

Performance Work Statement (PWS)

Repair and Maintenance of Automatic Fire Sprinkler System

VA Palo Alto Health Care System

1. **GENERAL:** When properly installed and maintained, automatic fire sprinkler systems have proven to be the most effective means for protecting life and property against fire. In recognition of their excellent track record in controlling the spread of fire, both state codes and national standards offer fire sprinklers as a cost-effective alternative to meeting many of their base code requirements.
2. **SCOPE:** In order to meet both VHA Mandate, automatic fire sprinkler systems are required to be inspected, tested and maintained in accordance with NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems and for VHA Directive compliance, NFPA 101 and NFPA 25.
3. **BACKGROUND:** The Department of Veterans Affairs (VA) acts as its own building and fire protection official and Authority Having Jurisdiction (AHJ). Construction of facilities on Federal property is generally exempt from the requirements of local building codes and standards. In addition, construction projects on Federal property are generally exempt from code compliance reviews by local fire officials. Therefore, VA must have its own process to ensure that facilities are designed, renovated, and constructed in accordance with VA policy and the codes and standards adopted by VA.

VA is required to comply with national consensus codes and standards. VA general requirements addressing construction codes and standards are found in the Office of Construction and Facilities Management (OCFM) document Program Guide (PG) 18-3, Topic 1, Codes, Standards, and Executive Orders. Specific VA requirements for fire protection are found in the VA Fire Protection Design Manual.

4. **OBJECTIVES:** General performance objectives shall include but are not limited to:
 - 4.1. The requirements contained in NFPA 25 are based on the type of sprinkler system installed. The two types most commonly found in healthcare occupancies are wet pipe and dry pipe sprinkler systems. Some buildings contain both types of systems – a wet pipe system in heated areas and a dry-pipe system in unheated areas. Simply put, a wet pipe sprinkler system is a piping system containing water so arranged that water discharges immediately from sprinklers activated by heat from a fire. A dry pipe sprinkler system is a piping system containing air or nitrogen under pressure so arranged that upon activation of a sprinkler, the water pressure opens a valve allowing water to flow into the pipe and out the opened sprinkler.
 - 4.1.1. Contractor shall perform the following tests and repairs
 - 4.1.1.1. Alarm Devices
 - 4.1.1.1.1. All sprinkler alarm devices shall be serviced in accordance with NFPA 72. Verify alarm panel device description/location for accuracy.
 - 4.1.1.1.2. All sprinkler flow initiation devices shall alarm within 90 seconds.
 - 4.1.1.2. Tamper Switch
 - 4.1.1.2.1. Switch shall give immediate activation of supervisory signal at the fire alarm panel.
 - 4.1.1.3. System Checks
 - 4.1.1.3.1. No visible water leaks or standing water (clogged drains).
 - 4.1.1.3.2. Record all test data, static pressures, residual pressures.
 - 4.1.1.3.3. Fire pump test shall not activate general alarm (denotes system pressure problems).

- 4.1.1.3.4. During weekly pump runs: verify fire pump and jockey pump start and stop pressures.
 - 4.1.1.3.5. Jockey pump stop pressure shall be equal to or higher than fire pump churn (zero flow) pressure. Jockey pump run cycles should be no more than 10 runs within a 24hr period.
 - 4.1.1.4. Dry Sprinkler Valves
 - 4.1.1.4.1. All systems must be drained for a minimum of 4 hours following a valve trip test.
 - 4.1.1.4.2. Inspect for excessive compressor run.
 - 4.1.1.4.3. Check for proper system air pressure per manufacturer's cut sheet.

5. **DESCRIPTION OF SERVICES:** Work shall be done in accordance with the project PWS, specifications and be compliant with referenced codes.

6. **QUALIFICATIONS:**

- 6.1. Contractor shall have a valid contractor's license, completed the Occupational Safety & Health Administration approved 30 hour constructions safety training, OSHA Standard 29 Code of Federal Regulations. Contractor shall submit valid license and training certificates with technical package.
- 6.2. It is the facility's responsibility to ensure that only properly trained and competent persons perform inspections, testing and maintenance on its fire sprinkler system. Evidence of any training received to be maintained in each employee's personnel file.
- 6.3. The Contractor shall provide all repair services necessary to meet objectives.
- 6.4. All flow tests are to be performed at system designated test points/valves.
- 6.5. The Contractor shall provide all tools and materials necessary to perform the work as specified in this PWS.
- 6.6. The contractor shall be responsible for removal and replacement of all ceiling tiles affected by the work. Contractor shall dispose of any unused pipe, excess materials or other construction debris.
- 6.7. Qualifications shall be verified in the Technical Package. Government has the right to verify qualification upon request for the duration of the contract. License and Certificates shall be submitted with Contractors Technical Package for review. Not providing requested documentation on the technical package can and will disqualify bidder.

7. **PERIOD OF PERFORMANCE:** This contract is a Firm-Fixed price award for preventive maintenance on existing Fire Suppression System and associated equipment at the time of job walk, bid process and contract award. This project is to take no longer than 90 calendar days from notice to proceed.

- 7.1. Add/Delete Services or Equipment. Government reserves the right to add or delete equipment or services with one month notice.
- 7.2. Government shall only pay on services rendered.

8. **SCOPE OF WORK:** The Contractor shall provide supervision, labor, material, equipment, tools, supplies, travel, and related services, in accordance with the PWS, VA plans and specifications and as necessary for complete working systems. Contractor is responsible for verifying all quantities and dimensions. The work includes, but is not limited to, proper removal of all existing fire sprinkler heads (upright, pendant, recessed pendant sidewall, etc) and associated hardware (escutcheon plates, oops rings, etc) and replacement with new, appropriate sprinkler heads and associated hardware; the removal of all existing gauges on the fire sprinkler systems and replacement of new, appropriate gauges; relabeling all valves on fire sprinkler systems. This project shall be coordinated with the Contracting Officers representative (COR),

Engineering Plumbing and Electronics shop. Work is to be performed at the Department of Veterans Affairs, VA Palo Alto Health Care System.

- 8.1. Locations: Contractors shall provide service to the following locations:
 - 8.1.1. Palo Alto Division, 3801 Miranda Avenue, Palo Alto, CA 94304
 - 8.1.2. Menlo Park Division, 795 Willow Road, Menlo Park, CA 9402
 - 8.1.3. Livermore Division, 4951 Arroyo Road, Livermore, CA 94550
- 8.2. A two-week (fourteen work day notice) request for shutdown shall be provided to the COR from the contractor in writing. Contractor shall not proceed with fire protection shutdown until the COR authorizes to do so. Contractor to verify with COR prior to start of work, and on a daily, or system basis that effected systems have been properly shut down and secured to prevent false alarms and penetration of active system.
- 8.3. Fire protection system shall be fully operational at the end of each business day. Under no circumstances is any portion of the fire protection system to be left non-functional after normal business hours. 0700 to 1530.
- 8.4. All penetrations through fire or smoke barriers shall be sealed in compliance with NFPA 101 standards and recommendations. Contractor shall provide to the COR at a minimum the manufacturer of the fire stop system, type of sealant to be used, and the UL system number. At each penetration location the aforementioned information as well as date of application, applicators name, and company shall be identified immediately next to the penetration on a permanent self-adhesive foil based sticker.
- 8.5. It shall be the contractor's responsibility to provide additional hand held class ABC fire extinguishers in the immediate area of each work site in sufficient size and quantity to retard the spread of flame in an emergent condition.
- 8.6. Contractor shall be responsible for the protection of all building floors, floor coverings, walls, wall coverings, furniture, light fixtures and equipment in that may be subjected to damage while performing this contract. Contractor shall replace all damaged items with exactly matching item or a like item at the VAPAHCS discretion.
- 8.7. Work site shall be left free and clean of all debris after completion of work. Contractor shall be responsible for the safety of all VAPAHCS employees, patients and visitors while performing contracted work, including slipping and tripping hazards. Contractor shall adequately barricade the immediate work site to prevent unauthorized individuals into the construction zone.
- 8.8. Contractor shall provide shop drawing for all changes in the fire protection system in PDF format.
- 8.9. Code References: Contractor shall adhere to code references listed, which shall include all codes, standards, articles, recommended practices, guides, notes, explanatory material, and annotations within the code reference or books. Contractor shall use the most updated code reference. Contractor shall be knowledgeable of listed references. No deviation of reference material listed shall be authorized without written approval from the Authority Having Jurisdiction, which will be the Chief of Engineering, VAPAHCS.
 - 8.9.1. NFPA 13, Standard for the Installation of Sprinkler Systems
 - 8.9.2. NFPA 14, Standard for the Installation of Standpipe and Hose Systems
 - 8.9.3. NFPA 15, Standard for Water Spray Fixed Systems for Fire Protection
 - 8.9.4. NFPA 16, Standard for the Installation of Foam-Water Sprinkler and Foam-Water Spray Systems
 - 8.9.5. NFPA 20, Standard for the Installation of Stationary Pumps for Fire Protection
 - 8.9.6. NFPA 70, National Electrical Code
 - 8.9.7. NFPA 70E, Standard for Electrical Safety in the Workplace
 - 8.9.8. NFPA 72, National Fire Alarm and Signaling Code
 - 8.9.9. NFPA 99, Health Care Facilities Code
 - 8.9.10. NFPA 110, Standard for Emergency and Standby Power Systems
 - 8.9.11. NFPA 551, Guide for the Evaluation of Fire Risk Assessments
 - 8.9.12. NFPA 750, Standard on Water Mist Fire Protection Systems

- 8.9.13. OSHA, Standard 29 CFR 1910
 - 8.9.14. Memorandum No. 138-14-28 Lock-Out & Tag-out
 - 8.9.15. Memorandum No. Safe-16-03 Hazardous Materials Spill Prevention & Response
 - 8.10. Contractor shall be responsible to have on hand the most current reference books, standards, and codes listed in 8.2.1-8.2.16 at no cost to the government.
 - 8.11. 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.
 - 8.12. Project Updates, Weekly Report, and Meetings. Contractor shall provide project updates in writing and email them every week.
 - 8.12.1.1. Contractor shall provide weekly progress reports, which shall be emailed to COR. Weekly progress reports shall consist at a minimum of work completed, task schedule for the next two weeks, issue, and other critical items. Contractor shall meet with COR every week. COR shall set the date and time for weekly meetings.
 - 8.12.1.2. Contractor shall meet after completion of work on every campus or site with the COR, M&R Chief of the station, and Electrical Supervisor. COR shall establish date and time.
9. **INVOICING:** Contractor shall invoice 30 percent of contract cost for 1/3 complete work, 60 percent of contract cost for 2/3 completed, and 90 percent of contract cost for 100% completion of all fire sprinkler repairs and shall be review and acceptance by VA, COR. Contractor shall invoice the remaining 10 percent upon delivery of document and records, which are outline in this PWS.
- 9.1. All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.
 - 9.2. VA's Electronic Invoice Presentment and Payment System- The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submissions. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.
 - 9.3. More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.
 - 9.4. Vendor e-Invoice Set-Up Information:
 - 9.5. 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:
 - 9.5.1. Tungsten e-Invoice Setup Information: 1-877-489-6135
 - 9.5.2. Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
 - 9.5.3. FSC e-Invoice Contact Information: 1-877-353-9791
 - 9.5.4. FSC e-invoice email: vafscshd@va.gov

10. REPORTS:

Report submissions. The contractor shall provide sample reports in their technical package for COR review and approval. Contractor shall deliver formal/ final reports no later than 10 days from completion of work Contractor shall provide four (4) hard three ring binders and one CD ROM of all reports. All reports shall adhere to and shall be equivalent to NFPA 110 and references listed in paragraph 8.

~~10.2.10.1.~~ 10.2.10.1. Other Reports. Contractor shall provide copies of all other records to include, but not limited to: daily safety meeting, week progress reports, emails, certified pay rolls (which will be provided to COR every week or biweekly depending on company's frequency), incident reports, safety violations, and other reports. Reports shall be in a separate binder and CD rom which will be submitted to the COR at completion of work. Reports shall be delivered no later than 10 days from completion of project.

~~10.3.10.2.~~ 10.3.10.2. Deficiency Report. When any deficiencies are identified, the contractor shall inform the COR immediately via verbal and written notification email. Contractor shall submit the deficiency report to the COR within three (3) days. The deficiency report shall include at a minimum the following information:

~~10.3.1.10.2.1.~~ 10.3.1.10.2.1. Installation name

~~10.3.2.10.2.2.~~ 10.3.2.10.2.2. Equipment/system name

~~10.3.3.10.2.3.~~ 10.3.3.10.2.3. Date of failure

~~10.3.4.10.2.4.~~ 10.3.4.10.2.4. Description of failure (pictures, drawings, etc.)

~~10.3.5.10.2.5.~~ 10.3.5.10.2.5. Justification (if repair is not accomplished)

~~10.3.6.10.2.6.~~ 10.3.6.10.2.6. Description of repair work (pictures, drawings, etc.)

~~10.3.7.10.2.7.~~ 10.3.7.10.2.7. Material list (description of article, quantity, catalogue-cut, pictures, etc.) for repair

~~10.3.8.10.2.8.~~ 10.3.8.10.2.8. Proposed repair schedule

~~10.3.9.10.2.9.~~ 10.3.9.10.2.9. Cost estimate

~~10.3.10.10.2.10.~~ 10.3.10.10.2.10. Submission date of the report

~~10.3.11.10.2.11.~~ 10.3.11.10.2.11. Signature of technician

~~10.4.10.3.~~ 10.4.10.3. Annual Schedule. The contractor shall submit an annual schedule to the COR to obtain approval within 15 days from contract award date and the start date of each option year. The annual schedule shall show the order in which the contractor proposes to perform the inspections, testing, calibration, and maintenance service, the dates on which the contractor will start each work element, and the scheduled date for completion of each element. Contractor shall provide a Gantt chart.

11. **HAZARDOUS MATERIAL:** No hazardous materials shall be stored on VA grounds. Contractor shall provide a list of hazardous material(s) required on this PWS and have a written approval by VA Safety Office or COR. The list shall include at a minimum name of hazardous material, quantity, and safety data sheet. Contractor and representatives shall not bring any hazardous material which have not been declared. Contractor shall update hazardous material list and submit before bring undisclosed material for VA approval by safety office or COR. Contractor shall report any spill or mishap to the COR immediately. Contractor shall request permission in writing to the COR if hazardous materials are required to be stored on VA grounds, which will require a written approval by the VA Safety Office or COR. If approval is granted hazardous material shall be stored on VA grounds greater than three calendar days.

11.1. Contractor shall be responsible to remove and dispose of hazardous materials from this PWS within accordance to federal, state, and local authorities. Contractor shall be responsible for any fines incurred and fees for proper disposal.

11.2. Contractor shall be responsible to clean up any spills that they cause. They shall be financially responsible for cleaning fees, fines, or other expenses related to the spill. Spills shall be cleaned up immediately. If contractor refuses to clean up spillage of waste material, the VA will clean up the spill and charge the contractor all fees and expenses incurred per incident.

11.3. All hazardous materials shall be purchased, stored, used, and disposed of in accordance with federal, state, and local requirements for hazardous materials and hazardous waste management. Any and all spills and/or releases of hazardous material shall be reported to the COR immediately.

12. **RECORDS:** The contractor shall be responsible for creating, maintaining government required records that are specifically cited in this PWS or required by the Federal, State, and Local law and authorities. The contractor shall provide the original records or a reproducible copy of any such record within five (5) working days of receipt of the request from the government at no additional cost. The cost of reproductions and deliver shall be the contractor's responsibility. Only VAPAHCS engineering department, COR, or CO shall have the authority to approve request and receive records. Contractor shall safe guard any and all information. Contractor shall inform CO and COR of any request made, which CO or COR will authorize or disapprove.
13. **REGULATORY FRAMEWORK:** Contractor shall adhere and be knowledgeable to reference listed (8.2.1-8.2.16). Contractor shall not deviate from reference. Authority having jurisdiction has the authority to make changes.
14. **SAFETY AND HEALTH STANDARDS:** The contractor shall coordinate worksite with applicable personnel to ensure the protection of employees and the environment, the prevention of damage to property, utilities, materials, supplies, equipment, and the avoidance of work interruptions. For these purposes, the contractor shall maintain programs to comply with OSHA Safety and Health regulations and NFPA 70E. The contractor shall conduct daily safety meetings before work, record the safety meeting, and provide records to the COR on a weekly basis. A copy of the entire project safety meeting shall be required at the end of the project.
- 14.1. Safety Plan. Contractor shall submit a safety plan to the COR within 10 days of contract award date. Safety plan shall be reviewed by COR for approval. Contractor shall comply with COR comments and requirements.
- 14.2. Public Laws and Statutes. The Contractor shall comply with the issue or version (including all changes and amendments) of federal, state and local environmental statutes and regulations in effect of date of issuance of this delivery order, including, the applicable portions of the documents cited in the basic contract. The contractor shall comply with the issue or version of the instructions, regulations, policies and other documents in effect on the date of issuance of this delivery order, including but not limited to the document cited herein.
15. **EMERGENCY / CALL BACK SERVICES:**
- 15.1. Emergency Services. The contractor shall response for emergency calls upon the discretion of the CO or COR. The contractor shall perform emergency repairs to facilities, systems, improvements, or utilities damaged. Emergency calls consist of correcting failures that constitute an immediate danger to personnel, threaten to damage property, threaten the environment, and threaten to disrupt operations. Contractor shall respond to emergency calls within one (1) hours of initial call. Contractor shall provide and list of contacts and phone numbers.
- 15.2. Urgent services. Urgent service calls will be classified as urgent at the discretion of the CO or COR. Generally, urgent calls consist of providing services or correcting failures which do not immediately threaten personnel, property, environment, or operations, but have the potential of becoming threatening. Contractor shall response to urgent calls within two (2) hours of initial call.
- 15.3. Routine services. Routine service call will be classified as routine when the work does not qualify as an emergency or urgent call. Contractor shall respond to routine services calls within three (3) days of initial call.
- 15.4. Call list and log. Contractor shall provide and update a list of contacts and phone numbers. A log shall be maintained of all service calls received; a description of the problem or requested work, date and time received location, name, and number. The contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements with regard to the established time limits and quality standards. Call log shall be submitted the end of every month no later than 5 days of following month. In the months with no calls, contractor shall submit call log with an annotation that shall read NO EVENTS FOR THE MONTH.

16. **REPAIRS:** Contractor shall not perform any repairs not included in the PWS. Contract will not be compensated for any addition repairs without proper authority. Contractor shall provide a proposal for repairs. Contractor shall obtain a written approval or change order with authorization and notification of available funds. Only the Contracting Officer has the authority to approve change orders. If a repair budget is attached to this contract only the COR or CO has the authority of available funds. The contractor shall not assume that the funds will be approved or available. The contract shall not invoice against the repair funds without approval of the COR or CO. All repairs shall be authorized in writing.

17. **OPERATION IMPACT MISSION:** If during the evaluation, inspection, or conducting repairs requiring additional work beyond the scope of the project, the contractor shall notify the COR immediately. The contractor shall notify the COR of the required time for these operations to adequately allocated resources and adjust VAPAHCS operations. Contractor shall inform COR of any failure immediate by phone and followed up with an email.

18. GENERAL INFORMATION:

18.1. Contract Manager. The contractor shall provide a contract manager who shall be responsible for the work. The name of this person, and an alternate(s) who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all matters relating to this contract.

18.2. The contract manager or alternate shall be available during normal working hours to meet with COR to discuss problem areas. The contract manager shall provide an emergency contract number for any emergency situation.

18.3. License and Certificates shall be submitted with Contractors Technical Package for review. Not providing requested documentation on the technical package can and will disqualify bidder.

18.4. The contractor shall keep its employees trained and certified at all time during contract period. The contractor shall ensure all employee certifications are submitted to CO and COR for proper recording of training no later than 10 day after award of contract. VA has the right to inspect and request verification of licenses and certificates of during the contract period. Contractor shall update list of any changes with personnel or certificates/license and submit to COR and CO no later than 5 days of occurrence.

18.5. Remove of Contractor's Employees. The contractor shall utilize only experienced, responsible, and capable employees in the performance of this contract. The CO may require that the contractor remove from the Government job any employee that endangers persons, property, environment, EEO policy, Hostile work environment, or federal work place policy.

18.6. Safety and Hazard. The contractor shall not commence work until a Safety Plan and a Job Hazard Analysis are submitted for review and approved by the COR. The safety plan and job hazard analysis shall be submitted to the COR no later than 10 days of contract award date. COR will evaluate and approve plans. Contractor shall be required to provide a complete and comprehensive plan and update any plan at the COR's request.

18.7. Government Furnish Equipment. This PWS does not have any government furnish equipment. Contractor shall not use any government own equipment, material, supplies, or tools. Contractor shall furnish all requirements. The government has the option to terminate the contract in the event the contractor uses government equipment.

19. SITE INVESTIGATION AND CONDITIONS AFFECTING THE WORK:

19.1. The Contractor acknowledges that it has taken steps reasonably necessary to ascertain the nature and location of the work, and that it has investigated and satisfied itself as to the general and local conditions which can affect the work or its cost, including but not limited to (1) conditions bearing upon transportation, disposal, handling, and storage of materials; (2) the availability of labor, water, electric power, and roads; (3) uncertainties of weather, river

stages, tides, or similar physical conditions at the site; (4) the conformation and condition of the ground; and (5) the character of equipment and facilities needed preliminary to and during work performance. The Contractor also acknowledges that it has satisfied itself as to the character, quality, and quantity of surface and subsurface materials or obstacles to be encountered insofar as this information is reasonably ascertainable from an inspection of the, including all exploratory work done by the Government, as well as from the drawings and specifications made a part of this contract. Any failure of the Contractor to take the actions described and acknowledged in this paragraph will not relieve the Contractor from responsibility for estimating properly the difficulty and cost of successfully performing the work, or for proceeding to successfully perform the work without additional expense to the Government.

- 19.2. The Government assumes no responsibility for any conclusions or interpretations made by the Contractor based on the information made available by the Government. Nor does the Government assume responsibility for any understanding reached or representation made concerning conditions which can affect the work by any of its officers or agents before the execution of this contract, unless that understanding or representation is expressly stated in this contract.

20. **QUALITY CONTROL PROGRAM:** 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. The contractor shall submit a plan within 10 days of contract award date.

- 20.1. The contractor shall provide the overall management effort required to integrate technical and programmatic functions.
- 20.2. The contractor shall ensure the technical excellence, cost effectiveness, and timeliness of all required work deliverable products.
- 20.3. 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. At a minimum, the contractor shall develop Quality Control (QC) procedures addressing the areas identified in Attachment 2, "Performance Requirements Summary". After acceptance of the QC plan, the contractor shall receive from contracting officer acceptance in writing of proposed QC system. The Government has the right to review and ask for corrections, additional items, and updates during the contract period.
- 20.4. The contractor shall institute and maintain a complete QC program to ensure the requirements of this contract are provided as specified. The overall goal of the program should be to identify and correct any problems that may exist before they are identified by or reported to the COR. At a minimum, the program shall include:
 - 20.4.1. An inspection system covering all the services required with a comprehensive checklist to be used to inspect contract performance during scheduled and unscheduled inspections and the names of the individuals who will be performing the inspections. Provide a list of the QC inspectors to the COR. Provide a checklist shall include every area of the operation serviced by the contractor, as well as every task required to be performed.
 - 20.4.2. A system for identifying and correcting deficiencies and/or a pattern of deficiencies in the quality or quantity of service provided before the level of performance become unacceptable and/or government inspectors point out the deficiencies.
 - 20.4.3. A file for inspection conducted by the contractor and related corrective actions. This file should include follow-up documentation of inspections to ensure corrective action was appropriate, complete, and timely. This documentation shall be organized in a logical manner, kept current, and made available to the COR and the CO during the term of the contract. Contractor shall submit one electronic and four (4)

hard copies of the file thirty (30) day prior to end of the contract. Within five (5) workdays prior to the starting date of the contract, the contract shall submit a copy of this program to the Contracting Officer and COR.

21. QUALITY ASSURANCE PLAN:

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan and PWS. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. Failure to correct any adverse findings or failure to deliver all services described in this contract may result in non-acceptance of the services by the Government. Failure to meet the standards of this performance work statement may result in a deduction of price equal to the value of the unperformed or poorly performed services. Failure to provide services in accordance with this contract could also result in termination of the contract for cause and/or adversely impact the Contractor's ability to be selected for future contracts as documented

- 21.1. Government verification inspections of services shall not constitute acceptance nor replace the contractor inspection or in any way relieve the contractor of any responsibility to take all actions necessary to assure highest quality of service rendered.
- 21.2. The contractor shall maintain a current list of employees. The list shall include the employee's name, licenses, and certificates. Updated list shall be provided when an employee's status or information changes.

22. HOLIDAYS:

22.1. Legal holidays recognized by the Federal Government in accordance with 5 U.S.C. 6103, Executive Order 11582 and Public Law 94-97 or any other by the President of the United States to be a national holiday, the following national holidays are observed and for the purpose of this contract is defined as "Legal Federal, official holidays" as follows:

22.1.1. Recognized Holidays

New Year's Day	January 1
Martin Luther King Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

22.1.2. Hours of Operation. The contractor is responsible for conducting services, between the hours of 8:00 am to 4:30 pm from Monday thru Friday except federal holidays or when the Government facility is closed due to local or national emergencies administrative closing.

23. TYPE OF CONTRACT: FIRM FIXED PRICE

24. STANDARD OF CONDUCT: Contractor, subcontractors, and contractor's personnel must adhere to the contract and shall conduct themselves according to VA conduct standards.

- 24.1. Neglect of Duties. Contractor, subcontractors, and personnel neglect of duties shall not be condoned. This shall include but not limited to sleeping on duty, unreasonable delay or failures to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the integrity of the work site security. This can result in the termination of the contract or removal of the employee(s), which will be the decision the VA. The CO shall inform the contractor in writing of actions.
- 24.2. Disorderly Conduct. The use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities which interfere with normal and efficient of government operations. This can result in the termination of the contract or removal of the employee(s), which will be the decision the VA. The CO shall inform the contractor in writing of actions.
- 24.3. Driving. Contractor and Contractor's employees shall obey all speed limits and traffic signs. Disobeying traffic regulation could result in court citations, which include monetary fines. Continued violations could result in being restricted from driving on VA facilities.
- 24.4. Parking. Contractor vehicles will be parked only in lots or areas designated by Security Office personnel, if available. The Government will not be liable for any lost, stolen, or damaged vehicles or items. Contractor shall obey all distances from critical areas which are deemed by the VA or code. Continued violations could result in being restricted from driving on VA facilities.
- 24.5. Smoking. Smoking will be prohibited except in designated areas. Smoking outside the designated areas could result in citations, which include monetary fines. Continued violations could result in removal of VA facilities.
- 24.6. Intoxicants. The Contractor shall not allow any employee to possess, sell, consume, or be under the influence of intoxicants, drugs, or substances that produce similar effects. The use of illegal drugs is prohibited on Federal property. Violators will be prosecuted.
- 24.7. Criminal Actions. Contractor, subcontractor, or contractor's employees may be sanctioned for criminal actions, but not limited to the following:
 - 24.7.1. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records.
 - 24.7.2. Unauthorized use of Government property, theft, vandalism, or immoral conduct.
 - 24.7.3. Unethical or improper use of official authority or credentials.
- 24.8. Removal of Personnel. The Government reserves the right to direct the Contractor to remove any employee from the work site for failure to comply with the standards of conduct and safety violations.

25. SECURITY:

- 25.1. Security Badge. Contractor and contractor's employees shall obtain a flash badge / temporary badge from dispatch, VA police on arrival to any campus.
- 25.2. Contractor's Badge. Contractor, Subcontractors, employees, and representatives shall have a company badge visible at all time. Contractor's security badge shall be visible at all times.
- 25.3. Physical Security. The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use.
- 25.4. Contractor's Property. Contractor shall request in writing for staging area and storage of tools, equipment, material, supplies, and other. The Government shall not be responsible for damage or loss of contractor's property. Contractor is responsible to safeguard its property.

26. SAFETY:

- 26.1. In performance of this contract, the Contractor shall take such safety precautions as the Contractor Officer or his/her designee may determine to be reasonably necessary to protect both the lives and health of the occupants of the building and property. The Contractor Officer or his/her designee will notify the Contractor of any non-

compliance. The Contractor shall, after receipt of such notice, immediately correct the condition to which attention has been directed.

- 26.2. The Contractor shall provide protective equipment and attire to personnel and require employees to use it during the performance of their duties as necessary. Employees shall be trained on the use and proper maintenance of personal protective equipment. The contract shall conform to all regulation, federal and local OSHA standards.
 - 26.3. Standard Safety Equipment. Contractor shall wear at a minimum during the performance of work hard hat, safety vest, and steel toe boots. Additional PPE shall be used depending on the task or situation or environment.
 - 26.4. Uniforms. The contractor shall require all his employees, including supervisor, to wear distinctive uniform clothing for ready identification. The uniform shall have the Contractor's name, easily identifiable. Appropriate protective equipment shall be required and worn during the performance of their duties.
 - 26.5. Supervision. The contractor shall arrange for satisfactory supervision of the contract work. The Contractor or his designee shall be available at all times, when the contract work is in progress, to receive notices, reports or requires from the Contracting Officer or his representative.
27. **ADDITIONAL SERVICES:** If there are any service not listed herein that the Contractor recommended are necessary to repair the equipment described herein, the Contractor shall submit a price proposal attention to the COR for approval of the CO before any work is performed. A separate purchase order would be issued if the service and proposed price is acceptable to the CO. The Government will pay for services rendered, complete, validated and accepted, as per performance work statement. Proposals shall be submitted per occurrence and per units no later than 3 days after initial finding.
28. **POST AWARD CONFERENCE/PERIODIC PROGRESS MEETING:** The contractor shall attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officer Representative, and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the CO will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

SECTION I

ATTACHMENT/TECHNICAL EXHIBIT LISTING

1. **SUMMARIES:** The following summaries: Equipment Inventory, Performance Requirements Summary and Deliverable Schedule are not to substitute the PWS. Contractor shall refer to the PWS for clarification.
 - 1.1. Attachment 1 - Location and Description of Work (**Additional Work added on 6/19/2018**)
 - 1.2. Attachment 2 - Performance Requirements Summary
 - 1.3. Attachment 3 - Deliverable Schedule
2. Contractor is responsible to verify equipment list and add any omitted equipment. Contractor is responsible to provide federal, state, and local maintenance or service as per the law and PWS. Any omitted maintenance or service on PWS, but is required by federal, state, and local law shall be provided to the Government.

Attachment 1**Location and Description of Work:** VA Palo Alto Health Care System, 3801 Miranda Ave Palo Alto CA 94304**Highlighted in Red: Additional Work added on 6/19/2018**

Location	Work Summary
Building # 4	1. Replace concealed sprinkler missing or painted cover plate "Viking model 5894": one in room 3198, two in room B118, and one in room C145A. 2. Fire sprinklers are over 20 years of age throughout building. Remove and replace all. Quantity unknown, but mostly in mechanical spaces and stairwell landings. 3. Re-attach two earthquake braces currently disconnected in boiler room. Location is at the wall to the right side once through the door at approx. 20-30ft high. The hanger ring looks to be 1 1/12" or 2" piping. 4. Replace main drain section of piping currently leaks during testing. Location is 1 st floor stair #2 riser 2" main drain outlet pipe nipple leaking at threads.
Building # 5	1. Install spare sprinklers into spare stock boxes at stair #1- 4th floor, stair #2 - 4th floor, stair # 1 1st floor. (Add 6 200* brass SSU QR ½" into spare head box) 2. All sprinkler heads manufactured prior to 1997, so replace all sprinkler heads found in service throughout building. Unknown quantity. 3. Replace leaking flow switch 4-inch potter at the stair #2-2nd floor riser.
Building # 5	3 rd Floor. RECUT/ADJUST DROP & REPLACE MSG WHT VKG CONCEAL COVER PLATE @ A-354
Building # 5	1 st Floor. RECUT/ADJUST PENDANT @ PREVIOUS WHEELCHAIR REPAIR HALLWAY.
Building # 7H	1. Install four-way brace at top of riser, Inspector's test should be anchored or strapped, too much movement in the pipe when conducting a flow test. 2. Install 6 x 9 signage at FDC.
Building # 41	1. Install one sprinkler and required pipe in radio cage currently over spaced. 2. Install one additional upright sprinkler in electric room A-109 currently over-spaced.
Building # 42	1. Replace 22 upright sprinklers, rotate line and install 22 pendant sprinklers currently hitting ceiling. 2. Replace face gasket in FDC check valve which has small leak at present.
Building # 43	1. Replace one hundred twenty three upright 165 brass .5 sprinklers over 50 years of age. 2. replace fifteen pendant 165 chrome .5 sprinklers over 50 years of age. 3. Install representative sprinklers and wrench to spare stock box.
Building # 9	1. Replace loaded upright fire sprinkler and rotate and replace with pendant due to obstruction by light room B209. 2. Replace pendant sprinkler in mechanical room #209 rotate pipe and install upright currently obstructed by duct. 3. replace two 1st piece escutcheon in room 204.
Building # 50	1. Replace one pendant 165 brass .5 3rd line from riser near end of line. 2. replace one pendant 165 brass .5 near eye wash station above light fixture. 3. Replace one hundred fifty upright 165 brass and fifteen pendant 165 chrome sprinklers and install representatives to spare stock. 4. REMOVE tee tap and supply line from fire sprinkler system for domestic water supply. 5. Investigate post indicator which is out of position and will not operate. (will quote any repairs to post indicator once determined what is needed).
Building # 54	1. Replace main drain valve at riser currently missing operating handle. 2. Install missing 401 style escutcheon skirts in rooms B106, B110 and B210 install cage in wash room. 3. Extend hanger on branch line room B214 deflector hitting ceiling. 4. Investigate post indicator currently not operating (will quote repairs as needed separately).
Building # 54	2 nd Floor. ITV IN SMALL ACCESS PANEL @ B-214
Building # 54	1 st Floor. ITV IN SMALL ACCESS PANEL @ B-107
Building # 100	1 st Floor. MISSING CONTROL FIRE HOSE VALVE HANDLE 3" DIXON POWHATAN
Building # 100	1 st Floor. REPLACE SSU W/MONOCOTE @ FB-SCI
Building # 100	1 st Floor. OVERSPACED NO COVERAGE AT EAST DOOR BY LOADING DOCK ADD 2 NEAR EB 100
Building # 100	1 st Floor. REPLACE SSP @ RISER 5 FLOOR 4 DUE TO BUILDUP
Building # 100	1 st Floor. REPLACE SSP IN F-WING @ NURSES STAT NEXT TO ROOM 5 & F3-312 DUE TO BUILDUP
Building # 102	Install one missing escutcheon in storage room 113.
Building # 102	1 st Floor. REPLACE LOADED CHROME PENDANT .5" 155 DEGREE @ RESTROOM 103

Building # 8	1. Install missing main drain sign at riser. 2. Install missing signage at fire department connection. 3. Install missing fire sprinkler at entrance of room 213.
Building # 105	1. Install missing signage at fire department connection. 2. Install one missing escutcheon 1st floor in hall by room 1A-110A. 3. Install one missing escutcheon semi recessed two piece 2nd floor in front of room 2A-230. 4. Install one missing escutcheon by room 2A-200. 5. Replace one rusted two piece semi escutcheon 2nd floor office at north east of building.
Building # 105	1 st Floor. TRIM RING TYCO STYLE WHITE MISSIG REMOVE SPRINKLER HEAD TO REPLACE
Building # 530	On Roof. NSPECTORS TEST VALVE ON ROOF @ MECHANICAL ROOM
Building # MB-2	1 st Floor. RM 249 2 HEADS LESS THAN 6FT APART (PLUG 1)
Building # MB-4	1. Replace Three sprinklers on exterior of building due to oxidation.
Building # MB-3	Remove and plug one fire sprinkler at double doors due to overcoverage/cold soldiering.
Building # MB-3	1 st Floor. REPLACE 3 PAINTED CHROME RELIABLE 155* SRBG PENDANT @ (2) 382; (1) 384
Building # 7	1. Replace one painted central 165 brass strut in room A-118. 2. Replace four painted Central model H 165 chrome semi recessed sprinklers in hall outside rooms F123A-F127. 3. Replace three painted central model H chrome sprinklers outside rooms F103 thru F105. 4. Replace one painted central model H 165 outside room E104. 5. Replace one damaged central model H chrome in hall outside room F102. 6. Replace one recalled dry pendant fire sprinkler central model A/J1 with new dry pendant fire sprinkler. 7. Install missing signage for fire department connection.

Location and Description of Work: VA Menlo Park Medical Center, 795 Willow Rd. Menlo Park, CA 94025

Highlighted in Red: Additional Work added on 6/19/2018

Location	Work Summary
Building #221	1. Hall outside of room#8/"Electric Hvac Shop" there is 1 painted "Globe model "G" 165* SSU FL ½" Brass, that should be replaced. 2. "Plumb/Pipe Shop" just above double door exit there is 1 painted "Grinnell model "C Duraspeed" 165* SSU FL ½" Brass, that should be replaced. 3. Generator/Pip shop 5/5D there are 2 sprinkler ports that have been capped off, heads were removed from service. Replace with new heads. 4. Spare head box is missing standard ½"x3/4" wrench, replace with new wrench.
Building #221	1 st Floor. LAST 2 SSU 1/2" 165 ONLINE ON SW END OF BUILDING ARE PLUGGED, INSTALL
Building #321	1. No sprinkler in hallway near float room A-153, 2. Add additional sprinkler, the sprinkler head is '12 off wall in front of rm A-152. 3. Add sprinkler at entry near rm B-151 other side of door 4. Replace loaded head in bathroom next to room B-1551 central QR804A 155' chrome 5. Replace missing trim chrome central QR804A also rm C-125 missing trim QR804A. 6. Replace control Valve. leaks by when shut, in order to services the fire sprinkler system the OS&Y must be shut. 4" central BFV A-193 4 7/8" take out for valve.
Building #324	1. Area outside of room B114c 1 damaged "central model-A 165* ½" FL chrome SSP" that should be replaced. 2. The Fire Department connection piping will need seismic bracing added to it.
Building # 331	1. Replace missing control valve sign on riser. 2. Spare head box needs to have more variety of sprinkler heads due to various types of sprinkler head throughout the building.
Building #332	1. Replace chrome trim/401 skirt missing in entry of veteran's health for education/rm 21 & rm 14. 2. 4" OS&Y riser has no sign, as well as main drain.
Building # 334	1. Replace 1 painted 212 degree ½" brass upright in penthouse south east corner. 2. Replace bent deflector 1 head chrome 165 central 804A fusible link in room D-142. 3. Replace missing 401 chrome skirt trim on rooms D-230, E-103, F-118, B106P.
Building # 334	1 st Floor. 40 LOADED HEADS IN MAIN LOBBY
Building # 334	1 st Floor. 4 RECALLED SSP IN SWIMMING POOL WOMENS RESTROOM D-142 (ON/OFF HEADS)
Building # 334	1 st Floor. 2 RECALLED SSP IN MENS & WOMENS RR @ B-101 & B-102 (ON/OFF HEADS)
Building # 334	2 nd Floor. 4 RECALLED SSP IN MENS & WOMENS RR @ B-265 (ON/OFF HEADS)
Building # 334	2 nd Floor. 4 RECALLED SSP IN MENS & WOMENS RR @ A-210 (ON/OFF HEADS)

Building # 334	2 nd Floor. 4 RECALLED SSP IN MENS & WOMENS RR @ E-204 & E-205 (ON/OFF HEADS)
Building # 334	2 nd Floor. 2 RECALLED SSP IN MENS & WOMENS RR @ D-2102 & D-101 (ON/OFF HEADS)
Building # 334	1 st Floor. RECALLED SSP @ F-103 (ON/OFF HEADS)
Building # 347	Due to the five year inspection report marking this building as failed because not being able to test the following rooms, please re-inspect and recommend repairs to the following rooms in building 347: A207, A208, A204, A209, A113, D223, D224, D225, D230, D231, E209, E210, G232, E119, E117, D131, A111, A112, A108, A107, A106A
Building # 347	1 st Floor. TWO LOADED SPRINKLER HEADS NEAR A102
Building # 347	1 st Floor. PENDANT SPRINKLER UNDER STAIRS BY ROOM A114 NEED TO BE CUT/ADJUSTED
Building # 347	1 st Floor. LOADED SPRINKLER OUTSIDE ROOM D219, D,233, A203, A102 NEAR ELEVATOR
Building # 347	1 st Floor. LOADED SPRINKLER IN HALLWAY BY ROOM E224, E203
Building # 348	1. Replace 1 painted 155 ½" GB804A chrome head near room 142. 2. Replace 1 painted central 155 ½; GB804A chrome head and corroded echelon and inner ring in room 106. 3. Replace missing chrome escutcheon next to room 149.
Building # 351	1. Replace painted head chrome central 804A 155' room 208
Building # 353	1. Install a spare head box and sprinkler heads. 2. Repair the 2x2x1/2" Tee on the drain that connects to the retard chamber with a ½" close nipple is leaking. Looks like the ½" is cross threaded into the ½" tee outlet.

Location and Description of Work: VA Livermore Medical Center, 4951 Arroyo Rd. Livermore, CA 94550

Location	Work Summary
Building # 64	1. Replace 3 painted sprinkler heads in chapel "Viking chrome 155 ½" 589A" 2. 1 dry sidewall freezer head needs to be replaced from year 2000 next to room 230A. 3. 2 dry sidewall freezer heads need to be changed out next to room 220. 4. 1 head in closet is a recalled head central chrome 155 ½" GB1995 O-ring style head need to be replaced next to woman's bathroom 2nd floor room 281. 5. 1 head in room 171A is a recalled head central chrome 155 ½" GB1995 O-ring style head needs to be replaced
Building # 65	1. Shop heads are over 50yrs old, replace all heads. Total upright 75, total pendants 10. 2. Duct near inspector's test needs a head under it, the duct is over 4' so it is required to install sprinkler head for proper coverage.
Building # 88	1. PIV does not work properly, head is not connected to stem for correct operation. Also, no indicating sign inside PIV anymore. Replace Indicating sign. Also after exercising the valve multiple times it will still not shut to isolate the system. PIV post needs to be replaced. The valve underground should be investigated a little more to insure it is not working properly before being replaced.

Location and Description of Work: VA Mountain View Center, 1776 Old Middlefield Road Mountain View, CA 94043

Location	Work Summary
Mountain View Building	1. Install four way bracing at top of the risers. 2. Install signage on the outside door leading to the stairwell indicating that the fire risers are inside. There is no access from the outside so You must enter the building go up to the second floor and back down the stairwell to access the Fire risers.

ATTACHEMENT 2
Performance Requirements Summary

The following Performance Requirement Services Summary identifies the performance objective and performance thresholds for critical tasks associated with providing support services for this requirement. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. The Performance Requirements Summary shall not take the place of the PWS. These thresholds are critical to mission success.

Performance Objective	Standard	PWS Paragraph	Performance Threshold Maximum Allowable Degree of deviation requirement	Method of Surveillance
1. Basic Services	Maintenance of Fire Sprinkler System.		No deviations. All requirements mandated by law or regulation must be 100% compliant	100 % inspection to ensure that all Government specific requirements are achieved
2. Reports	Weekly Progress Reports, Safety Reports, Final Reports		100 % of the time. No discrepancies are allowed.	100% inspection to ensure that all Government specific requirements are achieved
3. Emergency / Call back services	Response time within the time frame		100 % of the time. No discrepancies are allowed.	100% inspection to ensure that all Government specific requirements are achieved

ATTACHEMENT 3

DELIVERABLES SCHEDULE

Deliverable	Frequency	# of Copies	Medium Format	Submit to:
Safety Plan	Within 10 days of contract award date	1 original and 3 copies and 1 electronic form	Deliverable is to be provided in paper and bound and CD ROM	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Quality Control Plan	Within 10 days of contract award date	1 original and 3 copies and 1 electronic form	Deliverable is to be provided in paper and bound and CD ROM	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Weekly Progress Reports and meeting minutes	Every Week	Provide one copy to COR and one to Compliance Officer	Deliverable is to be provided in paper (original with technician signature) and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Call Back Log	Monthly	Provide one copy to COR and one to Compliance Officer	Deliverable is to be provided in paper (original with technician signature) and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Update list of license and certification of contractor, employees, & representatives	5 day of any change	Provide one copy to COR and one Compliance Officer	Deliverable is to be provided in paper and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Emergency List and Call back Numbers	Within 10 days of contract award date	Provide one copy to COR and one Compliance Officer	Deliverable is to be provided in paper and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Assisted contract manager and alternate	Within 10 days of contract award date	Provide one copy to COR and one Compliance Officer	Deliverable is to be provided in paper and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304

Reports	No later than 10 days from completion of work	Provide 4 hard three ring binders and one CD ROM to Compliance Officer	Deliverable is to be provided in paper (original with technician signature) and electronic CD	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Incident Reports	Verbally no later than 30 minutes and no later than 3 days in writing	Original to COR and one copy to Compliance Office plus email copies to each	Deliverable is to be provided in paper (original with technician signature) and electronic CD	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Emergency / call back	Emergency 1 hour; Urgent 2 hours; within 3 days routine calls	Provide monthly call log to COR and Compliance Officer	Deliverable is to be provided in paper and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304
Consultant	No later than 3 days of request	Provide written response	Deliverable is to be provided in paper and Email	ATTN: Kieth Gitter, Maintenance Manager, 3801 Miranda Avenue (138C5), Palo Alto, CA 94304