



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS
VA PALO ALTO HEALTH CARE SYSTEM OFFICE**

Low Voltage Data Cable Drop

VA PALO ALTO HEALTH CARE SYSTEM (VAPAHCS)

**DATE: 3/15/2018
PWS VERSION NUMBER: 1.3**

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1.0 BACKGROUND

The Department of Veterans Affairs (VA) Palo Alto Health Care System (VAPAHCS) is a VA health care group located in California which consists of three (3) inpatient facilities in Palo Alto, Menlo Park, and Livermore, plus seven (7) outpatient clinics in San Jose, Capitola, Marina, Stockton, Modesto, Sonoma, and Fremont, and (4) administrative centers in Mountain View, Sunnyvale, and Seaside. VAPAHCS operates nearly 900 beds, including three nursing homes and a 100-bed homeless domiciliary serving more than 85,000 enrolled Veterans. VAPAHCS is home to a variety of regional treatment centers, including a Polytrauma Rehabilitation Center, Spinal Cord Injury Center, a Comprehensive Rehabilitation Center, a Traumatic Brain Injury Center, the Western Blind Rehabilitation Center, a Geriatric Research Educational and Clinical Center, a Homeless Veterans Rehabilitation program, and the National Center for Post Traumatic Stress Disorder (PTSD).

This Performance Work Statement (PWS) defines the requirements for Low Voltage data cable and maintenance for the fourteen (14) VAPAHCS locations.

2.0 SCOPE OF WORK

The Contractor shall perform maintenance on all low voltage data services to include but not be limited to cable terminations, faceplates, wall jacks, inserts, biscuit blocks, 110 blocks, and labeling within buildings defined by this PWS. The Contractor shall provide maintenance on either end of the cable termination as needed. Cable terminations may need to be performed in office and clinical spaces, IT closets, points in the ceiling, floor receptacles, furniture raceways and power poles. Repairs and new cabling will be requested based off the attached CLIN list. VAPAHCS projects 20-25 data drops per month, not including jack repairs. The Contractor shall provide all materials, parts and labor needed to pull and terminate the cable. The Contractor shall provide all end-to-end testing on each data service performed as defined by this PWS. A copy of the test results shall be provided to the COR for each instance, either as a printed copy or an electronic file emailed to the COR by the end of each month.

The Contractor shall be required to keep a database of the following information for each cable pull or repair performed. The date, the work was performed, the IT closet where the cable is terminated at the patch panel, and the building, room and wall jack number where the other end of the cable is terminated. The database should be exported as a MS Excel file and emailed to the COR once a month in the form of a Service Report.

Deliverable:

- A. Test Results (printed copy or an electronic file emailed to the COR)
- B. Service Report (MS Excel file emailed to the COR)

2.1 PLACES OF PERFORMANCE

The Contractor shall provide Low Voltage services at the fourteen VAPAHCS locations.

| VAPAHCS Facilities | Address | Square footage |
|-----------------------------|--|-------------------------|
| 1. Palo Alto Division | 3801 Miranda Avenue Palo Alto, CA 94304-1290 | 1.7 million square feet |
| 2. Menlo Park Division | 795 Willow Road Menlo Park, CA 94025 | 835,000 square feet |
| 3. Livermore Division | 4951 Arroyo Road Livermore, CA 94550 | 281, 000 square feet |
| 4. Capitola CBOC | 1350 41st Avenue, Suite 102 – 104, 1 st and 2 nd Floors Capitola, CA 95010-3906 | 3600 square feet |
| 5. Modesto CBOC | 1225 Oakdale Road Modesto, CA 95355 | 24,500 square feet |
| 6. Onizuka Admin Campus | 1080 Innovation Way Sunnyvale, CA 94089 | 57,000 square feet |
| 7. Sonora CBOC | 13663 Mono Way Sonora, CA 95370 | 7,925 square feet |
| 8. Fremont CBOC | 39199 Liberty Street, Building B Fremont, CA 94538 | 10,000 square feet |
| 9. Stockton CBOC | 7777 South Freedom Rd French Camp, CA 95231 | 10,000 square feet |
| 10. San Jose CBOC | 80 Great Oaks Blvd San Jose, CA | 71,500 square feet |
| 11. Monterey Gourley Clinic | 201 9 th Street Marina, CA 93933 | 108,800 square feet |
| 12. Monterey Seaside Clinic | 3401 Engineer Ln, Seaside, CA 93955 | 35,200 square feet |
| 13. Mountain View Center | 1776 Old Middlefield Rd Mountain View, CA 94043 | 61,100 square feet |
| 14. Shoreline Campus | 701 and 733 N. Shoreline Blvd Mountain View, CA 94043 | 9,357 square feet |

3.0 PERFORMANCE DETAILS

The period of performance for this delivery order shall be a year with four (4) option years.

All contract work at the government sites is to be performed during regular business hours 8:00 am to 4:30 pm Pacific Standard Time, Monday through Friday, but at the convenience of the government you may need to work alternate hours.

Any work at the government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO). If required, the CO may designate the Contractor to work during holidays and weekends.

There are ten (10) Federal holidays set by law (USC Title 5 Section 6103) that the VA follows:

Under current definitions, four are set by date:

| | |
|------------------|-------------|
| New Year's Day | January 1 |
| Independence Day | July 4 |
| Veterans Day | November 11 |
| Christmas Day | December 25 |

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

| | |
|-------------------------------|-----------------------------|
| Martin Luther King's Birthday | Third Monday in January |
| Washington's Birthday | Third Monday in February |
| Memorial Day | Last Monday in May |
| Labor Day | First Monday in September |
| Columbus Day | Second Monday in October |
| Thanksgiving | Fourth Thursday in November |

4.0 TRAVEL

Travel Cost. All travel costs associated with the performance of this contract are the responsibility of the contractor and are provided at no additional cost to the Government as part of this contract. Travel costs are defined as but are not limited to time and vehicle costs from personnel in travel to and from job site for all duties outlined in this PWS.

5.0 PROJECT MANAGEMENT

The Contractor shall coordinate, report, and ensure the timely completion of the work specified in this PWS. This encompasses the planning, coordination, technical direction, and surveillance of all activities necessary to execute all work.

1. The contractor shall provide the overall management effort required to integrate technical and programmatic functions.
2. The contractor shall ensure the technical excellence, cost effectiveness, and timeliness of all required work deliverable products.
3. The contractor shall develop and maintain an effective quality control program to ensure service is performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he/she assures that his/her work complies with the requirements of the contract. The Government has the right to review and ask for correction, additional items, and update during the contract period.

5.1.1 PROJECT KICK-OFF MEETING

The Contractor shall conduct a project kick-off meeting within two (2) weeks of award to introduce the Government team, including the COR and/or CO to the Contractor's overall operating plans and approach to this work. The Contractor shall present and be prepared to discuss the Contractor's understanding of the scope of this effort. This meeting shall be held at the Palo Alto facility and shall last no more than one (1) business day. The Contractor shall deliver Kick-Off meeting agenda prior to the meeting. The Contractor shall document the meeting minutes to identify all the discussion points, agreements and action items.

Deliverables:

- A. Kick-Off Meeting Agenda
- B. Kick-Off Meeting Minutes
- C. QASP
- D. Safety Plan
- E. Dust Control Plan

5.1.2 REPORTING REQUIREMENTS

The Contractor shall provide a service report after the conclusion of each repair, maintenance, or installation. The Contractor shall provide a written service report indicating the date of service, parts used, and location of equipment serviced. Each report shall be filed and delivered to the COR by the end of each month. The reports shall be housed in the Palo Alto on-site COR's office and Service drive. The service files shall be accessible to appropriate VAPAHCS staff.

Deliverable:

- A. Service Report

6.0 CABLE DISTRIBUTION SYSTEM

The Contractor shall conform to the following cable distribution system standards:

1. The Contractor shall ensure the installation of any new cable shall be IAW VAPAHCS Codes of Practice, EIA/TIA T568b, Commercial Building Telecommunications Wiring Standards, and coordinated with VA COR. Cable to be installed shall conform to EIA/TIA 568b, 569, 606, 607, and EIA/TIA TSB 40. Additionally, all work is required to follow the NFPA 70- National Electrical Code (NEC) code, which provides guidance on the installation of wiring. The Contractor shall notify the COR when existing cables are not compliant to the wiring standards. The COR will authorize the repair work to the existing cables.
2. The Contractor shall be responsible for installing/replacing any breach or gap in a fire-rated substrate with the use of an approved firestop system or other code approved method in order to restore the integrity of the substrate. The Contractor shall report any findings of deficient penetrations not meeting the firestop code requirements to the COR. All work shall conform to International Building Code (IBC) and International Fire code (IFC) chapter 7 for required firestopping containment in new construction and maintenance of existing buildings. All work shall also conform to NFPA 101 chapter 8 for standards in health care.
3. The Contractor shall ensure that all conductors are cabled so as to ensure against induction in voice or data circuits. Cross talk attenuation within the cable system shall be a minimum 80db throughout the frequency range.
4. The Contractor shall ensure that all new cable is labeled on each end and fully tested. The cable records shall identify each cable as labeled, used cable pairs, spare cable pairs and bad cable pairs. Minimum test requirements for cables are for testing for opens, shorts, crosses, and split pairs. These tests are telecommunications continuity tests based on EIA/TIA telecommunications standards. See Attachment B for data cable labeling requirements.

6.1.1 OUTLET JACKS AND STATION CABLE

The Contractor shall conform to the following outlet jacks and station cable standards:

1. Only Category-6 Cabling will be installed.
2. Each faceplate shall be a 6-plex typeface plate, with RJ45, 568B jacks. Only four jacks per face place (two (2) voice, two (2) data).
3. Where there are no existing telephone outlets installed, and the new installation point is a hollow wall, provide and install a flush mounted box with RJ45 type, 568B jacks. For surface mounted installations, the contractor shall provide outlet boxes.

4. All cable distribution closets shall be wired per industry (EIA/TIA 568) standards. All telephone installations shall come from a terminal board via telephone cable tray and conduit to termination point in a designated room.

5. All telephone cable/wiring shall be installed in conduit, or in existing raceway or jhook path. Where there is no existing or available path, the contractor shall install the necessary conduit or raceway. The contract shall include 1,000ft of ¾ inch EMT conduit with all fittings, boxes, and hangers.

6. Cable runs shall be no more than 300 feet from end-to-end, to include vertical length, slack and rise.

7.0 PERFORMANCE AND QUALIFICATIONS

1. The Installer/Repair person shall have a minimum of five (5) years experience in the installation and maintenance of premise distribution systems. This shall include, but not be limited to, installation and testing of copper and fiber optic cable; fiber optic and copper cable splicing; staking; drawing updates; repair of cable cuts, and cable record keeping. All staff must be proficient in EIA/TIA telecommunications standards, as well as current NEC codes. The Contractor staff must be qualified to work with major brands of firestop materials as well as asbestos.

7.1.1 CONTRACTOR PERSONNEL

1. The Contractor personnel shall present a neat appearance and will be easily recognized. The Contractor personnel shall be required to wear a VAPAHCS identification badge on the outer clothing on the front of the body, above the waist.

2. The Contractor personnel assigned to VAPAHCS must be accessible to the COR by cellular phone and/or email. Each technician is required to carry a cellular phone issued by their company during normal business hours.

3. In the event the Contractor must change personnel on the contract, the Contractor shall submit in writing the reason for the change, the replacement personnel's resume and provide equivalent or exceed the qualifications of the replaced personnel for the COR's approval.

4. The Contractor shall factor in the badging process lead-time of up to six (6) weeks to bring on a new employee at the Human Resource office in Mountain View, CA. The new employee can expect to make multiple trips in person to the Mountain View facility in order to complete the badging process.

5. The Contractor personnel shall park in the appropriate designated parking areas. Information about parking is available from VAPAHCS Police and Security Service.

VAPAHCS will not invalidate or make payment for parking violations of the Contactor under any conditions.

6. The Contactor personnel shall keep all work center, equipment rooms, wire closets, cable vaults and all other contractor assigned areas neat and clean at all times. Contractors should avoid storing any non-VA equipment at the facility, as the facility will not be responsible for these items.

7. The Contractor shall be responsible for the conduct of fellow employees and subcontractors, if any, to include misuse, abuse, theft, willful requisitioning of unauthorized supplies, equipment or services, and any other actions that are contrary to the provisions of this contract.

8. Should any of the Contractor's personnel fail to perform their duties under this contract or should any of the Contractor's personnel be involved in misconduct or in any incident(s) that affect contract performance, the Contractor will take all necessary actions to immediately resolve the situation.

7.1.2 KEY SERVICE

The Contractor assigned to work order(s) will be issued IT closet keys, pending successful completion of a VA background check, clearance and ability to obtain a badge. The Contractor shall be responsible for making arrangements regarding access to various areas with individuals or the COR or VA designee. The Contractor shall be aware that certain clinical spaces (patient rooms) require additional coordination and lead time.

7.1.3 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

The following security requirement must be addressed regarding Contractor supplied equipment: Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within VA; Bluetooth must be permanently disabled or removed from the device, c) VA approved anti-virus and firewall software, d) Equipment must meet all VA sanitization requirements and procedures before disposal. The COR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

1. Position Sensitivity and Background Investigation - The position sensitivity and the level of background investigation commensurate with the required level of access is:

- | | |
|--|--------------|
| <input checked="checked" type="checkbox"/> | Low/NACI |
| <input type="checkbox"/> | Moderate/MBI |
| <input type="checkbox"/> | High/BI |

| | |
|-----------------------------|---|
| Position Sensitivity | Background Investigation (in accordance with) IAW Department of Veterans Affairs 0710 Handbook, “Personnel Security Suitability Program,” Appendix A) |
| Low | National Agency Check with Written Inquiries (NACI) A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions. |
| Moderate | Minimum Background Investigation (MBI) A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, law enforcement check; and a verification of the educational degree. |
| High | Background Investigation (BI) A BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; court records, law enforcement check, and a verification of the educational degree. |

Contractor Responsibilities:

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language.
- b. The Contractor shall bear the expense of obtaining background investigations.
- c. For a Low Risk designation the following forms are required: 1.OF-306 and either 2. DVA Memorandum – Electronic Fingerprints or FD-258 Fingerprint card. For Moderate or High Risk the following forms are required: 1. VA Form 0710 and either 2. DVA Memorandum – Electronic Fingerprints or FD-258 Fingerprint card. These should be submitted to the CO or COR after award has been made.
- d. Within three (3) days after award, the Contractor shall provide a staff roster to the CO and COR to enable the initiation of the Electronics Questionnaire for Investigations Processes (e-QIP) to begin their background investigations.
- e. The Contractor personnel will receive an email notification from the Electronics Questionnaire for Investigations Processes (e-QIP) identifying the website link that includes detailed instructions regarding completion of the investigation documents (SF85 or SF85P). The Contractor personnel shall submit all required information

- related to their background investigations utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP).
- f. The Contractor is to sign the signature page and send to the COR and CO for electronic submission to the Security and Investigations Center (SIC).
 - g. The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.
 - h. If the background investigation is not completed prior to the start date of the contract, the Contractor employee may work on the contract once the investigation has been initiated and sent to the OPM. However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the databases of either the OPM or the Defense Industrial Security Clearance Organization (DISCO).
 - i. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration in working under the contract.
 - j. Failure to comply with the Contractor personnel investigative requirements may result in termination of the contract for default.

8.0 METHOD AND DISTRIBUTION OF DELIVERABLES

The Contractor shall deliver documentation in electronic format, unless otherwise directed in the solicitation/contract. Acceptable electronic media include: MS Word, MS Excel, or Adobe Postscript Data Format (PDF).

8.1.1 PERFORMANCE METRICS:

The table below defines the Performance Standards and Acceptable Performance Levels for Objectives associated with this effort.

| Performance Objective | Performance Standard | Acceptable Performance Levels | Surveillance Method |
|-----------------------|--|--|--|
| 1. Technical Needs | Shows understanding of requirements Efficient and effective in meeting requirements Meets technical needs and mission requirements Offers quality services/products | 8 of 10 Positive Customer Survey Feedback | Customer Survey Feedback |
| 2. Timeliness | Complete work orders on time (Once work orders have been assigned, the contractor has two weeks to complete the scheduled work) Produce Test Results and Service reports by the time specified (The Contractor has one month to complete the reports. The Contractor is to either email or hand deliver the reports to the COR.) Notifies COR in advance of potential problems | 100% in Meeting Emergency Service Calls; and 90% in Meeting High, Medium and Low priority Service Calls | Review Service Reports |
| 3. Contract Staffing | Currency of expertise Personnel possess necessary knowledge, skills and abilities to perform tasks Ability to maintain badge and status | Technicians Must Possess OEM Certifications | Display of acceptable resumes and certifications |

The Government will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in

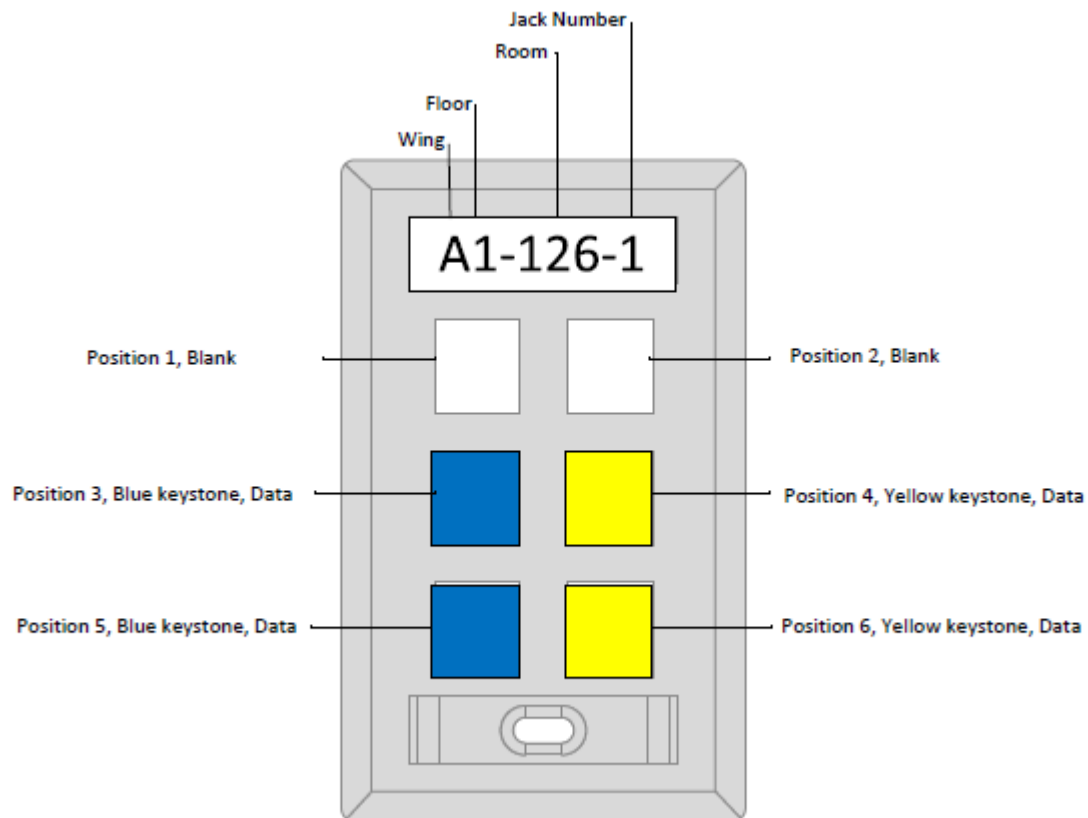
an acceptable manner. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

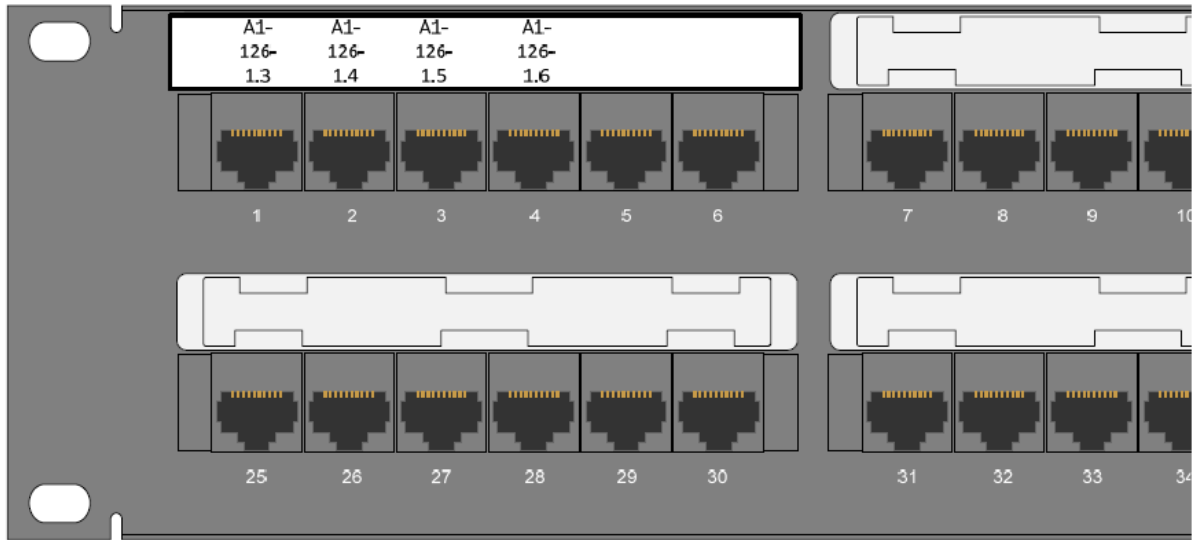
9.0 ATTACHMENT A: CLIN Listing

For the purpose of this contract INSTALLATION shall mean the installation of equipment specified below to include normal materials to make the equipment operational. Pre-wiring includes material and labor to pre-wire a jack location. Each pre-wire shall include but not be limited to run of 300 feet, jacks and cable, termination of jacks and termination to existing 110 hardware for voice or data. Pre-wiring is provided in two ways: EIA/TIA standard and VA provided standards. All faceplates are 6 Plex except for the single jacks installed for wall telephones. Blanks are provided for any unused port in the faceplate.

| CLIN | DESCRIPTION | Estimated Quantity | Price |
|-------|---|--------------------------|-------|
| 1000 | 300ft of Cat 6, Pre-wire Plenum Quad Jack VA Standard (3 Level 6 Standard Cables 4 Jacks (4 D) | 25 per month | |
| 1001 | 300ft of Cat 6, Pre-wire Plenum Dual Jack EIA/TIA (2 Level 6 Standard Cables, Faceplate, 2 Jacks (2D) | 2 per year | |
| 1002 | 300ft of Cat 6, Pre-wire Plenum Single Jack EIA/TIA (1 Level 6 Standard Cable, single jack (Data) | 2 per year | |
| 1003a | Install Patch Panel 24Port w/wall mounting or equipment rack as appropriate | 2 per year | |
| 1003b | Install Patch Panel 48Port w/wall mounting or equipment rack as appropriate | 2 per year | |
| 1003c | Install Patch Panel 96Port w/wall mounting or equipment rack as appropriate | 2 per year | |
| 1004 | Install horizontal cable management | 2 per year | |
| 1005 | Install vertical cable management | 2 per year | |
| 1006 | Install 110 Connecting Block 100/300 | 2 per year | |
| 1007 | Install Wiremold 2347 Device Box | 2 per year | |
| 1008 | Install 800/2300 Wiremold in 10 ft. sections | 2 per year | |
| 1009 | Repair/Install Blanks | 2 per year | |
| 1010 | Repair/Install white sixplex faceplate | 25 per month | |
| 1011 | Repair/Install outlet blank | 25 per month | |
| 1012 | Install 2 stud metal face plate for wall phones | 2 per month | |
| 1013 | Repair/Install Level 6 Jack | 25 per month | |
| 1014 | Repair/Install Insert | 25 per month | |
| 1015 | Install j-hook | 40 per month | |
| 1016 | Install d-rings | 2 per year | |
| 1017 | 60x300 Basket Run way YZN in 10 ft. sections | 2 per year | |
| 1018a | 1000ft of conduit including all fittings, boxes, and hangers. (To be included in the 1 year contract) | 83ft included per month. | |
| 1018b | Install of conduit including all fittings, boxes, and hangers. in per ft of conduit. (beyond the 1000ft included in the contract) | as needed | |

10.0 Attachment B: Data Cable Labeling Requirements.





Attachment B: Labeling requirements. Each end of wire will need a label designating Wing, Floor, Room, and Jack Number.