

Department of Veterans Affairs
STATEMENT OF WORK (SOW)
UPS System, PDU and Cooling Units Maintenance Services

Part 1. General Information

1.1 Background: The Department of Veterans Affairs (VA) Records Management Center (RMC) has a requirement to provide onsite maintenance and repair services for three (3) In Row ACRD Half Racks 10kw, one (1) Symmetra PX Uninterrupted Power Source (UPS) 20kVA 40 and one (1) InfraStruxure 60kVA / 150kVA Power Distribution Unit (PDU). The VA intends to make a single (all or none), firm-fixed-price award for a 12 month period with four option years.

1.2 Scope of Work: The contractor shall furnish all repair parts, labor, transportation and supplies required to accomplish inspecting, cleaning, adjusting, calibrating and repairing of the In Row ACRD Half Racks 10kw, the Symmetra PX UPS 20kVA 40 and the InfraStruxure 60kVA / 150kVA PDU. Contractor shall maintain the Uninterruptible Power Supply System, Power Distribution Unit and Cooling Units at levels necessary to provide the specified functions to meet the manufacturer's current equipment specifications. **APC Battery Units – Model # SYBTU1- PLP shall not be furnished / replaced by the contractor.**

1.3 Applicable Documents:

1.3.1 VA Handbook 6500.6

1.3.2 Service Contract Labor Standards (MAY 2014): Wage Determination No.: 2015-5075, Revision No.: 2, Date Of Revision 05/05/2016, Hourly Rate / Class of Employee \$25.80/ 23181 Electronics Technician Maintenance I, Fringe Benefits: \$4.27 per hour.

1.4 Period of Performance: The base year Period of Performance will be 12 months starting as of contract award date with four option years.

1.5 Safety Requirements: While in performance of the resultant contract, the contractor shall maintain safety and health standards compliant with requirements of the Occupational Safety and Health Administration (OSHA) and adhere to VAAR 852.237-70 Contractor responsibilities.

1.6 Security Requirements: Upon entering VA buildings the contractor and/or contractor employees will be required to show proof of identity (must have a valid photo ID) as well as pass through a security screening. All Contractors and Contractor personnel shall be subject to the same Federal security and privacy laws, regulations, standards and VA policies as VA personnel, including the Privacy Act, 5 U.S.C. §552a, regarding information and information system security. Vendor shall be escorted in the VA office buildings at all times. The UPS System is accessible from within the computer room. The contractor will be accompanied by designated government IT personnel and shall sign in upon entering the computer room. Services will not require connection to the VA network. The C&A requirements do not apply and a Security Accreditation Package is not required.

1.6.1 The contractor shall not disclose or cause to disseminate any information concerning operations of Department of Veterans Affairs. Such action(s) could result in violation of the contract and possible legal actions.

Part 2. Definition and Acronyms: N/A

Part 3. Government-Furnished Items and Services

3.1 The following table includes the model, serial number, brand and description for the Uninterruptible Power Supply (UPS) Systems, Power Distribution Unit and Cooling Units. All of the units are located at 4300 Goodfellow Blvd. Bldg. 104E. Saint Louis, MO 63120. All of the items are currently in good working condition.

| | Model # | Serial # | Description | Brand |
|---|--------------------|--------------|------------------------------------------------------------|-------|
| 1 | ISX-20KF#737038 | PD1027160021 | ISX-20KF: 208V 20Kw UPS w/ Bypass and Distribution | APC |
| 2 | PSX-RDP120V#737040 | OF1031L0006 | InfraStruxure 60kVA / 150kVA Power Distribution Unit (PDU) | APC |
| 3 | ACRD100 | UK0935210011 | InRow RD, 300mm, Air Cooled, 208-230V, 60Hz | APC |
| 4 | ACRD100 | UK1028110695 | InRow RD, 300mm, Air Cooled, 208-230V, 60Hz | APC |
| 5 | ACRD100 | UK1025110182 | InRow RD, 300mm, Air Cooled, 208-230V, 60Hz | APC |

Part 4. Contractor-Furnished Items and Services

4.1 The contractor shall furnish all personnel, materials, labor, parts, supplies, travel, supervision and equipment required to perform work under the resulting contract, to include but not limited to, tools and expendable items.

4.2 The contractor shall provide one designated point of contact (POC) to the government's designated representative for coordination of parts delivery, and/or maintenance. The POC will be empowered to make daily decisions to ensure that the contract implementation and day-to-day maintenance meets the terms and conditions of the resulting contract.

4.3 The contractor shall provide a toll-free telephone number for service calls, which must be answered during at least eight working hours, between 8:00 am and 4:30 pm, Monday through Friday.

4.4 Parts/Supplies Availability: The contractor 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 in accordance with the maintenance response times specified in paragraph 5.1

4.5 Personnel Qualifications: The contractor shall be required to provide fully qualified and manufacturer trained or certified service, delivery, and management personnel in sufficient numbers to actively and efficiently service and support the scanners in place during the contract period. The Contractor must maintain a suitably staffed and equipped service organization and must regularly offer maintenance services for copiers. At the request of the Government, the Contractor shall demonstrate to the satisfaction of the Government that the Contractor is a manufacturer authorized services provider and can purchase repair parts directly from the manufacturer.

4.6 The contractor shall oversee the routine scheduled and unscheduled maintenance and repair of all of the items listed in SOW paragraph 3.1.

4.7 The contractor shall use only new parts supplied by the manufacturer and after completion of the work, the service technician is required to remove from the work site old parts that were replaced.

4.8 The contractor shall provide at each service visit documentation/reports relating to repair work or preventative maintenance conducted.

4.9 The amount to be paid for the monthly service rate shall be reduced by two percent 2% for each Government business day that repairs are delayed beyond the specified time limit up to a total of fifty percent (50%) of the monthly rate.

Part 5. Specific Tasks

5.1 Service Calls: The contractor shall respond to service calls during normal working hours, Monday through Friday, excluding holidays observed by the Federal Government. The contractor shall respond to verbal service calls and is expected to initiate the repairs within eight (8) working hours after notification of malfunction. The response time on a service call starts when the service call is placed to the contractor. The service technician shall report to the service requestor and notify of his/her arrival and verify the problem for which the service call was made. If the service call is not completed, the service technician shall contact the government's designated representative and provide a detailed explanation as to why the item was not repaired and provide an estimated time for completion of the required repairs. The contractor shall complete the repairs and satisfactorily resolve the problem by effectively restoring the item to normal operating capability within 24 hours of responding.

5.2 Preventive Maintenance: The Contractor shall be responsible for performing all routine maintenance and repair work required to maintain the Uninterruptible Power Supply System, Power Distribution Unit and Cooling Units in the condition prescribed by the original equipment manufacturer's recommended guidelines and/or warranty requirements where the warranty remains in force. The Contractor shall provide quarterly preventative maintenance calls each year. The contractor shall examine, test, adjust the equipment, and as conditions warrant, repair or replace parts in accordance with original equipment manufacturer standards. Contractor shall maintain the Uninterruptible Power Supply System, Power Distribution Unit and Cooling Units in at levels necessary to provide the specified functions to meet the manufacturer's current equipment specifications.

5.3 Computer Room Air Conditioning (CRAC)/InRow Units: CRAC service will include quarterly Preventative Maintenance Service (PMS) inspections. The CRAC Service includes all labor and materials for monthly inspections and all labor/parts for any service calls for the equipment listed under Part 3.

5.3.1 Maintenance Inspections:

5.3.1.1. Record temperature set points at each unit and provide dedicated document to track any changes.

5.3.1.2. Lubricate fan bearings per manufacturer's recommendations.

5.3.1.3. Lubricate motor bearings per manufacturer's recommendations.

5.3.1.4. Check fan safety switch.

5.3.1.5. Check belt tension and condition.

5.3.1.6. Check pulleys and motor mounts.

5.3.1.7. Check and clean coils.

- 5.3.1.8. Check and clean drain pans and drains.
- 5.3.1.9. Check filters.
- 5.3.1.10. Check filter switch.
- 5.3.1.11. Check fan motor and record amp readings.
- 5.3.1.12. Inspect electrical connections, contractors, relays, and operating/safety controls.
- 5.3.1.13. Check compressor oil level, test oil, meg motor.
- 5.3.1.14. Record refrigerant pressures, check site glass for clear and dry conditions.
- 5.3.1.15. Check compressor operating conditions and adjust as required.
- 5.3.1.16. Check humidifier and adjust operating controls.
- 5.3.1.17. Clean unit exterior.

5.3.2 As-Needed Inspections:

- 5.3.2.1. Clean condenser coils.
- 5.3.2.2. Disinfect condensate pan.
- 5.3.2.3. Replace humidifier bottles.
- 5.3.2.4. Clean and paint unit panels where required.
- 5.3.2.5. Replace filters and belts if applicable.

5.3.3. UPS/Battery/PDU -- Two semi-annual inspections are included for the UPS/Battery equipment. One annual inspection is included for the PDU. Inspections for the UPS/Battery/PDU equipment will be performed by a qualified technician. The UPS/PDU service includes all labor and materials for inspections and all labor/parts for any service calls for the equipment listed below. Battery replacement, proactive AC/DC capacitors/fan replacement is not included. Repairs stemming from pre-existing conditions noted at or before first Preventative Maintenance Service (PMS) inspection are not included.

5.3.4 Review of Alarms:

- 5.3.4.1. Does any alarm occur at same time of day or week?
- 5.3.4.2. Are alarms related to UPS power?
- 5.3.4.3. Are alarms related to load?
- 5.3.4.4. Are alarms related to generator, if applicable?
- 5.3.4.5. Were any additional loads added after the PDU was installed?
- 5.3.4.6. Were any problems noted after adding additional loads?
- 5.3.4.7. Is there an Operator's Manual for each unit?
- 5.3.4.8. Is there a wiring diagram for each unit?
- 5.3.4.9. Check and maintain visible warning safety labels as provided by manufacturer.
- 5.3.4.10. Check last 6 alarms of UPS unit.

5.3.5 Visual Checks:

- 5.3.5.1. Record ambient air temperature.
- 5.3.5.2. Verify panel lamps are operational.
- 5.3.5.3. Verify panel meters/displays are operational.
- 5.3.5.4. Verify cleanliness of air filter(s) when applicable
- 5.3.5.5. Verify condition of ventilating equipment when applicable.
- 5.3.5.6. Verify that UPS EPO switch is covered.
- 5.3.5.7. Verify that all other switches are covered.

5.3.5.8. Record any broken switches/breaker.

5.3.5.9. Record UPS/Battery/PDU date code.

5.3.6 Power Checks:

5.3.6.1. Inspect all transformer, terminal block, breaker connections and ground/neutral bus bar connections for tightness.

5.3.6.2. Inspect all cables for signs of overheating and/or damage. Record the findings.

5.3.6.3. Using Infra-red gun record temperatures of all circuit breakers, contactors, and power connections for any abnormal readings.

5.3.6.4. Verify and record output kVA and kW load and capacity for each phase.

5.3.6.5. Verify and record grounding electrode conductor, including any isolated grounds.

5.3.6.6. Verify and record input voltage – all phases.

5.3.6.7. Verify and record output voltage – all phases.

5.3.6.8. Verify and record input current – all phases.

5.3.6.9. Verify and record output current – all phases.

5.3.6.10. Verify and record percent load on UPS – all phases.

5.3.6.11. Verify and record input total harmonic distortion (voltage) – all phases.

5.3.6.12. Verify and record output total harmonic distortion (Voltage) – all phases.

5.3.6.13. Verify and record input frequency (Hz).

5.3.6.14. Verify and record output frequency (Hz).

5.3.6.15. Check and record the neutral current.

5.3.6.16. Verify that the neutral current does not exceed the neutral conductor capacity.

5.3.6.17. Check and record the ground current.

5.3.6.18. Observe output voltage/current waveforms and note any abnormalities.

5.3.6.19. Compare front panel meter readings and DMM measured readings with the monitor display unit on site and verify 2% accuracy. If the readings between the display and the meter are not within tolerance, calibrate the displayed readings.

5.3.7 Manual Checks:

5.3.7.1. Check all fans for free and quiet operation when applicable.

5.3.7.2. Check alarm/status indicators and note any deficiencies.

5.3.7.3. Clean exterior.

5.3.7.4. Replace air filter when applicable.

5.4 The contractor shall provide **one (1) consolidated** monthly invoice in arrears that includes the following information. Contract and Obligation Numbers; if applicable the description of repair services rendered; Company Name; Address and phone number; Invoice Date; Invoice Number (Note that each invoice must have a different invoice number); and **one (1) consolidated monthly contracted rate** for items listed in SOW paragraph 3.1.

5.5 The Contractor shall provide recommendations for upgrade or replacement of equipment based on periodic maintenance and/or other factors based on the hardware manufacturer's specification.

Part 6. Government Point of Contact/Contracting Officer Representative (COR):

To be announced.

Part 7. Changes to the Statement of Work (SOW):

Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer. Costs incurred by the contractor through the actions of parties other than the Contracting Officer shall be borne by the contractor.