

PERFORMANCE WORK STATEMENT – AIR FRESHENER

1. Introduction

The purpose of this contract is to provide full service maintenance of hospital grade deodorizing/fragrance of public restrooms, regulated medical waste rooms, soiled linen rooms and other rooms. The service shall be provided at the VA Pittsburgh Health Care System (VAPHS) which consist of two (2) locations:

- A. University Drive Campus located at University Drive C, Pittsburgh, PA., 15240
- B. HJH Heinz Campus located at 1010 Delafield Road, Pittsburgh, PA., 15215

The contractor shall furnish all labor, supervision, materials, supplies, transportation, equipment and tools to provide air freshener service to VAPHS that is compliant with federal, state and local guidelines, standards, mandates for air fresheners and dispensing equipment. The installation locations are listed within Attachment 1 to this Contract. Generally these are common restrooms, bathrooms, soiled waste and linen rooms, etc.

2. Equipment and Supplies

A. All Models

1. Wall mountable unit-mounted vertical or horizontally, and desk top mobile unit.
2. A wall mounted bracket with a locking mechanism.
3. Exterior Color of dispenser is white, black or light tan. All models shall match in color.
4. The dispenser technology must meet national electrical (NEC) and fire code (NFPA), underwriter's laboratories (UL) and VA standards.
5. Contractor shall use bar codes to uniquely identify every dispenser. The identification shall include the campus, building, room number, and unit number. The unit number is a unique identifier within a room with multiple dispensers. The contractor installs the dispenser and installs or applies a bar code.
6. The contractor shall replace worn barcodes which can no longer be successfully scanned.
7. Replace any failed models IAW with Section A (Equipment and Supplies)

B. Aerosol Models

1. Fragrance dispersed by fan unit.
2. Unit includes fragrance cartridge housing.

3. The dispensers shall be battery operated. Electric powered dispensers will not be accepted.
4. Battery indicator to determine when battery is low or need replaced
5. Air freshener cartridge is replaced as needed, inspected monthly and replenished.

C. Drip Models

1. The fragrance solution shall drip onto toilet or urinal bowl surface.
2. Dispenser shall not be mounted within the toilet or urinal bowl.
3. Solution released by gravity. Flow rate is adjustable.
4. Units shall require no batteries or electrical power.
5. The dispenser must be easily cleaned and hygienic.
6. Shall maintain an adequate flow rate to mask unpleasant odors from serviced toilets and urinals.
7. Shall not be prone to clogging from congealed fragrance solution.

D. Fragrance Supplies

1. Fragrance shall include a multiple selection of fragrances. Examples include, cherry, almond, ocean breeze, pomegranate, plum, citrus, fresh linen, mint, meadow lands, fresh rain, coffee, lilac, or rose. Contractor must provide all fragrances to include newly introduced flavors-fragrances-odors. The fragrance shall be changed in each location at 90 day intervals. No fragrance shall be repeated in the same location during a one (1) year period.
2. The fragrance compound is to be free of any petroleum distillates, pheromones, benzyl acetate, formaldehyde, allergens, terpenes, styrene, diethyl phthalate, toluene, e-cheap perfumes, petroleum bi products or products commonly used to create esters-odor compounds. The odor/fragrance compound/chemical shall not cause mild to moderate irritation of skin, eyes or lungs, hazardous material, and is subject to the Toxic Substances Act.
3. Fragrance shall be complaint with international fragrance association (IFRA) standards.
4. The contractor shall provide documentation for the fragrance including but not limited to: detailed Safety data Sheet (SDS) which includes the Chemical Abstract Service (CAS) number and chemistry of the air freshener product, the easily identify the brand name of chemical fragrance/odor, the chemistry or chemical mixture/substance in detail.

E. Batteries

1. The batteries shall be long life or lithium ion cell batteries.
2. The contractor shall replace the batteries annually. In the event the low battery indicator activates, the contractor shall replace the battery as needed between the scheduled annual replacements.
3. No replacement or spent batteries shall be stored on VA property.
4. Spent batteries shall be recycled. A monthly report of quantities and weight of recycled batteries shall be provided to the COR. Evidence verifying the batteries are being recycled shall be provided to the COR.

3. General

- A. In event of a systemic health related issue or malfunctioning air freshener system, the contractor is expected to provide response in 24 hours of official call from COR. Correct and remediate the dispenser or remove the dispenser from circulation.
- B. Contractor provides training on fragrance and dispensers. Contractor provides on station classroom style annual training each year of contract to VAPHS and EMS staff, supervisors and management. Training shall be scheduled first quarter of each contract year. The contractor shall provide training on new fragrances, new or modifications to equipment and when servicing equipment the contractor provides superior customer service meeting MY VA guidelines.
- C. The government is responsible for damage resulting from unexplained mistreatment/missing/vandalized/pilferage/destroyed of full dispensing air freshener dispensers, contractor shall report this to COR, police report documenting the damage and contractor shall install new dispenser upon discovery and bill the government. If this not reported in timely fashion, the contractor assumes responsibility for replacement.
- D. The battery and air freshener cartridges are sole responsibility of the contractor. The government assumes the air freshener has been secure with key lock, batteries secure behind a locked compartment and air freshener cartridges locked. The contractor is expected to replenish, provide monthly service.

4. Installation and Removal of Existing Dispensers

At the expiration of this contract:

- A. The contractor shall remove and dispose of all installed existing drip units. All units and debris shall be removed from VA property for disposal. The mounting surfaces shall be restored to the original condition and shall include but not be limited to removal of anchors, drywall repair, tile repair, partition repair and painting. The COR must inspect and approve all restorations and repairs.
- B. Batteries from removed units shall be recycled with the documentation described under the Batteries section above. The contractor shall dispose (recycle) the batteries, not the VA.

At the beginning of this contract:

- A. The contractor shall coordinate installation of its drip units and fan units with the incumbent's removal described above.
- B. The contractor shall install dispensers in such a manner to allow fully functional hung status upon vertical or horizontal surface. The hung dispenser should break away from wall with little force, easily from a vertical or horizontal surface.
- C. The contractor shall work with COR to install dispenser according to standards for height, placement and installation.

The contractor shall be responsible for any damage caused during install and uninstalls of his/her product and close out of contractor performance periods to include termination of agreement. This work includes patching holes, drywall, tiles, ceramic, vertical walls, commodes, dividers, horizontal and vertical fixed and furnished objects affixed to facility.

The installation/removal contractor shall comply with the attached specifications:

- A. 01_01_10 Med Ctr Req 19 Nov 2013
- B. EC-051 Safety and Health During Construction.
 - TB testing will be required.
 - Preliminary ICRA requirements are for Class II preventative measures.

5. Invoicing

The Contractor must meet these requirements to receive payment for monthly services:

- A. The contractor shall meet with COR at the end of the tour of duty for monthly service, provide courtesy copy invoice and meet with COR monthly
- B. The contractor shall use the affixed bar codes to identify service to every dispenser along with the level of service to each dispenser on a monthly basis. The invoice shall include a list of every dispenser and indicate whether service was provided along with what level of service was provided. The level of service shall show whether wafers, battery, and/or fragrance bottles were replaced. The lists shall include a timestamp showing the date and time the dispenser was scanned. The following table is a template for the report. In this case, the last dispenser was not serviced.

ID	Type	Wafer	Battery	Bottle	Timestamp
HZB70R2A225A	Aerosol	X	X		8/28/2015 11:22
HZB70R2A225C	Drip			X	8/28/2015 11:20
UDB1R7W178	Aerosol	X			9/3/2015 15:21
UDB29RG132	Drip				

- C. The contractor shall provide the recycling information as listed above.

- D. The contractor shall provide the official memorandum from waste handler or confirmation on contractor's invoice for recycling.

6. Work Hours

- A. Normal Work Hours: The service schedule will be developed between the contractor and Contractor's Representative (COR) prior to any service being performed. The Contractor shall provide a schedule showing the planned dates of service by location. Generally work will be performed prior to the start of the Medical Centers work day so that trucks and pickups will not interfere with the facility's functions.
- B. Normal business hours are generally 8 AM – 4:30 PM. Normal service and install of dispensers may be agreed upon by the COR. It is expected the contractor and government work together and partnership to ensure the contract is managed and work together to resolve issues, scheduling variations or discrepancies.
 - 1. The routinely monthly service is to be done during normal business hours. As listed above.
 - 2. This is not a critical service contract by nature. If the weather is bad or poor conditions do not allow safe transportation. Please contact the COR and work out an alternative monthly service time. The Contractor shall provide service 1st week of every month between Monday and Friday.
 - 3. The initial installs and work to be done can be performed during off non routine hours. The contractor must communicate this as part of initial air freshener performance plan prepared by the contractor and issued to the COR with in first 10 days of contract award.
 - 4. National Holidays: The ten holidays observed by the Federal Government are: New Years Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day and any other day specifically declared by the President of the United States to be a national holiday.
 - A. If service falls upon the approved nation days of observation, the contractor must contact the COR to schedule service during that same first week.

- 7. Quality Assurance Surveillance Plan (QASP):** The Government will inspect mats daily; any found deficient in either cleanliness or wear will be requested to be removed immediately.

<u>No.</u>	<u>Performance Indicator</u>	<u>Performance Standard</u>	<u>AQL Maximum Allowable Degree Of Deviation</u>	<u>Method – Type of Surveillance Reduction When AQL Exceeded</u>	<u>Deduction Amount (monthly billing)</u>
1	Delivery of detailed transition and monthly service plan.	Contractor provides written air freshener plan for install and service.	Plan to be delivered to COR within ten (10) of contract award.	Delivery of accepted plan.	Full invoice until plan is accepted.
2.	Air Fresheners operating as intended and designed.	No more than one dispenser failure per month. After notification, the contractor is given 24 hours to correct the defect or issue..	Defective dispenser-no more than one per month.	Every month the COR or approved government employee (s) will independently inspect 20 dispensers, various locations and not the same each month.	1% for each discrepancy over two (2), NTE 10%
3.	Recycling Documentation	Contractor provides and maintains detailed documentation on recycling	No more than one failure per month	Delivery of recycling documentation.	1% for each invoice provided without recycling report.
4.	Detailed Monthly Service Reports	Contractor provides and maintains air fresheners service documents to meet the government's needs	No more than one failure per month	Delivery of service reports.	1% for each invoice provided without service report.

5.	Fragrance	Official Odor, allergic or systemic health complaints	No more than one failure per contract period to resolve within 24 hours.	COR monitoring of customer complaints.	1% for each complaint over two (2) devices per month.
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8. Security and Parking

- A. The contractor shall provide the COR with a list of contractor employees expected to enter the buildings to provide service.
- B. The contractor shall be required to comply with all security policies/requirements of VAPHS. All security policies/requirements must be met and employees cleared prior to the contractor performing work under this contract. Employees that cannot meet the security and clearance requirements shall not be allowed to perform work under this contract.
- C. All on-site employees must read, sign and date the VA's Rules of Behavior
- D. The contractor must sign in and out with the VA Police Department, obtain a vendor/contractor badge, badge is to be plainly visible by average person-not obscured.
- E. Then the contractor must check in with COR or EMS representatives. The contractor must check out with the COR prior to checking out with the police department.
- F. An access badge will be given to the contractor's employee upon entrance into VA buildings. The contractor employee must safeguard the access badge and immediately report any lost, stolen, or destroyed badges to the VAPHS Police Department and COR. All contract personnel must properly display their access badges. Access badges must be worn at or above the waist (facing forward). The contractor's employees must return the access badge(s) to the COR at the end of each pick up process.
- G. It is the responsibility of the contractor's personnel to park in the appropriate designated parking areas. Parking information shall be coordinated with each facility COR.
- H. VAPHS does not validate or make reimbursement for parking violations of the contractor's personnel under any circumstance. VAPHS has limited parking spaces available and parking is for Veteran's. If it determined that adjust of service provided to University, Consolidation Building Campus or Heinz Campus is necessary. The contractor and COR must work out a new schedule, check with CO to ensure this will not cause invalid amendment to the contract, and all changes such as this must go through appropriate procedures. Parking and contractor vehicles are sole responsibility of the contractor.

- I. The contractor and employees shall wear a company uniform while on VA premises; maintain standards of personal hygiene that includes following station policy and procedures for hand washing upon treatment of each room designated by the VA for air fresheners.
- J. The contractor's uniform shall consist of company name, logo and employee designation or rank clearly visible on the front left/right of the shirt, coat, jacket, overcoat, lab coat, etc. The color of company should not camouflage or obscure an average government employee from reading or quickly identifying the contractor working on air fresheners. The contractor follows dress code policy of station professional hygienic attire.

9. Interference with Normal Operations

- A. Contractor may be required to interrupt their work at anytime so as not to interfere with the normal functioning of the facility, including utility services, fire protection systems, and passage of facility patients, personnel, equipment and carts.
- B. In the event of an emergency, contractor services may be stopped and rescheduled at no additional cost to the government.
- C. Contractor personnel shall inform the COR or the designee of the need to gain access to secured areas. If access is required to secure areas, prearranged scheduling will be made with COR.

10. Locations and Workload

- A. See attachment 1 to the contract.