

PERFORMANCE WORK STATEMENT
SWITCHBOARD OPERATOR SERVICES

1. GENERAL REQUIREMENTS FOR VETERANS AFFAIRS HEALTH CARE SYSTEM

- 1.1 The Contractor shall provide all labor, supervision, transportation, and other items/services necessary to perform Telephone Operator / Switchboard services to Veterans Affairs Health Care System (VA), located at Department of Veterans Affairs Medical Center, 2002 Holcombe Boulevard, Houston, TX 77030.
- 1.1.1 The work required under this contract consists of providing Telephone Switchboard Operators for the effective operations for a 24-hour, 7-days week 365-day 1A medical facility for the operations of six to eight NEAX 2400 electronic telephone attendant consoles to process incoming and outgoing telephone calls. The telephone operators shall complete all calls not completed by the automated call processor. In addition, operators shall to assist in placing outgoing local and long-distance calls, using the commercial system and the Federal Telecommunications System (FTS).
 - 1.1.2 Work includes coverage of the following equipment: console switchboard, fax machine and audio, radio, radio and digital paging systems, and reporting and recording trouble calls.
 - 1.1.3 VA reserves the right to increase or decrease workload quantities as the need arises at the same prices, terms and conditions based on changes in the mission of VA, or any other changes warranting changes.
 - 1.1.4 All incoming calls both internal and external shall be answered within three (3) rings.
 - 1.1.5 Appropriate staffing levels shall consist of no less than 7 telephone operators (not including the Working Supervisor) during peak hours of operation i.e., second shift 0800-1630, Monday through Friday only, excluding Federal Holidays. Appropriate staffing levels during non-peak hours of operation i.e., first shift (0000-0800) and third shift (1630-000) and Federal Holidays require no less than 2 telephone operators (including one lead operator).
 - 1.1.6 The operators shall respond immediately to 911, fires, Code Blue, disasters, security alarms and other emergency situations and initiate emergency procedures as warranted. Any delay or incorrect response can result in the death or endangerment of patients and/or staff.
 - 1.1.7 The operators shall handle complex calls, which require the highest degree of personal involvement. They shall respond to all callers, which include confused, abusive, or even suicidal individuals in a compassionate and caring manner. In the case of suicidal patients, they shall attempt to calm the caller, suggest possible sources of help, and, if possible, get the caller's location and dispatch police or others who can render aid to the patient.

- 1.1.8 The operators shall monitor alarms as well as a two-way radio to provide required support to the Fire and Police Departments. In the case of fires or disasters this shall include, but is not limited to, making appropriate notifications as indicated in the MEDVAMC protocol.
- 1.1.9 All references to locations of rooms, building or functions are for informational purposes only. Such references do not necessarily indicate that these locations or functional designations shall remain stable. Changes of functional designations or locations which shall affect this contract, and which require permanent changing in staffing requirements, and/or revenues, shall be coordinated with the Contracting Officer (CO) prior to initiation of such changes to assure adequate contractual coverage. The COR is defined as a Government employee who shall serve as the Contracting Officer's Representative to ensure adequate performance for the Government.
- 1.1.10 Established services, functions, programs, staffing patterns and hours, and days of operation, shall not be altered without prior written approval of the CO. Any changes to the requirements of this solicitation shall be negotiated under the change clause.
- 1.1.11 Contractor Furnished Items
1. Except for those items or services specifically identified to be Government furnished in Section 5 and 6, the Contractor shall furnish everything required to perform this PWS.
 2. The Contractor shall furnish headsets of a quality compatible with the telephone equipment.
 3. The Contractor shall be responsible for the orderliness and cleanliness of all areas not covered by custodial service.
- 1.1.12 Building Security
- KEYS: The Government shall provide the Contractor with keys to allow access to rooms required to be accessed to fulfill provisions of this contract.
- 1.1.13 Correspondence
- All Correspondence relative to this contract shall bear the VAMC Contract Number, Title of the PWS, name and location of the Medical Facility, and shall be addressed to the CO.
- 1.2 Definitions/Acronyms - Terms used in this contract shall be interpreted as follows unless the context expressly requires a different construction and/or interpretation. In case of a conflict in language between the Definitions and other sections of this contract, the language in this section shall govern.
- 1.2.1 Contracting Officer (CO) – The person executing this contract on behalf of the Government with the authority to enter into and administer contracts and make related determinations and findings.
- 1.2.2 Contracting Officer's Representative (COR) – A person appointed by the Contracting Officer to take necessary action in ensure the Contractor performs in accordance with

and adheres to the specifications contained in the contract and to protect the interest of the Government. The COR shall report to the Contracting Officer promptly any indication of non-compliance in order that appropriation action can be taken.

- 1.2.3 CPARS – Contractor Performance Assessment Reporting System
- 1.2.4 Federal Telecommunications System (FTS): Non-commercial long-distance calls placed on the Government network
- 1.2.5 HIPAA – Health Insurance Portability and Accountability Act
- 1.2.6 Long Distance Calls: Non-FTS calls placed over the commercial network
- 1.2.7 POP – Period of Performance
- 1.2.8 Procedures Manual: A document written by the Contractor with VA input describing in detail the methods and standards normally used to accomplish tasks required by the contract
- 1.2.9 PWS – Performance Work Statement
- 1.2.10 QASP – Quality Assurance Surveillance Plan
- 1.2.11 Quality Assurance: Those actions taken by the Government to check goods or services to determine that they meet the requirements of the PWS
- 1.2.12 Quality Control: Those actions taken by the Contractor to control the production of goods or services so that they will meet the requirement of the PWS
- 1.2.13 VA – Veterans Affairs
- 1.2.14 Working Supervisor: Contractor's representative to provide assistance with supervision and training of contractor personnel and perform as alternate to Project Manager.

1.3 PLACE OF PERFORMANCE

Michael E. DeBakey Veterans Affairs Medical Center
2002 Holcombe Boulevard, Building 100
Houston, TX 77030

2. PERSONNEL QUALIFICATIONS AND REQUIREMENTS

- 2.1 Contractor's training cost will be included in the proposed prices and will not be separately reimbursed. The Contractor shall not employ any person who is an employee of the United States Government, if employment of that person would create a conflict of interest. All Contract personnel shall receive training in VA procedures and policies. No contract personnel shall be assigned to work under the contract until initial orientation and training are completed as specified

in the Contractor's procedural manual and special instructions from the COR are completed. Special instructions from the COR include:

An orientation shall be provided to familiarize the Contractor personnel with the attendant's console. The Government shall provide a general orientation to the Contractor personnel to familiarize them with the different services in the Medical Center. VAMC personnel shall be available to answer questions of Contractor's personnel following general orientation. At the end of the first and second weeks of the phase-in period, the COR shall be available to meet with the Working Supervisor (WS) to discuss problems encountered and offer assistance and recommendations for the solution of such problems.

- 2.2 Contract personnel shall wear clothes appropriate for an office environment.
- 2.3 All Contract personnel shall be required to wear an identification badge provided by VA.
- 2.4 Current written personnel rosters shall be provided to the Contracting Officer and the COR. Personnel not shown on the roster as regulars or alternates shall not be permitted to work at the VA facility. A copy of the roster shall be provided to VA Police Service.
- 2.5 Contract personnel shall have automobile liability insurance in order to drive or park at VA facility.
- 2.6 Citizenship related Requirements:
 - 2.6.1 The Contractor certifies that the Contractor shall comply with any and all legal provisions contained in the Immigration and Nationality Act of 1952, As Amended; its related laws and regulations that are enforced by Homeland Security, Immigration and Customs Enforcement and the U.S Department of Labor as these may relate to non-immigrant foreign nationals working under contract or subcontract for the Contractor while providing services to Department of Veterans Affairs patient referrals.
 - 2.6.2 While performing services for the Department of Veterans Affairs, the Contractor shall not knowingly employ, contract or subcontract with an illegal alien; foreign national non-immigrant who is in violation their status, as a result of their failure to maintain or comply with the terms and conditions of their admission into the United States. Additionally, the Contractor is required to comply with all "E-Verify" requirements consistent with "Executive Order 12989" and any related pertinent Amendments, as well as applicable Federal Acquisition Regulations.
 - 2.6.3 If the Contractor fails to comply with any requirements outlined in the preceding paragraphs or its Agency regulations, the VA may, at its discretion, require that the foreign national who failed to maintain their legal status in the United States or otherwise failed to comply with the requirements of the laws administered by Homeland Security, Immigration and Customs Enforcement and the U.S Department of Labor, shall be prohibited from working at the Contractor's place of business that services VA patient referrals; or other place where the Contractor provides services to

veterans who have been referred by the VA; and shall form the basis for termination of this contract for breach.

2.6.4 This certification concerns a matter within the jurisdiction of an agency of the United States and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution under 18 U.S.C. 1001.

2.6.5 The Contractor agrees to obtain a similar certification from its subcontractors. The certification shall be made as part of the offeror's response to the Request for Quote.

2.7 Qualifications

2.7.1 Working Supervisor

Working Supervisor (WS) Qualifications: WS shall have had at least two years telephone operating experience, of which one year involved substantial responsibility for placing a variety of special calls (e.g., conference calls, long distance calls, and local calls) over varied circuits or routings or performing information operator work which required a knowledge of organizational units and major functions of a large multi-division organization, and shall have had one or more years of experience of supervising, which involved organizing, directing and controlling staff. WS shall be experienced in maintaining discipline, devising work methods and assignments, establishing performance requirements and arranging work schedules to conform to peak telephone requirements for adequate service. The ability to communicate, comprehend, use correct grammar and punctuation, and understand instructions, as well as write legibly, is required.

The Contractor shall assign a WS for the purposes of supervising and training contract personnel and ensuring compliance with all provisions of this contract. The WS shall be dedicated to serve solely in the Medical Facility during administrative working hours and at all other times shall be available, by telephone or pager, for any problems which shall occur, including staffing problems. The WS shall respond within one hour during off duty hours.

When the WS plans to be absent for more than one 8-hour shift, the Contractor shall notify the COTR in writing or electronic mail of who shall be the stand-in representative during his/her absence.

When the WS is absent for more than three consecutive working days, the Contractor shall provide replacement WS during the absence. The COTR shall be notified in advance, in writing, of this substitution.

2.7.2 Employees

Telephone Operator Qualifications: Telephone operator shall be able to assume the responsibility for placing a variety of special calls (e.g., conference calls, long distance calls, and local calls) over varied circuits or routings, or performing information

operator work, which requires knowledge of the organizational units and major functions of a large multi-division organization. Operators shall have the ability to meet and deal with people from a variety of backgrounds, with varying levels of understanding, work under pressure and stressful conditions, and adapt to changing working conditions. Project manager shall not allow new personnel to perform duties alone until he/she has received at least two weeks of on-the-job training.

The selection, assignment, transfer, supervision, management, and control of Contractor employees in performance of this PWS shall be the responsibility and prerogative of the Contractor. However, the Contractor shall comply with the general intent and specific policies set forth in the performance statement, concerning conduct of employees as referenced therein. When the Government directs, the contractor shall remove from performance on the contract any person who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the activity and its population.

3. HOURS OF OPERATION

- 3.1 Work shall be performed twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year, including weekends and all holidays. Peak hours of operation are second shift from 0800-1630 Monday through Friday. The Contractor shall provide no less than 7 telephone operators (not including the Working Supervisor) during peak hours. The Contractor shall provide appropriate staffing levels during non-peak hours of operation, i.e., first shift (0000-0800), third shift (1630-0000), and Federal holidays which is no less than 2 telephone operators (including one lead operator). The Contractor is responsible to provide coverage appropriate for the workload with the concurrence of the using service and final concurrence of the Contracting Officer. The following are Federal holidays:

New Year's Day

Martin Luther King's Birthday

Washington's Birthday

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day

4. PERFORMANCE STANDARDS, QUALITY ASSURANCE (QA) AND QUALITY IMPROVEMENTS

- 4.1 The Contractor shall submit a Quality Control Plan with their quote before the solicitation due date to assure requirements of the contract are provided as specified. The Contractor shall provide two copies of the plan to the COR and Contracting Officer within one week from the onset of contract performance and changes thereafter as they occur. The program shall include, but not limited to the following:

- 4.1.1 An inspection system shall be provided which covers all services within the PWS. It must specify the areas to be inspected, frequency of inspections, and the title of the

individual(s) performing the inspections.

- 4.1.2 A method(s) for identifying and preventing deficiencies in the quality of services performed before the level of performance become unacceptable.
- 4.1.3 Record of all reviews conducted by the Contractor and the corrective action taken. Copies of all reviews shall be provided to the Contracting Officer. This determination shall be made available to the Government during the term of the contract and for one-year (1) after expiration of the contract.
- 4.1.4 The Government will monitor the Contractor's performance under this contract using the quality assurance procedures in the COR Surveillance Plan.
- 4.1.5 The Contractor shall meet with the COR on a weekly basis for the first month of the contract and monthly thereafter according to a schedule established by the COR. A specific time and place shall be established by the COR at the post-award conference.
- 4.1.6 A Performance Evaluation Meeting will be held quarterly to discuss and resolve any deficiencies to the contract. Other concerns of either the COR, CO or the Contractor will also be discussed during these meetings. This will be done on the regularly scheduled meetings with Working Supervisor.
- 4.1.7 The issuance of a Contractor Discrepancy Report (CDR) shall be cause for the scheduling of a meeting of the WS, CO and COR. A mutual effort shall be made to resolve all problems identified. The Government shall prepare written minutes of this meeting. Minutes of these meetings shall be signed by the WS, CO and COR. Should the WS not concur with the minutes and action taken at the meeting, he/she shall state in writing to the CO any areas wherein he/she does not concur and explain the reason(s) for non-concurrence. The CO shall notify the WS in writing of his/her final decision. A dispute over the CO's decision shall be handled in accordance with the Disputes Clause in this solicitation.

5. GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, FURNISHINGS AND MATERIALS.

- 5.1 The Government will provide the facilities, equipment, materials, and services listed below. The Contractor shall provide materials particular to the operation of the Contractor's business.
 - 5.1.1 The Government shall furnish approximately 100 square feet for Switchboard Operations at the Department of Veterans Affairs Medical Center, 2002 Holcombe Boulevard, Houston, TX 77030. Facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work areas have been established. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazards exist, or that work area procedures will not be necessary or that the facilities as

furnished will be adequate to meet the responsibilities of the Contractor. Compliance with the Occupational Safety and Health Act and other applicable laws and regulations for the protection of employee is exclusively the obligation of the Contractor and the Government will assume no liability or responsibility for the Contractor's compliance or noncompliance with such responsibilities, with the following exception, if OSHA hazards are found in the Government- furnished facility, the Government developed and approved plans of abatement, taking into account safety and health priorities. A higher priority of correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. Prior to any modification of the facilities performed by the contractor, the Contractor must notify the Contracting Officer and provide documentation describing in detail the modification requested. No alteration to the facilities shall be made without specific written permission from the Contracting Officer; however, in the case of alterations necessary for OSHA compliance, such permission shall not be unreasonable withheld. The Contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications expected. These facilities shall be used for performance of this contract only.

- 5.1.2 The Contracting Officer, COR and the Contractor shall inventory equipment and materials at the beginning and end of the contract. Not later than 5 days prior to the start of the base contract period, the Contractor and a Government representative shall conduct a joint inventory of all "Government furnished" equipment. All shall jointly sign the inventory. A copy of the inventory list will be provided to Contractor. The following shall be determined for each piece of inventory:
1. Working condition of equipment;
 2. Items beyond fair wear and tear; and
 3. Items designated for replacement.
- 5.1.3 The Contractor shall notify the COR in writing of any defective Government equipment immediately. The Contractor shall submit such requests through the COR to the CO for the approval and any appropriate contract modification. The COR shall be responsible for assuring replacement of the defective equipment. Upon approval, the Government shall obtain the equipment by notifying the Vendor responsible for the maintenance of the equipment, at no cost to the Contractor, except in cases of abuse or willful misconduct on the part of the Contractor employee(s). If the COR does not replace the defective equipment within a reasonable amount of time, the Contractor shall notify the Contracting Officer in writing of the issue.
- 5.1.4 The Contractor shall be liable for damage to equipment and furnishings caused by the negligence of the Contractor. Equipment and furnishings damaged through normal wear and tear, and acts of God, shall not be the responsibility of the Contractor. All tasks accomplished by Contractor personnel shall be performed to preclude damage or disfigurement of Government owned furnishings, fixtures, equipment, and architectural or building structures. The Contractor shall report any damage or disfigurement to these

items when caused by the Contractor personnel. The Government shall not be responsible for Contractor's equipment or belongings that are lost, stolen, or damaged. Prior to the effective date of this contract, the COR shall advise the Contractor of those Government items, which the Contractor shall move.

- 5.1.5 The Contractor shall be responsible for the cost of repairs or replacement of Government owned equipment, fixtures, architectural or building structures to their previously existing condition, when the CO has determined the Contractor to be liable for damage or loss of Government property. Equipment damaged by the Contractor shall be replaced by the Contractor not exceeding the actual cost of repair or replacement as appropriate, within 30 calendar days or sooner, which is dependent upon the critical value. By completion or extension of the contract, a joint inventory shall be conducted by the Contractor and a Government representative.
- 5.1.6 Equipment or furnishings damaged by Contractor's personnel and not replaced or repaired by the Contractor, as appropriate, shall be replaced or repaired by VA and charged to the Contractor.
- 5.1.7 The Contractor shall ensure that all lost articles found in areas under the jurisdiction of the Government by Contractor personnel are turned in as specified by the COR.
- 5.1.8 Discrepancy reports regarding damaged property shall be prepared by the COR and submitted to the CO for determination. The Contractor shall ensure that all lost articles found in areas under the jurisdiction of the Government by Contractor personnel are turned in as specified by the COR.
- 5.1.9 VA-owned equipment is subject to change and additional equipment may be implemented. Contract personnel shall be provided training on any new equipment.

6. GOVERNMENT FURNISHED SERVICES. The Government shall furnish the following:

- 6.1 Utilities. The Government will provide electricity, water, sewage and heating for the space to be occupied or used by the Contractor.

Conservation of Utilities

- a. Personnel in the Switchboard area shall adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.
- b. Water faucets shall be turned off after use.
- c. All malfunctions of above utilities shall be reported to the COR for corrective action.

- 6.2 Space. The Government will provide the space to be utilized by the Contractor in providing contract-related services.

- 6.3 Equipment Liability – Liability of all equipment except damage caused by willful misuse of Contractor’s employees.
- 6.4 Custodial Services. The Government will provide custodial services consisting of the emptying of waste receptacles, vacuuming and care of floors.
- 6.5 Disposition of Property. The Government will give disposition instructions for item beyond repair in those cases concerning Government furnished equipment and furnishings.
- 6.6 Insect and Rodent Control. The Government will provide the personnel, supplies and materials required for the elimination or control of insects and rodents.
- 6.7 Automatic Data Processing: Computer terminal furnished for patient or employee locator service and electronic mail.
- 6.8 Parking. The Government will **not** make special provisions for Contract personnel parking. No reserved parking. The Contractor shall complete VA Police required documents in building 108 and complete online registration at (<https://vaww.visn16.portal.va.gov/sites/hou/Police/SitePages/Home.aspx>) of vehicle(s) to be issued a parking permit.
- 6.8.1 Vehicles will park only in designated areas. No parking areas, reserved parking and fire lanes are indicated by signs and appropriate curb markings.
- 6.8.2 Speed limit on the ground is 10 miles per hour, unless otherwise posted. Speed limit may be reduced depending upon weather conditions that may prevail.
- 6.8.3 Double parking, blocking crosswalks, parking at loading docks, parking within 15 feet of a fire hydrant and parking in fire lanes is prohibited.
- 6.8.4 Pedestrians have the right of way over all vehicles in all areas on VA facility grounds.
- 6.8.5 Parked vehicles should have the ignition key removed, windows closed, and doors locked for protection of vehicle and its contents against theft.
- 6.8.6 Every effort will be made to protect vehicles and their contents, while parked on VA facility grounds; however, VA assumes no liability for loss from, or damage to privately/owned vehicles and contents.
- 6.8.7 Parking is permitted only in those areas designated and lined for parking. Vehicles found in other area will be ticketed.

7. TELEPHONE / SWITCHBOARD OPERATORS' TASKS

7.1 The contractor shall provide all personnel, training, supervision, and services, as required by this solicitation, to provide switchboard services to the Medical Center. The work includes but is not limited to the following: The Contractor shall receive all incoming calls, answer all emergency calls, alarms, operate audio, radio and digital paging systems, maintain appropriate records and conduct necessary training. In addition, the contractor shall provide required administrative and management quality control. The specific tasks to be provided by the Contractor are listed below. Coverage is provided a minimum of 24 hours a day, 7 days a week, including all City, State, and Federal holidays. The Contractor shall be required to cover all shifts.

7.1.1 Answer incoming calls politely, efficiently and in a friendly manner, even during heavy workload and crises periods. Calls shall be answered in priority order. Operators shall provide general information, e.g., visiting hours, directions to the Medical Center and other information as requested.

7.1.2 EMERGENCY CALLS AND ALARM SYSTEMS:

1. Cardiac Arrest (Code Blue): When a cardiac arrest alarm is activated from the Intensive Care Unit or Emergency Room, the operator shall receive an audible, high-pitched alarm on the wall panel in the switchboard area, as well as a light indicating the location. When a cardiac arrest occurs in other areas of the Medical Center, the area needing the Code Blue Team shall dial 6222. Following the notification by group call pagers, an announcement of the same information shall be made on the Public Address paging system.

2. All other emergency and alarms are to be recorded and handled urgently. These included but are not limited to the following: Missing person(s), fire, active threat, behavioral response (Code Green), Rapid Responses, bomb threat (Code Brown), Sepsis Team, stroke team, and STEMI team.

7.1.3 PATIENT LOCATOR INFORMATION: Contractor shall use a computer terminal and/or published roster to respond to calls requesting patient location information. This information shall be cross-referenced with the listing of patient bedside telephone numbers and provided to the caller for direct calls to the patient. If the caller elects to speak with the Nurse's Station on the ward where the patient is located, they shall be connected directly to the appropriate ward (in accordance with the Privacy Act of 1974, the operator **shall not** identify patients as being admitted to a Psychiatry Unit or Ward. The caller shall be connected to the appropriate ward, i.e., 7-1/7-2 or 8-1/8-2)

7.1.4 EMPLOYEE LOCATOR INFORMATION: Operators shall use the Medical Center electronic and/or printed telephone directory to complete calls to employees. Employees carrying pagers shall be paged for incoming calls, unless otherwise identified on the Pager Listing Boards.

7.1.5 PAGING SYSTEMS:

a. PUBLIC ADDRESS PAGING SYSTEM:

1. The use of the public address system is intended only for urgent or emergency communications throughout the Medical Center. It is not intended as a primary communication system for routine personnel paging. It shall be used to page patients for clinics and personnel, as directed or for disaster/emergency teams. Announcements of special events shall be made with prior approval of the COTR or designee. The system shall be used to announce emergencies, using the ALL CALL function unit located in the switchboard office, including, but not limited to, the following:

Code Blue for Cardiac Arrest Team
Internal/External Disasters

2. The operator shall not cancel any code that has been called. The operator instructs the caller wishing to cancel a code to do so by using the code pagers.

3. The operator shall announce the following visiting hour's announcement nightly at 8:30 PM: "Shall I have your attention please, visiting hours have now ended, all visitors shall leave the facility at this time. Thank you for visiting and thank you for Choosing VA."

4. Only properly approved special announcements shall be read, verbatim, by the operators for the specified number of times, i.e., special events, fire or disaster drill.

5. If the radio paging system fails, operators shall be required to utilize the public address system to page Medical Center personnel.

b. RADIO PAGING SYSTEM:

The telephone operators shall utilize the radio paging system to contact designated staff only. When employees fail to answer their page within a reasonable amount of time, the operator shall inform the caller and connect them to the appropriate services to leave a message, if desired. During radio paging system failures, the operator shall be required to utilize the public address system to page essential Medical Center personnel.

7.1.6 DISASTERS/FIRES OR DRILLS:

The VAMC Safety Officer shall provide initial and annual training sessions to the Contractor's employees. The COTR shall provide the Contractor with revisions to the Disaster and/or Hurricane Plans, as they occur.

7.1.7 THREATENING OR SUICIDAL TELEPHONE CALLS:

1. Any operator receiving a threatening or suicidal telephone call shall get all information possible and attempt to identify the caller. The operator shall remain calm and attempt to calm the caller. The operator shall keep the caller on the line if possible and obtain a telephone number in case they get disconnected. Also, obtain name and last four of caller. The operator shall record what the person says as completely as possible and note the exact time of the call. If veteran will not give

you this information, do not pressure him/her. Keep him/her on the phone and talking. **HAVE CO-WORKER TO PAGE *5-2000 (if located on Main Campus) or 27134 (if located at CBOC):** "Please stay on the phone. I'm getting someone to help you. I'm here to listen if you'd like to talk." Keep the caller on the phone. (do not transfer or put on hold). The operator should listen closely to the voice (male/female), voice quality, accents, or speech impediments. When the caller hangs up, report the call immediately to the Suicide Prevention team at 713-794-7002 and to the Police & Security Service, ext. 27106. If more than one operator is on duty at the time of the call, the operator should alert the other operator and have them notify Police & Security Service. The operator shall complete a VA Form 119, Report of Contact, as soon as possible after the incident and log in the operator Unusual Events Log. **The operator shall notify the COR during regular hours and the Administrative Office of the Day (AOD) during irregular hours. See the additional information on the Suicidal Caller icon located on the desktop.**

2. Bomb Threat

a. The operator receiving the call shall ask the caller to provide the location of the bomb and the time of possible detonation, if the caller has not already given this information. Operator shall advise the caller that the building is occupied, and detonation of a bomb could result in death or serious injury to many innocent people, especially patients. The operator shall then notify the Medical Center, Police, and Security Service, at extension 27106. The operator shall record in the Unusual Event Log and complete the Bomb Threat Checklist and Telephone Procedures form.

b. The Operator shall notify the COR during regular hours and the AOD during irregular hours

c. Any changes to the above procedures shall be submitted, in writing, to the Contractor by the Government.

7.1.8 OPERATOR ASSISTANCE CALLS:

1. Operator shall answer calls for operator assistance or information. Employees within the Medical Center requesting directory assistance shall be encouraged to use the printed telephone directory or given instruction on how to access the electronic telephone directory.

2. Operator shall assist callers in completing calls when the caller indicates they are having difficulty, i.e., check FTS number, give instructions on proper procedure. He/She shall place and complete VA official calls using appropriate, least cost routing, either, local or FTS. Prior to placing a long distance call over commercial lines, for which this facility shall be billed, the operator shall obtain authorization. All toll calls shall be approved by the Medical Center Director, Chief of Staff (for professional staff), Associate Director of Operations (for administrative staff), or their designee during regular hours or by the Administrative Officer of the Day during irregular hours.

3. The Operator shall record all toll calls, including those made to Directory Assistance or those requesting to have calls interrupted for a medical emergency, in the Long-Distance Call Log.

4. Operators are not authorized to place personal calls for employees. They shall be advised to use public telephone facilities throughout the Medical Center for placing personal calls, regardless of billing, i.e. collect or credit card call.

7.1.9 ON CALL SCHEDULES:

Lists and/or schedules (duty rosters) of on-call personnel shall be provided to the telephone operators for use at any time, including irregular tours of duty, to contact on-call staff for emergencies or consultation. The operators shall be required to maintain a current listing of all on-call personnel, as well as essential medical Center staff. Contacting of these employees shall require using individual radio pagers, Public Address System, and calling home telephone numbers.

7.1.10 TWO WAY RADIO:

The operator shall use the two-way radios to communicate with the Police. They are also to monitor the two-way radios during every emergency and provide assistance as required.

7.1.11 WORKSPACE SECURITY:

Contractor shall not allow unauthorized persons in the workspace.

7.1.12 ADP SECURITY:

Contract personnel shall have access to printed and electronic data which shall be protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulation, VA statutes and policies. Contractor personnel shall be responsible for:

1. Protecting that data from unauthorized release and/or from loss or alteration.
2. Following applicable regulations and instructions provided by the Government regarding access to computerized files, release, or access codes, as set out in a Computer Access Agreement, which the employee signs.

7.1.13 Receive collect calls, only if authorized and obtain and record time and charges.

7.1.14 Responsible for immediate, professional responses to and recording the following: emergency alarms, codes, bomb threats, fires and disasters. They shall also be required to receive and transmit over two-way radios.

7.1.15 Follow instruction if a bomb threat is received. Written procedures and formats for this type of reporting are currently established in the telephone office.

7.1.16 Responsible for ensuring that no unauthorized long-distance calls are made and no

unauthorized collect calls are accepted.

7.1.17 Shall utilize the facility radio, overhead paging, pocket paging, and code-paging systems as required.

7.2 Assist in placing various types of outgoing calls and coordinating and patching through one or more stations when necessary.

7.2.1 Assist facility staff and patients, when necessary, in placing calls. Calls shall include, but are not limited to, commercial and Federal Telecommunication Systems (FTS) calls.

7.2.2 Politely, efficiently and in a friendly manner explain to users why calls cannot be completed as requested, when a situation of this type arises.

7.3 Reporting Telephone Equipment Malfunctions:

7.3.1 Maintain a log of all telephone equipment malfunctions and/or complaints regarding telephone service.

7.3.2 Upon request of callers, verify telephone equipment malfunctions and report them to Information Resources Management Service (IRMS).

8. PROCEDURES

8.1 PROCEDURES FOR CODE BLUE (CARDIAC ARREST)

PROCEDURES:

(a) When alarm comes in showing Cardiac Arrest location on panel or Telephone Call informing the operator of a Cardiac Arrest, the operator shall answer within one ring or three seconds and confirm that it is an actual call for the Code Blue Team. The operator shall note the time and location and shall initiate Code Blue as follows:

Code Blue & give location.

Code Blue & give location.

Repeat above procedure.

(b) Following the notification by paper, an announcement of the same information shall be made on the Public Address paging system.

(c) In the event of a simultaneous cardiac arrest, the operator shall repeat the above procedure giving location of second cardiac arrest. Repeat as above.

(d) The operator shall silence all alarms and enter information in the Code Blue Log.

NOTE: There is a spare, charged battery, and a replacement Code Blue pager in the operator's office should a problem be identified during irregular shifts. The COTR shall be notified of any problems and given the non-working pager during the next regular tour of duty. During regular shifts, the user shall be directed to deliver the non-working pager to the COTR for replacement or corrective action. When necessary to use a replacement pager, the original number shall be re-coded to the loaner pager, so that calls shall automatically be received on the assigned number. **NOTE:** Keynote digital pagers can only be coded over to another digital pager. Voice only pagers, i.e., Pageboy 11 or Pageboy 111, or General Electric pagers can only be coded over to another voice pager.

8.2 PROCEDURES FOR DISASTERS/DRILLS

When the operator receives notification of a disaster the operator shall respond as follows:

1. DURING ADMINISTRATIVE TOURS THE OPERATORS SHALL:

- (1) NOTIFY BOILER PLANT OPERATOR, EXT 25887.
- (2) MAKE ANNOUNCEMENT OVER P.A. SYSTEM.
- (3) AT SUPERVISOR DIRECTION, ACTIVATE "LL" FEATURE ON CONSOLE. (SHALL RESTRICT CALLS TO ON STATION ONLY, EXCEPT THOSE PLACED BY THE OPERATOR).

2. DURING NON-ADMINISTRATIVE TOURS THE OPERATORS SHALL:

- (1) NOTIFY BOILER PLANT OPERATOR, EXT 25887.
- (2) NOTIFY POLICE & SECURITY, EXT 27106 OR 2-WAY RADIO.
- (3) NOTIFY MEDICAL ADMINISTRATOR ON DUTY, EXT 26281.
- (4) NOTIFY ANOD ATEXTENSION 26128/25312.

3. The VAMC Safety Officer shall provide initial and annual training sessions to the Contractor's employees. The COTR shall provide the Contractor with revisions to the Disaster Plan.

8.3 PROCEDURES FOR FIRES

Whenever the operator receives notification of a fire or fire alarm the operator shall:

1. DURING ALL TOURS THE OPERATORS SHALL:

(1) NOTIFY POLICE & SECURITY, EXT 27106 OR 2-WAY RADIO.

(2) NOTIFY FACILITY SAFETY OFFICER AT 713-578-4988 or 832-208-8131

*Monitor the two-way radio for further information.

8.4 PROCEDURES FOR BOMB THREATS

Any time the operator receives a call regarding a bomb threat; the following procedures shall be initiated:

a. Make Notation on form provided (Bomb Threat Check List) or on any note paper.

b. NOTE THE EXACT TIME. This is most important since most bombs are activated by some type of watch or clock.

c. If caller specifies a time, ask him/her to repeat the exact time. Note whether caller uses the 24-hour time system.

d. Ask all the questions that could be helpful in locating the bomb or that would be helpful in case it is a hoax.

e. Ask for location of bomb by asking, "Did you say the bomb is in the basement?" (Or lobby, executive suite, or which location).

f. Ask for time of possible detonation.

g. Inform caller that building has personnel and a bomb could result in death or injury to innocent persons.

h. Note background noises such as motors running, music, and other sounds which shall give a clue as to where the call is being made.

i. As soon as caller hangs up, report the above to the VA Police at extension 27106. Be sure to use the "stray cat" term.

8.5 PROCEDURES FOR REPORTING TELEPHONE SYSTEMS/EQUIPMENT

1. The following alarms appear on the Telephone System Alarm Panel. The operator

shall respond as indicated below:

a. Major Alarm – Report to telephone vendor and COTR.

b. Minor Alarm – Log in Telephone Trouble Log. **Note:** If trouble affects primary lines on a ward, clinic, Service, or 10 + lines in any area, report to telephone vendor and COTR immediately.

2. Voice Mail/Auto Attendant System – Report to Telecom Manager (X2058) and COTR immediately.

3. Public Address System (PA) – Report to telephone vendor and COTR and log in Telephone Trouble Log.

4. Pocket Paging System – Report to Telecom Manager.

Note: During any down time, the operator shall use the PA system to announce all emergencies.

5. Telephone Trunks – Report to Telecom Manager.

6. All of the above events should be logged in the Unusual Event Log, including the name of the person reporting the problem, date, time reported, and initials of operator. Also record actions taken, resolution, and time cleared.

9. CONTRACTOR'S RESPONSIBILITIES

9.1 Contract personnel shall become familiar with the functions of the different services within the facility. With this knowledge, determine the area within the campus when the caller does not know the telephone extension.

9.2 Contractor shall at all times, including periods of excessively heavy workload and during absences of contract personnel, provide adequate coverage wherein telephone service is not impeded.

9.3 Contractor should also provide the following: Providing training to subordinate employee.

9.3.1 Supervise audits and surveys of telephone instruments and supplies.

9.3.2 Supervise maintenance of various alarm systems.

9.3.3 Prepare duty and vacation schedules.

9.3.4 Planning the daily activities of the unit personnel.

9.3.5 Prepare and submit various reports.

9.3.5.1.1 Incident reports (i.e. failure to act promptly to notify code blue team or failure to follow emergency procedures) as well as caller's complaints.

9.3.6 Provide liaison between this facility and the Telephone Company

9.3.7 Check work assignments.

9.3.8 Correct deficiencies.

9.3.9 Maintain discipline within the area.

10. INSURANCE AND EMPLOYEE BENEFITS REQUIREMENTS.

10.1 Contractor shall be responsible for protecting the personnel furnishing services under this contract. The Contractor shall provide the following coverage for its personnel:

10.1.1 Workers' compensation

10.1.2 Liability Insurance

10.1.3 Income tax withholding

10.1.4 Social Security withholding

10.1.5 Health Benefits

10.1.6 Vacation and holiday

11. CONTINGENT SERVICES.

11.1 The Contractor shall provide a comprehensive plan detailing continuity of telephone services during contractor employee outages. The Contractor shall also have a contingency plan in the case of inclement weather or when other problems arise which, if not addressed, would impede telephone services.

11.2 The Contractor shall provide a comprehensive plan describing a methodology for providing this service when the volume exceeds 20% of the telephone workload that is normally received.

11.3 The Contractor shall ensure that Contract personnel comply with the Privacy Act and the Freedom of Information Act.

11.4 The Contractor shall ensure that regulations, manuals, telephone and FTS directories and other communications guidelines are kept updated as often as changes are made.

12. MANUALS — POLICIES PROCEDURES AND REGULATIONS.

12.1 Documents applicable to this Performance Work Statement are listed below. These documents are mandatory. At the start of this contract, the Government shall provide one copy of all mandatory regulations, manuals and specifications listed below to the Contractor. Supplements and amendments shall be updated by VA and a copy will be provided to Contractor for filling to appropriate procedures manual. The policies and procedures of mandatory directives shall be adhered to at all times. It is the Contractor's responsibility to ensure that all mandatory publications are posted and up to date. The manual shall be available to the COR for inspection at any time.

12.1.1 (Facility Policies concerning Fire and Safety Programs).

12.1.2 Facility Policy concerning Disaster Plan

12.1.3 Local Medical Center Policies and Standard Operating Procedures Handbook

12.1.4 Federal, State and Local Safety and Fire Regulations (Such as national Fire Codes) Privacy Act

12.1.5 Freedom of Information Act

13. FIRE AND SAFETY PREVENTION. Government-Owned Contractor Operated (GOCO) only.

13.1 In the performance of this contract, the Contractor shall take all fire and safety precautions as not to endanger the lives and health of occupants of the building.

13.2 The Contractor shall contact VA Police Dispatch at extension 27106 and/or Emergency Management at 713-794-8492 for fire issues.

13.3 Fire and Safety deficiencies created by contract personnel shall be corrected immediately.

13.4 Contract personnel shall comply with applicable Federal, State, local and VA fire and safety regulations and codes. The contractor shall keep abreast of and comply with changes in these regulations and codes applicable to the contract.

13.5 The VA Safety Officer is responsible for the enforcement of all safety regulations as they apply to the safety of VA and contract employees, visitors, and patients. Violations shall be submitted to the Contractor for immediate corrective action. If corrective actions are not instituted promptly, a copy of the COR's report shall be forwarded to the Department of Labor. These inspections do not relieve the Contractor from full compliance with the Contractor's responsibilities.

13.6 Prior to Contractor occupancy, a joint inspection by the VA and Contractor shall be made

and documented. The Contractor shall not be held responsible for deficiencies, which predate occupancy of the area and are documented. The Contracting Officer shall hold the Contractor responsible for future deficiencies.

14. INVOICE/PAYMENT

14.1 No advance payments under this contract will be authorized. All invoices shall follow the instructions in this subsection. Failure to do could result in a delay of payment. Payment for services shall be at the rates specified in the Schedule of Supplies/Services. Payments shall only be for actual services rendered in accordance with the Performance Work Statement.

14.2 Invoice requirements and supporting documentation: Supporting documentation and invoice must be submitted no later than the time specified by the COR each month. Subsequent changes or corrections shall be submitted by separate invoice. In addition to information required for submission of a “proper” invoice in accordance with FAR 52.212-4 (g), all invoices must include:

14.2.1 Name and Address of Contractor

14.2.2 Invoice Date and Invoice Number

14.2.3 Contract Number and Purchase/Task Order Number

14.2.4 Date of Service

14.2.5 Hourly Rate

14.2.6 Quantity of hours worked

14.2.7 Total price

End of the Performance Work Statement

EXHIBIT 1

PERFORMANCE REQUIREMENTS SUMMARY

1. The purpose of this Exhibit is to:
 - a. List the contract requirements considered most critical to acceptable contract performance.
 - b. Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements.
2. VA's quality assurance procedures are based on periodic random sampling of switchboard services and analysis complaints.
3. The COR will develop a Quality Assurance surveillance plan designed to systematically access Contractor's performance of contract requirements. The surveillance plan will utilize a combination of assessment method that may include, but not limited to:
 - a. Sampling guides.
 - b. Customer complaint surveillance guides.
 - c. Surveillance activity checklists.

The primary objective of this assessment is to evaluate final product/service and not contractor protocol for achieving these results.

4. Any deficiencies detected by the surveillance process will be brought to the attention of the Contractor at regularly scheduled Performance Evaluation Meetings
5. If performance in any area is judged unsatisfactory, based on random sampling reports or user complaint analysis, the problems will be discussed at the monthly meeting as stated in item D.14.b.

Performance Requirements Summary (PRS):

Following is the summary of performance standards for services described herein. Requirements not listed on this table but listed elsewhere in this statement of work are still in full force and effect and not superseded by this table.

| Desired Outcome | Performance Standard | Acceptable Quality Level (AQL) | Surveillance Method(s) |
|-----------------|----------------------|--------------------------------|------------------------|
|-----------------|----------------------|--------------------------------|------------------------|

| | | | |
|--|--|--|----------------------------|
| Process incoming and outgoing phone calls | The telephone operators shall complete all calls not completed by the automated call processor. In addition, operators shall assist in placing outgoing local and long-distance calls, using the commercial system and the Federal Telecommunications System (FTS). | Less than three complaints per each calendar month | Random Inspection by COR |
| Prompt response to answering the calls placed to the switchboard operators | The telephone operators shall answer the incoming calls within four rings | Less than three complaints per calendar month | Random Inspection by COR |
| Immediate response to emergencies | The operators shall respond immediately to fires, Code Blue, disasters, security alarms and other emergency situations and initiate emergency procedures as warranted. Any delay or incorrect response can result in the death or endangerment of patients or staff. | Zero complaints per each calendar month | Random Inspection by COR |
| Handle complex calls | The operators shall handle complex calls, which require the highest degree of personal involvement. They shall respond to all callers, which include confused, abusive, or even suicidal individuals in a compassionate and caring manner. In the case of suicidal patients, they shall attempt to calm the caller, suggest possible sources of help, and, if possible, get the caller's location and dispatch police or others who can render aid to the patient. | Zero complaints per each calendar month | Random Inspection by COR |
| Monitor alarms and provide support to fire and police department | The operators shall monitor alarms as well as a two-way radio to provide required support to the Fire and Police Departments. In the case of fires or disasters this shall include, but is not limited to, making appropriate notifications as indicated in the MEDVAMC Houston protocol. | Zero complaints per each calendar month | Periodic Inspection by COR |

EXHIBIT 2
SURVEILLANCE ACTIVITY CHECKLIST

| CONTRACT REQUIREMENT | METHOD OF SURVEILLANCE | DATE ACCOMPLISHED | WHERE ACCOMPLISHED | COMPLIANCE |
|---|--|----------------------|-----------------------|------------|
| Contractor is required to report lost or damage of Government owned property to the COR on each occurrence. | Report shall consist of dates, times, items, description, and location of each occurrence and circumstances concerning each occurrence. | | | |
| Contractor is required to have a quality control program for the assurance of providing services as specified. | Contractor shall provide a copy of the quality control report indicating changes and the impact of each change on the services provided to the Medical Center. | | | |
| Contractor is required to submit periodic reports identifying those personnel completing initial training/orientation as specified. | Shall provide the COR with a roster of all contractor personnel completing ing Roster shall consist of date and category of training completed. In addition, the Contractors certification and signature are also required. | | | |
| Contractor is required to submit report to the COR per local schedule. | Report will consist of requested information relating to records stored and disposed of during the course of a year. The Government will provide instructions approximately one month prior to the submittal date. | | | |
| Contractor is required to provide a personnel roster to include a duty schedule of all regular and alternate personnel to the COR each month or with each change to roster and/or schedule. | Contractor shall have a current roster of all personnel. Personnel not listed will not be allowed to work in the Medical Center. | | | |

EXHIBIT 3
BOMB THREAT CALL CHECKLIST

1. EXACT WORDING OF THREAT: _____

2. QUESTIONS TO ASK: (RECORD):

a. When will bomb explode? _____

b. Where is the bomb? _____

c. What building is it in? _____

d. What floor is it on? _____

e. Who are you? _____

f. Can we help you? _____

g. What is your name? _____

3. CALLERS VOICE AND MANNER DESCRIPTION:

| | | |
|------|----------|-------|
| Calm | Laughing | Raspy |
|------|----------|-------|

| | | |
|-------|---------|------|
| Angry | Sobbing | Deep |
|-------|---------|------|

| | | |
|---------|----------|----------|
| Excited | Distinct | Crocking |
|---------|----------|----------|

| | | |
|------|---------|--------|
| Slow | Slurred | Accent |
|------|---------|--------|

| | | |
|-------|-------|-----------|
| Rapid | Nasal | Disguised |
|-------|-------|-----------|

| | | |
|------|---------|------|
| Soft | Stutter | Male |
|------|---------|------|

| | | |
|------|------|--------|
| Loud | Lisp | Female |
|------|------|--------|

| | | |
|---------|------------|----------|
| Profane | Incoherent | Familiar |
|---------|------------|----------|

4. DATE AND TIME CALL WAS RECEIVED: _____

5. RECEIVER'S NAME: _____

NOTIFY MEDICAL CENTER POLICE IMMEDIATELY