

B.3 DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

PERFORMANCE WORK STATEMENT (PWS) FOR VALET PARKING SERVICES

1.0 BACKGROUND

1.1 The VA Southern Nevada Healthcare System (VASNHS), 6900 North Pecos Road, North Las Vegas, NV 89086, has a requirement for Valet Parking Services to alleviate the parking problems experienced by our Veteran patients at the facility. The contractor shall provide all resources necessary to accomplish the services described in the performance work statement (PWS), except as may otherwise be specified.

1.2 Parking volume averages 250 – 450 cars per day. The amount of available parking spaces any given day is limited. A dedicated area for parking will be provided for valet service use. Additionally a limited number of waiting vehicles/pickup spaces will be located near the valet drop off area.

2.0 DEFINITIONS

- (a) “*Valet Parking*” - Refers to all services performed by the Contractor under this agreement. Customers are greeted by valet parking attendants, and the keys to customer vehicles are delivered to the attendant (except for those vehicles the Contractor deems appropriate for self-parking).
- (b) “*Contractor*”:- Contractor refers to the valet parking Contractor, offeror or vendor providing services under this agreement.
- (c) “*CO*” - Contracting Officer
- (d) “*COR*” - Contracting Officer's Representative – Limited authority
- (e) “*AOD*” - Administrative Officer of the Day
- (f) “*VASNHS*” - Department of Veterans Affairs Southern Nevada Healthcare System
- (g) “*FAR*” - Federal Acquisition Regulations
- (h) “*VAAR*” - VA Acquisition Regulation

3.0 GOVERNMENT FURNISHED

3.1 The VASNHS will provide orientation and training on VA policies and procedures. All parking attendants will be required to attend a facility orientation program on safety, health and emergency procedures. This training will be scheduled at kick off meeting on a mutually agreeable date. VA specific training and orientation must be completed by each employee after award and prior to commencement of any work.

3.2 A dedicated area for valet parking will be available for **valet** 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 up to .5 miles away from the valet drop off area and may be paved and or graveled surface. **An area will be designated for the contractor. The area is shown on Attachment A as “Valet Parking #1,” “Valet Parking #2,” and “Valet Parking #3.”**

Parking Lot	Number of Reserved Spaces
Valet Parking #1	17
Valet Parking #2	14
Valet Parking #3	10
Total Valet Parking	41

4.0 REQUIREMENT

4.1 The Contractor shall supply equipment and staff for valet service at three entrances to the VASNHS main hospital building 1. Those areas are the northeast main building 1 entrance, northwest main building 1 entrance and the southeast main building 1 ambulance entrance. The southeast main building 1 location is temporary and will relocate close to the Emergency Department expansion on the south side of the hospital following construction. Government shall work with the contractor to establish the designated areas for the contractor-provided booths for the valet parking operation at the main entrance of the VASNHS. The booth will be monitored throughout the workday by contractor staff, and shall never be left unattended.

4.2 The Contractor shall park and/or provide assistance in parking for Veteran patients only, five days per week. The service shall include assisting patients and their families who request this front door service, assisting with wheelchairs and other devices in and out of cars, escort patients inside, and parking of automobiles to include vehicles with adaptive equipment.

4.3 The Government shall provide wheelchairs to transport patients to the clinics. The Contractor shall deliver these wheelchairs, upon patient's or caretaker's request, to the patient to facilitate patient's travel from the car in the valet greeting area to the appointment and back to the car in the valet greeting area.

4.3.1 The contractor shall provide only the minimal physical assistance necessary to help patients enter and exit a vehicle, and shall only do so at the patient's request. Under no circumstances shall the contractor lift the patient. The Contractor shall deliver these wheelchairs upon patient or caretaker request to the patient to facilitate patient travel from the car in the valet greeting area to the appointment and back to the car in the valet greeting area. The contractor will not escort patients between the valet greeting area and the hospital/facility. All wheelchairs used will be noted on the contractor ticket for accountability. 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.

4.4 The contractor shall greet every vehicle *excluding* ambulances, VA transportation vans, taxis, and other commercial vehicles of Vendors conducting business at the VASNHS. The greeter shall 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. Before leaving the greeting area, the contractor shall thoroughly inspect outside of the vehicle. After parking the car, the attendant will write the vehicle description, location and other pertinent information on a card to aid in locating the vehicle when the customer requests it.

4.4.1 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:

- (a) Vehicles modified to accommodate a specific disability for the driver which cannot be operated without additional training.
- (b) Vehicles which lack a functional seat belt, or are otherwise unsafe to drive.
- (c) Vehicles which do not have fully functioning doors, windows, or locks.
- (d) Shall not provide service to those that cannot provide the required documentation as indicated in paragraph 4.4.
- (e) No new vehicles shall be valet parked between the hours of 4:00pm and 5:00 pm. This timeframe shall be used for retrieving previously valet parked vehicles only.

4.5 The Contractor shall provide lockable key cabinet(s), a 3-part claim check, safety cones, operational supplies, and other miscellaneous items necessary to facilitate valet parking, all to be located in the contractor-provided valet booths.

4.6 At the beginning of each new day of performance, the Contract Supervisor may pick up any remaining keys from the VA police, and will allow retrieval following standard procedures. When keys are dropped off to the VA police, 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.

4.7 The contractor shall provide **several signs in the valet greeting area:**

(a) The first are general 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. These signs will also include the valet hours.

(b) The second set of signs will indicate that an appointment letter or VA Patient Identification card is required for service. Handwritten signs are not permitted.

(c) The third set of signs will indicate **“Insurance Liability”** signs for vehicle damage claim process.

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).

4.8 At 5:00 pm, the parking attendants shall move any remaining vehicles to designated location, turning over keys and associated tickets to the VA police. Contractor shall provide an inventory log of all remaining vehicles and associated ticket numbers to Voluntary Service and the VA Police daily. Owners of these vehicles will be directed to pick up their keys from the VA police. The Contractor shall furnish a sign explaining this procedure.

4.9 The contractor shall provide their own transportation to shuttle their employees to and from the parking areas which may be up to .5 miles from the valet check in area. Valet staff shall obtain a parking sticker from the VASNHS Police and may park in any employee parking area.

4.10 Contractor employees must **be able to direct patients to the entrances and the volunteer stations inside**. Contractor employees must keep the work area clean and always appear ready for work even though no customers are present.

4.11 The contractor shall provide appropriate ropes, chains or physical barriers, etc. to indicate **VALET ONLY** parking. All items shall be subject to review and approval by the COR. These barriers may need to be removed temporarily by the contractor at the request of the government.

5.0 RESPONSIBILITIES

5.1 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.

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

5.2.1 An efficient operation is defined as:

- (a) No vehicle waits more than 10 minutes to be valet-parked, nor more than 10 minutes to be retrieved, 95% of the time. The 10-minute period 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 retrieval period 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 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.

5.3 The greeter who is required to be at the booth at all times during normal operations should not be included in the staffing for parking vehicles. Any increase in the number of valet parking personnel necessary to meet the 10-minute requirement shall be provided at no additional cost to the Government.

5.4 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. **All vehicle accidents or theft claims shall be immediately reported to the COR and VA Police.**

5.5 All parking attendants shall be trained in providing excellent customer service demonstrating courtesy, kindness, and caring. Contractor employees shall be neat and clean in appearance. A pleasant demeanor and courteousness is required at all times. Good hygiene practice shall be enforced by the Contractor, including a professional appearance in dress and hairstyle.

5.6 The Contractor's regular uniform is acceptable, it shall clearly identify the company and the occupation is easily understood (Contract Valet Parking Services).

5.7 Contractor staff shall possess a thorough understanding of written and spoken English, and shall not be permitted to use slang or non-English within earshot of customers.

5.8. Contract staff may also not utilized clothing, signs, or any other item that conveys support for a particular political party or figure, union, or other personal statement.

5.9 Contractor staff shall be able to handle all normal transmission types, read all standard speedometers, and operate all of the aspects of commercially available vehicles.

5.10 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.

5.11 The Contractor will comply with all VASHNS campus driving regulations including obeying speed limits.

6.0 SPECIAL CIRCUMSTANCES

6.1 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.

6.2 There may be special events at the VASNHS on some Federal holidays and the contractor may be required to provide limited hours of operation on those days. The VASNHS will give the contractor a minimum of one-week advance notice of such events; and this would be an additional contractual requirement.

7.0 REPORTS

7.1 The Contractor shall submit monthly reports to the COR within 5 days of month's end. Reports to the COR shall be hand-delivered to COR. However, a copy of the reports may be faxed or scanned and provided via email. The reports shall be legible and easy to understand. Reports shall be signed by the Supervisor and/or authorized representative of the Contractor.

7.2 The reports shall include, but are not limited to, the following: 1) summary of the number of vehicles valet parked by date; 2) a final summary sheet which includes the total number of vehicles; 3) any unusual events, by date. This shall include any accidents or special situations with patients, visitors, VA employees, or VA volunteers; and 4) reports or incidences in which the assistance of the VA Police were requested. Failure to provide this report as required may result in delay of payment to the Contractor. Contractor will provide a sample of the types of report forms used on similar projects for approval at the kick off meeting.

7.3 Records of assisted parking activity shall be maintained on daily basis. This information will provide documentation into appropriate staffing levels, as well as serve as a mechanism to adjust the service to meet customer demand and to reduce cost if possible.

8.0 PERFORMANCE STANDARDS SUMMARY

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

ID	Performance Objective	Performance Threshold	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentive
1	The Contractor shall adhere to requirements in accordance with (IAW) Performance Work Statement (PWS) Section 4.0	The Contractor successfully performs the required services throughout the period of performance	95%	CO/COR Periodic Surveillance Periodic surveillances will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi-annual or annually) and may be adjusted, based on quality trends.	Incentive: favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service Five or more issued CDRs may result in reduction of the monthly invoice of 5%.
2	The Contractor shall adhere to Responsibilities IAW PWS Section 5.0	The Contractor successfully performs the required services throughout the period of performance	95%	CO/COR Periodic Surveillance	Incentive: favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service Five or more issued CDRs may result in reduction of the monthly invoice of 5%.
3	The Contractor shall adhere to Special Circumstances IAW PWS Section 6.0	The Contractor successfully performs the required services throughout the period of performance	95%	CO/COR Periodic Surveillance	Incentive: favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service Five or more issued CDRs may result in reduction of the monthly invoice of 5%.

ID	Performance Objective	Performance Threshold	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentive
4	The Contractor shall adhere Reports IAW PWS Section 7.0	The Contractor successfully performs the required services throughout the period of performance	95%	CO/COR 100% review of monthly reports and invoices	<p>Incentive: favorable contractor performance evaluation.</p> <p>Disincentive:</p> <p>A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service</p> <p>Five or more issued CDRs may result in reduction of the monthly invoice of 5%.</p>

B.4 SPECIAL CONTRACT REQUIREMENTS

1.0 WORK HOURS:

The services covered by this contract shall be furnished by the contractor as defined herein. The contractor shall not be required, except in case of emergency, to furnish such services on a Federal Holiday or during off duty hours as described below.

1.1 The following terms have the following meanings:

1.1.1 Normal working hours: Monday through Friday, 7:00 a.m. – 5:00 p.m., excluding federal holidays.

1.1.2 Federal Holidays: The 10 holidays observed by the Federal Government are:

New Year's Day
 Martin Luther King's Birthday
 President's Day
 Memorial Day
 Independence Day
 Labor Day
 Columbus Day
 Veterans Day
 Thanksgiving
 Christmas

Any other day specifically declared by the President of the United States to be a federal holiday.

When one of the holidays falls on Sunday, the following Monday shall be observed as a Federal Holiday. When a holiday falls on a Saturday, the preceding Friday shall be observed as a Federal Holiday.

2.0 SECURITY REQUIREMENTS:

2.1 A full background check is not required for this position, however all contract employees must bring photo identification and advance notice from the requiring service to obtain a VA Badge in order to work on a VA Facility. Upon award, the CO shall provide the contractor with detailed instructions on fulfilling security requirements

2.2 Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their Contractor-owned or privately-owned vehicle while on VASNHS property.

2.3 Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware which may pose a threat to the security of VASNHS's patients, employees or contractor personnel.

3.0 CONTRACTOR'S PERSONNEL: The parties agree that the Contractor's personnel working as a result of this contract shall not be considered VA employees for any purpose and shall be considered employees of the contractor. The Contractor shall be responsible for providing:

- (a) Workers Compensation.
- (b) Professional liability insurance.
- (c) Health examinations.
- (d) Income tax withholding, and,
- (e) Social Security payments.

4.0 SERVICE CONTRACT ACT:

The resulting contract shall be subject to the Service Contract Act of 1965 (as amended). Service employees performing under this contract shall be paid NO less than the wages as indicated in the applicable Wage Determination incorporated herein.

5.0 OVERTIME AND HOLIDAYS:

Any overtime and/or holiday pay that may be entitled to the personnel performing under this contract shall be the sole responsibility of the Contractor and shall not be billed to nor reimbursed by the Government.

6.0 INSURANCE LIABILITY: **6.1** Workers Compensation and Employer's Liability: The Contractor is required to comply with applicable Federal and State worker's compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so

commingled with a Contractor's commercial operations that it would not be practical to require this coverage. Employer's liability coverage of at least \$1,000,000 shall be required.

6.2 General Liability:

6.2.1 The Contractor is required to maintain bodily injury liability insurance coverage written on the comprehensive form of policy of at least \$500,000 per occurrence.

6.2.2 The Contractor will be responsible for all damage to property, which may be caused by him, or any employee engaged in the performance of this contract.

6.3 Automobile Liability: The Contractor is required to maintain automobile liability insurance written on the comprehensive form of policy. The policy shall provide for bodily injury and property damage liability covering the operation of all automobiles used in connection with performing the contract. Policies covering automobiles operated in the U.S. shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

6.4 Before commencing work under this contract, the Contracting Officer may require the Contractor to furnish certification from his insurance company indicating that the coverage outlined in paragraphs (A) and (B) and (C) has been obtained and that it may not be changed or canceled without a **guaranteed thirty (30) days notice** to the Contracting Officer. The Contracting Officer may waive the requirement if it is determined that insurance certifications now on file are acceptable, however, new certifications shall be furnished prior to the expiration date.

7.0 CONTRACTOR POINT OF CONTACT:

The Contractor shall designate one (1) employee as the Point of Contact (POC) responsible for administrative matters in the performance of services under this contract. The POC shall have full authority to act for Contractor on all matters relating to the daily performance of this contract. An alternate may be designated, but the Contractor shall notify the Contracting Officer and COR in writing those times when the alternate shall act as the POC. The Contractor shall provide the name and telephone number of the person designated as Point of Contact and Alternate on the space below:

Point of Contact, Name: _____
Telephone Number: _____
Alternate Point of Contact, Name: _____
Telephone Number: _____

The POC shall be available by telephone Monday through Friday, between 8:00 a.m. and 4:30 p.m. excluding federal holidays.

* The parties agree that the Contractor's personnel including POC and subcontractors performing under this contract shall not be considered VA employees for any purpose. They all shall be considered employees of the Contractor.

8.0 GENERAL POLICY

8.1 No food, beverages, cigarettes, or outside debris may be brought into, consumed in, or left in patient vehicles.

8.2 Cell phones shall not be used while the valet attendants are inside of valet vehicles or VA buildings. However, cell phone use can be allowed when appropriate to conducting business related to valet operations and following VA and the Contractor policies.

8.3 Smoking is permitted in designated smoking areas only. Other than in designated smoking areas, smoking is not permitted on the VA hospital campus or in customer vehicles.

8.4 The VASNHS is a drug-free workplace. Any contract employee appearing under the influence of a controlled substance will be asked to leave the VASNHS immediately. The Contractor will be notified immediately of the removal and reason for the removal. The Contractor agrees to terminate immediately an employee who, at the sole discretion of the VA, poses a risk to the health or safety of a patient requiring services. Contractor shall be completely responsible for all actions of their employees.

9.0 TRAINING

All contracted parking attendants must possess and maintain a valid Driver's License and be legal residents or US Citizens and be fluent in the English language. The contractor must provide a written plan identifying the extent the employee training for safety and customer service. Access to any required VA training will be provided by the VA prior to contract performance.

10.0 KEY PERSONNEL

The Contractor or designated qualified personnel, such as a Project Manager or Supervisor and any substitute(s), shall effectively communicate with all Government and non-government personnel and shall have full authority to act for the contractor on all contractual matters relating to the daily performance of the contract; and, to receive, accept and sign for any notices, inspection reports and all other correspondence on behalf of the contractor from the COR/CO. This individual shall serve as the central point of contact for the Government and shall oversee the collection operations and monitor and ensure all work is performed in accordance with the contract and shall maintain the work specification requirements, scheduling, inspections and safety standards. This individual shall be available at all times when the contract work is in progress, if needed and shall have the ability to respond to the site, when needed, to monitor work progress and for any other emergency, as required. The Contractor or designated qualified personnel shall return calls to the COR within 1 hour of being contacted. This individual shall provide the COR his/her cellular phone or a beeper to be reached during normal workday hours.

The contractor shall notify the CO/COR within fifteen (15) business days prior to any change in key personnel.

11.0 CONTRACTING OFFICER'S REPRESENTATIVE (COR): The COR shall be identified by the Contracting Officer after contract award. The COR shall be the Contractor's primary point-of-contact, and will have limited authority in relation to the contract – identified in his/her Delegation of

Authority. A copy of the COR's Delegation of Authority will be provided to the Contractor after all required signatures have been obtained.