



Performance Work Statement

Lighting Control System Maintenance and Repair

Department of Veterans Affairs

Southeast Louisiana Veterans Health Care System New Orleans, LA

May 29th, 2018

Contents

1.0	DESCRIPTION OF SERVICES-----	3
2.0	DESCRIPTION OF LIGHTING CONTROL SYSTEM and SPECIFICATIONS-----	3
3.0	LOCATION OF LIGHTING CONTROL SYSTEM-----	4
4.0	SCOPE-----	4
5.0	EXCLUDED WORK-----	5
6.0	PERFORMANCE-----	6
7.0	PERFORMANCE STANDARDS-----	7
8.0	PLACE AND HOURS OF PERFORMANCE-----	7
9.0	BASE SERVICES-----	8
9.2	PREVENTIVE MAINTENANCE PROGRAM (PMP)-----	8
9.3	CORRECTIVE MAINTENANCE (CM)-----	10
9.4	MATERIALS AND PARTS-----	11
9.5	EMERGENCY EQUIPMENT REPAIR 24/7-----	12
10.0	REPLACEMENT EQUIPMENT-----	13
11.0	GENERAL INFORMATION-----	13
12.0	CONDUCT-----	15
13.0	CONTRACTOR FURNISHED RESOURCES-----	15
14.0	DELIVERABLES-----	18
15.0	SPECIAL INSTRUCTIONS-----	20
16.0	GOVERNMENT FURNISHED RESOURCES-----	21
17.0	WASTE REMOVAL-----	21
18.0	GOVERNMENT AUTHORITY CONTACT INFORMATION-----	22
19.0	MATERIALS AND EQUIPMENT-----	22
20.0	MISCELLANEOUS REQUIREMENTS-----	22
21.0	SAFETY AND SECURITY-----	24
	APPENDIX A – DEFINITIONS-----	27
	APPENDIX B - CALL SERVICES ORDER FORM-----	28
	APPENDIX C – TASK ITEMS-----	29
	ATTACHMENT A (EQUIPMENT/COMPONENTS OF LIGHTING SYSTEM)	
	ATTACHMENT B (CAMPUS MAP)	
	ATTACHMENT C (SITE PLAN)	

Performance Work Statement (PWS) LIGHTING CONTROL SYSTEM MAINTENANCE AND REPAIR

1.0 DESCRIPTION OF SERVICES

The Southeast Louisiana Veterans Health Care System located at 2400 Canal Street, New Orleans, LA 70119 is seeking professional services and contractor cost proposals to perform Maintenance and Repair Services of the new Medical Center’s Lighting Control System.

Contractor shall provide all management, tools, equipment, supplies, and labor necessary to ensure that monthly, quarterly, semi-annual and annual maintenance services are performed on Lighting Control System at the Southeast Louisiana Veterans Health Care System, New Orleans, LA. The contractor shall accomplish all preventative maintenance to meet the requirements of this Performance Work Statement (PWS). Documented Preventive Maintenance is required in order to prolong equipment life. All PM and services must conform to the manufacturer’s specifications and must not void any warranties.

2.0 DESCRIPTION OF LIGHTING CONTROL SYSTEM and SPECIFICATIONS

Cooper Industries (Eaton) – lighting controls systems are installed in all buildings. This lighting system consists of various equipment and equipment components which are annotated in Attachment A that accompanies this PWS. Attachment A is not necessarily an all-inclusive list as other components/equipment may be contained in the lighting system that is in the facility. (Contractors performing services shall be familiar with Cooper Industries (Eaton) Lighting Systems which includes a familiarity with the components/equipment that comprise this system). Manufacturers covered under this maintenance agreement include the following:

- Eaton
- Wattstopper
- ABL Controls
- Cooper Controls

The three lighting systems that are currently installed in the facility (and the coverage areas of these lighting systems) are listed below.

Lighting System	Buildings the system services
Lighting Systems #1 (Wattstopper/Cooper)	Staff Garage (K) Patient Garage (L)
Lighting System #2 (Cooper/Eaton)	Inpatient (B, C) Diagnostic and Treatment (D, E, F, G) Concourse (A) Transitional Living (M) VA Administration (Q) Central Energy Plant (N) Outpatient (J)

Lighting System #3 (ABL Controls)	Research (P)
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The system is comprised of multiple components including but not limited to:

- Controllers, occupancy sensors, logic boards, circuit boards, relays, photosensors, building automation tie in and sensors, wall switches, lighting panels, uninterruptible power supplies (UPS).

3.0 LOCATION OF LIGHTING CONTROL SYSTEM

The lighting control system referenced herein is located in various buildings/areas at Southeast Louisiana Healthcare System (SLVHCS), 2400 Canal St. New Orleans, LA 70119. Some general information about SLVHCS is annotated below. Attachment B (Campus Map) and Attachment C (Site Plan) provide a layout/schematic of the entire facility.

SLVHCS 2400 Canal Street, New Orleans, LA 70119
(Approximately 30 acres, 2.5 million square feet of buildings where lighting is installed).

- a. Bldg 00 (A) Concourse (4 levels)
- b. Bldg 1 (B&C) Inpatient (4 levels)
- c. Bldg 2 (D, E, F, & G) Diagnostic & Treatment (D=5 levels, E,F,G=4 levels)
- d. Bldg 3 (H&J) Outpatient (7 levels)
- e. Bldg 4 (K) Staff Garage (7 levels)
- f. Bldg 5 (L) Patient & Visitor Garage (7 levels)
- g. Bldg 6 (M) Transitional Living & Rehabilitation (3 levels)
- h. Bldg 7 (N), Central Energy Plant/Loading Dock (4 levels)
- i. Bldg 8 (P) Research (5 levels)
- j. Bldg 9 (Q) Administration (5 levels)

4.0 SCOPE

The Contractor under this Performance Work Statement (PWS) will be responsible for labor, tools, and materials required to carry out all preventive maintenance as outlined in this PWS.

4.1. The contractor will provide comprehensive Quarterly, Semi-Annual and Annual Scheduled Maintenance and Testing per manufacturer's specifications.

4.1.1. Reports will be delivered in two formats: hard copy and electronic.

4.2. Any discrepancies found with the Lighting Control System that are not covered under this PWS, contractor must provide the following:

4.2.1. Detailed report noting the discrepancy found.

4.2.2. Bill of Materials (BOM) to include component name, quantity, part #, and price for any repair material required and material lead time.

4.2.3. Price quote for repair labor; estimated downtime; and expediency if possible.

4.2.4. Technician who performed inspection.

4.2.5. Date of discovery.

4.2.6. Impact statement on equipment

4.2.7. Veterans Affairs (VA) entity/person contacted (Point of Contract (POC)) concerning deficiency.

4.4. At a minimum, the following work shall be done:

4.4.1 All recommended Preventive Maintenance as required by manufacturer's specifications and scheduled quarterly, semi-annual, and annual PMs to maintain optimal performance of the equipment.

4.4.2 All corrective maintenance services. Corrective maintenance shall include emergent repairs, repair call outs (regular and overtime), programming changes, part replacement, system upgrades, programming upgrades, timer modifications, sensors adjustments. To include on call and on-site support.

4.4.3 A system audit will be conducted for system efficiency and energy management.

4.4.4 Training. See Section 9.6 of PWS.

4.5. The Contractor will be responsible for providing all background paperwork certifying part installation and/or repair, calibration, testing of the system, and certifications of maintenance. All preventative maintenance work shall be in strict adherence to the recommended manufacturer's specifications and standard operating procedures for equipment maintenance or per VA guidance, whichever is more stringent.

4.6. All work shall be performed by personnel specifically qualified and trained to work on Lighting Control Systems. Evidence of all required licenses, as well as documentation of qualifications of personnel, shall be provided to the Contracting Officer (CO) prior to award of contract. The Contractor shall demonstrate no fewer than three (3) years' experience performing maintenance on Lighting Control System in a hospital setting.

4.7. The expected performance period for this contract is a base year (consisting of twelve (12) months) and four (4) option years. (Each option year will be for a period of twelve (12) months). Option years may or may not be exercised based on the needs of (and at the discretion of) the government in accordance with the appropriate clauses/provisions that pertain to option year services for this contract.

5.0 EXCLUDED WORK

Contractor shall be familiar with the items listed in sections 5.1 and 5.2 of this PWS. Contractor is not responsible for the tasks/deliverables described herein (in these sections only) as such tasks/deliverables are excluded from or are not directly within the scope of the contract.

5.1. Improvements: Installation of new or improved equipment or modifications to existing equipment as directed or required by authorities cognizant of this contract, is not included in this contract. Improvements also cover work not necessary as part of maintenance and repair.

5.2. Warranted Equipment: Equipment, components, and parts, other than that installed under the contract, shall not be removed or replaced or deficiencies corrected while still under warranty of the manufacturer or the installer without prior approval of the COR. All defects in materials or workmanship, defective parts, or improper installation and adjustments found by the Contractor shall be reported to the COR so that necessary action may be taken. The Contractor shall be knowledgeable of the equipment, parts, and components that are covered by warranty and the duration of such warranties. Available warranty information will be furnished to the Contractor by the COR.

6.0 PERFORMANCE

6.1. PERFORMANCE OBJECTIVES

6.1. The reliability of the equipment serviced by this Contract depends on a highly effective Preventive Maintenance Plan (PMP). The Contractor's PMP Services shall be executed during scheduled intervals consistent with the operations of the Medical Center and manufacturer's recommended specifications. Contractor shall develop a Preventive Maintenance Plan (PMP) for this contract. The PMP shall be submitted for review and approval within 15 days from contract award contract to the Contracting Officer, COR, and/or other authorized designee/representative. Contractor personnel who are performing services at a minimum shall achieve the following goals:

6.1.1. To obtain complete service-results oriented PMP that effectively communicates how the Contractor will provide an efficient service for the PM services required by this PWS.

6.1.2. To establish and implement a PMP that results in equipment performance per manufacturer's specifications to include assessments for Reliability Centered Maintenance (RCM) and/or corrective action.

6.1.3. To review and document the operational status and functional performance via inspection of the equipment assuring the Contractor's activities accurately acknowledge what changes there are, if any, in the status of the equipment and identifies any degradation or Predictive Maintenance (PM) that may or may not be needed.

6.1.4. To provide an accurate well-defined schedule that coincides with and does not interfere with operations at the Medical Center.

6.1.5. To anticipate predictive maintenance needs to help prevent potential failures either before they occur or before they develop into major defects (imminent failures).

6.1.6. The Contractor will be responsible for the proper and safe securing of the Lighting Control System being serviced at all times, including shut down and startup of the

equipment with coordination and approval from the COR and/or authorized representative/designee.

6.1.7. The Contractor shall record and document all of their work on work order tickets. The Contractor shall also provide specific reports and testing results when required. The Contractor shall respond to the Facilities Management Maintenance Control Work Order Desk for tracking PMP activities in Maximo.

6.1.8. The Contractor shall be responsible for housekeeping during the performance of all its work and from the services they have performed which includes the removal of all debris, and cleaning of the equipment (if necessary after services have been performed on the system).

7.0 PERFORMANCE STANDARDS

7.1. Contractor shall provide the services required to maintain the Lighting Control System Units on a scheduled basis and to inspect equipment operation and perform required preventive maintenance. Contractor personnel (which includes subcontractors who are performing work) shall perform services in accordance with PWS requirements while maintaining a prominent level of safety and integrity.

7.2 Contractor shall employ standard industry “best practices” while fulfilling this requirement.

7.3 Contractor is responsible for performing services in accordance with this PWS to include the successful completion of the tasks/deliverables that are contained herein. Contractor performance that is not up to standard may require re-performance at no additional cost to the government.

8.0 PLACE AND HOURS OF PERFORMANCE

8.1. All work shall be performed at New Orleans VA Medical Center (SLVHCS), 2400 Canal Street, New Orleans, Louisiana 70112 at the specific site locations/buildings/areas already described herein.

8.2. The contractor shall maintain work schedules as outlined by this performance work statement. The schedules shall take into consideration that the staff can effectively perform their services without adversely impacting patient care and the safe operation of the medical center. The Contractor shall deliver standard services between the hours of 7:30am – 4:00pm Monday through Friday (provided patient care is not impacted). If services will impact patient care, the contractor may have to perform services outside of standard duty hours (7:30am – 4:00pm Monday through Friday). If required for appropriate maintenance/service on the system, CTR may have to work non-standard duty hours (8:00pm-5:00am Monday through Friday and 24 hours on Saturday, Sunday, and on holidays).

8.3. COR Authority - In **no** event is the Contracting Officer’s Representative (COR) empowered to change any of the terms and conditions of the contract. All changes, to any section of this contract, shall be made only by the Contracting Officer pursuant to a properly

executed modification. The types of actions within the purview of the COR's authority are to ensure that the Contractor performs the technical requirements of the contract, and to notify the Contracting Officer of any deficiencies observed. A Letter of Designation shall be issued to the COR and a copy shall be sent to the Contractor at the time of contract kickoff meeting or post-award conference setting forth in full the responsibilities and limitations of the COR.

9.0 BASE SERVICES

9.1 Preventative Maintenance

9.1.1. The contractor shall accomplish all quarterly preventative maintenance tasks to meet the requirements of this PWS and in accordance with manufacturer's instructions. Dates and times of the preventative maintenance shall be coordinated by the COR or authorized designee/representative when required but with no less than 10 days advance notice and shall be performed monthly.

9.1.2. The Contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to effectively perform and efficiently fulfill Base Services. Preventative maintenance will be performed monthly.

9.1.2.1. Equipment List. As referenced herein (Section 2.0) the equipment listed in Attachment A will be maintained as part of this contract: **See Attachment A.**

9.1.3. The Base Services part of the PWS requires the Contractor to deliver practices incorporating techniques based on PM and RCM, manufacturer recommendations, best practice and the specific tasks as identified.

9.1.4. The Contractor's PMP service shall provide the equipment covered by this contract with compliance to manufacturer guidelines and recommendations, and any other applicable code, law or regulation in practice recognized as a current Industry standard.

9.1.5. The Contractor shall verify all units are in a safe and proper operational mode during execution of the PMP as part of the Base Services.

9.1.6. The COR in writing may direct the Contractor to reschedule and/or reduce any PM occurrence if required. The Contractor shall only be paid for completed work/services/deliverables during the performance of the contract.

9.1.7. The scheduling of services required for the performance of the contract shall be agreed upon by the contractor and the COR/ or authorized representative/designee in advance (before such services begin).

9.2 PREVENTIVE MAINTENANCE PROGRAM (PMP)

9.2.1 The Contractor's Preventive Maintenance Program (PMP) shall provide for 4 quarterly inspections. PMP work is performed between the hours of 7:30am and 4:00 pm, Monday through Friday; and is to be completed by 4:00pm on any one unit being serviced unless

permitted by the COR or designee. PM activities shall not run onto another day for any single unit's PM without coordination and permission from the COR or designee.

9.2.2 Report. Minimum system reporting system checks including but not limited to: quarterly battery checks; visual inspection of casing (dents, chipped paint, etc.); wiring inspection; voltage verification; amperage; input breaker; locking mechanisms; runtime verification; safeties; print all alarms test and event alarms; waveforms alarms; all meter functions; charger decks and control panels.

9.2.3 The monthly PMP shall record and verify any diagnostic description present to Control units in operation. The Contractor shall monitor and record the sequence of operation that each unit is in; and include identification of their operational characteristics shown on their control panels or by instruments for each unit.

9.2.4 The Contractor shall provide final hard copies and electronically prepared PM Service report forms to the COR or designee, and Maintenance Control Clerk. The reporting format shall be developed by the Contractor and shall be approved by the COR as to the forms contents of the PMP task or SS. PM and SS forms or reports shall be submitted upon completion of the service to the COR or designee.

9.2.5 During each of the released yearly service periods, the Contractor shall submit a brief monthly (twelve) executive summary listing dating all activities completed or released, i.e. PM's and Call Orders to the Electrical Shop Supervisor and COR by email no later than five business days pass the calendar month established.

9.2.6 At the end of each contract service period (Base/Option Year) the Contractor's correspondence, execution plans, service reports, equipment inspections, forms, executive summary listings etc. shall be submitted on a CD for the COR, and/or authorized representative/designee, and the Maintenance Control Clerk.

9.2.7 The Contractor shall submit their PMP with an execution plan (schedule) to the COR and Contracting Officer (CO) for review on compliance to the PWS 15 days after contract award. The PMP submission shall include as a minimum the following:

9.2.7.1. An example of the executive summary listing, reports and forms that the Contractor will utilize, and a brief narrative explaining how their implementation of the preventive maintenance program will be executed, which shall also include the execution plan.

9.2.7.2. Omissions or clarifications to the PMP and/or the execution plan shall be incorporated and resubmitted as a final report within five days from the conclusion of the meeting. The Contractor, if requested by the COR and designee, shall provide further explanation detailing specific procedural scope on the contents of its PMP

9.2.7.3. The execution plan shall also be reviewed for coordinated with the COR or designee for sequence, scope restrictions, or operational restraints.

9.2.7.4. Upon the approval of the execution plan, the Contractor shall submit an email of the final plan in Microsoft Word or Excel. The execution plan shall then be incorporated in to the work order system by Maintenance Control Clerk or designated Facilities Management (FM) staff.

9.2.7.5. The Contractor's PMP shall also provide for an annual analysis report as Base Services.

9.2.7.6. The Contractor's PMP shall provide monthly inspection and specific evaluation of each Lighting Control System in coordination with COR and the Electric Shop Supervisor and Maintenance & Repair Supervisor. Operational Criteria Controls shall be reported in each quarterly PM and specifically presented to the COR or designee identifying any abnormalities or incorrect operation.

9.2.7.7. The Contractor's PMP shall also clearly identify any difference in services to units under load versus being a unit in a standby mode.

9.2.7.8. Calibration. All sensors, controls, meters, etc. associated with this system shall be calibrated quarterly.

9.2.8. The contractor shall be accessible by phone 24 hours day, 7 days a week in the event that the contractor's support is needed during an emergency (to assist primary VA staff during this emergency).

9.2.9. An annual system audit shall be conducted to review the system for abnormalities, opportunities for system improvement, additional equipment review, etc. The scheduling of the audit shall occur no fewer fourteen (14) days before the visit.

9.3. CORRECTIVE MAINTENANCE (CM)

9.3.1. The identification of CM services are part of the Base Services and can result from discovery in execution of the Contractor's services and/or be reported by the Electric Shop Supervisor or Maintenance & Repair Supervisor through the COR. The repairs identified for CM from PM or the SPS Supervisor or COR shall be authorized by a Call Order that only the COR or Contracting Officer can release except for when an emergency occurs.

9.3.2. The Contractor's CM service shall be planned for execution and shall not interfere or prevent the PMP services from continuing as scheduled. The Contractor shall coordinate with the Electrical Shop Supervisor or COR for all access to the equipment before the start of any CM work.

9.3.3. If the Contractor's PMP tasks reveal that an item is not operating correctly; not in compliance with the code; or presents a safety hazard to users, the Contractor shall notify the Electrical Shop Supervisor or COR immediately and record their observance.

9.3.4. In the event of equipment failure, accident, or injury; the Contractor shall engage lockout/tag out or stop buttons controlling the equipment and immediately inform the Electrical Shop Supervisor or COR.

9.3.5. The Contractor shall be responsible for the repair, replacement, inspection, testing, of all components of this system under this maintenance contract. The contractor shall not install new systems, but shall maintain only those existing at the time of the contract award.

9.3.6. The contractor shall provide onsite and on call support for system optimization. Maintenance shall be completed in person with a physical technician. The contractor shall not plan on the ability to remotely address system issues and shall include in their offer site visitation as part of the all maintenance calls, preventative maintenance scheduling, etc. All repairs completed under this contract shall include the cost of parts.

9.3.7. The contractor shall provide a report at the conclusion of every service. All work must be initialed by a VA employee or designated person as deemed by the COR. No programming changes can be made with the authorization of the COR.

9.4. MATERIALS AND PARTS

9.4.1. The Contractor shall provide all parts and material up to not exceeding \$70,000.00 per year (the base year period, the option year 1 period, etc. etc.).

9.4.2. Individual parts (over \$3,500.00 in an individual occurrence) shall be clearly identified and a quote provided by the contractor.

9.4.3. Individual parts under \$3,500.00 unit/cost (in a single occurrence); the cost shall be borne by the Contractor and included in the contract.

9.4.4. Monthly invoices that include reimbursement for materials and parts must include copies of the original invoice(s) as back-up documentation for all parts purchased for the month being invoiced. There will be no exceptions and parts without copies of original invoices will not be paid.

9.4.5. Contractor shall track parts rider usage and provide a monthly usage report. Funds not used will not be billed for and deducted from the period of performance at the conclusion of the year.

9.5. EMERGENCY EQUIPMENT REPAIR AVAILABLE 24/7

9.5.1 Equipment Repair. The contractor shall provide an emergency contact number 24/7 for equipment troubleshooting and repair. The contractor shall provide a 1-hour response time to troubleshoot the system via telephone. If the contractor is unable to resolve the system issues over the phone, the contractor shall be required to provide a technician on-site within 2 hours after the request is made for the emergency service call by the COR or designee. Parts are not required to be in the contractor's bench stock, but the repair must be made within 3 business days or alternative use must be provided by the Contractor.

9.5.2 Broken and Malfunctioning Equipment. If during the course of the preventative maintenance the contractor discovers a broken piece or malfunctioning equipment, they will first get approval from the COR or designee prior to any repairs being made. All parts, labor, and travel costs are covered by contract.

9.5.3 Emergency Call Back Hours. Maximum – 120 hours, on site, per period of performance, only for non- preventive maintenance work and any emergency occurring outside normal business hours.

9.6. TRAINING

9.6.1 The contractor shall provide training for no more than 20 VA employees at one time. The training shall be all inclusive of the system, including but not limited to: programming, part replacement, repairs, system configuration, timer changes, etc.

9.6.2. All VA employees who participate in the training are required to attend the training in its entirety. Onsite Training will be conducted in a classroom setting and out in the field by actual trainers. Virtual training is not allowable or acceptable to include the use of a virtual instructor or prerecorded instructor. Approximately fifty percent (50%) of the training will be in a “field style” environment (i.e. throughout the buildings in the facility). The other fifty percent (50%) will be in the classroom. Training will be provided on all devices/components (which are contained in or which comprise the lighting system), their function, operation, location and purpose. All training shall occur at 2400 Canal Street, New Orleans, LA 70119. Total training time shall be a minimum of two (2), eight (8) hour days.

9.6.3. The contractor shall take attendance during the training and provide all attendance paperwork to the COR. All attendance for the training shall receive physical and electronic documentation indicating their attendance at the training (certificate of completion). The following information shall be recorded at a minimum on the certificate: name of the student, name of the technician, description of the course taken, contact hours for the course, company sponsoring the training, date of the training.

9.6.4. The contractor shall provide all tools, material, training materials necessary to conduct the training. This may include but is not limited to the following: projector, paper materials, workbooks, pens/paper, internet connection (if required), laptop.

9.6.5 Training shall be scheduled no fewer than four (4) weeks in advance with the VA.

9.6.6 The contractor may use the existing lighting controls system as a teaching tool for the training. The contractor shall preserve the “pre-training” environment and shall return the system back to it “pre-training” state before the conclusion of the training.

9.6.7. A training syllabus shall be submitted to the VA for approval prior to implementation. The syllabus must be received no fewer than four (4) weeks prior to the scheduled class.

9.6.8. Training shall be provided in the follow periods of the contract: base year, option period 2 (if exercised), and option period 4 (if exercised). As referenced in 9.6.2 herein total

training time shall be no less than 16 hours (for each period) and shall have no more than 20 students (for each period).

10.0 Replacement Equipment

10.1 Replacement Equipment. If a repair of equipment exceeds 75 percent of the replacement cost the Government shall replace the item. Estimated costs of repair/replacement will be reported in writing to the COR or designee. The COR or authorized representative/designee will update the equipment listing and provide an updated listing to the contractor.

10.2 Equipment Ordering Procedures. The contractor shall submit replacement equipment costs to COR or designee for approval prior to ordering. For all replacement equipment, the Contractor shall provide a written estimate/invoice to the COR or designee.

11.0 GENERAL INFORMATION

11.1 Contractor Personnel.

11.1.1. Contractor Employees. Contractor personnel shall present a neat appearance and in uniform. The uniform shall have the prime Contractor's name easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from that used by Facilities Management Service (VA Engineering).

11.1.1.1. The uniform shall have the prime Contractor's name easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from that used by Facilities Management Service (VA Engineering).

11.1.1.2. These uniforms must be supplied and maintained by the Contractor at no cost to the Government. As part of their uniform, the Contractor's employees shall conspicuously display the following identification:

- Personnel Identification Verification (PIV) Badge issued by the Government.
- Photo Identification Badge issued by the employee's respective employer.

11.1.2. Key Personnel. All services covered by this contract will be performed by fully qualified and trained personnel. Supervisor shall possess the necessary skills and experience to perform the work as identified in the PWS for specialized preventive maintenance or supplement services Air Handling Units and associated and ancillary equipment.

11.1.3. All services covered by this contract will be performed by fully qualified and specifically trained on Lighting Control System maintenance and repair. Supervisor shall possess the necessary skills and experience to perform the work as identified in the PWS for specialized preventive maintenance, repair or supplement services on Lighting Control System.

11.1.4. The Contractor's Staff will include, when required, technicians or subcontractors specifically qualified and trained to perform the tasks identified in the PWS. All Contractor personnel will also be capable of reviewing and analyzing the equipment's logs and operating history. The Contractor will provide an onsite lead Supervisor person in their Key Personnel Staffing during the execution of all work or as directed by this PWS and monitored by the COR. Three (3) years' experience w/Lighting Control System in a healthcare occupancy is required for all staff performing work under this PWS and contractor's shall demonstrate their expertise/capability regarding the tasks/deliverables which directly relate to the lighting system described herein in this PWS.

11.1.5. The Contractor shall provide a qualified and experienced Project Manager (PM) for this contract. The Project Manager shall have full authority to act for the Contractor and serve at all times to carry out all the provisions of the contract. The PM shall be in charge of and have overall responsibility for the work to be carried out under this contract.

11.1.6. The Contractor's PM's work hours shall coincide with the Medical Center's business hours which are defined as 7:30am – 4:00pm, Monday through Friday, with the exceptions of all holidays observed by the Government. The PM or approved responsible alternate authorized by the COR will be identified and available for receiving calls 24 hours a day, seven (7) days a week.

11.1.7. The Contractor's project manager's work hours shall coincide with the Medical Center's business hours which are defined as 7:30am – 4:00pm, Monday through Friday, with the exceptions of all holidays observed by the Government. The Project Manager or approved responsible alternate authorized by the COR will be identified and available for receiving calls 24 hours a day, seven (7) days a week.

11.1.8. The Contractor shall submit within five (5) working days (M-F) after the award of the contract a list of its Key Personnel, PM and an alternate or equally responsible Supervisor person who when approved by the COR shall assume the PM's duties when the primary project manager is absent. The key personnel list shall also identify the names of the certified refrigeration mechanics that will perform the Base Services of this PWS. A resume shall be included with all names on the Contractors Key Personnel List. The Contractor shall include with the Key Personnel List contact numbers and email addresses for all employees performing services under this contract.

11.1.9. When Staffing changes are made the Contractor shall comply with updating the Key Personnel List prior to processing for a security badge providing the supporting documentation of a resume and submitting the list to the COR. Any change in lead level Staffing shall require 15-day notice to the COR.

11.1.9.2. The Government shall have the right in its sole discretion to approve or reject any Project Manager selected by the Contractor at any time.

11.1.10 LICENSURE: The Contractor shall be licensed by the State of Louisiana to provide the maintenance and repair services specified in this contract. All work shall be performed by licensed technicians specifically qualified and trained to work on Lighting Control System.

Evidence of all required licenses, as well as documentation of the qualifications of personnel, shall be provided to the CO and COR prior to award of the contract.

12.0 Conduct

12.1 The Contractor's employees at all times while on the job site, whether on or off duty, shall conduct themselves in a professional, orderly and safe manner. Rudeness, fighting, being under the influence of alcohol and/or drugs or possessing and/or consuming alcohol and/or drugs, gambling, soliciting, stealing, and any other conduct that interferes or has the potential to interfere with the Contractor's performance of its duties under this contract, shall not be permitted on the job site and shall result in immediate and permanent removal from the job site of any employee engaging in such conduct from work.

12.2 The contractor and its personnel shall review and agree to comply with the Government's Information Security System (ISS), and network policy.

12.3 This is a non-smoking facility. This includes e-cigarettes.

12.4 Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays 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 worksite security.

12.5 Physical Security. The contractor shall safeguard all government property.

13.0 CONTRACTOR FURNISHED RESOURCES

Note: Contractor may be servicing in a "clean environment". Special carts, indicated wipe clean procedures, etc. will be required.

13.1 GENERAL

The Contractor shall furnish all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to fulfill all the requirements and satisfactorily perform all services described in this PWS in a safe, orderly, timely, efficient and workmanlike manner. The contractor shall provide any additional resources necessary to fulfill the contract requirements at no additional cost to the Government.

13.2 SAFETY EQUIPMENT/PRECAUTIONS

13.2.1. The Contractor shall provide all safety equipment/devices, personal protective equipment and clothing as required for its employees. The government shall not provide safety equipment/devices, personal protective equipment and clothing to the contractor.

13.2.2. The Contractor shall not use flammable portable equipment in the performance of the work required by this contract.

13.2.3. All personnel working in the vicinity shall wear appropriate personal protective equipment (PPE) and use safety protections while all work is performed. Any questions or injuries shall be brought to the attention of the Safety Officer and Contracting Officer's Representative (COR).

13.2.4. Material Safety Data Sheets (MSDS) shall be provided by the Contractor for all HAZMAT materials. Copies will be provided to the COR for approval and file management.

13.3 DIAGNOSTIC TOOLS

13.3.1. The Contractor shall provide and utilize on the job site any diagnostic equipment to enable the Contractor to change parameters as well as diagnose/troubleshoot each Control unit covered by this contract, as applicable.

13.3.2. The Contractor shall obtain, have on file, and make available to its personnel all operational and technical documentation, (such as; operational and service manuals, schematics, and parts list), which are necessary to meet the performance requirements of this contract.

13.4 COMMUNICATION EQUIPMENT

13.4.1. All Contractor employees assigned to Medical Center shall have, at all times while on the jobsite, portable communication devices with full service to allow immediate two-way communication between the Contractor and/or Government representatives. Communication equipment will not be provided by the government; contractor shall include the costs to obtain such devices (if not already in possession) in their total offer price when responding to the solicitation(s) for this requirement.

13.5 SERVICE VEHICLES

13.5.1. The Contractor shall provide at a minimum one (1) service vehicle which is equipped, licensed, and insured. The service vehicle shall be on site anytime the Contractor's employees are working at the Medical Center. The service vehicle is required to transport materials and supplies, contractor's employees and tools to various equipment and storage locations at the Medical Center. Parking is not guaranteed but can be requested for the contractor. Government transportation shall not be provided to the contractor during the performance period of the contract.

13.5.2. TRAVEL/ACCOMODATIONS. The contractor is responsible for providing transportation/travel/hotel/airfare accommodations for all personnel who will be performing work, executing services, and/or completing tasks/deliverables during the performance period of the contract unless stated otherwise elsewhere or added to the contract via a contract modification.

13.6 INVOICING

13.6.1. The Contractor shall submit one invoice on a monthly basis for all services that have been completed to the satisfaction of the COR.

13.6.2. The Contractor's invoice may be submitted electronically no later than the 10th day of the following month and shall include an itemized breakdown of cost for all contracted services according to the PWS and the following:

13.6.2.1. Base Services (refer to PWS Section 9.0)

13.6.2.2. Material and Parts (refer to PWS sections 9.4 and 9.5)

13.7 SUBCONTRACTOR WORK

13.7.1. **Use of Subcontractors:** The government does not encourage or discourage the use of subcontractors by prime contractors (and affirms a neutral position on this matter for this requirement only). The government is only concerned with the successful completion of the tasks/deliverables/requirements that are described herein. However, prime contractors and subcontractors are expected to adhere to the guidelines and limitations regarding subcontracting as stipulated in the solicitation for this requirement. Subcontractors that are to be utilized for this requirement shall be identified by the prime contractor and subcontracting personnel must meet the minimum qualification standards as described herein.

13.7.2. In the event that the contractor decides to subcontract some of the work required for this contract (up to but not exceeding the subcontracting thresholds as annotated in the solicitation/final contract), the contractor shall furnish the Contracting Officer with the names, qualifications and experience of their proposed subcontractor(s) so that their qualifications and abilities (to execute required services/tasks/deliverables) can be verified/vetted by the COR or authorized representative/designee.

13.7.3. The prime contractor is responsible for the actions/inactions of all subcontractors that are utilized during the performance period of the contract.

13.8. Conflict of Interest

13.8.1. The contractor shall not employ any person who is an employee of the United States Government if that employment would appear to cause a conflict of interest.

14.0. DELIVERABLES

14.1. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) - shall be delivered as part of the initial contract kickoff and submitted either at the kickoff meeting (one electronic and one hard copy) or emailed to the CO should the meeting be waived. The Quality Assurance Surveillance Plan (QASP) will mirror the requirements as stipulated in the PWS.

FIVE (5) BUSINESS DAYS AFTER THE CONTRACT AWARD DATE:

14.2. **LIST OF PERSONNEL REQUIRING SECURITY BADGING** - The Contractor shall provide the COR with a list of employees who will be applying for security badges five (5) days after the contract award date.

14.3. **RESUMES OF ALL KEY PERSONNEL** - The Contractor shall provide the resumes for all personnel proposed to perform work on this contract for approval five (5) days after the contract award date. The submittal of resumes by the contract awardee is not related to (nor is a substitute for) resume documents that are or may be required in the solicitation.

14.4. **TELEPHONE, CELL, FAX NUMBERS, EMAIL ADDRESSES, SCHEDULES** - The Contractor shall identify and provide the COR with a list of names, and telephone numbers of the key personnel who shall be responsible for fulfilling all the requirements of this PWS including their work schedules.

FIFTEEN (15) BUSINESS DAYS AFTER CONTRACT START DATE

14.5. **QUALITY CONTROL PLAN** - The Contractor shall, within fifteen (15) days of contract start date, submit a quality control plan that details how the Contractor will insure all requirements of the contract will be fulfilled. The plan shall include but not be limited to all elements of the quality control program described in the technical proposal that the contractor submitted in response to the Government's solicitation for this contract.

14.6. **PREVENTIVE MAINTENANCE PLAN** - The Contractor shall, within fifteen (15) days of contract start date, submit a preventive maintenance plan that details how the Contractor will insure all requirements of the contract will be fulfilled.

14.7. **SAFETY PLAN** - The Contractor shall, within fifteen (15) days of contract award, submit its own detailed safety and protection plan that shall comply with all safety, environmental protection, property protection and health provisions of the contract.

14.8. **SERVICE REPORTS (format)**– The Contractor shall complete service reports for every service call.

14.9. **TESTING AND INSPECTION REPORTS** - The Contractor shall, within fourteen (14) days after services are rendered, submit (1) original and two (2) copies, inspection and testing reports.

14.9.2. **COMPANY/TECHNICIAN CERTIFICATION** – The Contractor shall, after any work is completed on the system (submitted with service ticket, testing and inspection reports), and prior to contract award furnish to the Government all certifications.

14.10. **RECORDS** - Cumulative service records shall be kept for each Lighting Control System by location. A separate record file shall be established and kept up to date for each unit. The

Contractor shall submit proposed formats for each of the required records listed below for the COR's approval at least 15 business days prior to the start date of the contract.

14.10.1. **Records** shall cover the following work:

14.10.1.1. Preventative Maintenance Inspection and Service (PMIS) work;

14.10.1.2. Inspection, Testing, and Certification work

14.10.1.3. Service work.

14.10.1.4. Records Content. At minimum, all shall contain the following:

14.10.1.5. Date(s) when the service(s) was scheduled stated and completed.

14.10.1.6. Name of the individual(s) who performed the services.

14.10.1.7. The nature and extent of all service and repair work performed, including: completed PMIS record cards; description of conditions and deficiencies found during any PMIS visits, and deficiencies remaining uncorrected during PMIS visits; work performed during inspections and tests, results of those inspections/test, and disposition of deficiencies found during inspection/test; and description of service work performed, including a brief description of material and parts used (including costs and quantities), and hours of labor expended.

14.11.1.8. Printed name and signature of VA personnel who verified completion of work.

14.11.1.9. Any other information the Contractor chooses to include in the records, at no additional cost to the Government.

14.11.1.9.2. All required records shall be made available to the Government for examination and reproduction upon request, and the original records shall be submitted to the COR within five (5) calendar days of expirations of the contract. All required records shall be maintained in a readable, complete, orderly, timely and accurate manner.

14.11.1.11. Accident/Incident Reports shall be generated at point/time of occurrence and corresponding report(s) shall be delivered to COR within 24 hours of occurrence.

14.11.1.12. Hazardous Materials Disposal Manifest shall be provided for batteries. Manifest shall contain at minimum: items, disposal location, delivery weight, and makeup of items.

14.12. **WORK COMPLETION REPORTS (format).** The Contractor shall submit work completion reports to the COR within two (2) working days after completing each occurrence of service under this contract. These reports shall contain, as a minimum, the information described in items of subparagraphs of the aforementioned "Records" paragraph and as mentioned elsewhere in this PWS, and shall be signed and dated by the Contractor's Representative.

14.13. **STAFFING.** The contractor shall continuously maintain an adequate staff with suitable management expertise to assure work is scheduled and completed in accordance with these specifications. The Contractor shall maintain an adequate craft work force to complete work in accordance with the time and quality standards specified.

15.0 SPECIAL INSTRUCTIONS

15.1. Follow site safety procedures and supervisor's instructions.

15.2. Schedule outage with COR or authorized representative/designee. (Such scheduling shall be done at a minimum of 48 business hours in advance of the planned shutdown)

15.3. Use extreme caution when handling surfaces that may cause burns or eye irritation.

15.4. Record and report equipment damage or deficiencies.

15.5. Perform applicable lockout/tag out steps of site safety procedures.

15.6. Record and report equipment damage or deficiencies.

15.7. Review and follow the manufacturer's O&M instructions.

15.8. Record results in the equipment history log.

15.9. All Control, maintenance, testing, and inspection is to be performed in accordance or adhere to and follow the latest editions of the following: The Joint Commission (TJC); Federal Food, Drug and Cosmetic Act, Infection Control Devices Branch, Division of General and Restorative Devices (DGRD), DOT Transport of Hazardous Materials; Center for Devices and Radiologic Health (CDRH), National Electrical Code (NFPA 70); Recommended Practice for Electrical Equipment Maintenance (NFPA 70B); Standard for Electrical Safety in the Workplace (NFPA 70E); Occupational Safety and Health Requirements (OSHA) Part 1910 Subpart J, The control of hazardous energy (lockout/tag out) (199.2.147); NFPA 99: Healthcare Facilities.

16.0 GOVERNMENT FURNISHED RESOURCES

16.1 PARKING

16.1.1 The Government may, if available, provide at no cost to the Contractor one (1) parking space for the on-site service vehicles at medical center when performing tasks defined

in this PWS. The Contractor shall be responsible to the regulations of VHA for driving on Medical Center premises.

16.2. ON-SITE STORAGE SPACE

16.2.1. In fulfilling the requirements of this PWS, the Government shall **NOT** provide the Contractor storage space.

16.3. OPERATIONS AND MAINTENANCE MANUALS

16.3.1. To facilitate fulfilling the requirements of this PWS, the government will make available for the Contractor's use the Maintained O&M manuals (if available). The Contractor will utilize these manuals only for work being performed at the job site and will be returned to Government in the condition which they were received.

16.4. UTILITIES

16.4.1. The Government will pay the cost of utilities (electric, water, etc.) used in the operations and maintenance of the Maintained Systems as reasonable. The Government will not compensate, or will back charge, the Contractor for unreasonable utility charges.

17.0. WASTE REMOVAL

17.1. The Government will provide for pick-up of office waste, generated in the maintenance of the Maintained Systems

17.2. HAZARD WASTE MATERIALS (e.g., batteries, chemicals, etc.), shall be the responsibility of the Contractor.

17.3. VOC REQUIREMENT - The Contractor shall use on the job site only chemicals and cleaning products that do not exceed the national Volatile Organic Chemical (VOC) limitations rule(s) published by the U.S. Environmental Protection Agency (EPA).

17.4. Waste generated from damaged and worn parts are the responsibility of the Contractor for removal and should be disposed of responsibly per EPA, DEQ or OSHA guidelines.

18.0 GOVERNMENT AUTHORITY CONTACT INFORMATION

18.1. The Government will provide phone numbers, email addresses, e-mail and mailing addresses for the CO, COR and other key personnel.

19.0 MATERIALS AND EQUIPMENT

19.1. The Government will provide **NOT** any materials and equipment to the Contractor.

20.0 MISCELLANEOUS REQUIREMENTS

20.1. MEETINGS

20.1.1. Contract Award Meeting - The Contractor shall not commence performance on this contract until the Government has conducted a contract kickoff meeting, post-award conference or the COR has advised the Contractor that a kickoff meeting is waived. The following item shall be delivered as part of the initial contract kickoff and submitted either at the kickoff meeting (one electronic and one hard copy) or emailed to the CO should the meeting be waived: Quality Assurance Surveillance Plan (QASP).

20.1.2. PERFORMANCE EVALUATION MEETINGS - The Contractor's project managers or representative(s) shall attend one (1) two (2) hour meeting on a quarterly basis (+/- 10 Calendar days) with the COR or designee to discuss PMP tasks, tests, inspections, corrective measures, coordination, status, documentation and/or performance of the PWS.

20.1.3. The Contractor shall provide an administrative service for processing of documents, records, submissions, invoices and receipt of calls from the COR or emails from the COR.

20.2. COMMUNICATION AND COORDINATION

20.2.1 The Contractor for the duration of the contract shall maintain an effective Communication and Coordination Policy with COR, Electric Shop and Maintenance & Repair Supervisors utilizing e-mail, telephones, faxes, cell phones, etc. to ensure FM staff is kept abreast of the current equipment's preventive maintenance program and the equipment's status during any planned outages or supplement service.

The Contractor shall obtain approval from the COR or designee when the removal of equipment from service is necessary and identify the reason for the unit to be out of service with an estimated duration.

The Contractor shall coordinate with the COR and FM Maintenance Control Clerk for the release of PMP work order tickets. The Contractor shall document their services status by providing documentation to facilitate closing out the work order ticket by Facilities Management in addition to other required communications and reporting activities required by this PWS.

20.3 QUALITY CONTROL PROGRAM

20.3.1. The Contractor shall implement an effective quality control program (QCP) as a means to monitor and measure work performance and to ensure that services are being provided in accordance with the contract documents.

20.3.2. The Contractors QC program will provide for two (2) quality control inspections on their PMP during each year's service period.

20.3.3. The Contractor shall submit in a computerized electronic format a report of their QC inspection within five (5) days from their completion to the COR or designee.

20.3.4. At various times, either scheduled or unscheduled, the COR may accompany the Contractor while corrective action, supplemental services or preventive maintenance functions are being performed.

20.3.5 At all times during the contract period the Contractor shall provide no less than the level of quality described in this PWS. There shall also be no interference with tasks and baseline responsibilities set forth in this PWS from the Contractor performing its quality control program.

20.3.6 The Contractor shall not remove damaged or failed parts from the facility, until approved by the COR or designee.

20.4. QUALITY ASSURANCE SURVEILLANCE PROGRAM

20.4.1. All services rendered under this contract are subject to FM inspections, both during and after completion of the work. The Medical Center's QASP is NOT a substitute for adequate and consistent quality control by the Contractor. The QASP that accompanies the final contract shall be used as a benchmark to measure contractor performance in accordance with the terms and conditions of the finalized contract.

20.4.2. The government reserves the right to conduct inspections during the performance period of the contract as necessary in accordance with the following clause contained within the solicitation/final contract: 52.246-4 INSPECTION OF SERVICES—FIXED-PRICE (AUG 1996)

20.5 DELIVERY OF SUPPLIES

20.5.1. The Contractor shall schedule, arrange and coordinate with the COR for deliveries (if such deliveries occur). Delivery hours are the same as the normal PMP hours of service unless permission is authorized.

21 SAFETY AND SECURITY

21.1. FIRE PREVENTION AND PROTECTION

21.1.1. Fire prevention and protection at the Medical Center is essential. There is limited fire prevention equipment within the facilities. Fire protection equipment provided by the Medical Center shall not limit the Contractor's responsibility or liability for maintaining a reliable fire prevention and protection program for its employees and the property serviced.

21.1.2. The Contractor shall be knowledgeable of and provide adequate and appropriate training for all its employees in the proper method of reporting a fire. All pertinent information regarding fire-reporting procedures may be obtained from the COR.

21.2. EQUIPMENT RELATED ACCIDENTS/INJURIES

21.2.1. The Contractor will provide a formal report of all accidents and/or injuries, which occur and/or involve the equipment serviced by this contract immediately to the COR or designee and via e-mail and phone no later than two hours after the occurrence to the COR. This report will identify all parties involved, location, times, and suspected cause of incident.

21.2.2. The contractor expressly undertakes', both directly and through its subcontractor(s), to take every precaution at all times for the protection of persons and property, including Medical Center employees and property and its own.

21.2.3. In an emergency affecting the safety or life of individuals, or of the work, or of adjoining property, the contractor, without special instruction or authorization from the COR or designee, is hereby permitted to act, at the contractor's discretion, to prevent such threatened loss or injury. Also, should the contractor, in order to prevent threatened loss or injury, be instructed or authorized to act by the Medical Center, he shall so act, without appeal. Any additional compensation or extension of time claimed by the contractor on account of any emergency work shall be determined by mutual agreement.

21.3. LOST AND FOUND PROPERTY

21.3.1. The Contractor shall immediately turn in to the Medical Center's Lost and Found Department any items/equipment considered "lost and found" that do not have an owner. Violations and/or disregard of this rule by the contractor will be handled in accordance with appropriate regulation and policy.

Appendix A - DEFINITIONS

24/7 – Twenty-four hours a day, seven days a week

ADMINISTRATION – Office Supervisor that process invoices, contract documentation, and service calls.

ASTM – American Society for Testing and Materials

ANSI/ASNT CP-189 – ASNT Standard for Qualification and Certification of Nondestructive Testing Personnel

BASE SERVICES – The Contractor will perform and provide all services, testing, and documentation required by this contract as listed and as described in the PWS.

BEST PRACTICE – a method or technique that has consistently shown results superior to those achieved with other means.

CONTRACTING OFFICER'S REPRESENTATIVE – business communications liaison between the United States government and the contractor.

CONTRACTOR SECURITY CONTROL ASSESSMENT (CSCA)

CORRECTIVE MAINTENANCE (CM) - Required corrective practices or measures, installation, adjustment, and/or repairs identified during a preventive maintenance program (PMP) or from an unusual circumstance adversely affecting the normal system or equipment's operation. Corrective maintenance shall be performed on a priority basis as necessary to meet the required System Service Availability through a Call Order.

CORRECTION - The elimination of a deficiency, and the adjustment and/or calibration of an instrument, controller, component, equipment, or system.

HOUSEKEEPING - The absence of dirt, litter, debris, dust, surface marks, spills, oils, film, stains, streaks, and/or any other foreign matter generated from the execution of the Contractor's work.

INSPECTION – A documented visual observance, test, or review of the equipment.

KO - Contracting Officer

MSDS - Material Safety Data Sheet

OSHA – United States Occupational Safety and Health Administration.

QUALITY CONTROL PROGRAM - A method used by the Contractor to assure that a consistent level of quality services is maintained thorough out the terms of the Contract, ensuring the characteristics of their work satisfy the proper standards of the contract requirements, and that the Contractor is being attributable to the performance and corrective measures necessary to maintain the desired results.

QUALITY ASSURANCE (QA) - A means by which the Medical Center and the Contractor are able to confirm that the quantity and quality of services received and executed conform to contract requirements and the QCP. These methods/procedures are not intended to be a substitute for contract quality control.

PREVENTIVE MAINTENANCE PROGRAM (PMP) - Scheduled cyclical service in accordance with the PWS and the operational guidelines for the equipment covered in this PWS.

MAINTENANCE CONTROL – The service unit that when utilized is primarily responsible for receiving, dispatching, and tracking service requests (Room 2N106). The telephone number is (507) 507-2000 ext. 67017; after hours contact CEP ext. 8227.

PERFORMANCE WORK STATEMENT (PWS) -

PREDICTIVE MAINTENANCE (PdM) - are techniques that determine the conditions of equipment to predict when and what maintenance should be performed increasing equipment availability, and that the right information is given in the right time.

PROJECT MANAGER – Supervisor person who supervises and leads skilled Staff and directs work assignments and other assigned personnel in the trade of refrigeration mechanics, processes proposals and/or invoices, maintains records, and performs duties peculiar to and normally required in the trade of refrigeration, and implements recognized procedures and techniques for this work, and is responsible for Quality Control. The project manager is not a replacement for Staff assigned and shall have experience equal to a LRM as well as an additional two (2) years history of managing Staff, contracts and subcontractors.

RELIABILITY CENTERED MAINTENANCE (RCM) - is a process to establish the safe minimum levels of maintenance determined by the following: What the equipment is supposed to do and its performance standards? What are the ways the equipment can fail to provide the required function? What are the events that cause the failure, and what happens when the failure occurs, and what does it matter? What task can be performed proactively to prevent or diminish the consequences of this failure?

SERVICES - Includes services performed, workmanship, and material furnished or utilized in the performance of services.

SNTC – Society for Nondestructive Testing

SUPERVISOR - Supervises individuals and/or groups/teams of employees/sub-contractors.

WORK ORDER – A service request call released from the Work Order Desk with a number identification, a description of the service request, the time and date sent, and contact information. Work Orders identify Tasks in Base Services (preventive or corrective maintenance), emergencies, and/or reference Call Orders.

VANDALISM - Willful or malicious abuse and/or destruction of property.

Appendix B – CALL SERVICES ORDER FORM (CALL BACKS)

Department of Veterans Affairs New Orleans VA Lighting Control Maintenance and Repair PWS New Orleans Replacement Facility			
Emergency Call Order Form			
Prepared: _____	Date: _____		
Type of Work: _____			Requested by: _____
Contractor: _____	Contract #: _____		
Address: _____	Contractor POC: _____		
	Office Telephone: _____		
Other Data: _____	Emergency Phone: _____		
	Contractor Fax: _____		
Location of Unit and Description of Work _____			

WORK ESTIMATES			
Estimate _____	Date: _____	Site _____	Visit _____
Date: _____			
Parts _____	and _____	Labor _____	Breakdown: _____

Estimated Cost: _____

APPROVALS / ACCEPTANCE OF TASK

Call Order

NOTE: By signing this Call Order, the Contractor acknowledges that he/she will only perform the work described herein after this Call Order is approved in writing by the COTR. Furthermore, the cost to the Authority for this work shall not exceed the "Estimated Cost" noted above.

COR Signature: _____ Date: _____ Date Completed: _____

Government Inspector: _____ Date: _____ Date Invoice Rec'd: _____

Contractor Signature: _____ Date: _____ Invoice Amount: _____

Appendix C – Task Items

Brief Description of Service*		Estimated Qty	Unit
Base Year			
0001	Preventative Maintenance (Quarterly) to include required reporting/service reports	4	JB
0002	Corrective Maintenance (on call, on site repair) to include required reporting/service reports	12	MO
0003	Emergency Call back hours to include required reporting/service reports	120	JB
0004	Parts Rider to include required reporting/service reports	1	UN
0005	Training to include required reporting/documentation	1	JB
Option Period One			
1001	Preventative Maintenance (Quarterly) to include required reporting/service reports	4	JB
1002	Corrective Maintenance (on call, on site repair) to include required reporting/service reports	12	MO
1003	Emergency Call back hours to include required reporting/service reports	120	JB
1004	Parts Rider to include required reporting/service reports	1	UN
1005	Training to include required reporting/documentation	1	JB
Option Period Two			
2001	Preventative Maintenance (Quarterly) to include required reporting/service reports	4	JB
2002	Corrective Maintenance (on call, on site repair) to include required reporting/service reports	12	MO
2003	Emergency Call back hours to include required reporting/service reports	120	JB
2004	Parts Rider to include required reporting/service reports	1	UN
2005	Training to include required reporting/documentation	1	JB
Option Period Three			
3001	Preventative Maintenance (Quarterly) to include required reporting/service reports	4	JB
3002	Corrective Maintenance (on call, on site repair) to include required reporting/service reports	12	MO

Lighting Controls Maintenance and Repair
Southeast Louisiana Veterans Health Care System

3003	Emergency Call back hours to include required reporting/service reports	120	JB
3004	Parts Rider to include required reporting/service reports	1	UN
3005	Training to include required reporting/documentation	1	JB
Option Period Four			
4001	Preventative Maintenance (Quarterly) to include required reporting/service reports	4	JB
4002	Corrective Maintenance (on call, on site repair) to include required reporting/service reports	12	MO
4003	Emergency Call back hours to include required reporting/service reports	120	JB
4004	Parts Rider to include required reporting/service reports	1	UN
4005	Training to include required reporting/documentation	1	JB

JB=Job
MO=Month
UN=Unit