

**Performance Work Statement
Maintenance Service for Automated Doors
VA Palo Alto Health Care System**

Section 1: General Information

1.1 General: This is a non-personal services contract to provide maintenance services on automated doors for the VA Palo Alto Health Care System (VAPAHCS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.2 Period of Performance:

Base Year:	May 1, 2016 to April 30, 2017
Option Year 1:	May 1, 2017 to April 30, 2018
Option Year 2:	May 1, 2018 to April 30, 2019
Option Year 3:	May 1, 2019 to April 30, 2020
Option Year 4:	May 1, 2020 to April 30, 2021

1.3 Place of Performance: Services are required at the following locations. The point of contact (POC) for each location is listed as well. All work must be coordinated with the POC for each location.

91 Doors Palo Alto Main Campus 3801 Miranda Ave. Palo Alto, CA 94304 POC: Duke Falcon (650) 493-5000 x64952	37 Doors Livermore Medical Center 4951 Arroyo Rd. Livermore, CA 94550 POC: Craig Robbins (925) 373-4700 x35224	42 Doors Menlo Park Medical Center 795 Willow Rd. Menlo Park, CA 94025 POC: Garry DeShields (650) 493-5000 x22256
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1.4 Hours of Operation: All repairs shall be performed during business hours of 8:00 am to 4:30 PM Monday through Friday, except Federal Holidays. Contractor may work outside normal business hours by arrangement with the COR if such services are provided without additional charge to the government.

1.5 Type of Contract: The government will award a Firm Fixed Price contract.

1.6 Invoicing: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov

Section 2: Definitions & Acronyms

2.1 Definitions:

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

Work Week. Monday through Friday, unless specified otherwise.

2.2 Acronyms:

COR	Contracting Officer Representative
NFPA	National Fire Protection Association
OEM	Original Equipment Manufacturer
OSHA	Occupational Safety and Health Administration
POC	Point of Contact
PM	Preventative Maintenance
PMI	Preventative Maintenance Inspection
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System

Section 3: Government Furnished Property, Equipment, and Services

None

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

Section 5: Specific Tasks

5.1 Preventative Maintenance

- A. Contractor shall provide monthly maintenance in accordance with the door manufacture's specifications. In the event that the door manufacture's periodic maintenance schedule is not available from manufacturer, the contractor shall submit a proposed door maintenance schedule to the COR for approval. All manufacturer and proposed maintenance schedules shall be submitted to COR no later than fifteen (15) days after contract award. At a minimum monthly maintenance inspections shall include all door operation functions, verification of all safety systems functions, weather stripping inspections, and overall door performance to ensure safe reliable and weather tight door systems. All grease, oils and other material related to door maintenance shall be cleaned from exterior of door, and all inspection access points secured.
- B. Contractor shall adhere to the current edition of the NFPA 80 (Standard for Fire Doors and Other Opening Protectives) and 101 (Life Safety Code). Any code interpretation issues between the COR and Contractor shall be submitted to the Maintenance Control Manager for review and decision. The Authority Having Jurisdiction (AHJ) shall have the final verdict. The AHJ shall be the Engineering Station Chief of VA Palo Alto Health Care System
- C. Contractor shall inspect on a monthly basis all doors listed under attachment #2.

91 Doors	37 Doors	42 Doors
Palo Alto Main Campus	Livermore Medical Center	Menlo Park Medical Center

- D. Contractor shall submit a monthly Service Report for each door inspected. The reports shall indicate which door was inspected, the month/day/year of inspection, the location of door, the manufacturer of door, the type of door, and the condition of the door (rated as like new, good, or poor condition). Documentation shall indicate all door deficiencies, corrective actions, adjustments and any upgrades required to meet current applicable Federal State or Local Codes.

Documentation shall be provided to the COR upon completion of the inspections or no later than the last working day of the month.

- E. All monthly inspections, maintenance, and adjustments shall be provided at no additional cost to the Palo Alto Health Care System.

5.2 Minor Repair Services

- A. Minor repairs that are under \$300 per door shall be provided under this contract. The contractor must build the potential costs for minor repairs into their fixed monthly rate. If repairs costing more than \$300 for an individual door are needed, then those repairs will not be covered under this contract. The contractor will provide an estimate of repairs exceeding \$300 to the COR and the repair work will be treated as a separate procurement from this contract.
- B. Contractor shall be responsible for the correction of all deficiencies noted on the monthly maintenance inspections.
- C. The VAPAHCS shall not incur additional labor charges or service call fees for the repair of deficiencies noted on the monthly maintenance inspections.
- D. In no case, shall the costs for additional parts be billed under this contract.
- E. All repair parts shall be new and carry the manufacturer's warranty.
- F. Labor and repair parts costs due to user abuse, negligence, Acts of God, such as wind damage, earthquakes etc. shall be paid in full by the Palo Alto Health Care System.

5.3 Door Malfunctions

- A. Door malfunctions incurred between scheduled maintenance inspections shall be addressed and documented on an individual basis.
- B. If the repairs for the malfunction are under \$300 per door, it will be covered under this contract. The contractor must build the potential costs of repairs for malfunctioning doors into their fixed monthly rate. If the repair of a malfunction door is estimated to exceed \$300, it will not be covered under this contract. The contractor will provide an estimate of the repairs exceeding \$300 to the COR and the repair work will be treated as a separate procurement from this contract.
- C. All repair parts shall be new and carry the manufacturer's warranty.

5.4 Contract Modifications

- D. Throughout the performance of this contract doors may need to be added or removed from the contract. In the event that the needs change, the Contractor will negotiate with the Contracting Officer to reach a mutually agreeable adjustment to the contract that must be captured in a written modification to the contract.

5.5 Modifications and Upgrades

- A. This contract does not cover modifications or upgrades to meet current codes.
- B. In the event that a modification or upgraded is recommended by the Contractor, an estimate will be provided to the COR for review. If the COR decides that it's in the Government's interest to make the modification or upgrade, that transaction will be processed as a separate purchase from this maintenance contract.

5.6 Documentation Requirements

- A. The Contractor shall provide monthly preventative maintenance documentation as indicated in section 5.1 (C).
- B. Service Report(s) at the time of repair for all door repairs, indicating parts used, service requested, and service performed. Total time and status of doors upon completion of service.
- C. Invoices for approved work shall indicate, individual part(s) used, cost of individual part(s), and total part(s) cost.

5.7 Security Requirements

- A. The Certification and Accreditation requirements do not apply and a Security Accreditation Package is not required for this work.
- B. Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, VA directives and handbooks as VA personnel regarding information security under VA Handbook 6500.6, Contract Security, Appendix C.

Section 6: Attachments

Attachment #1 Quality Assurance Surveillance Plan

Attachment #2 Door Inventory

Attachment #3 Wage Determinations 05-2051, 05-2061, and 15-5637