

B.3 SCHEDULE OF SUPPLIES/SERVICES

The Contractor shall provide all labor, material, supplies, management and supervision necessary to provide Valet curbside Patient Assistance and Shuttle Services for the Department of Veterans Affairs Medical Center, 2300 Ramsey Street, Fayetteville, North Carolina 28301 in accordance with all terms and conditions herein.

BASE YEAR: March 1, 2014 through September 30, 2014

CLIN	Description	Quantity	Unit	Unit Price	Total Price
0001	Curbside Patient Asst. and shuttle services at Fayetteville VAMC	7	MO	\$ _____	\$ _____

Base Year Total \$ _____

OPTION YEAR 1: October 1, 2014 through September 30, 2015

CLIN	Description	Quantity	Unit	Unit Price	Total Price
1001	Curbside Patient Asst. and shuttle services at Fayetteville VAMC	12	MO	\$ _____	\$ _____

OPTION YEAR 1 Total \$ _____

OPTION YEAR 2: October 1, 2015 through September 30, 2016

CLIN	Description	Quantity	Unit	Unit Price	Total Price
2001	Curbside Patient Asst. and shuttle services at Fayetteville VAMC	12	MO	\$ _____	\$ _____

OPTION YEAR 2 Total \$ _____

OPTION YEAR 3: October 1, 2016 through September 30, 2017

CLIN	Description	Quantity	Unit	Unit Price	Total Price
3001	Curbside Patient Asst. and shuttle services at Fayetteville VAMC	12	MO	\$ _____	\$ _____

OPTION YEAR 3 Total \$ _____

OPTION YEAR 4: October 1, 2017 through September 30, 2018

CLIN	Description	Quantity	Unit	Unit Price	Total Price
4001	Curbside Patient Asst. and Shuttle services at Fayetteville VAMC	12	MO	\$ _____	\$ _____

OPTION YEAR 4 Total \$ _____

Total Cost (Base + 4 Option Years) \$ _____

B.4 DESCRIPTION/SPECIFICATIONS/PERFORMANCE WORK STATEMENT (PWS)

Curbside Patient Assistance Services

Fayetteville VAMC

1.0 General:

1.1 The Department of Veterans Affairs Medical Center, 2300 Ramsey Street, Fayetteville, NC 28301, has a requirement for Valet Parking and (curbside and shuttle) services to alleviate the parking problems experienced by our veteran patients at the facility. Approximately 1200-1300 outpatients are seen per day. Parking volume averages 150-160 cars per day. The amount of available parking spaces to accommodate patients, staff, volunteers and visitors on any given day is limited. The need is for a contractor to park and/or provide assistance in parking to veteran patients only, five days per week.

1.2 Requirement for Shuttle Services:

1.3 The need is for a contractor to provide shuttle drivers to transport patients/visitors and employees from parking lots located on the medical center grounds to the various buildings.

1.4 Requirements: Contractor will operate (1) 7 passenger shuttle, Monday through Friday (7:00am – 5:00pm, in a circular pattern around the medical center grounds, stopping at shuttle stops throughout the parking lots and transport passengers to the various buildings located on medical center property. Each driver will appropriately greet all persons entering the shuttle. Shuttle stops are to be determined by Health Administration Service and Facilities management.

2.0 Government Furnished

2.1 A dedicated area for valet parking will be available for full service parking. The Government shall provide a parking area for the contractors use for providing this service. Said parking shall be located on VA property.

2.2 Wheelchairs for patient use.

3.0 Requirements:

3.1 The Government shall work with the contractor to establish the designated area for the contractor-provided lockbox and/or secure stand as workstation for the valet parking operation at the basement level entrance of the medical center. The booth will be monitored throughout the workday by contractor staff, and shall never be left unattended.

3.2 The Contractor shall provide a locking key cabinet(s), a ticket dispenser(s), claim checks, safety cones, operational supplies, and other miscellaneous items necessary to facilitate valet parking, all to be located in the contractor-provided valet stand.

3.3 The Contractor will provide adequate on-site supervision at all times in order to handle customer concerns and parking incidents. The Contractor does all recruiting, hiring, training and supervising.

3.4 Arriving patients shall be greeted courteously and given a brief explanation of the service. Vehicles requiring Valet Parking shall be stopped by the contractor's employee designated as a greeter, who will ask the driver for an appointment letter or VA Patient Identification card and the estimated time of departure. A claim check will be given to the driver. All vehicles parked by the contractor's parking attendants will be locked and secured. Driver's keys will be secured at the valet stand.

3.5 The Government shall provide wheelchairs available to transport patients to the clinics/appointments. The contractor will deliver these wheelchairs, upon patient's or caretaker's request to the patient vehicle for patient's use during their visit.

3.5.1 The contractor shall provide only the limited physical assistance necessary to help patients enter and exit a vehicle, and shall only do so at the patient's request. No clinical or emergency care shall be given by the contractor – in an instance of medical emergency or in the event that complex physical assistance is needed, the contract supervisor shall notify the VA Police, VA Emergency Room Personnel or local Community Emergency Personnel, depending on location of emergency.

3.6 The contractor will operate from the basement level entrance where contractor employees will greet every vehicle *excluding* buses, a transportation vehicles dropping off or picking up patients, and vendors or conducting business at the VA Medical Center.

3.5.1 The Contractor may decline to park the following types of vehicles and shall instead direct the drivers of such vehicles to self-park in non-valet parking areas on the VA campus:

- Vehicles modified to accommodate a specific disability for the driver which cannot be operated without additional training.
- Vehicles which lack a functional seat belt, or are otherwise unsafe to drive.
- Vehicles which do not have fully functioning doors, windows, or locks.
- Persons who are neither VA patients nor helping to transport VA patients for medical care appointments.
- No new vehicles shall be valet parked between the hours of 4:00 p.m. and 5:00 p.m. This time frame shall be used for retrieving previously valet parked vehicles only.

3.7 The Contractor will have management control of vehicles entering the designated valet parking area(s) in order to maximize the space available and facilitate smooth operations. The contractor shall notify the VA Police for assistance to injured or stranded persons in emergency situations.

3.8 At 5:00 pm, the parking attendants shall turn over remaining keys and associated tickets to the Administrative Officer on Duty (AOD). Contractor shall provide an inventory log of all remaining

vehicles and associated ticket numbers to AOD/Health Administration Service and the VA Police daily. Owners of these vehicles will be directed to pick up their keys from the AOD in the Emergency Department Check-In/Out area. The Contractor shall furnish a sign explaining this procedure.

- 3.9 At the beginning of each new day of performance, the Contract Supervisor may pick up any remaining keys from the AOD in the Emergency Room, and will allow retrieval following standard procedures. When keys are dropped off to the AOD, the contractor will submit a chain of custody form (provided by contractor) that includes the number of keys being dropped off and the associated valet ID numbers. No double-parking, parking outside of striped areas, or other congestion of patient vehicles shall be left overnight and/or for patient recovery.
- 3.10 Contractor employees must know basic directions for destinations in the hospital and around the community. Contractor employees must keep the work area clean and always appear ready for work even though no customers are present.
- 3.11 Contractor will provide uniforms and their employees shall wear them at all times. The Contractor's regular uniform is acceptable, it shall clearly identify the company and the occupation is easily understood (Contract Valet Parking Services).
- 3.12 The contractor shall provide valet parking signs that will be set-up each morning of operation and remove at the end of each day. These signs are to emphasize a policy of NO TIPPING. The NO TIPPING sign will be double-sided (meaning, it will be seen from the front and back of the sign). Acceptance of tips – monetary or otherwise – by contract staff will result in an automatic failure of this standard and disciplinary action. The contractor staff will also be required to relinquish the tip. Handwritten signs are not permitted.
 - 3.12.1 All signage content and placement shall be subject to review and approval by the COR. No signage with excessively large or prominent company logos will be accepted. Additionally, no sign may insinuate or otherwise imply that the contract staff personnel are VA employees (i.e., no VA logos on contractor's signage).

4.0 Responsibilities/Performance Standards

4.1 Claims of damage or missing/stolen property involving customer's vehicles shall be the responsibility of the Contractor. The VA assumes no responsibility for any damage to patron's vehicles caused during the performance of the Contractor's services or for any such claims. Claims shall be reported to the COR within 24 hours of occurrence.

4.2 The contractor shall staff the valet and assisted parking operation with an appropriate number of employees as required to ensure an efficient and safe operation.

4.2.1 An efficient operation is defined as:

- a. No vehicle waits more than **5** minutes to be valet-parked, nor more than **10** minutes to be retrieved, 95% of the time. The 5 minute turnaround time (TAT) begins for parking as soon as the vehicle queues itself into the Valet staging area, and performance is complete when the vehicle has

been processed and driven out of the queue area by the contractor. The 10-minute TAT begins as soon as the patient queues themselves into the retrieval line, and is complete as soon the patient is presented their idling vehicle.

b. The COR will periodically audit the turnaround time (TAT) to assure contractor compliance. The Contractor's ability to manage the traffic flow will be periodically audited to assure that the contractor is putting the Veteran first and is providing a safe and efficient operation.

4.3 The Contractor shall be completely liable and responsible for providing patients with a valet claim check, securing keys, parking, delivering, and directing certain valet vehicles to and from the valet greeting area.

4.4 Any increase in the number of valet parking personnel necessary to meet the TAT shall be provided at no additional cost to the Government.

5.0 Special Circumstances

5.1. The contractor will be notified in advance of any special events which might cause parking problems due to many visitors coming to the Medical Center.

5.2 Construction projects, both on-going and as yet undetermined, may impact the valet parking operation during the term of the contract. The contractor is expected to work with VA staff to modify operations in light of these projects to continue to provide services within the guidelines of the contract.

5.3 There may be special events at the Medical Center on some Federal holidays and the contractor may be required provide limited hours of operation on those days. The Medical Center will give the contractor a minimum of one-week advance notice of such events.