

1. Scope of Work

Contractor shall furnish all equipment, labor, materials, apparatus, tools, parts, transportation, supervision, permits, disposal and expertise necessary to provide Preventive Maintenance and Emergency Services to the Hill Rom Hospital Beds listed below in paragraph 2.2 Equipment List. The services will be provided at San Francisco VA Medical Center, 4150 Clement Street, San Francisco, CA 94121

2. Preventive Maintenance and Emergency Services

2.1 Contractor shall provide necessary manpower and supervision to properly execute Preventive Maintenance and Emergency Services of Hill Rom Hospital Beds.

2.1.1 Preventive Maintenance will be scheduled on a quarterly basis: February, May, August and November. Contractor shall schedule quarterly visit with the Contracting Officer Representative (COR). The COR will ensure 25% of the beds will be available for quarterly maintenance upon contractor's scheduled visit.

2.1.2 Preventive Maintenance and repair will be performed during normal hours from 7:30AM to 4:30PM, Monday through Friday, except Federal Holidays. Federal Holidays observed by the United States Government are as follows: New Year's Day; Martin Luther King Jr.'s Birthday, President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; Christmas Day; and any other day officially declared by the President of the United States to be a federal holiday.

2.1.3 Upon the request of the COR, the contractor shall provide preventive maintenance services due to emergencies during the year, whether scheduled or unscheduled. These emergencies can be holidays or other days designated by the COR. These emergency situations may require work after the normal work hours or an increase in personnel during normal work hours. In the event emergency hours are required, notification will be given to the contractor at least 6 hours in advance. The contractor shall provide emergency call-in services and these services will be on an as needed basis at the rate agreed to and specified in the Price Schedule under Emergency Services.

2.2 Equipment List and location of equipment ICU, TCU and CLC

Manufacture	Product Description	Quantity
Hill-Rom	Advanta- Zoneaire w/ Scale & P	1
Hill-Rom	Advanta 2	12
Hill-Rom	Arro Low Bed	21
Hill-Rom	Care Assist Bed	29
Hill-Rom	Centra 850 Bed	7
Hill-Rom	Hill-Rom 100 Low Bed	2
Hill-Rom	Total Care Bariatric	2
Hill-Rom	Total Care Bariatric Plus ©	5
Hill-Rom	Total Care Pulmonary Surface	14
Hill-Rom	Total Care Treat Surface & Scale	2
Hill-Rom	Versacare Bed	81
Hill-Rom	Versacare Bed w/ Air PPM & Scale	10
Hill-Rom	Additional Beds (Assorted)	15
Grand Total		201

2.3 The Preventive Maintenance shall include inspection and repair as required but not be limited to the following list of tasks:

- Fasteners secure.
- Inspect shoulder braces.
- Inspect brakes.
- Inspect axial steer mechanism.
- Inspect side rails.
- Inspect footboard functions.
- Calibrate scale system.
- Inspect nurse call function.
- Inspect Fowler and knee gatch.
- Inspect auxiliary outlet.
- Inspect night light.
- Inspect boards and side rails.
- Inspect head bumpers.
- Check mattress cover.
- Check power cord and cables.
- Check all electrical connections and the ground.
- Inspect castors.
- Lubricate as required.
- Measure and recorded the current leakage.

2.4 COR will provide a designated area for the purpose of servicing the equipment listed in paragraph 2.2 and beds shall be serviced within these designated areas.

2.5 Bed replacement parts shall be covered by the preventive maintenance and parts shall be replaced with manufacturer approved parts only. Contractor shall include a list of all parts covered by Preventive Maintenance to the COR.

2.5 The contractor shall provide a paper and email copy check off sheet for each bed inspected and receipt of preventive maintenance. The check off sheet shall be provided and emailed to the COR for approval within 5 business days after the work is completed.

2.6 The Contractor shall maintain a parts inventory to service all beds with minimal delays. This inventory shall be replenished as needed to support the capabilities of the service contract. Only manufacture service parts shall be used. Defective parts replaced by the Contractor become the property of the Contractor.

2.7.1 Inventory. The Contractor shall survey all designated areas within the first two months after contract award and annually to generate a computerized inventory of all beds to be serviced. The Contractor shall email the electronic inventory to the COR after completion.

2.7.2 Service Histories. The database shall have the capability of providing a service history for each bed beginning at the contract award date.

2.7.3 The Contractor shall perform preventive maintenance according to manufacturer's specifications; to include at minimum the tests listed in Section 2, Preventive Maintenance and Emergency Services. The

Contractor shall have written procedures to be followed and documented evidence demonstrating that each bed has been inspected according to those procedures.

Beds and equipment covered under this service repair contract shall be marked so staffing and vendor know which items are covered under this contract and items that are not in use and not covered.

2.8 At the conclusion of each repair and scheduled maintenance visit, the Contractor shall provide a written service report indicating the date of service, the model, serial number and location of equipment serviced, the name of the service representative, and the services performed and parts replaced. The Contractor shall maintain a permanent record for all beds. An electronic copy of this report, listing beds by their locations and serial numbers, shall be emailed to the COR.

2.9 Emergency Services: The contractor shall provide 24/7 days response to emergency hospital bed problems at the VA Medical Center. Response time shall be required within a 2 hour time-frame. Beds covered under this agreement will be at no charge for service. Beds not covered will be paid as a fee for service.

2.10 New Equipment: The COR shall notify the Contracting Officer prior to add or delete any equipment from the contract. Equipment may be added or deleted from the service contract as needed upon notification by the Contracting Officer (to be documented in writing via contract modification). Pricing of added equipment shall be the same unit price as established for the same model bed in Contractor's original bid or by agreement of Contractor and Contracting Officer if additional equipment is a model that is not readily covered by contract terms. Deleted equipment shall be credited in the full amount if deleted before any maintenance or repair has been performed on it.

2.11 Preventive Maintenance Service will normally, but not always, be performed in a separate work area not subject to all the infection control procedures.

2.12 Repair and emergency repairs may be conducted in patient rooms and other hospital areas that are subject to infection control procedures.

3. Qualification

3.1 Contractor shall have been engaged in maintaining/servicing the equipment listed in paragraph 2.2 for a minimum of three (3) years.

3.2 Contractor shall have a field service representative who has received maintenance training specific to the Hill-Rom models listed in paragraph 2.2.

3.3 Contractor shall provide, upon request, evidence of appropriate training of any field service.

3.4 Subcontracting of any ensuing award of this solicitation will not be allowed without written permission of the Contracting Officer.

4. Quality Assurance

4.1 For the tasks listed in the Performance Requirement Table (PRT) below, the COR will follow the methods of surveillance specified in this contract.

4.2 When a required service in the PRT indicates defective performance, the COR will require the contract manager or representative at the site to document the observation and forward to the Contracting Officer to maintain in the file. The documentation of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the defective performance. Government surveillance of tasks not listed in the PRT or by methods other than those listed in the PRT (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the contracting officer as a result of surveillance will be in accordance with the terms of this contract.

4.3 Performance Requirements Table

Required Service	Standard	Performance Requirement (PR)	Method of Surveillance	Factors to consider for Option Year Renewal
Contractor shall respond within two-hours specified for call-ins for emergency repairs	Once call-in is placed, contractor has two hours to respond to the emergency	Contractor is required to respond for compliance	COR Complaint that Contractor did not respond within two hours for the emergency call	Yes
Contractor shall have ample supply of typical parts to repair beds	Contractor shall have enough of their inventory to repair beds	Contractor shall have parts available to repair beds to prevent beds being out of service for more than 5 work days	COR Complaint if beds are out of service for more than 5 work days due to lack of parts available on hand by the Contractor	Yes
Contractor shall provide and review detailed reports with COR	Contractor shall provide reports on all bed(s) receiving preventive maintenance on a quarterly basis	Contractor shall provide a report that is legible and complete including the repairs required	COR Complaint that Reports were not furnished	Yes

VISN 21 90 CCA Contractor Personnel Security Requirements

Reference:

VHA Directive 0710, Personnel Security and Suitability Program/ May 18, 2007

VA Handbook 0710, Personnel Suitability and Security Program/ September 10, 2004

Upon contract award, all key personnel shall be subject to the appropriate type of background investigation or screening per VA/VHA directive 0710 and must receive a favorable adjudication from CCA Personnel Security Specialist or VA Security and Investigations Center (SIC) depending on investigation or screening required. This requirement is applicable to all subcontract personnel. If the investigation or screening is not completed prior to the start date of the contract, the Contractor will be responsible for the actions of those individuals they provide to perform work for VA.

Contract personnel who previously received a favorable adjudication as a result of a Government background investigation or screening may be exempt from this contract requirement. They must provide documentation to support the previous adjudication. Proof of previous adjudication must be submitted by the Contractor to the VA Contracting Officer. Proof of previous adjudication is subject to verification. Some positions may be subject to periodic re-investigation/screening.

1. Position Risk/Sensitivity – For all positions required under this contract, the position risk/sensitivity has been designated as: **High Risk, Medium Risk, or Low Risk**

2. Background Investigation/Screening – It is anticipated that the Contractor or contract personnel will be providing services at a VA facility(s) for MORE than 180 days under a single contract or series of contracts, or have access to VA computer data systems. The background investigation/screening commensurate with the requirements of this contract is: **BI, MBI OR NACI**

3. Contractor Responsibilities

a. The Contractor shall prescreen all personnel to ensure they are able to read, write, speak, and understand the English language.

b. The Contractor shall submit or have their contract personnel submit the following required forms to the Personnel Security Specialist or VA Contracting Officer, through the COR or Personnel Security Specialist, within five (5) business days of contract award.

4. Low Risk Investigative Requirements

a. All investigations must be completed through the Electronic Questionnaires for Investigations Process (e-QIP). All contractors must complete the Authorization for Investigation Worksheet before they can complete the online e-Qip.

b. Optional Form 306, Declaration for Federal Employment provide by VA point of contact.

c. Electronic Fingerprint Verification **or** FD 258, U.S. Department of Justice Fingerprint Applicant Chart.

c. Once the items requested are completed, the Contractor is authorized to provide services under the contract. As previously stated, if the investigation or screening is not completed prior to the start date of the contract, the Contractor will be responsible for the actions of those individuals they provide to perform work for VA.

d. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the contract person from consideration of working under the contract.

e. Failure to comply with these Contractor personnel security requirements may result in termination of the contract for default.

5. Government Responsibilities

a. The VA Contracting Officer will ensure a time for contract personnel to complete the fingerprint portion of this requirement, if any, and the COR will be responsible for performing any duties assigned by the VA Contracting Officer with regard to fulfilling the Contractor personnel security requirements described herein.

- b. Upon receipt, the local VA facility or VA SIC, depending on the type of investigation/screening required, will review the accuracy of the items requested in paragraph above, and forward these items to OPM to conduct their portion of the background investigation or screening, as applicable.
- c. The requesting VA facility will pay for any portion of the investigation or screening conducted by OPM, if any.
- d. Depending on the type of investigation/screening required, the Personnel Security Specialist, or VA SIC will notify the VA Contracting Officer of the adjudicating results of the background investigation or screening.
- e. The VA Contracting Officer and Personnel Security Specialist will ensure that the required investigations or screening have been completed or are in the process of being requested.

Personnel Identity Verification (PIV) of Contractor Personnel

In accordance with FAR 52.204-9 and VA Directive 0735 – *Personal Identity Verification of Federal Employees and Contractors*, any contract person who requires routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system will be required to verify their identity prior to providing services under the contract. Prior to providing services under the contract, each contract person will be asked to provide two (2) forms of identification from the Accepted Identification Documentation List to the appropriate VA representative in order to obtain a proper VA-issued identification card. See the Accepted Identification Documentation List provided below. The COR, or designee, will be responsible for sponsoring each contract person that requires a VA-issued identification card.

PIV ID Proofing Criteria

The following criteria must be met by all VA employees, contractors, and affiliates prior to being issued a PIV card or Temporary Identity Badge.

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Table of Accepted Identification (From Form I-9)
Last Update: January 7, 2008

Picture ID From Federal or State Government	Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government
<ul style="list-style-type: none"> • State-Issued Drivers License • State DMV-Issued ID Card • U.S. Passport • Military ID Card • Military Dependent's card • US Coast Guard Merchant Mariner card • Foreign Passport with appropriate stamps • Permanent Resident Card or Alien Registration Card with a photograph (INS Form I-151 or I-551) • ID Card issued by federal or state government agencies provided it includes a photograph. 	<ul style="list-style-type: none"> • Social Security Card • Certified Birth Certificate • State Voter Registration Card • Native American Tribal Document • Certificate of U.S. Citizenship (INS Form N-560 or N-561) • Certificate of Naturalization (INS Form N-550 or N-570) • Certification of Birth Abroad Issued by the Department of State (Form FS-545 or Form DS-1350) • Permanent or Temporary resident card. • ID Card issued by local government agencies provided it includes a photograph or includes the following information: name, date of birth, gender, height, eye color, and address • Non-photo ID Card issued by federal or state government agencies provided it includes the following information: name, date of birth, gender, height, eye color, and address • School ID with photograph • Canadian Drivers License • US Citizen ID Card (Form I-179)

1. Two forms of identification are required from the above list of acceptable documents. Either of the following is accepted:

- a. Two forms of identification from the left column (Federal or State Government issued picture ID)
- b. One form of identification from the left column (Federal or State Government issued picture ID) and one form from the right column (Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government).

2. The following rules apply for form identification:

- a. Any form of identification used for ID proofing may not be expired (except U.S. Passport)
- b. Department of Veterans Affairs site/facility badges are not accepted as a valid form of identification.
- c. VA PIV Cards are federally issued ID cards and can be used as a valid form of identification.
- d. Handwritten or photocopied documents are not accepted.
- e. An ID issued before a legal name change (e.g. birth certificate or driver's license) can be presented as

one form of ID if a legal document (e.g. marriage certificate/license or a court order) is also presented linking the previous name to the current legal name. The linking document has to display both the former and current legal names. Both documents must be valid and not expired (except U.S Passport). For example, a married woman may use both a certified copy of her birth certificate displaying her maiden name and a driver's license displaying her married name as the 2 forms of ID compliant with PIV Guidelines, as long as she provides a marriage license displaying both her maiden name and married name.

f. The Applicant's name listed on the VA PIV Registration Portal, Request for One-VA Identification Card, must match the name on one of the IDs presented by the Applicant.

g. The names on both forms of ID presented for ID proofing must match exactly. If one form of ID has a middle name or initial, the other form of ID must have a matching middle name or initial. One form can contain a middle name and the other can have a middle initial as long as they match. ALL names must be accounted for on both forms of ID. Please see the acceptable and unacceptable ID proofing examples provided below.

ACCEPTABLE NAME VARIATIONS

ID # 1 – John Henry Smith; ID # 2 – John Henry Smith

ID # 1 – John H. Smith; ID # 2 – John H. Smith

ID # 1 – John Henry Smith; ID # 2 – John H. Smith

UNACCEPTABLE NAME VARIATIONS

ID # 1 – John Henry Smith; ID # 2 – John Smith

ID # 1 – John H. Smith; ID # 2 – John Smith

3. Access to and Safeguard of VA Information/Computer Systems

a. VA may provide contract personnel with access to VISTA and general files maintained on VA computer systems. Sharing of these access codes or misuse of VA information/computer systems is a Federal crime. When contract personnel no longer provides services to VA, the Contractor shall immediately inform the COR to deactivate their access. The COR is responsible for deactivation.

b. Computer access will require **VA Cyber Security Awareness Training** annually and acknowledge all agreements prior to access. (See attachment for security requirements). The COR is responsible for ensuring and documenting this requirement.

c. Contract personnel with Computer access will take necessary precautions to safeguard information and prevent disclosures. If contract personnel suspect a compromise they will report such knowledge to the COR that same day.

d. Remotely access will require prior approval from Information Security Officer (ISO).

e. The Contractor shall make its internal policies and practices regarding the safeguarding medical electronic information available to VA. Contractors are not authorized to employ a lesser requirement

then what is established by this document.

- f. Any changes in the VA directives during the term of this contract, shall be deemed to be incorporated into this contract.