

## INDUSTRY DAY MEETING LOGISTICS:

In an effort to enable early and meaningful correspondence with Industry for Valet Parking for James H. Quillen Veterans Affairs Medical Center, Mountain Home, Tennessee Department of Veteran Affairs (VA), Network Contracting Office 9 (NCO 9) has scheduled an Industry Day on Wednesday, November 14, 2018 from 8:00 am to approximately 1:00 pm (EST) at James H. Quillen VA Medical Center, Corner of Veterans Way and Sidney, Mountain Home Tennessee, building 204, room L229. A general gather will be at the door entering building 69 at the end of Dogwood Street.

Purpose: This Industry Day is for potential vendors who can provide all necessary labor, supervision, uniforms, safety apparel, material, equipment, safety equipment, and supplies to provide on demand timely patient Valet Parking Services in accordance with the terms and conditions of this Performance Work Statement. Please see the attached Performance Work Statements for the full requirements.

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PLEASE RESPOND BY CLOSING OF BUSINESS NOVEMBER 12,2018, IF YOU WILL BE ATTENDING.

DISCLAIMER: This Industry Day is issued solely for information and planning purposes ONLY and does not constitute a Request for Proposal (RFP), a Request for Quotes (RFQ), an Invitation for Bids (IFB), or any other solicitation vehicle. In accordance with FAR 15.201(e) responses to this notice are not offers and cannot and will not be accepted by the Government to form a binding contract. Responders are solely responsible for all expenses associated with attending this Industry Day. VA also reserves the right to reschedule and/or cancel this Industry Day.

**James H. Quillen Veterans Affairs Medical Center**  
**PERFORMANCE WORK STATEMENT**  
**VALET PARKING**

**SCOPE**

The contractor shall provide all necessary labor, supervision, uniforms, safety apparel, material, equipment, safety equipment, and supplies to provide on demand timely patient valet parking services in accordance with the terms and conditions of this Performance Work Statement (PWS) at the James H. Quillen Veterans Affairs Medical Center (JHQVAMC), Dogwood Avenue, Building 69 and 160, Mountain Home, Tennessee 37684. Quality performance of this contract is pivotal in JHQVAMC's ability to improve and sustain high patient satisfaction and appointment utilization rates.

**CONTRACTOR RESPONSIBILITIES.**

1. **Courtesy:** Valet parking employees shall be courteous and cordial to all patients, their family members, their escorts, their property, the JHQVAMC staff, and other visitors located in the valet parking area of operations. The valet parking contractor shall treat all patient vehicles with respect, safety, and with competence.

a. Courteously greet Veteran patients and assume responsibility of their vehicles within 5 minutes, 98% of the time when the vehicle enters the valet parking staging area of operations. The point at which time starts for surveilling the intake metric is when a vehicle passes the intersection of Second Street and Dogwood Avenue and enters the valet parking area of operation, unless a traffic backup occurs, at which time the end of the traffic line is the starting point.

b. Courteously greet Veteran patients and responsibly return a Veteran patient's vehicle within 6 minutes 98% of the time when the Veteran presents at the valet parking booth to depart. The point at which time starts for surveilling the retrieval metric is when a patient, patient's escort, or patient family member presents their key tag at the valet parking booth for vehicle pick up.

c. Valet parking contractor may assist patients getting in and out of their vehicles as well as assist with removal of wheelchairs, walkers, carts and personal medical equipment from vehicles, if requested. Valet parking contractor shall provide minimal assistance but shall not be required to lift or pick up patients in and out of their vehicles. The contractor shall deliver Government-provided wheelchairs as needed and coordinate with JHQVAMC Valet Service to facilitate patient transportation from the valet parking area of operations to medical appointments.

2. **Safety:** Valet parking contractor employees shall adhere to all state and federal traffic safety laws, JHQVAMC patient safety and hospital safety rules, policies, regulations. Valet parking contractor employees shall maintain a valid Tennessee State driver license with no historical record of traffic violations for Driving Under Influence (DUI), driving under suspended or revoked license or reckless driving. Discovery of a contractor employee with a violation on his/her driver's license will require the Government to disallow the contractor employee on site.

Contract employees are not allowed use cell phones or any other electronic device except a contractor walkie-talkie while on duty. Valet parking contractor employees may use cell phones or other electronic devices while on break or during their appointed lunch period only. Breaks and lunch must be taken away from the valet parking area of operations. No pets or other persons shall be left to wait in vehicles presented at valet parking.

3. **Security:** The contractor shall ensure all employees process through the JHQVAMC Personal Identify Verification (VIP) Office and undergo a Special Agency Check (SAC) (Federal Information Processing Standards Publication 201-1, change 1 notice, dated March 1, 2006 and all subsequent updates or modifications), shall undergo a background screening in accordance with VHA Directive 0710 and shall be qualified to receive and wear a PIV badge to be eligible to work under this contract. Should a prospective applicant be found ineligible to receive a PIV badge that person will not be allowed to work at JHQVAMC under this contract. The valet parking contractor will provide key tags, vehicle key lock box, key tag dispenser, communication devices such as walkie-talkies, and other equipment required to safely and securely complete the contract terms and conditions timely. The valet parking contractor shall be responsible for securing patient vehicles and keys and remains 100% accountable for security of all patient property while in valet parking area of operations. Valet parking contractor employees shall report sighting of any type of weapon in a vehicle or on a person directly to the JHQVAMC Police Service immediately, then will contact the COR. All contract employees will wear their PIV Badge visible to all people while on the JHQVAMC station, no exceptions. Contractor employees will wear a designated professional uniform at all times while on station. Accidents and other infractions will be reported to the Police Service immediately, then the COR, no exceptions.

4. **Competency/Training/License/Qualifications:** The contractor shall provide bonded, fully trained, experienced parking attendants who possess a valid Tennessee State driver's license and be legal U.S. citizens. Contractor shall ensure all employees maintain their license with no historical record of traffic violations for DUI, driving under suspended or revoked license or reckless driving driver's license. Contractor employees shall be at least 18 years of age, have no criminal history, and be able to perform all duties, functions, and activities as required. Contractor employees shall read, write, and speak English clearly. English is the only acceptable language for use on duty. Valet parking contractor is responsible to maintain employee's competencies clearly documenting each employee can operate a vehicle with an automatic or manual shift transmission, four-wheel drive, compact vehicle, mid-size vehicle, large vehicles, pickup trucks, vans of all types, and heavy-duty pickup trucks, and impaired/disabled driver vehicle. The contractor shall furnish at its cost evidence of qualifications and competency assessment of all employees. Such evidence shall include but are not limited to copies of driver's licenses, DMV printouts, and copies of security background checks. The contractor shall be responsible for providing facility competency training for all valet parking employees. Completing training is a condition of employment. The Government will provide the training packet and each contractor employee will read, sign and date that they understand and will abide by the instruction provided annually. This instruction will include Health Insurance Portability and Accountability Act, Privacy Act, Safety, and Occupational Safety and Health Administration, Security, Emergency Procedures, accidents/injuries, and communication with

JHQVAMC staff. The contractor shall include compliance with this training in their employee competency documentation showing the employee accomplished this training annually.

5. **Tobacco and Food:** All valet parking area of operations shall be tobacco free. Smoke, smokeless, e-cigarettes, snuff, and chewing tobacco are not authorized in the valet parking area of operations. Contract employees may only use tobacco products in designated hospital smoking/tobacco use areas while on break or during lunch. Eating or drinking is not authorized in patient vehicles or while walking between parking lots and the traffic circle. Consumption of water is encouraged but only around the valet parking booth or in authorized break areas while on break.

6. **Uniform Standards:** Valet parking contractor shall provide employees with distinctive bright colored professional uniforms containing the contractor's logo for quick easy identification. Uniforms will include a high visibility class 3A ANSI 207 bright colored reflector safety vest to be worn for duty and the uniform shall consist of pants, shirt, cap or visor, raincoat, rain pants, over coat, gloves, and watch cap as appropriate for weather. The high visibility vest will always be worn on the outside, incorporated in the clothing item or worn on top of all other clothing. Personal clothing is not acceptable on duty. The CO and COR are the approval authority for uniforms. Jewelry and eyewear shall be conservative when worn and present a professional appearance. PIV Badges will be worn visible to the public as part of the uniform at all times while on duty. The contractor shall provide large umbrellas for employees to assist patients from their vehicles to cover in the rain.

7. **Traffic Control:** The valet parking contractor shall staff the valet parking service to ensure management of the flow of traffic from Second Street and Dogwood Avenue into the valet parking area of operations experiences no traffic stoppage, backup or jam in the valet parking area of operations 99% of the time. The valet parking contractor will notify the JHQVAMC Police Service and the COR immediately of a traffic flow stoppage, backup or jam. The inside lane in the valet parking area of operation must remain clear of any parked or waiting vehicles at all times as this is a fire lane and must remain clear. Outpatient clinic schedules vary at JHQVAMC generating increased volume at different times during the day and on different days of the week; the contractor may request a copy of the appointment schedule template to forecast and improve prediction of patient demand. Contractor will not send or escort patients to the valet parking lot to retrieve their own vehicle. The only exception to this rule is a vehicle equipped with special hand/foot controls to accommodate the Veteran's special orthopedic or physical impairment needs.

8. **Lost or Stolen Items:** The valet parking contractor is responsible for lost or stolen items including vehicle keys and other items taken from patient vehicles and for lost or stolen vehicles. The contractor is responsible to promote a secure and accountable environment and compel contractor employees to protect patient and patient escort property. Should lost or stolen items occur the contractor shall immediately report the event to the JHQVAMC Police Service and the COR. Any claims of damage or missing or stolen patient property shall be the responsibility of the valet parking contractor. JHQVAMC assumes no responsibility for such claims. All claims shall be directed to and handled by the valet parking contractor. Corrective actions to resolve all claims shall commence immediately. All claims shall be settled within twenty (20) working

days, unless extenuating circumstances warrant additional time and is authorized by the Contracting Officer. The contractor shall communicate with the patient within one business day to provide information and direction to resolve lost or stolen items. All lost or stolen property claim details shall be included in the monthly report to the COR. Failure to report lost or stolen items immediately to the Police Service and to include lost or stolen incidents in the monthly report may result in termination of the contract.

9. **Claims/Damage:** The valet parking contractor shall be responsible and accountable for any damage to patient vehicles occurring in their charge. The valet parking contractor shall ensure safety first at all times in the operations area including parking lots and shall establish a continuous quality improvement program to sustain an accident free record. Should an accident occur, the valet parking contractor shall report the situation immediately to the JHCVAMC Police Service, the COR and to the contractor's insurance company. The contractor shall immediately communicate to the patient detailed and actionable information to resolve damage claims. The contractor shall be insured and bonded. The contractor shall be completely liable for all vehicle damage while a patient vehicle is in the possession of the valet parking contractor service. All vehicle damage claims brought to the attention of the valet parking contractor shall be immediately investigated and validated claims shall be processed for settlement within 24 hours. All damage claims shall be resolved within twenty (20) working days of the initiation of the claim. All damage claim details shall be included in the monthly report to the COR.

10. **Reporting Requirements:** The valet parking contractor shall provide formal written reports on company letterhead as follows:

a. Daily Reports: Each day a written report shall be provided to the COR or assistant COR with the number of cars parked by the hour of operation, the number of employees on duty by hour, number of accidents, complaints, and reports of lost or stolen property if any by the hour. This report shall be delivered to the dispatch office daily at 6:00 p.m.

b. Monthly Reports: Monthly reports shall contain the total number of vehicles parked by day, the total number of staff on duty by day, the total number of hours worked by the valet parking employees, details of accidents, lost or stolen items, and traffic stoppage, backups, and jams by day, and the monthly invoice amount. This monthly report will be delivered to the COR or assistant COR in Police Service by 12:00 noon the fifth business day of each month.

c. Security Reports: Immediately provide a written report to the Police Service for all line of sight weapons and other contraband noticed in a patient vehicle or in the possession of a patient or escort and packages or weapons or suspicious items left in the valet parking area of operations. Details are required including the day, time, vehicle license number, person's name if available, and the event that occurred must be included in this report.

11. **Demand Management:** The contractor will plan to manage at a minimum 500 vehicles per day. The volume of Veterans using valet parking should be growing and the contractor should be expected to increase staffing to consistently meet the growing demand. The contractor should anticipate a growing demand therefore employ an on-call pool of staff trained and ready to

perform that can be activated on short notice to respond to the growing demand and to fill in during annual and sick leave periods for other employees. This on-call pool can be activated upon the contractor receiving notice of termination by another employee. The important point is to maintain staffing levels to meet the demand not experience low staff with high demand for parking.

### **DESIGNATED VALET PARKING LOTS.**

The JHQVAMC designated valet parking lots N and O are to be used for the valet parking service. Lots N and O are fenced and gated. More spaces can be made available when performance demonstrates the requirement. The contractor shall maintain control of vehicles parked in designated valet parking lots in order to maximize the space available and facilitate smooth operations. The contractor is responsible for control of and monitoring flow in and around these parking lots. Valet parking contractor employees are not authorized to park their privately-owned vehicles in valet parking lots.

### **FACILITIES.**

1. The Government will provide a valet parking booth, covered walkway around the valet parking staging area, telephone in the booth and outside the booth (only local calls are authorized), parking lots, keys/gate switches for the valet parking operations, wheel chairs, traffic flow signage, and 18 wall lockers 2 rows of 9 double stacked. JHQVAMC will provide snow removal and deicer to promote safe operations area during winter months. The government is responsible to maintain the equipment they provide. No alterations to the parking lots or parking lot striping shall be permitted. If parking lot alterations are required, the contractor shall notify the COR or the CO in writing with the recommended changes. If the recommended changes are approved by JHQVAMC, the contractor shall be notified in writing by the CO.
2. The valet parking contractor will provide locking key cabinet(s), office supplies and material, large umbrellas, and miscellaneous items necessary to operate an efficient valet service.

### **HOURS OF OPERATION.**

Valet parking contractor shall be operational on or before the hours of 6:45 a.m. to 6:00 p.m., Monday through Friday, except federal holidays.

Listed below are the ten national holidays:

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

When a holiday falls on a Sunday, the following Monday shall be observed as a legal holiday by U.S. Government agencies. When a holiday falls on a Saturday, the preceding Friday shall be observed as a legal holiday by U.S. Government agencies. Also included would be any other day specifically declared by the President of the United States as a National Holiday. Every day at closing the valet parking site supervisor or designee will deliver the remaining patient vehicle keys to the Police Service Dispatch Office, located in building 204 co-located with the Emergency Department, for vehicles still parked in the valet parking lots at 6:00 pm, valet parking closing time. The valet parking contractor is responsible for vehicle key accountability 100% of the time. The Contractor shall be notified in advance of any special events which might cause parking problems as a result of additional patients, patrons, or visitors to JHQVAMC. The Contractor shall provide increased staffing or staff the demand during these periods.

### **STAFFING.**

The valet parking contractor shall provide competent, fully trained and professional valet parking employees to perform the valet parking service. Valet parking employees will not be confrontational with patients or members of the JHQVAMC staff, mistreat patient's property, or members of the JHQVAMC staff, and should an incident occur the valet parking site supervisor or assistant shall call Police Service, the COR or the assistant COR for immediate assistance and reporting. Valet parking contractor employees shall not accept tips, gifts, any gratuities, or other services from anyone, including patients or members of the JHQVAMC staff, and shall receive all compensation from the valet parking contractor their employer. Valet parking employees will store their cell phones, not on their person, while on duty and not use them unless they are on break or at lunch. The Contractor shall assume full responsibility for the protection of its personnel furnishing services under this contract, such as providing Workers' Compensation, professional liability insurance, health examination and social security payments. Payment for any leave, including sick leave or vacation time is considered the responsibility of the Contractor. The Contractor shall follow all existing local, state, federal employment laws and union regulations relevant to fringe benefits and premium pay for their employees. Such personnel shall not be considered VA employees for any purpose. Cost quoted in the solicitation is all-inclusive of all incidental costs including housing, transportation and premium payments for applicable insurance coverage. The contractor will provide a site supervisor from 6:45am to 6:00pm Monday thru Friday and as many professional parking attendants as the demand requires to ensure timely patient vehicle parking service, traffic control, safety, and security in the valet parking area of operations and parking lots.

### **SURVEILLANCE/QUALITY ASSURANCE.**

The Contractor shall be responsible for complying with all appropriate regulations and guidelines of the Occupational Safety and Health Administration (OSHA), Department of Transportation, and any other pertinent federal, state, and local policy relating to the herein mentioned work or valet parking services. The government has the right to surveil performance under this contract at any time. No schedule of surveillance will be established or communicated with the contractor. Surveillance will be accomplished by the COR or assistant COR or their appointed member of the JHQVAMC staff. Surveillance maybe done in locations that overlook the valet parking site or in person directly located in the valet parking area of operations or by camera.

Specific or general surveillance can be conducted. All surveillance conducted in a month will be included in the monthly QASP report.

**GENERAL INFORMATION.** The contractor shall ensure all contract employees provide the following documentation:

1. Purified Protein Derivate (PPD) Skin Test: Annual test is required. Individuals must provide documentation of receiving the PPD skin test.

2. Annual Flu Shot – Annual flu shot is required. Individuals must provide documentation of receiving the annual flu vaccine or wear a mask during duty. It shall be the responsibility of the contractor to provide documentation of the above prior to assignment or hiring and during employment.

3. Drug/Alcohol Policy: Contractor shall ensure that all valet parking staff performing under this contract complies with the JHQVAMC alcohol and drug free workplace policy. The contractor shall be expected to conduct random alcohol and drug tests on all valet parking staff. Random alcohol and drug tests shall be conducted at least once a year on each employee performing under the resulting contract. Valet parking staff shall also be subject to drug and alcohol testing when reasons exist to suspect the use of drugs and alcohol while on duty that impaired judgment, performance, operation of vehicles and the safety of Veteran patients, VA employees, visitors, volunteers and other valet parking staff. Upon request, the contractor shall be expected to provide evidence or copy of the results of employee drug and alcohol testing.

4. Monthly Invoice Requirement:

The invoice shall be itemized to include the information listed below. Incomplete and incorrect invoices shall be returned for correction.

- (1) Invoice Number and Date
- (2) Contract Number
- (3) Purchase Order/Obligation Number
- (4) Line item from Schedule of Service associated with each charge
- (5) Net Payment Due

Contractor shall submit original invoice with pre-printed company name. For the Government invoice/billing address information, reference Contract Administration Data section.

The contract period is for a base year and four option years.