

PERFORMANCE WORK STATEMENT

DIRECT TV SATELLITE SERVICE FOR THE OVERTON BROOKS VA MEDICAL CENTER SHREVEPORT, LA AND MONROE, LA

AS JUNE 18, 2018

Index	
OVERTON BROOKS VAMC (OBVAMC) Main facility, Eye Clinic, Dental Clinic	510 East Stoner Ave, Shreveport, La 71101
MONROE CBOC	1691 Bienville Dr, Monroe, La 71201

PART I: GENERAL INFORMATION

1. **Introduction:** This requirement is for Direct TV Satellite services between the Overton Brooks VA Medical Center (OBVAMC). The Direct TV Satellite service is required will be for television service to the main hospital, the dental clinic, the eye clinic and the Monroe CBOC.
2. **Background:** OBVAMC presently receives Direct TV Satellite service through a monthly fee for the main facility, the eye clinic, the dental clinic and the Monroe CBOC. The service fees for each area need to be converted to a monthly contract to provide 40 viewable channels to patients, their families and veterans. This contract would reduce administrative time by consolidating billing for each building into a single contract.
3. **Scope of Work:** The contractor shall provide all Direct TV Satellite service and equipment to all 4 buildings. The Contractor shall provide 40 channel service to the main hospital and service to the eye clinic, the dental clinic and the Monroe CBOC. The price shall include any connectivity issues, maintenance of all lines and equipment.
4. **Contract Monitoring and Administration:** The Contracting Officer will minimally appoint one COR to assist with the contract monitoring requirements. The COR(s) will monitor performance for quality, timeliness of performance, customer service and inspecting deliveries for damage. Performance monitoring will be in accordance with the Quality Assurance Surveillance Plan (QASP).
5. **Contracting Officer Representative (COR):** In accordance with VAAR 852.270-1 the CO will appoint one or more COR(s) by written delegation to furnish technical guidance, advice and monitor work performed under this contract. The COR(s) may be employees of Education and Training Service, Logistics Service or Biomedical Engineering. In

accordance with FAR 1.601 (a) Contracts may be entered and signed on behalf of the Government only by contracting officers.”; therefore, a COR may not modify the stated terms of the contract, including extending the length of the contract period.

6. **Delays:** The Contractor shall document all Government caused delays and excusable delays by notating the date, time and cause of the delay on the monthly invoice and performance reports. Deducts outlined under the Quality section of the PWS will not apply to Government caused delays, or excusable delays; all other delays shall be subject to deducts outlined in the Quality section and QASP.
7. **Excusable Delays:** Excusable delays are adverse weather or utility outage events.

PART II: PERFORMANCE REQUIREMENTS

1. **Performance Period:** The period of Performance shall include (1) base period plus four (4) one year option periods. The base period will be 12 months.
 - Base Period: August 1, 2018 – July 31, 2019
 - Option Period 1: August 1, 2019 – July 31, 2020
 - Option Period 2: August 1, 2020 – July 31, 2021
 - Option Period 3: August 1, 2021 – July 31, 2022
 - Option Period 4: August 1, 2022 – July 31, 2023
2. **Invoices and Payment for Services:** The Contractor shall not begin invoicing, nor will the COR approve invoices before written acceptance has occurred. Invoices shall be submitted to the COR within ten (10) days following the last day of the month in which the Contractor rendered services. The quantities provided in the schedule are estimated amounts and therefore not guaranteed numbers. Except for minimum ordering requirements identified elsewhere in the contract, the Government shall only be charged for services delivered. Any identified discrepancy(s) in billings shall be cause for extending provisions of this paragraph until the billing discrepancy or other identified problem with the invoice is remedied. Invoices shall:
 - a. Be electronically prepared and submitted in accordance with FAR 52.212-4(g)
 - b. Clearly state the terms of any discounts offered
 - c. Include the current fiscal year and purchase order number
 - d. Include the period of performance covered by the invoice
 - e. Clearly identify the number of scheduled trips made
 - f. Clearly identify the number of “as needed” trips made
 - g. Clearly segregate “scheduled” and “as needed” trips
 - h. Include the unit price and monthly total for each line item
 - i. Be prepared following guidelines of *this paragraph*, or otherwise rejected

- j. Once verified as “conforming services” by the COR, be certified for payment within 30 days of receipt.
3. **Electronic Records:** The contractor shall maintain electronic records and make those available to the Government upon request. All records shall be compatible with the Microsoft Office Suite. The Government reserves the right to request any records associated with this contract at any time. The Contractor shall comply with records request within 2 business days.
 4. **Management Approach:** The Contractor shall ensure adequate management is in place to maintain oversight all operational aspects of the contract. The management shall also be responsible for ensuring requirements are met concerning implementation, key personnel, staffing, and quality.
 5. **Contingency Plan:** The contractor shall maintain a contingency plan to ensure service continuity is maintained if equipment failure or staffing issues arise.
 6. **Contractor Employees:** Contractor employees shall not be considered Government employees for any purposes. The Government may require background investigations for any employee that will have or may have access to patient information.
 - a. Contractor shall ensure background checks and screening are performed for all technicians working under this contract.
 - b. Contractor employees shall maintain a clean, neat, and well-groomed appearance and exhibit professional conduct always.
 - c. The Contractor’s employees shall be able to read, write, speak and understand fluent English.
 - d. The Contractor shall utilize only qualified personnel.
 - e. Contractor employees shall wear VA issued temporary identification badgers above the waist clearly identifying themselves as Contractor employees.
 - f. The VA reserves the right to restrict Contractor employee from entering Government facilities or performing services under this contract that violate federal regulations or are identified as a potential threat to the security, safety, health or the mission of the VA and its Veteran population.
 - g. Contractor personnel will perform all work during normal business hours (M-F 8a – 4:30p – excluding federal holidays) unless unexpected outages occur.

7. **Quality:** The Contractor shall maintain a quality control program that ensures services conform to all contract performance objectives see attachment Government Quality Assurance Surveillance Program (QASP). The Contractor shall implement oversee procedures to track, identify and cure non-conforming services. The Contractor shall implement a communication plan to accept and resolve complaints, performance issues and notify the COR of problem resolution and all channels are clear to end users.