but not limited to the following:

- Carbon offsetting
- Property within walking distance to public transportation
- Energy efficient and/or water efficient fixtures
- Water conservation program
- Employees trained in environmentally friendly practices
- Materials recycling program

6. Technical Requirements

The Contractor shall:

- a) Accept reservations made by the individual employee or any other person or contractor that may be designated by the ordering agency or GSA, subject to availability, and through its commercial distribution channels (e.g., direct dial in, web, third party provider, ETS, DTS, etc.) or the agency's travel management system as specified in the agency's task order.
- b) Ensure that contract rates are disseminated in a timely fashion and in accordance with the Contractor's commercial means of providing contract rate information throughout all its distribution channels. Reservation services shall be operational within 14 calendar nights after the date of contract award. The GSA Contract information must be accessible on the contractor's website to allow agency customers to self- identify and order long term lodging services at the negotiated rates under the awarded contract.
- c) Provide the ability to book, reserve and modify reservations through the Government's electronic travel service/system (ETS, DTS) when such capability is available.
- d) Provide the ability to book and reserve rooms direct from the property through on-line or other means as requested by the ordering agency. In providing access to website/online means of ordering, the Contractor must reference their schedule contract number on any websites or publications that they intend to refer government agency customers directly from their GSA Advantage published price list.
- e) Contractors must have a sufficient sales tracking system to distinguish GSA MAS Schedule Contract sales and non-GSA sales. Regardless of order/reservation method (phone, email, in-person, etc.), contractors have an affirmative obligation to ask whether the customer is an eligible government agency user and intends to place the order under the Contractor's GSA MAS Schedule Contract. If a G S A sale, the billed rates may not exceed the Contractor's GSA MAS Schedule rates.
- f) Provide 24/7 customer service 365 nights a year via an on-site customer service representative or a 24-hour customer care hotline.
- g) Most Long Term Lodging needs are considered leased properties, and thus, are tax exempt. In the event the requirement is not considered a lease, the Contractor shall honor tax exemption for Federal employees in accordance with the governing state and local municipality taxation practices. A number of States or Commonwealths have already agreed to extend tax exemption and a complete listing of their taxation policies can be found at the [GSA Smart Pay®](#) web site.
- h) Bill for services performed or charges, as negotiated in the agency's task order (and not exceed the negotiated rates on GSA Schedule).
- i) Accept multiple forms of official government payment (e.g. travel charge card, government order form, purchase card). Payment is normally made directly to the property by the employee or through the agency. The most frequent form of payment is anticipated to be the Government's Smart Pay travel charge card (e.g., a standard commercial MasterCard or Visa). Card issuers

under contract currently are: Citibank, and US Bank. In order to facilitate recognition of the card, Government cards currently use the following prefix: 5565 and 5568 for MasterCard cards and 4486, 4614 and 4615 for Visa cards. Please note, these prefixes may change as the underlying contracts for charge cards are changed during the tenure of the contracts awarded under this effort. Additional information about the Government's card can be found at the [GSA SmartPay®](#) web site. In addition, an agency may present a purchase order or centrally billed account number/card for payment. The only forms of payment the Contractor is obligated to accept is the Government card (individually or centrally billed accounts) and Government order forms (SF1449, OF347, GSA300, etc.).

- j) Provide net billing. The Contractor shall honor the MAS Schedule Contract Rate when presented/provided with the Government charge card and the cardholder's intent is to make a purchase under the MAS Schedule Contract. The sales shall be tracked for IFF Sale purposes.
- k) Provide direct billing to an ordering agency as requested. The Contractor shall honor the MAS Schedule Contract Rate when provided government order forms (SF1449, OF347, GSA300, etc.) and the contracting activity's intent is to make a purchase under the Contractor's MAS Schedule Contract. When using government order forms, the Contractor's GSA contract number should be referenced on the form. The sales shall be tracked for IFF Sale purposes.
- l) The Government assumes no liability for payment of rooms booked by or on behalf of employees or other authorized users unless otherwise specified between the Contractor and the ordering agency.
- m) The Contractor must address all requirements in Scope (#2); General Requirements (#3); and Property Requirements (#6) in the technical proposal.

7. Contract Clauses Specific to Long Term Lodging Services

FBG-0002: SPECIAL ORDERING PROCEDURES

These ordering procedures apply to those purchases made under this schedule or through a travel management system as defined by the Federal Travel Regulation for civilian agencies and Joint Travel Regulations for military agencies. Based on the traveler's review of government-preferred suppliers and their negotiated rates through the travel management system for the designated destination, the traveler will select a lodging property on a best-value decision based on his/her agency's policies, the property's location, amenities, availability, price and mission needs.

Payment is normally made directly to the property by the individual traveler. Any payment method can be used; however, the most frequent form of payment is anticipated to be the government-wide commercial charge card for travel. Travel cards are approved and issued to travelers through their respective agency. Currently, Citibank and US Bank are the Government's card issuers. Additional information about the government-wide commercial charge card can be found at the [GSA SmartPay®](#) website <https://smartpay.gsa.gov/content/state-tax-information>.

Net billing is required. The Contractor shall honor the contract rate when presented/provided with the proper government-wide commercial charge card number or other authorized form of payment. In order to effectuate the recognition of contract rates at the point-of-sale, the current government-wide commercial charge cards use the following 4-digit prefixes:

Travel

Prefix (1st four digits)	4614 - Visa	
	4615 - Visa	
	4486 - Visa	
	5565 - Mastercard	
	5568 - Mastercard	
6th digit	0	GSA SmartPay Tax Advantage CBA by MCC
	1	IBA
	2 – 4	IBA
	5	Reserved
	6 – 9	CBA

The Contractor shall also have the capability of direct billing to an ordering agency as a form of payment such as a purchase order.

The Government assumes no liability for payment of rooms booked by or on behalf of individual travelers or authorized users unless otherwise specified for direct billings between the Contractor and the ordering agency.