

B.6 PERFORMANCE WORK STATEMENT (PWS)

PURPOSE:

Veterans Affairs requires a qualified contractor to provide weekday valet parking services to eligible Veterans at George E. Wahlen VA Medical Center, UT, in accordance with this performance work statement (PWS) and this contract. Services must be accomplished in a cost effective, safe, efficient, secure and responsive manner for the VA and in support of the VA Mission.

Services are required for the period of performance and at the location outlined in this PWS.

Period of Performance: refer to the Price Cost Schedule of this contract for the period of performance.

Location: Refer to block 15 on page 1 of SF1449.

This is a non-personal services contract. The Contractor, its employees, agents and subcontractors shall not be considered government employees for any purpose. Contractor shall furnish all labor, materials, parts, equipment, tools, insurances, licenses, certifications and supervision necessary to provide services in accordance with this Performance Work Statement (PWS) and contract. The Contractor is responsible for all charges, fees, applications and procurement of all permits, licenses, registrations and certificates, pursuant to lawful application of the provision of services. For a contract of this size, scope and complexity, the successful Contractor must perform with a quality and a professional manner as recognized by commercial industry standards as good to excellent. With the exception of VA requirements such as Contractor employee background checks, VA-issued training and VA identification requirements, the Contractor is expected to provide a turnkey operation following award of contract.

BACKGROUND: The incumbent contractor is performing on contract no. VA259-16-D-0353. The processes occurring on the incumbent contract are no different than those required in this PWS.

QUALIFIED CONTRACTOR: To fully qualify in performing services on this contract, and per this PWS, the Contractor must demonstrate, and maintain throughout the life of the contract, the following requirements:

- 1) Sufficient, quality trained employees performing services to ensure an efficient operation
- 2) Parking attendants possessing valid Utah driver's license, be US Citizens and be fluent in the English language.
- 3) Demonstrated service performance in accordance with all applicable laws, ordinances, regulations and service requirements as enforced by Federal, state, local and industry.

Contractor must provide current certifications to CO and COR upon award, and provide immediate written notice to the CO and COR within 5 days following any change in certification, licensing, or update in equipment, applicable to this contract and PWS.

The VA Police and Contracting Officials shall be notified of new employees. All new employees shall be required to receive formal training on procedures at the VAMC prior to starting.

VA MEDICAL CENTER FACILITY AND GROUNDS

Approximately 250 parking spaces are available for full valet parking. The George E. Wahlen Department of Veterans Affairs Medical Center is a mid-sized affiliated tertiary care facility with 121 authorized active beds. Approximately 2200 vehicles utilize the existing parking garage on the VA campus. The amount of available parking spaces to accommodate patients, staff, volunteers and visitors on any given day is limited. The successful contractor is highly encouraged to become familiar with the facility. Further details about Salt Lake City VA Medical Center can be found on the web at <https://www.saltlakecity.va.gov/>

VALET SERVICE OPERATIONAL HOURS

Services must be provided 7:00am to 5:00pm, Monday - Friday, excluding Federal Holidays, and any other day designated by Federal Statue, Executive Order, or by the President of the United States to be a Federal Holiday. Refer to section in this PWS, titled Federal Holidays and Standard Business Hours.

TASKS AND REQUIREMENTS

The Contractor will be responsible for valet services that involve, as a minimum, the following:

- 1) greeting valet customers,
- 2) managing valet claim tickets,
- 3) parking vehicles,
- 4) securing keys,
- 5) directing certain valet vehicles to and from the valet greeting area,
- 6) retrieving and delivering vehicles

TASKS AND REQUIREMENTS - ULTIMATE DESIRED END RESULTS

In addition to achieving the Purpose of this PWS, Contractor must also achieve the following Desired End Results.

Efficient Services Maintaining VA's Reputation

Contractor services must be efficient, timely and flawless. This means creating a positive, effortless and convenient experience for eligible Veterans, supporting their arrival and departure at the VAMC. This also means services that promote the VA's Mission and maintain the VA's reputation and credibility with its patients and visitors.

Contractor personnel exhibit professionalism in service performance

When performing services, Contractor personnel must demonstrate technical competency, character credibility, initiative and fortitude to achieve the Purpose of this PWS.

Contractor Professionalism Constraints and Conditions

- 1) Eligible Veteran valet patrons will be treated courteously and with respect at all times by the Contractor.
- 2) Vehicles shall be stopped by the contractor's employee in designated entrance area between Building 1 and the Parking Garage (refer to Drop Off Zone in Valet Parking Diagram)
- 3) Contractor greets eligible Veteran valet patrons from the designated entrance area between Building 1 and the Parking Garage.
- 4) Contractor asks driver or passengers about the purpose of their visit and the estimated time of departure.
- 5) If eligible Veteran has evidence of appointment with this VA Medical Center Contractor will provide a claim ticket and park the car in the designated Valet parking area.
- 6) Vehicles not qualifying for valet parking, must be directed by Contractor to the parking lot for self-parking.
- 7) Tags will be hung from vehicle's rear-view mirror to quickly identify the vehicle as authorized to be in valet parking space or a similar process.
- 8) All vehicles parked by Contractor will be locked and secured.
- 9) Driver's keys will be physically secured at valet booth.
- 10) Contractor will request valet claim check from returning valet patrons in order to retrieve their vehicle and deliver to pick-up zone for easy exiting by the Veteran.
- 11) Contractor personnel must be knowledgeable of Government-provided wheelchairs. Wheelchairs are located in the front entrance of Building 1.
- 12) Contractor assists valet patrons existing vehicles:
 - a. by removing wheelchairs and carts from their automobiles
 - b. holding umbrellas for valet patrons exiting their vehicles during inclement weather
 - c. Contractor shall not assist valet patrons getting in and out of their vehicles
- 13) Cellular telephones and tobacco products are not permitted during interaction with customers, or while in operation of customer vehicles.
- 14) Contractor must drive slowly and cautiously, paying attention to pedestrian traffic and complying with VAMC signage, speed limits, traffic signs and driving policies.
- 15) Contractor employees found not representative of the image of a professional health care organization regarding appearance, behavior, professional attitude, and other causes, deemed tarnishing of the image of the VA, will be brought to the attention of the OPS MGR by the COR and with a request for removal of the employee and immediate replacement. At which point, the Contractor is responsible for continuing to maintain sufficient employees on site to satisfy this PWS, and at no additional cost to the Government.
- 16) No tipping policy will be strictly enforced by Contractor.
- 17) Contractor's employees are restricted from accepting tips of any kind.

- 18) Contractor shall provide a mechanism to obtain written feedback surveys from valet patrons and retain such feedback in a secure, locked box (with access restricted to the OPS MGR) and until the surveys can be provided to the COR as part of the Service Report.
- 19) Contractor shall ensure that the customers have fully vacated the vehicle or area before pulling a vehicle away.
- 20) Contractor's employees shall be neat and clean in appearance.
- 21) Contractor employees shall clearly identify themselves as contract workers when communicating with the Government's customers, visitors, or other government officials, and shall express and present themselves as Contractor employees. This means:
 - a. Wearing proper identification when attending meetings with the Government,
 - b. If and when answering Government telephones,
 - c. Not working in situations where their actions could be construed as acts of Government officials unless, in the judgment of the agency, no harm can come from failing to identify themselves.

Trained Contractor Personnel and Enough Personnel

Services must include trained, professional Contractor employees at all times during valet operational hours, as well as a turnkey system for managing valet operations. Contractor must provide enough trained personnel to successfully satisfy the services requirements, per the PWS. Any increase in numbers of valet parking personnel necessary in order to meet the performance standards specified in this performance work statement shall be at no additional cost to the Government.

Training Constraints and Conditions

- 1) The VA Police and Contracting Officials shall be notified of new employees.
- 2) All new employees shall be required to receive formal training on procedures at the VAMC prior to starting.
- 3) Contractor is responsible for ensuring valet employees are fully trained and completely competent to perform the required services:
 - a. This includes excellence and proficiency in customer service demonstrating respect, courtesy, kindness, and caring.
 - b. Orientation and training of contractor employees will be documented in writing to the COR, by the Contractor.
 - c. Training includes refresher training, annual training and remedial training, as necessary.
- 4) Required VA Trainings - Contractor's employees working under this contract shall be required to attend and complete the trainings including but not limited to:
 - a. VA Police Service Supervisory Police Officer Instructor or designee will provide the following training prior to contractor employees starting work, and is to be coordinated with the COR:
 - i. Fire and Safety
 - ii. Disaster Procedures
 - iii. Medical protocols to be used by valet parking attendants (i.e., procedures for medical emergencies)
 - iv. Drug Free Workplace
- 5) Contractor Provided Training – Contractor shall provide the following training prior to contractor employees starting work. Contractor shall keep record of his employees' evidences of completing these trainings and shall promptly provide these evidences upon receiving a request from the Government.
 - a. Handling of accidents, thefts, and other parking related incidents
 - b. Uniforms/ Picture Identification Card
 - c. Procedures for performance standard verification
 - d. Transition of contract

Timely Services

1) Drop Off Services

- a. Eligible Veteran waits no more than 10 minutes in drop off zone to be valet parked.
- b. Inclement weather may increase waiting times. During inclement weather, Eligible Veteran waits no more than 15 minutes in drop off zone to be valet parked.

2) Pick-Up Services

- a. Eligible Veteran waits no more than 10 minutes to have their vehicle returned to them at the pick-up zone. Inclement weather may increase waiting times.

- b. During inclement weather, Eligible Veteran waits no more than 15 minutes to have their vehicle returned to them at the pick-up zone.

Valet Waiting Time Requirement - Constraints

The VA normally receives the highest volume of vehicles through the valet areas during the peak times between the hours of 08:00 AM -12:00 PM Monday through Friday. These peak times are subject to change if there is a change in the hospital's clinic schedule.

Management of Traffic Flow

Traffic shall not back up onto Foothill Drive. Contractor is responsible for managing traffic flow during services. Traffic flow at the facility must remain safe and efficient during valet operation hours. Contractor shall ensure that no long line of vehicles waiting in line for the valet services cause traffic congestion at the intersection of the main streets leading to the valet driveways and other nearby streets. Contractor shall be required to comply with the same standard requirement in this paragraph should the Government decide via modification to relocate the valet areas to somewhere else or decides to designate additional areas to be the valet service areas within the VA premises.

Contingency Plan

The contractor shall have contingency procedures in place for inclement weather. Contingency plan must be provided to COR within 10 days from contract award, and 5 days prior to changing contingency plan.

Contractor Operational Equipment and Items

Contractor is responsible to ensuring valet services are sufficiently supplied with equipment, items and uniformed Contractor personnel items.

Constraints for Operational Equipment and Items

- 1) Contractor must obtain written approval by the COR prior to installation and implementation of equipment, items and uniformed, by the Contractor.
- 2) Installation and implementation is at no additional cost to the Government.
- 3) As a minimum, Contractor must have:
 - a. Locking key cabinet(s) in valet area
 - i. [The Contractor shall provide a means to secure vehicle keys of those vehicles being parked by Valet service during operational hours. Access to secure keys should be limited to the Contractor.](#)
 - b. Tickets and ticket dispenser(s) in valet area
 - c. Three-part claim checks
 - d. All signs needed for valet area
 - i. Signs directing patients to the free valet parking drop-off point, clearly displaying days and hours of operation, and "No tipping"
 - ii. A sign must be displayed on Valet Parking Podium and at vehicle drop-off point that clearly and legibly expresses the following:
 1. procedures for vehicle owners
 2. identifies valet parking as free for VA Patients
 3. communicates the "no tipping" policy
 - iii. Signs posted at necessary locations in each valet lot to restrict access from non-valet parked vehicles.
 - iv. Signs shall be in accordance with VA signage regulations.
 - v. Signs must be easy to read and exhibit a professional image. Hand-written signs are not allowed.
 - vi. Cones are permitted to facilitate valet operations
 - e. Contractor must provide all Contractor employee uniforms (including outerwear, jackets, hats, etc.), with consideration given to inclement weather. Uniforms Constraints:
 - i. Uniforms shall facilitate easy identification of contractor employees by employee name and company name.
 - ii. Uniforms must be consistent in style and color and be worn at all times during performance of contract duties.
 - iii. Contractor must obtain written approval from COR prior to implementation of uniforms
 - iv. Obtain written approval from COR prior to any sign installation

- v. Uniforms shall be worn at all times during performance of contract duties.
- vi. Contractor shall keep daily log of the number of vehicles parked by valet services

UNCLAIMED VEHICLES AFTER HOURS

After valet operation hours and upon completion of the day's services, the Contractor will move any valet patron vehicle, still on the premises, to the main level of the parking garage and turn the keys over to the Administrator on Duty (AOD). Owners of these vehicles will contact the AOD to pick up their keys.

LOST CLAIM CHECKS

In the event of a lost claim check, vehicle owners will be referred to the VA Police for resolution. No vehicle will be released without a claim check or direction from the VA Police.

UNAUTHORIZED VEHICLES

Contractor is responsible for parking control and monitoring of valet parking areas for unauthorized vehicles. The contractor will report any violations to VA Police.

INCLEMENT WEATHER

VA will provide lot maintenance, cleaning, repair and snow removal services in the parking areas involved in this contract. The contractor will notify the VA of any areas that may pose a safety hazard to patients, employees, and visitors. Any suspicious activity occurring in valet parking areas must be reported to VA police.

FEDERAL HOLIDAYS AND STANDARD BUSINESS HOURS - Standard Business Hours at the VA Medical Center are between 8:00am and 4:30pm Monday-Friday excluding Federal holidays, except by special alternate arrangement, coordinated and authorized by the COR.

The Federal Government observes the following days as holidays. Federal Holidays can be found at the OPM website. At time of writing, the information can be found at <https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>

The Federal Government observes the following days as holidays.

New Year's Day	January 1st *
Martin Luther King's Birthday	Third Monday in January
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4th *
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11th *
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25th *

*Holidays that fall on Saturday are observed on the preceding Friday. Holidays that fall on Sunday are observed on the following Monday.

In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Any other day designated by the President of the United States to be a Federal holiday

CLAIMS/DAMAGES

Any claims of damage or problems with customers' vehicles will be directed to and handled by the Contractor in coordination with the Contracting Officer, if required. Any claims of damage or missing/stolen property involving customer's vehicles will be the responsibility of the contractor. The VA assumes no responsibility for such claims. All incidents of reported damage or missing/stolen property must be reported to VA Police.

SERVICE REPORTS:

Contractor shall maintain individual Service Reports and Logs pertaining to services performed at the location. Service reports must be legible. Complete service reports must be provided to the COR or CO before any invoice can be certified for payment. All documentation, logs, reports and invoices produced for this contract must reflect the contract number.

Each Service Report must legibly document the following to be considered complete:

- a) Name of contractor and contract number
- b) Purchase order number
- c) Contractor Service Report number/log number
- d) Contractor Personnel in attendance during the applicable Service period, to include their full name
- e) Hours performed during the applicable Service period. Date, Time (starting and ending) of services
- f) Description of services performed during the applicable Service period
- g) Description of problems reported by the COR/user (if applicable)
- h) Full name of COR

Daily Log - Contractor shall keep a daily log of the number of vehicles parked by valet services and furnish a copy of this log to the COR at the end of each work day.

Monthly Service Reports must be emailed to the COR and CO within 7 days of month's end. Monthly Service Reports must include:

- i) Summary of the number of vehicles parked by valet per date and hour. This is a copy of daily logs.
- a) total cost for the month
- b) details of any unusual events of the day, including dates, times, individual names, and if the COR or VA Police were notified
- c) incidences of accidents or special situations with patients, visitors, VA employees, or VA volunteers,
- d) any other significant events reported to the COR
- e) authentic documented feedback from Veteran valet patrons

CONTRACT OVERSIGHT BY THE CONTRACTOR

The contractor will designate in writing an employee to act in a supervisory capacity and as representative of the contractor in handling any valet parking concerns. If this person is not present on site, the contractor will designate another employee, in writing, as "acting" during the period of absence.

Contractor Representative and Point of Contact (Contractor's Rep or Contractor's POC) - The Contractor shall specify an individual who shall serve as a single point of contact for all Contract issues. Contractor must provide the COR and Contracting Office with the Contractor Representative's contact details, to include cell phone and email, as a minimum:

- 1) Within 5 business days of contract award, and
- 2) Within 5 business days prior to a change in the Contractor's Rep by the Contractor.

The Contractor's Rep must be easily accessible by phone and return COR calls within 48 hours of a voice message left by the COR.

Contractor's Operations Manager (OM or OPS MGR) - The Contractor shall specify an individual who shall serve as a single point of contact for all Contract operational issues on site and must be present on site during service operations. Contractor must provide the COR and Contracting Office with the OPS MGR contact details, to include cell phone and email, as a minimum:

- 1) Within 5 business days of contract award, and
- 2) Within 5 business days prior to a change in the COR by the Contractor.

The OPS MGR must be easily accessible by phone and return COR calls within 48 hours of a voice message left by the COR.

If the OPS MGR is unexpectedly absent, contact details of an alternate and acting OPS MGR present on site, must be immediately provided to the COR over the phone, then followed up in writing by the Contractor's Representative.

Changes in Personnel - Changes to Contractor personnel that involve either:

- 1) Contractor-proposed substitutes of existing Contractor personnel, or
- 2) Adjustments to the Contractor personnel qualifications must be disclosed to the COR at least three (3) days prior to making any permanent substitutions of staff, and
- 3) Providing a detailed written explanation of the circumstances necessitating the proposed substitutions, and any additional information requested by the COR.

Replacement Contractor personnel must have comparable qualifications to those of the personnel being replaced, and must satisfy the requirements listed in the Qualifications section of this PWS. The COR must provide approval of any Contractor replacement personnel prior to being privy to service details or commencing services under this PWS and contract.

The COR will:

- 1) Notify the Contractor within 15 days after the receipt of all required information of the decision on the proposed substitutes.
- 2) Only consider changes of key personnel if notified via written communications.

CONTRACT OVERSIGHT BY THE VA

Contracting Officer's Representative (COR) -Upon contract commencement, the Contracting Officer will notify the Contractor in writing as to the COR assigned to this contract, and upon reassignment of a new COR, as applicable. Contractor shall only respond to requests for service from the COR or the CO. If service is requested from any source, other than the COR or the CO, the Contractor is to advise the individual of this requirement and refuse to respond. Any billing resulting from unauthorized service will not be paid by the government.

Authority of the COR - The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract. In the event the Contractor affects any changes at the direction of any person other than the Contracting Officer, the changes will be considered to have been made without authority and no adjustment will be made in the contract price or schedule to cover any increase in costs incurred as a result thereof. The Contracting Officer shall be the only individual authorized to accept nonconforming work, waive any requirement of the contract, and/or modify any term or condition of the contract. The Contracting Officer is the only individual who can legally obligate Government funds. No costs chargeable to the proposed contract can be incurred before receipt of a fully executed contract or specific authorization from the Contracting Officer.

Government Alternate Points of Contact (POC) – Emergencies Only - The COR will identify Alternate Points of Contact (POC) to be used only for instances of emergencies when the COR is not easily contactable. These will be individuals in supervisory or managerial roles within the VA department responsible for monitoring performance on this contract. The contractor will be provided this information within 5 days of an Alternate POC being assigned. An Alternate POC does not replace the COR nor do they replace the Contracting Officer during the performance and administration of this contract, nor does it relinquish or diminish the Contractor's requirements in relation to the performance of this Contract.

SAFETY AND COMPLIANCE -The Contractor must perform services in accordance with:

- 1) All federal, state and local laws, whether or not related to the performance of contract services.
- 2) Local, state and federal Occupational Safety and Health guidelines and legislation, to include Occupational Safety and Health Administration (OSHA);
- 3) Local, state and federal guidelines and legislation, as well as OKC VAHCS Directives and guidelines, relating to privacy protection laws

Contractor's Safety Plan

Contractor must submit a Safety Plan to the CO at time of award outlining, as a minimum, safe processes for provision of services, along with safety training provided to Contractor employees. This will be provided to the COR and VAMC Safety Officer for evaluation and approval. Prior to implementation of any changes in the Contractor's Safety Plan, a

revised Safety Plan must be provided to the COR and CO. Written approval from the COR must be received by the Contractor prior to implementing new Safety Plans.

Medical Center Directives and Policies

Each VA Medical Center has directives and policies that are updated from time to time. The COR can provide more detailed information to the contractor of these upon commencement of the contract and throughout the term of the contract, as needed. VA universal policies include parking, possession of weapons, cell phone use, and use of photography as well as smoking on VA property. Contractor's must comply with posted rules and signs on federal property. Violations of such policies may result in individual fines or citation answerable in the United States (Federal) District Court.

Other Contracted Operations - The Government may undertake or award other contracts for additional work that may impact the valet parking operation under this contract. The Contractor is to cooperate with the other contractors and with COR. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Government employees.

Personal Identity Verification (PIV) of Contractor's Employee

Pursuant to Homeland Security Presidential Directive (HSPD-12), VA Directive 0735, and VA Handbook 0735, all Contractor's employees working under this contract shall be required to wear Identification Cards issued by the VA for the corresponding level of access defined herein. Contractor's employees providing services under this contract and in accordance with this performance work statement will need the unsupervised, full-time, physical access to the VA facility to perform their work under this contract. For this level of access, Contractor's employees shall be required to have Non-Personal Identify Verification (Non-PIV) Cards issued by the VA. To be issued a Non- PIV card, the Contractor's employees must receive favorable Special Agreement Check (SAC) adjudication. Contractor will receive details on the required process of obtaining the Non-PIV cards in the Notice of Award/Notice to Proceed issued by the CO.

Background Investigations - All contractor employees are subject to the same level of investigation as VA employees with similar access. The VA designates this Valet Parking position to be performed in accordance with this performance work statement as a Low Risk position. The level of background investigation commensurate with the level of access needed to perform the PWS is National Agency Check with Written Inquiries (NACI). This requirement shall be applicable to all subcontractor personnel requiring the same access. The Government's conducting of background investigation on Contractor employees working under this contract shall not release the contractor from the liability to the Government for their performance and conducts. Contractor shall prescreen all personnel to ensure they are able to read, write speak and understand the English language without the use of an interpreter. The contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the contract. *Note: this requirement is dependent on the period of performance of the resultant contract. Contracts that do not exceed an aggregate of 180 days per year in either a single continuous appointment or series of appointments are exempted.*

Flash Badges - The Government may, at its sole discretion, determines in the best interest of the VAMC to issue flash badges to the Contractor's valet personnel to give them temporary physical access to the Government's premises to provide the valet services called for under this contract. Flash badges shall not relieve the Contractor from requiring his personnel to go through the background investigation as stipulated in the paragraph above and elsewhere in this contract. Within 3 days from receiving the CO's written notice requiring valet personnel to apply for flash badges, the Contractor shall promptly comply with the issued notice.

QUALITY

Contingency Plan - The Contractor's contingency plan shall be provided at time of award detailing actions that will be taken by the Contractor in the event of equipment failure, insufficient contractor staffing, or unexpected event(s) that result in services not being completed to the standards in the PWS.

Contractor's Quality Assurance Plan - The Contractor shall have in place and diligently implement a quality assurance plan to assure that the valet services provided to the Government conform to the requirements under this contract. Anytime upon the CO's request, Contractor shall submit to the Government a written quality assurance plan that shall demonstrate the assurance of compliance with the contract requirements including but not limited to Contractor's plan for

screening the valet drivers, contingency plan for ensuring the continuity of valet services to the Government, plan for scheduling the valet manpower, plan for required trainings for valet personnel. The Government reserves its discretion to require the Contractor to revise the quality assurance plan if the Government deems it deficient in light of the requirements stipulated in this contract.

Remedy or Rework - Rework or Remedy is defined as performing the Service again until the Purpose of this PWS is achieved in full. This involves less than Satisfactory Service by the Contractor and as noted by the COR. Rework or Remedy must occur within a reasonable time, but no more than 5 business days of the notice of the rework or remedy requirement from the COR and at no additional cost to the Government. In the event climate or weather conditions make it unsuitable for Services, the entire service date will be re-scheduled to a date and time mutually agreeable to the contractor and the COR. Postponement as a result of these circumstances will not reflect any penalties assessed to the Contractor or to the Government.

Assessment of Services - The COR will periodically evaluate the Contractor's performance to ensure services are received in accordance with this PWS. The COR will evaluate the Contractor's performance through review of the deliverables and Contractor's performance. This includes performing random sampling assessments of services, auditing service outcomes and processes, and making periodically unannounced inspections to ensure Contractor compliance with the PWS and contract. Reports of service outcomes may also be obtained through video surveillance, observations reported by VAMC leadership and staff, Veterans, their families and visitors. Only objective reports relating to the Contract will be valid, versus subjective reports. Any incidences of contract noncompliance will be reported to the Contracting Officer. The CO will not hesitate to issue deficiency notices after unsuccessful attempts by the Contractor to immediately remedy failed services.

Meetings - Contractor shall be required to attend a pre-performance orientation meeting prior to the commencement of services on site and other meetings including but not limited to periodic meetings for review of Contractor's performance, and other meetings related to this contract when deemed necessary by the Government.

DEFINITIONS

Acceptance Signature - VA employee who is authorized to sign-off on the Service Report which indicates that the PMR has been concluded or is still pending completion, or that the Emergency Repair has been accomplished or is still in a pending status.

Authorization Signature - COR's signature; indicates COR accepts work status as stated in Service Report.

CO - Contracting Officer

Contractor - Where referenced in this solicitation, "Contractor" refers to the valet parking contractor.

Contractor Employees - has the same meaning as Contractor Personnel

Contractor Personnel - has the same meaning as Contractor Employees

COR - Contracting Officer's Representative

Eligible Veterans - eligible Veteran patients with appointments and their family members. This means Veterans and their family members having evidence of appointment with this VA Medical Center.

Facility - refer to VAMC in this section

Location - refer to the beginning of this PWS

OSHA - Occupational Safety and Health Administration

PWS - Any reference to PWS in this contract means "performance work statement" and is not to be confused P.W.S. which also known in industry to mean potable water system. This is a performance based service acquisition. Further details can be obtained in FAR Part 37.6.

Salt Lake City VAMC - Salt Lake City VA Medical Center

Service Report - a documentation of the services rendered for each incidence of work performance under the terms and conditions of the contract.

Services - includes those identified in the Purpose of this PWS

SR - Service Report

Station - refer to VAMC in this section

Technically Trained Personnel - are personnel and/or employees who shall be suitably knowledgeable in the field related to the services in this PWS in order to satisfactorily perform services in accordance with the PWS. The contractor shall provide personnel experienced and qualified to perform the required services in accordance with industry practices and standards. Also known as Attendants, Valet Parking staff, on-site manager, Contractor Representative, Contractor Personnel or Contractor Employees.

VA - Department of Veterans Affairs

VA Mission Statement: “To fulfill President Lincoln's promise “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring the men and women who are America’s Veterans.”

VAHCS – VA Health Care System

Valet Parking - Attendants greet Veterans and visitors, take possession of keys and vehicle, and stack park the vehicle in the assigned parking area(s). Upon return of vehicle owner, the attendant retrieves the vehicle from its parking space and delivers to the owner at the valet pick-up point (zone)

VAMC – Veterans Affairs Medical Center. VA Medical Center is often also referred to as facility or station. It the Location identified in the PWS requiring services.

VHA - Veterans Health Administration

Veterans - Includes all Veterans Beneficiaries, inpatient and outpatient.