

STATEMENT OF WORK
DI WATER PLANT MAINTENANCE SERVICES
VA NORTH TEXAS HEALTH CARE SYSTEM

1. GENERAL

- 1.1 General: This is a non-personal services contract to provide Water Plant DI Maintenance Services. The Government shall not exercise any supervision or control over the service providers providing the services described herein.
- 1.2 Description of Services/Introduction: The Contractor shall provide, install, operate and maintain a DI water system at the VA North Texas Health Care System (VANTHCS), Dallas TX. The Contractor assumes all liability risks for work performed at the VA facility. The Contractor must assume total liability for all contract employees. The Contractor shall perform to the standards of the contract.
- 1.3 Scope of Work: Contractor will provide all necessary personnel, labor, transportation, equipment, material and supplies, and non-personal services for the DI water system installed at the VANTHCS. The Contractor shall maintain, check and calibrate the installed DI water system according to manufacturer's specifications. The Contractor shall annually disinfect the entire DI system according to manufacturer specifications. Contractor shall repair, upon request, malfunctioning equipment within the DI water system Monday through Friday, 8:00 AM to 5:00 PM, as an emergency repair service for urgently needed equipment. Contractor shall provide the Engineering Service with a written description of the procedures to be performed on each equipment item. The written description must be provided in sufficient detail so as to be acceptable to the field inspectors of the Joint Commission on Accreditation of Healthcare Organizations.
- 1.4 Physical Security: The Contractor shall be responsible for safeguarding all government equipment, information and property provided to Contractor personnel while performing the services described herein.
- 1.5 Period of Performance: The period of performance shall be for one (1) base year of 12 months and (TBD - four (4) 12-month option years)
- 1.6 Type of Contract: The government will award a firm fixed-priced contract
- 1.7 Service Contract Act: The Service Contract Act applies to this contract. Current Service Contract Act Wage Determinations for the service areas will be attached to the contract. Employees performing under this contract must be paid at least the pay and fringe benefits described therein.
- 1.8 Contracting Officer Representative (COR): The COR will be identified by a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. A letter of designation issued to the COR, a copy of which will be provided to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.
- 1.9 Contract Administration: The Contracting Officer is the only person authorized to

approve changes or modify any of the requirements under this contract. The Contractor shall communicate with the Contracting Officer on all matters pertaining to contract administration. Only the Contracting Officer is authorized to make commitments or issue changes that will affect price, quantity or quality of performance of this contract. In the event the Contractor effects any such change at the direction of any person other than the Contracting Officer, the change shall be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in costs incurred as a result thereof. All changes to the contract will be issued via an amendment and/or modifications in writing from the Contracting Officer to the Contractor.

- 1.10 Invoices: Invoices are to be submitted electronically; monthly, in arrears of the start of the services performed each month. Electronic invoices can be submitted at no additional cost at the VA Vendor Information System (VIS) website <https://www.vis.fsc.va.gov/login.aspx?ReturnUrl=%2fDefault.aspx> , or at <http://www.tungsten-network.com/us/en/veterans-affairs/> . The COR is responsible for acceptance of services and/or the processing of receiving reports for the services provided to the government.
- 1.11 Work Stoppage/Delays: The Contracting Officer shall be notified at the earliest time available, but no later than the next business day, via phone of Contractor's knowledge of any conditions which may adversely affect the Contractor's ability to perform under the terms and conditions as stated in the specifications of this requirement. For example, union strikes, vehicle problems, licenses, or anything that might jeopardize the terms and conditions of this contract should be reported to the Contracting Officer.

2. CONTRACTOR QUALIFICATIONS

Prior to award, the offeror must have a facility, to include personnel, test equipment, parts inventory, licenses and technical documentation available for inspection by VA Medical Center personnel and be able to show written evidence to technical qualifications of personnel, test equipment (and calibration documentation), licenses and availability of parts. Parts availability must be written documentation from either the equipment manufacturer or authorized parts supplier. In either case, the offeror must be able to show availability of parts to him/her within 24 hours after initial call. For contracts for maintenance and repair services from other than the original manufacturer or designated representative, the Contractor will be fully responsible for obtaining all technical documentation necessary to fulfill contractual obligations. Contractors regeneration facilities should be FDA approved.

3. TASK SPECIFICATIONS

3.1 SCHEDULED MAINTENANCE: Contractor shall maintain, check and calibrate the installed DI water system according to the manufacturer's procedures and recommended schedule. The Contractor shall annually disinfect the entire DI system according to manufacturer specifications. Preventative maintenance services are not limited to, but must at least meet the procedures and intervals indicated in the Statement of Work, Section 5,

Schedule of Services.

3.2 SCHEDULED MAINTENANCE PROCEDURES: Contractor shall provide the Engineering Service with a written description of the procedures to be performed on each equipment item. The description must be provided in sufficient detail so as to be acceptable to the field inspectors of the Joint Commission on Accreditation of Healthcare Organizations.

3.3 SCHEDULING ARRANGEMENTS: Except by special alternative arrangement, scheduled maintenance will be provided only during Contractor's normal working hours (8:00 AM to 5:00 PM, Monday thru Friday, excluding holidays). Upon acceptance of the contract, the Contractor shall immediately contact the using service to schedule mutually agreeable times for the performance of inspections. The Contractor shall provide the Engineering Service with a statement describing an acceptable arrangement for notifying Engineering Medical Center when equipment should be made available for servicing.

3.4 REPAIR SERVICES: Repairs will include unlimited emergency repair and callback repair services for malfunctioning DI water system equipment. The Contractor shall provide a five-day, Monday thru Friday, 8:00 AM to 5:00 PM emergency repair service for urgently needed equipment repairs. Contractor shall repair on request all equipment that is identified as malfunctioning. All equipment repaired by the Contractor shall be restored to proper working order and subject to appropriate safety checks before being returned to ready for use.

Corrective maintenance shall be initiated by the Contractor when equipment defects are discovered as a result of the Contractor's performing preventive maintenance services.

Corrective maintenance will be initiated by the VA Medical Center by giving telephonic communication to the Contractor or the Contractor's answering service. The Contractor shall provide a FULLY QUALIFIED service representative onsite within twenty-four (24) hours of a service call from the Medical Center. "FULLY QUALIFIED" means that the service representative can show evidence of successful completion of service training program for all the equipment specified in Section 4. The Engineering Service will determine if training is adequate and appropriate for the equipment to be serviced.

Contractor shall perform corrective maintenance services to restore the equipment to **FULL PERFORMANCE** within forty-eight (48) hours of the original call. "**FULL PERFORMANCE**" means that all defective parts have been replaced with parts equivalent to or better than the original manufacturer's parts and that the instrument meets or exceeds the manufacturer's original performance specifications.

If at any time during the performance of the contract, if it is determined that a service or material is not covered under the contract, and is considered chargeable; the Contractor shall acquire approval from the COR and the Contracting Officer prior

to proceeding with performance of the service. The Contractor shall refrain from further performance of the specific service, until approved. Under normal circumstances a purchase order, separate from the contract, would be issued for such charges.

When service **is rendered during normal** working hours the service technician, or agent of the Contractor, shall report to the Engineering Office (Bldg. 9) to log in before proceeding to the department requesting the service. When service is completed, the service technician must indicate on a repair ticket the specific action taken, all parts replaced, hours or labor- hours required and travel time. The equipment that was serviced must be clearly identified by name, serial number and the PMI number. The COR, the department supervisor or his/her representative, will sign the repair ticket. The service technician must provide the requesting activity and/or the Engineering Office a legible copy of the repair ticket along with all parts that were replaced. Before leaving the VANTHCS, the repair technician shall log out with the Engineering Office.

When service is required but the Engineering Office is unattended. The service technician may report directly to the department requesting service. When service is completed, the repair technician shall indicate on his/her repair ticket the specific action taken, all parts replaced, hours of labor required, and travel time. The equipment serviced must be clearly identified by name, serial number and PMI number. The person who requested the Contractor service or his/her representative will indicate the repair technicians time in and out, sign his name and retain a copy of the repair ticket.

A copy of the service slip shall be submitted to the accounting technician, Engineering Service, Bldg. 9, the day service is performed or the day invoice is submitted. INVOICES WILL NOT BE PROCESSED FOR PAYMENT UNTIL A COPY OF THE REPAIR TICKET IS RECEIVED!!

3.5 DOCUMENTATION: Contractor will provide the using service and Engineering Service with individual written reports which describe the maintenance and repair service performed on the equipment in sufficient detail.

3.6 CALIBRATIONS OF CONTRACTOR'S TEST EQUIPMENT: Contractor must provide the Engineering Service with a written confirmation that all gauging and measuring equipment used to check and calibrate the subject items of equipment has been calibrated either according to manufacturer's specifications or within the last twelve months against a standard that is traceable to the National Bureau of Standards.

3.7 WARRANTY: The Contractor warrants that the services to be performed under the contract will be performed in a workmanlike manner and shall conform to the standards of the industry. This warranty is given expressly and in place of all other warranties, express or implied, statutory or otherwise, and is the only warranty given by the Contractor. Item warranties that expire during the contract period will be added to the contract as appropriate.

3.8 NEGLIGENCE CLAUSE: When services and parts are required as a result of accident, abuse, misuse or negligence by other than the Contractor or his representative, and are not included as a part of PM inspection or service calls, such needs will be reported to the COR along with an estimate of charges. The Contracting Officer and the COR will evaluate these needs and authorize appropriate action. The parts will be installed under the terms of the contract and each invoice is to include a legible itemized list of labor charges and parts costs. The government will incur no charges to service and parts including glassware due to accident, abuse, misuse or negligence by the Contractor or his representative.

3.9 FAILURE TO RESPOND: For Failure to respond within twenty-four (24) hours of a service call from the Medical Center, a reduction of 1/30th of the monthly rate will be withheld for that day from invoices, and for each twenty (24) hour period thereafter that the equipment is inoperable due to unresponsiveness. Failure to respond to service calls after two (2) days will be considered grounds for invoking provisions of termination for default. This penalty will be waived under unusual or extraordinary circumstances at the discretion of the VA.

3.10 FAILURE TO RESTORE TO FULL PERFORMANCE: For failure to restore equipment to full operating performance within forty-eight (48) hours of the original service call, a reduction of 1/30th of the monthly rate will be withheld from invoices for each twenty-four (24) hour period thereafter that the equipment is inoperable. This penalty will be waived under unusual or extraordinary circumstances at the discretion of the VA.

4. EQUIPMENT

The Contractor shall install and operate a DI water system at the VANTHCS. The Contractor is required to maintain, check and calibrate the equipment installed in the DI water system in accordance with the manufacturer's specifications. The current leased DI water system component configuration is composed of the following:

Main System

- One (1) granular-activated carbon tank system capable of providing 20 GPM feed to roughing deionizer system with 1.0 micron pre-filter system **Mfr.: Resin Tech Carbon**
- One (1) roughing deionizer system with resistivity lights capable of providing 20 GPM feed to storage tank
- One (1) 1,000 Gallon PE storage tank with level controls, **Mfr.: Grundfos CRN**
- One (1) 316 SS recirculation pump with controls and starter to provide 40 GPM @ 70 PSI.
- One (1) ultraviolet sterilizer capable of 40 GPM, **Mfr.: Aquafine**
- One (1) polishing deionizer system capable of providing 40 GPM feed to recirculation loop.
- One (1) 0.2 micron final filtration manifold system without 0.2 micron filters

capable of 40 GPM, Mfr.: Global WCPESO.2A10C16S

- One (1) resistivity monitor package, Mfr.: Myron L

a. Service Bay - Basement Polishing Station

- One (1) 300 gallon PE storage tank with level controls, Mfr.: Bailiff VTB00300-35 with Barksdale Level Control
- One (1) 316 SS recirculation pump with controls and starter to provide 10 GPM @ 45 PST, Mfr.: Grundfos CRN
- One (1) ultraviolet sterilizer capable of 10 GPM, Mfr.: Aquafine
- One (1) polishing deionizer system capable of providing 10 GPM feed to recirculation loop.
- One (1) 0.2 micron final filtration manifold system without 0.2 micron filters capable of 10 GPM, Mfr.: Global WCPESO.2A10C16S
- One (1) resistivity monitor package, Mfr.: Myron L

b. Service Bay 3 – Level 5 Polishing Station

- One (1) 300 gallon PE storage tank with level controls.
- One (I) 316 SS recirculation pump with controls and starter to provide 10 GPM @ 45 PSI.
- One (1) ultraviolet sterilizer capable of 10 GPM
- One (1) polishing deionizer system capable of providing 10 GPM feed to recirculation loop.
- One (1) 0.2 micron final filtration manifold system without 0.2 micron filters capable of 10 GPM.
- One (1) resistivity monitor package.

c. Service Bay 6 - Level 1 polishing station

- One (1) 300 gallon PE storage tank with level controls.
- One (1) 316 SS recirculation pump with controls and starter to provide 20 GPM @ 45 PSI.
- One (1) ultraviolet sterilizer capable of 10 GPM
- One (1) deionizer system capable of providing 10 GP1v1 feed to recirculation loop.
- One (1) 0.2 micron final filtration manifold system without 0.2 micron filters capable of 10 GPM.
- One (1) resistivity monitor package.

d. Service Bay 7 – Level polishing station.

- One (1) 300 gallon PE storage tank with level controls
- One (1) 316 SS recirculation pump with controls and starter capable of 20 GPM.
- One (1) polishing deionizer system capable of providing 20 GPM feed to recirculation

loop.

- One (1) 0.2 micron filters capable of 20 GPM.
- One (1) resistivity monitor package.

All equipment will be piped in SCH80 PC. The VANTHCS is responsible for providing all utilities to point of use. All equipment furnished by Contractor will be operated by the Contractor.

Building 2, Type I – Recirculation DI System

Will include:

Two (2) drops for two (2) Analyzers, Installation, UV System and Loop Bacteria Filtration and System Disinfection.

Tanks and Filters will be placed on a three (3) month recurring exchange schedule.

System Details:

- (1) One 2952 – 1.2 CF Carbon Bed
- (2) Two 2951 – 1.2 CF Mixed Bed DI Unit
- (3) One 10" X 0.2 Bacteria Loop Filter
- (4) One HM5 – 5 Micron Prefilter
- (5) Disinfection once per year

e. Building 2 System, Type 1- Recirculation DI System

Will include:

- Two (2) drops for two (2) Analyzers, Installation, ITV" System, and Loop Bacteria Filtration and System Disinfection

Tanks and Filters will be placed on a three (3) month recurring exchange schedule.

System Details:

1. One 2952 - 1.2 Cr Carbon Bed
2. One 295 i - 1.2 CF Mixed Bed 1)1 Unit
3. One 10" X 0.2 Bacteria Loop Filter
4. One ritvi3 - 5 Micron Pre-filter
5. Disinfection once per year
6. Six capsule 0.2 micron filter
7. Two 2991 – 3.6 CF Mixed Bed DI Unit

5. SCHEDULE OF SERVICES

Main Supply for Clinical Addition

Item #	Description	QTY	Unit	Service Frequency
1	Rental, maintenance and related services in accordance with the statement of work	52	EA	Weekly
2	DI Tank Exchanges, 24" X 72" (minimum)	24	EA	As needed
3	Carbon Tank Exchanges 14" X 47" (minimum)	8	EA	Quarterly
4	Main System 5 Micron Filter, 20"	8	EA	Quarterly
5	UV Lamps (3084)	2	EA	As needed
6	System Disinfection	1	EA	Annually

Bay 6 1st Floor I Polishing Station

Item #	Description	QTY	Unit	Service Frequency
1	Rental, maintenance and related services in accordance with the statement of work	52	EA	Weekly
2	DI Tank Exchanges, 14" X 47" (minimum)	8	EA	Quarterly
3	20 GPM Polishing System 0.2 Micron	8	EA	As Needed
4	UV Lamps (3084)	2	EA	As Needed
5	System Disinfection	1	EA	Annually

Bay 6 1st Floor II Polishing Station

Item #	Description	QTY	Unit	Service Frequency
1	Rental, maintenance and related services in accordance with the statement of work	52	EA	Weekly
2	DI Tank Exchanges, 14" X 47" (minimum)	8	EA	Quarterly
3	20 GPM Polishing System 0.2 Micron	8	EA	As Needed
4	UV Lamps (3084)	2	EA	As Needed
5	System Disinfection	1	EA	Annually

Bay 3

Item #	Description	QTY	Unit	Service Frequency
1	Rental, maintenance and related services in accordance with the statement of work	52	EA	Weekly
2	DI Tank Exchanges, 14" X 47" (minimum)	8	EA	Quarterly
3	10 GPM Polishing System 0.2 Micron Filter, 20"	8	EA	As Needed
4	UV Lamps (3084)	2	EA	As Needed
5	System Disinfection	1	EA	Annually

Toxicology Type I Recirculation DI System

Item #	Description	QTY	Unit	Service Frequency
1	DI Tank Exchanges 8"x44" (Minimum)	14	EA	Bi-Monthly
2	DI Tank Exchanges 14"x 47" (Minimum)	16	EA	As Needed
3	Carbon Tank Exchanges, 8" X 44" (Minimum)	4	EA	Quarterly
4	0.2 Micron Filter, 10"	12	EA	Quarterly

5	0.2 Micron Filter, Capsule	16	EA	Quarterly
6	5 Micron Filter, 20"	8	EA	Quarterly
7	Disinfection	1	EA	Annually
8	PCL Kit	1	EA	Annually

6. **SECURITY CLAUSE:**

- a. **Information Systems Officer, Information Protection:** The Contractor will not have access to VA Desktop computers nor will they have access to online resources belonging to the government while conducting services. The COR and the Contractor will assure that- No other information except what is in this contract will be shared with the Contractor in any follow up communication. None of the information in this contract includes Protected Health Information (PHI) or Individually Identifiable Information (III).
- b. **Privacy Officer:** The Contractor will not have access to Patient Health Information (PHI) nor will they have the capability of accessing patient information during the services provided to the VA.
- c. **Records Management:**
- i. Citations to pertinent laws, codes and regulations such as 4 U.S.C. Chapter 21, 29, 31 and 33; Freedom of Information Act (5 U.S.C. 552); Privacy Act (5 U.S.C. 552a); 36 CFR Part 1222 and Part 1228.
 - ii. Contractor shall treat all deliverables under the contract as the property of the U.S. Government for which the Government Agency shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in public interest.
 - iii. Contractor shall not create or maintain any records that are not specifically tied to or authorized by the contract using Government 'IT' equipment and/or Government records.
 - iv. Contractor shall not retain, use, sell or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected by the Freedom of Information Act.
 - v. Contractor shall not create or maintain any records containing any Government Agency records that are not specifically tied to or authorized by the contract or identified in the RCS10-1.
 - vi. The Government Agency owns the rights to all data/records produced as

- part of this contract.
- vii. The Government Agency owns the rights to all electronic information (electronic data, electronic information systems, electronic databases, etc.) and all supporting documentation created as part of this contract. Contractor must deliver sufficient technical documentation with all data deliverables to permit the agency to use the data.
 - viii. Contractor agrees to comply with Federal and Agency records management policies, including those policies associated with safeguarding of records covered by the Privacy Act of 1974. These policies include the preservation of all records created or received regardless of format [paper, electronic, etc.] or mode of transmission [e-mail, fax, etc.] or state of completion [draft, final, etc.].
 - ix. No disposition of documents will be allowed without the prior written consent of the Contracting Officer. The Agency and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by U.S.C. 2701. Records may not be removed from the legal custody of the Agency or destroyed without regard to the provisions of the agency records schedules.
 - x. Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under or relating to this contract. The Contractor (and any sub-contractor) is required to abide by Government and Agency guidance for protecting sensitive and proprietary information.

Text that has been revised is identified by a bold right side border. **|**