

**Performance Work Statement**  
**Maintenance, Service, and Repairs to Uninterrupted Power Supply Units and Batteries**  
**VA Palo Alto Health Care System**

**Section 1: General Information**

1.1 General: This is a non-personal services contract to provide maintenance, emergency services, and repairs to uninterrupted power supply (UPS) units 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:

- A. Period of performance shall be base year plus four option years.
- a. CLIN Base Year 0001: October 1, 2016 to September 30, 2017
  - b. CLIN Base Year 1001: October 1, 2017 to September 30, 2018
  - c. CLIN Base Year 2001: October 1, 2018 to September 30, 2019
  - d. CLIN Base Year 3001: October 1, 2019 to September 30, 2020
  - e. CLIN Base Year 4001: October 1, 2020 to September 30, 2021

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

Palo Alto Main Campus 3801 Miranda Ave. Palo Alto, CA 94304 POC: Duke Falcon (650) 493-5000 x64952	Menlo Park Medical Center 795 Willow Rd. Menlo Park, CA 94025 POC: Anthony StJohn (650) 493-5000 x27324	Livermore Medical Center 4951 Arroyo Rd. Livermore, CA 94550 POC: Craig Robbins (925) 373-4700 x35224
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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.

1.4.1 Observed Federal Holidays

January 1	New Year's Day
Third Monday in January	Martin Luther King Jr.'s Birthday
Third Monday in February	President's Day
Last Monday in May	Memorial Day
July 4	Independence Day
First Monday in September	Labor Day
Second Monday in October	Columbus Day
November 11	Veteran's Day

Fourth Thursday in November	Thanksgiving Day
December	Christmas Day

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](mailto:VA.Registration@Tungsten-Network.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto:vafscshd@va.gov)

1.6.1 Payments: Government only paid for services rendered. Government will not pay on any uncompleted or undelivered work, services, or goods.

## **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
UPS	Uninterrupted Power Supply
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System

### **Section 3: Government Furnished Property, Equipment, and Services**

- A. This PWS does not have any government furnish equipment. Contractor shall not use any government own equipment, material, supplies, or tools. Contractor shall furnish all requirements. The government reserves option to terminate the contract in the event that contractor uses government equipment or supplies without written approval from the Contracting Officer and COR.

### **Section 4: Contractor Furnished Items and Services**

- A. 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 to include all notes, explanatory material, and appendixes.
- B. The Contractor shall provide all equipment, supplies, management, supervision, personnel, transportation necessary, and consultation 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.
- C. The Contractor shall provide one designated point of contact (POC) to the government's designated representative for coordination of parts delivery, scheduling, and / or maintenance.
- D. The contractor shall provide a toll-free telephone number for service calls, which must be answered 24 hour a day, 7 days a week.
- E. The contract shall have an inventory of parts and supplies in quantities sufficient to effectively service the resulting contract. The contractor shall have an internal inventory system and delivery system for the parts and supplies. The inventory and delivery system must be sufficient to service the contract.

#### 4.1 Contractors Qualifications:

- A. Contractor shall have technical training, track records of working experience in Maintenance, Inspection, Testing of UPS and its components in healthcare, industrial, educational and commercial facilities for a minimum of five (5) continuous years.
- B. Contractor shall possess certificates on equipment which work will be performed.
- C. Contractor shall have safety training – either on-the-job or class-room type in electrical safety outlined in the OSHA Standard 29 Code of Federal Regulations (CFR) 1910 Subpart S – Electrical and NFPA 70E – Standard for Electrical Safety in the Workplace. Training certifications shall be submitted to the VA Contracting Officer prior to work. If no training certifications are available, the contractor’s employer shall certify that the service technician has met this requirement in writing, and submit it to the VA Contracting Officer prior to work.

### **Section 5: Specific Tasks**

#### 5.1 Preventative Maintenance, Repairs and Testing

- A. The contractor shall guarantee a 3 hour response time, 24 hours, 7 days a week. Contract shall cover 100% of the labor, supplies, material, electrical components, electronic components, consultation, and travel at no additional cost to the government, excluding external batteries and filter. Contractor shall provide the following preventive maintenance service under this contractor:
  - a. Inspection, repair, and service 24 hours and 7 days a week of the electronic portion of the UPS shall be performed as needed during the contracted period of maintenance at no additional cost to the government. Remedial maintenance and repairs provided by contractor shall include all parts and labor. All corrective maintenance to UPS and Batteries, if any, shall be in accordance with manufacturers’ recommendations, warranties, and separate agreement, if any.
- B. Contractor shall perform maintenance the following equipment:

**UPS Equipment Covered List**

<b>Building Location</b>	<b>Make</b>	<b>Model</b>	<b>Serial</b>	<b>Type/Size</b>
100 – Palo Alto	Liebert	U39SA154AAAB994	D09L5A0010	128 KW
334 – Menlo Park	APC	2200XL	AS1118241097	1980 W
334 – Menlo Park	APC	2200XL	AS1118240221	1980 W
88 – Livermore	Eaton	9330-40	EY092AXX06	30 KW

- C. Contractor shall perform the following:
  - a. Temperature check on all breakers
  - b. Connections

- c. Inspection of the equipment including subassemblies
- d. Wiring harnesses
- e. Contacts
- f. Rectifier and Inverter snubber boards for discoloration
- g. Power capacitors for swelling or leaking oil
- h. DC capacitor vent caps that have extruded more than 1/8 IN
- i. Record all voltages on module cabinet
- j. Record all current on module cabinet
- k. Record harmonic trap filter currents
- l. Check inverter and rectifier snubbers for burned or broken wires
- m. Check all nuts, bolts, screws, and connectors for tightness (manufacture torque recommendation) and discolorations
- n. Check all fuses DC and AC
- o. Check fuses on the DE capacitor deck for continuity
- p. Perform operational test of the system – transfer unit
- q. Perform battery discharge calibrate
- r. Record all electronic to system specifications install or perform engineering field charge notices
- s. Measure all low voltage power supply levels
- t. Measure and record phase to phase input voltage and current
- u. Review performance with COR
- v. Include all manufacture recommendations

D. Battery maintenance and inspection service:

- a. Check integrity of battery cabinet
- b. NO-OX grease or oil on all connection
- c. Check battery jars for proper liquid levels
- d. Check for corrosion on all the terminals and cable
- e. Check physical cleanliness of battery room and jars
- f. Measure and record DC bus ripple voltage
- g. Measure and record total battery float discharge
- h. Measure and record individual cell/battery float voltages and overall float voltage
- i. Charger output current and voltage
- j. AC ripple current and voltage imposed on the battery
- k. Ambient temperature
- l. Negative terminal temperature of all batteries
- m. Include all manufacture recommendations

E. Maintenance Frequency

- a. UPS and Barratries shall be inspected, test, and maintained quarterly (every three months) and one annual preventative maintenance. If contractor misses or fails to conduct inspection or maintenance within the quarterly contractor shall provide a report with reason why inspection or maintenance was missed. Contractor shall perform missed

inspection immediately and submit. Contractor shall be penalized 10% per each late inspection and per each unit. The government shall not pay for missing quarter inspections or maintenance. The government only pays on services rendered. Contractor shall submit dates for quarterly and annual inspections within 10 of day of award.

b. Definition of Quarterly

Quarter 1	October – December
Quarter 2	January – March
Quarter 3	April – June
Quarter 4	July - September

c. Fiscal Year is from October 1 to September 30.

- F. Contractor shall maintain a Log update with date, time, description of work, and technician. Log shall be near or with UPS. Log shall be submitted to COR and Compliance office by the year.
- G. Contractor shall provide training on basic use and troubleshooting of each UPS unit listed on the equipment list every six months. Contractor shall schedule training with the COR.
- H. Contractor shall maintain drawing, schematics, manuals, and any other appropriate documentation up to date and have copies at the UPS. The contractor shall provide any drawing, schematics, manuals, and any other appropriate documentation at no additional cost to the government.

5.2 Site Investigation and Conditions Affecting the Work

- A. The Contractor acknowledges that it has taken steps reasonably necessary to ascertain the nature and location of the work, and that it has investigated and satisfied itself as to the general and local conditions which can affect the work or its cost, including but not limited to (1) conditions bearing upon transportation, disposal, handling, and storage of materials; (2) the availability of labor, water, eclectic power, and roads; (3) uncertainties of weather, river stages, tides, or similar physical conditions at the site; (4) the conformation and condition of the ground; and (5) the character of equipment and facilities needed preliminary to and during work performance. The Contractor also acknowledges that it has satisfied itself as to the character, quality , and quantity of surface and subsurface materials or obstacles to be encountered insofar as this information is reasonably ascertainable from an inspection of the , including all exploratory work done by the Government, as well as from the drawings and specifications made a part of this contract. Any failure of the Contractor to take the actions described and acknowledged in this paragraph will not relive the Contractor from responsibility for estimating properly the difficulty and cost of successfully performing the work, or for proceeding to successfully perform the work without additional expense to the Government.
- B. The Government assumes no responsibility for any conclusions or interpretations made by the Contractor based on the information made available by the Government. Nor does the Government assume responsibility for any understanding reached or representation made concerning conditions which can affect the work by any of its officers or agents before the

execution of this contract, unless that understanding or representation is expressly stated in this contract.

- C. Contractor has the responsibility to make the determination and request a site walk. Failure to perform a site walk shall not relieve the contractor to complete the contract on time and within budget

### 5.3 Contract Modifications

- A. Throughout the performance of this contract UPS 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.

### 5.4 Safety:

- A. No shorts or tank tops shall be permitted.
- B. Contractor shall adhere to OSHA 10 CFR 1910.
- C. Contractor shall be responsible to use appropriate PPE when required by the OSHA, NFPA 70E, and VAPAHCS.
- D. Safety plan shall be submit to the COR within 15 days of awarded contract.

### 5.5 Performance Standards:

- A. Contractor shall adhere to the performance standards listed below. Contractor shall adhere to all references in the performance standard to include all notes, explanatory material, and appendixes. The most current edition will be used on all references listed below.
  - a. NFPA 70E: Standard for Electrical Safety in the Workplace
  - b. NFPA 99: Health Care Facilities Code
  - c. OSHA Standard 29 CFR 1910
- B. If a dispute between two codes arises, the most stringent code shall be enforced.
- C. If contractor has a different code interpretation than the COR then contractor shall have the opportunity to have the Engineering Compliance office review and make decision, which contractor shall accept. The AHJ shall be the Chief of Engineering of VAPAHCS.

### 5.6 Documentation Requirements

- A. The Contractor shall provide reports to the COR and Compliance Office.
- B. Each report shall include a separate document for each UPS.

- C. Submit four (1) hard copies of the completed written report and one CD Rom of the electronic version of the report in Microsoft (i.e. excel, word..) format to the Engineering Compliance Office within seven (7) calendar days of completion of inspection and testing.

#### 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**

NONE