

Performance Work Statement
Telephone Operator / Switchboard Services
VA Palo Alto, Central California, and San Francisco Health Care Systems

Section 1: General Information

1.1 General: This is a non-personal services contract to provide telephone operator / switchboard services for the VA Palo Alto, Central California, and San Francisco Health Care Systems. 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:	October 1, 2017 to September 30, 2018
Option Year 1:	October 1, 2018 to September 30, 2019

1.3 Place of Performance:

Palo Alto 3801 Miranda Ave Palo Alto, CA 94304	Central California 2615 E. Clinton Ave Fresno, CA 93703	San Francisco 4150 Clement Street San Francisco, CA 94121
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1.4 Hours of Operation: Normal hours of operation are 24 hours a day, seven days a week, including holidays.

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
FTS	Federal Telecommunication Systems
GOCO	Government-Owned Contractor Operated
IRMS	Information Resources Management Service
MACS	Moves, adds, and changes
OSHA	Occupational Safety and Health Act
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
VA	Veterans Affairs
VACCHCS	Veterans Affairs Central California Health Care System
VAPAHCS	Veterans Affairs Palo Alto Health Care System
VASFHCS	Veterans Affairs San Francisco Health Care System

Section 3: Government Furnished Property, Equipment, and Services

3.1 The Government will provide the facilities, all-necessary equipment, furnishings and materials to perform the required services. The Contractor shall provide materials particular to the operation of the Contractor's business.

3.2 The Government will furnish all or make available facilities for the Contractor. Facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work areas have been established. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazards exist, or that work area procedures will not be necessary or that the facilities as furnished will be adequate to meet the responsibilities of the Contractor. Compliance with the Occupational Safety and Health Act and other applicable laws and regulations for the protection of employee is exclusively the obligation of the Contractor and the Government will assume no liability or responsibility for the Contractor's compliance or noncompliance with such responsibilities, with the following exception, if OSHA hazards are found in the Government-furnished facility, the Government developed and approved plans of abatement, taking into account safety and health priorities. A higher priority of correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. Prior to any modification of the facilities performed by the contractor, the Contractor must notify the Contracting Officer and provide documentation describing in detail the modification requested. No alteration to the facilities shall be made without specific written permission from the Contracting Officer; however, in the case of alterations necessary for OSHA compliance, such permission shall not be unreasonable withheld. The Contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications expected. These facilities shall be used for performance of this contract only.

3.3 The Contracting Officer, Contracting Officer's Representative (COR) and the Contractor shall inventory equipment and materials at the beginning and end of the contract. All shall jointly sign the inventory. A copy of the inventory list will be provided to Contractor. The following shall be determined:

- Working condition of equipment.
- Items beyond fair wear and tear.
- Items designated for replacement.

3.4 The Contractor shall notify the COR of any defective Government equipment immediately. The COR shall be responsible for assuring replacement of the defective equipment.

3.5 The Contractor shall be liable for damage to equipment and furnishings caused by the negligence of the Contractor. Equipment and furnishings damaged through normal wear and tear, and acts of God, shall not be the responsibility of the Contractor.

3.6 Equipment damaged by the Contractor shall be replaced by the Contractor not exceeding the actual cost of repair or replacement as appropriate, within 30 calendar days or sooner, which is dependent upon the critical value.

3.7 Equipment or furnishings damaged by Contractor's personnel and not replaced or repaired by the Contractor, as appropriate, shall be replaced or repaired by VA and charged to the Contractor.

3.8 Discrepancy reports regarding damaged property shall be prepared by the COR and submitted to the Contracting Officer for determination.

3.9 VA-owned equipment is subject to change and additional equipment may be implemented. Contract personnel shall be provided training on any new equipment.

3.10 Government Furnished Services: The Government will provide the following services at the contract site:

- A. Telephone Services. The Government will provide one telephone instrument for the Contractor's use in conducting contract-related business.
- B. Utilities. The Government will provide electricity, water, sewage and heating for the space to be occupied or used by the Contractor.
- C. Space. The Government will provide the space to be utilized by the Contractor in providing contract-related services.
- D. Custodial Services. The Government will provide custodial services consisting of the emptying of waste receptacles and ashtrays, the sweeping of floors and the replenishment of washroom supplies as needed. Will also provide routine cleaning as established by environmental Management Service policy.
- E. Disposition of Property. The Government will give disposition instructions for item beyond repair in those cases concerning Government furnished equipment and furnishings.
- F. Insect and Rodent Control. The government will provide the personnel, supplies and materials required for the elimination or control of insects and rodents.
- G. Parking. The Government will not make special provisions for Contract personnel parking.
 - 1) Vehicles will park only in designated areas. No parking areas, reserved parking and fire lanes are indicated by signs and appropriate curb markings.
 - 2) Speed limit on the ground is 10 miles per hour, unless otherwise posted. Speed limit may be reduced depending upon weather conditions that may prevail.
 - 3) Double parking, blocking crosswalks, parking at loading docks, parking within 15 feet of a fire hydrant and parking in fire lanes is prohibited.
 - 4) Pedestrians have the right of way over all vehicles in all areas on VA facility grounds.
 - 5) Parked vehicles should have the ignition key removed, windows closed and doors locked for protection of vehicle and its contents against theft.

- 6) Every effort will be made to protect vehicles and their contents, while parked on VA facility grounds; however, VA assumes no liability for loss from, or damage to privately/owned vehicles and contents.
- 7) Parking is permitted only in those areas designated and lined for parking. Vehicles found in other area will be ticketed.

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation except as specified herein as government-furnished, 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 The operators shall operate attendant Northern Telecom consoles, Model M1250, Digital paging system which is covered by the Stanford University Paging System. There are two (2) Northern Telecom SI-I/XT switches and one (1) Northern Telecom Option 21 switch, which serve the networks 4000 plus lines. The network consists of 96 combination FTS trunks, 54 DID trucks, 110 combination Central Office trunks (Pac Bell), and 18 dedicated outgoing Central Office trunks (Pac Bell).

5.2 Telephone/S14itehboard Operators' Tasks.

A. Answer and process all incoming calls.

- 1) Answer incoming calls politely, efficiently and in a friendly manner, even during heavy workload and crises periods. Calls shall he answered in priority order.
- 2) Incoming calls shall be routed appropriately throughout the facility.
- 3) Receive collect calls, only if authorized and obtain and record time and charges.
- 4) Responsible for immediate, professional responses to and recording the following: emergency alarms, codes, bomb threats, fires and disasters. They shall also be required to receive and transmit over two-way radios.
- 5) Follow instruction if a bomb threat is received. Written procedures and formats for this type of reporting are currently established in the telephone office.
- 6) Responsible for ensuring that no unauthorized long distance calls are made and no unauthorized collect calls are accepted.
- 7) Shall utilize the facility radio, overhead paging, pocket paging, and code-paging systems as required.

- B. Assist in placing various types of outgoing calls and coordinating and patching through one or more stations when necessary.
 - 1) Assist facility staff and patients, when necessary, in placing calls. Calls shall include, but are not limited to, commercial and Federal Telecommunication Systems (FTS) calls.
 - 2) Politely, efficiently and in a friendly manner explain to users why calls cannot be completed as requested, if and when a situation of this type arises.
- C. Reporting Telephone Equipment Malfunctions:
 - 1) Maintain a log of all telephone equipment malfunctions and/or complaints regarding telephone service.
 - 2) Upon request of callers, verify telephone equipment malfunctions and report them to Information Resources Management Service (IRMS)

5.3 Work shall be performed twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year, including all holidays. The shifts may include days, evenings and nights. The Contractor is responsible to provide coverage appropriate for the workload with the concurrence of the using service and final concurrence of the Contracting Officer.

5.4 Work includes coverage of the following equipment: console switchboard, fax machine and audio, radio, visual and pocket paging systems, and reporting and recording trouble calls and moves, adds and changes (MACS).

5.5 In accordance with the Service Contract Act, the Contractor is required to pay personnel under these contract overtime rates for overtime worked at the rates listed in the price schedule.

5.6 Contract personnel shall index patient/employee locations via computer terminal; and operate emergency equipment pertinent to patient, alarms, police, fires and disasters.

5.7 All incoming calls both internal and external shall be answered within three (3) rings.

5.8 A Performance Evaluation Meeting will be held once a month to discuss and resolve any deficiencies to the contract. Other concerns of either the COR, CO or the Contractor will also be discussed during these meetings. This will be done on the regularly scheduled meetings with the Project Manager.

5.9 Personnel Qualifications and Requirements.

- A. All Contract personnel shall receive training in VA procedures and policies. No contract personnel shall be assigned to work under the contract until initial orientation and training are completed. Contractor's training cost will be included in the proposed prices and will not be separately reimbursed.
- B. Contract personnel shall wear comfortable clothes appropriate for an office environment.

- C. All Contract personnel shall be required to wear an identification badge provided by VA.
- D. Personnel rosters shall be provided to the Contracting Officer. Personnel not shown on the roster as regulars or alternates shall not be permitted to work at VA facility. A copy of the roster shall be provided to VA Police Service.
- E. Contract personnel shall have automobile liability insurance in order to drive or park at VA facility.

5.10 Contractor's Responsibilities.

- A. Contract personnel shall become familiar with the functions of the different services within the facility. With this knowledge, determine the area within the campus when the caller does not know the telephone extension.
- B. Contractor shall at all times, including periods of excessively heavy workload and during absences of contract personnel, provide adequate coverage wherein telephone service is not impeded.
- C. Contractor should also provide the following:
 - 1) Providing training to subordinate employee.
 - 2) Supervise audits and surveys of telephone instruments and supplies.
 - 3) Supervise maintenance of various alarm systems.
 - 4) Prepare duty and vacation schedules.
 - 5) Planning the daily activities of the unit personnel.
 - 6) Prepare and submit various reports.
 - a) Incident reports (i.e. failure to act promptly to notify code blue team or failure to follow emergency procedures) as well as caller's complaints.
 - 7) Provide liaison between this facility and the Telephone Company
 - 8) Check work assignments.
 - 9) Correct deficiencies.
 - 10) Maintain discipline within the area.
- D. The Contractor shall provide a comprehensive plan detailing continuity of telephone services during contractor employee outages. The plan shall detail how the contractor plans to deal with inclement weather or other problems that would impede telephone services.
- E. The Contractor shall provide a comprehensive plan describing a methodology for providing this service when the volume exceeds 20% of the telephone workload that is normally received.
- F. The Contractor shall ensure that Contract personnel comply with the Privacy Act and the Freedom of Information Act.
- G. The Contractor shall ensure that regulations, manuals, telephone and FTS directories and other communications guidelines are kept updated as often as changes are made.

5.11 Insurance and Employee Benefits Requirements. Contractor shall be responsible for protecting the personnel furnishing services under this contract. The Contractor shall provide the following coverage for its personnel:

- A. Workers' compensation
- B. Liability Insurance
- C. Income tax withholding
- D. Social Security withholding
- E. Health Benefits
- F. Vacation and holiday

5.12 Manuals — Policies Procedures and Regulations.

A. Documents applicable to this Performance Work Statement are listed below. These documents are mandatory. At the start of this contract, the Government shall provide one copy of all mandatory regulations, manuals and specifications listed below to the Contractor. Supplements and amendments shall be updated by VA and a copy will be provided to Contractor for filling to appropriate procedures manual. The policies and procedures of mandatory directives shall be adhered to at all times. It is the Contractor's responsibility to ensure that all mandatory publications are posted and up to date. The manual shall be available to the COR for inspection at any time.

- 1) Facility Policies concerning Fire and Safety Programs (GOCO only)
- 2) Facility Policy concerning Disaster Plan
- 3) Local Medical Center Policies (such as MP-3, Part 3, CFR 29 & Medical Center Memos) Standard Operating Procedures Handbook
- 4) Federal, State and Local Safety and Fire Regulations (Such as national Fire Codes) Privacy Act
- 5) Freedom of Information Act

5.13 Fire and Safety Prevention. Government-Owned Contractor Operated (GOCO) only.

- A. In the performance of this contract, the Contractor shall take all fire and safety precautions as not to endanger the lives and health of occupants of the building.
- B. Fire and Safety deficiencies created by contract personnel shall be corrected immediately.

- C. Contract personnel shall comply with applicable Federal, State, local and VA fire and safety regulations and codes. The contractor shall keep abreast of and comply with changes in these regulations and codes applicable to the contract.

5.14 Performance Requirements Summary Table

Performance Objective	Standard	Method of Surveillance
Answer and process incoming calls See 5.2 (a) of PWS	Answer incoming. Calls shall be answered in priority order. Incoming calls shall be routed appropriately throughout the facility. Immediate, professional responses to and recording the following: emergency alarms, codes, bomb threats, fires and disasters. They shall also be required to receive and transmit over two-way radios.	Periodic surveillance by the COR
Outgoing calls, coordination and patching through stations See 5.2 (b) of PWS	Assist facility staff and patients, when necessary, in placing calls. Calls shall include, but are not limited to, commercial and Federal Telecommunication Systems (FTS) calls. Politely, efficiently and in a friendly manner explain to users why calls cannot be completed as requested, if and when a situation of this type arises	Periodic surveillance by the COR
Reporting Telephone Equipment Malfunctions See 5.2 (c) of PWS	Maintain a log of all telephone equipment malfunctions and/or complaints regarding telephone service.	Periodic surveillance by the COR

Section 6: Attachments

Attachment #1 Quality Assurance Surveillance Plan

Attachment #2 Contractor Personnel Security Requirements

Attachment #3 Wage Determinations

WD 15-5641 (rev 2) Palo Alto

WD 15-5609 (rev 2) Fresno

WD 15-5637 (rev 4) San Francisco