

Statement of Work

Fleet Reservation Vehicle Sharing Program & Vehicle Key Control Asset Manager

1. REQUIREMENT:

The vendor will supply and install a Vehicle Fleet Reservation and Key Control (VFR&KC) System to manage, reserve and access government vehicles, keys and Credit Cards 24 hours-a-day, seven days-a-week to reduce or eliminate paper-based forms and processes. The VFR & KC system will provide an unstaffed vehicle and key dispatching in and out system that will enable Department of Veteran Affairs employees 24-hour access to the vehicle keys and the vehicle's credit card. The vehicle key control and reservation software will enable the Columbia VA Health Care Fleet Management to electronically approve or reject vehicle assignments and ensure government vehicles are assigned to an employee at the time of their required departure. The VFR & KC software will eliminate employees from signing the vehicles out on a Friday and departing on a Monday; therefore, it will improve vehicle utilization. The vendor shall supply and install an environmentally controlled enclosure along with a vandal proof key-control system and rugged touch screen kiosk at the Columbia VA Health Care System in Columbia, South Carolina (SC) and at each of the six (6) VA Outpatient Clinics to secure government vehicle keys and Wright Express credit cards. The vendor shall provide the necessary equipment to secure up to 56 vehicles at the Columbia VA Health Care System, up to 35 vehicles at Anderson, Florence, Greenville, Orangeburg, Sumter and Spartanburg. The FMS is required to manage and track motor pool reservations, mileage and trip reporting, driver's qualifications 24 hours-a-day.

The vendor shall also provide Administrator training for four VA Fleet Management employees. The vendor shall also supply and install web-based system to include a cellular router and provide 12 months of communication services at each location, and this system will not be connected to the VA network.

2. BACKGROUND:

Department of Veterans Affairs, Columbia VA Health Care System (CAVAHCS) Medical Center is a 216-bed facility, encompassing acute medical, surgical, psychiatric, and long-term care. The hospital is located in Columbia, South Carolina (SC) and provides primary, secondary, and some tertiary care. Satellite outpatient clinics located in Anderson, Florence; Greenville; Orangeburg; Rock Hill; Sumter, and Spartanburg, SC.

3. PERIOD OF PERFORMANCE:

Period of Performance: One Base year

Base Year:	01 March 2020 – 28 February 2021
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Option Year 1:	01 March 2021 – 28 February 2022
Option Year 2:	01 March 2022 – 28 February 2023
Option Year 3:	01 March 2023 – 29 February 2024
Option Year 4:	01 March 2024 – 28 February 2025

4. PLACE OF PERFORMANCE:

Columbia VA Health Care System is located at 6439 Garners Ferry Road, Columbia, SC 29209, but the enclosure is scheduled to be placed at the off-site parking lot, and the kiosk/key control system will secure up to 56 vehicle keys and credit cards. Anderson Outpatient Clinic is located at 303 North Highway 81, Anderson, SC 29621, the kiosk/key control system will secure up to 35 vehicle keys and credit cards. Florence Outpatient Clinic is located at 1822 Sally Hill Farms Road, Florence, SC 29501, and the kiosk/key control system will secure up to 35 vehicle keys and credit cards. Greenville Outpatient Clinic is located at 41 Park Creek Drive, Greenville, SC 29605, and the kiosk/key control system will secure up to 35 vehicle keys and credit cards. Orangeburg County Clinic is located at 1767 Village Park Drive, Orangeburg, SC 29118, and the kiosk/key control system will secure up to 35 vehicle keys and credit cards. Spartanburg Outpatient Clinic is located at 279 North Grove Medical Park Drive, Spartanburg, SC 29303, and the kiosk/key control system will secure up to 35 vehicle keys and credit cards. The Sumter Outpatient Clinic is located at 407 North Salem Avenue, Sumter, SC 29150, and the kiosk/key control system will secure up to 35 vehicle keys and credit cards.

5. PERFORMANCE REQUIREMENTS:

The vendor shall supply and install a Vehicle Fleet Reservation and Key Control (VFR&KC) System, which is a vehicle sharing software to manage, reserve and government vehicles 24 hours-a-day, 7 days a week utilizing web-based software, cellular router and communication services. The VFR & KC will not be connected to the VA network. The vendor will provide an online reservation system that allows a driver to access the vehicle keys and credit card at an approved departure time. The vendor shall supply and install an environmentally controlled enclosure, key-control vault/system and touch screen kiosk at the Columbia VA Health Care System parking lot and at each of the six (6) VA Outpatient Clinics. The vendor shall provide a vandal proof key control system that secures both the vehicle key and credit card. The web-based fleet vehicle reservation system shall provide 24-hour access for users to obtain a vehicle, keys and credit card. The software shall manage vehicle profiles and fleet user/driver profiles. The vendor's software shall monitor and track only the employees name and driver's license expiration date and Talent Management System training completion dates. The vendor shall not place any employee's personal information on the system. The vendor's software will identify expired driver's license dates, training status and commercial driver's licenses expiration dates, allowing only an authorized

employee to make a vehicle reservation. The fleet reservation software will provide the driver a code to access the key vault system by inputting the code into the rugged touch screen kiosk. The vendor shall ensure the vehicle key/credit card is illuminated only after entering the correct reservation code. All the other keys will remain locked in place. The vendor's software will provide an online dashboard reporting of individual reports, email reminders to users concerning near due and/or overdue vehicle maintenance. The software will also provide hourly, day by day utilization reports and graphs, vehicle aging reports by miles and times. At a minimum, the vendor's software will provide the following reports, motor pool utilization, utilization by asset type, vehicle utilization, vehicle demand and trip utilization reports. The system shall be an integrated and automated key control capability for unattended operation of motor pool dispatch out and dispatch in functions. The software shall also display information to the vehicle user at the time of check-out which includes reservation confirmation number, scheduled departure date and time, current leaving date and time, vehicle name, parking space, current odometer reading, vehicle year, color make and model, fuel level, license tag, optional equipment on the vehicle and vehicle condition. The kiosk/software shall also provide the capability of a printed trip ticket at the key control system upon check-out. The kiosk/software will also enable a user to cancel their reservation at the kiosk; furthermore, it will prevent users with an un-dispatched reservation from obtaining a grab and go reservation. The kiosk/software will also allow any user to return vehicle keys, and it will also allow a user to provide comments about a vehicle, so the kiosk will send those comments to the Fleet Management Administrators. Additionally, the kiosk/software will send administrators instant notifications of late-returning vehicles and any other fleet issues.

The vendor shall provide a fleet reservation and key control system that assists the Columbia VA Health Care System Fleet Management Office determine the correct number of vehicles and correct composition of vehicles to accomplish the VA mission. It shall also produce data that provides accurate projections of future vehicle usage, accurate reports of past vehicle usage, eliminate double vehicle reservations, automate scheduling and tracking of vehicle inspections/maintenance, track vehicle damages and automate a collection of vehicle odometer readings.

The vendor's fleet management software shall provide at minimum the following, motor pool/car sharing module to handle up to 160 vehicles, key control module, fuel and maintenance module, mileage and trip reporting. The vendor shall supply and install the key control system, an all-in-one wall mounted touchscreen kiosk that is vandal resistant and weather resistant along with a user-friendly interface for drivers. The dashboard shall automatically update every 5 minutes to provide the latest motor pool status.

The vendor shall provide the Columbia VA Health Care System with templates to collect data for vehicles, users, departments and import this data on a website that is dedicated to the Columbia VA Health Care System.

The vendor shall also use at a minimum a web-based conferencing tool to instruct up to four Fleet Management representatives on the administrative operation of the Fleet Management System. The vendor will also be responsible for providing the hardware platform, operating system, software, hardware and data backup. They will also supply SSL certificates and provide software updates.

The vendor shall also provide standard technical support such as email and telephone support. Support will be offered Monday through Friday 8:30AM to 5:30PM Eastern Standard Time, exclusive of federal holidays with an eight (8) hour response time.

The vendor shall provide the necessary equipment to secure up to 56 vehicles at the Columbia VA Medical Center, 35 vehicles at Anderson, Florence, Greenville, Orangeburg, Sumter and Spartanburg. The vendor will also import the vehicle data into the FMS. The FMS is necessary to manage and track motor pool reservations, mileage and trip reporting, driver's qualifications 24 hours-a-day. The vendor shall also provide internet-based Administrator training for four VA employees.

6. INVOICES:

a. Payment will be made upon receipt of a properly prepared detailed invoice, prepared by the Contractor and submitted through Tungsten Network (formerly known as OB10) <http://www.tungsten-network.com/us/en/>. A properly prepared invoice shall contain:

- ✓ Invoice Number and Date
- ✓ Contractor's Name and Address
- ✓ Accurate Purchase Order Number
- ✓ Supply or Service provided
- ✓ Period Supply or Service Provided
- ✓ Total Amount Due

b. Please begin submitting your electronic invoices through the Tungsten Network for payment processing, free of charge.

c. If you have questions about the e-invoicing program or Tungsten Network, contact information is as follows:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov

d. Web Address: [HTTP://WWW.FSC.VA.GOV/EINVOICE.ASP](http://WWW.FSC.VA.GOV/EINVOICE.ASP)

9. TERMINATION FOR CONVENIENCE: In accordance with FAR 52.212-4 (l) The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience.

10. RECORDS MANAGEMENT LANGUAGE FOR CONTRACTS:

The following standard items relate to records generated in executing the contract and should be included in a typical Electronic Information Systems (EIS) procurement contract:

- a. Citations to pertinent laws, codes and regulations such as 44 U.S.C chapters 21, 29, 31 and 33; Freedom of Information Act (5 U.S.C. 552); Privacy Act (5 U.S.C. 552a); 36 CFR Part 1222 and Part 1228.
- b. Contractor shall treat all deliverables under the contract as the property of the U.S. Government for which the Government Agency shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest.
- c. Contractor shall not create or maintain any records that are not specifically tied to or authorized by the contract using Government IT equipment and/or Government records.
- d. Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected by the Freedom of Information Act.
- e. Contractor shall not create or maintain any records containing any Government Agency records that are not specifically tied to or authorized by the contract.
- f. The Government Agency owns the rights to all data/records produced as part of this contract.
- g. The Government Agency owns the rights to all electronic information (electronic data, electronic information systems, electronic databases, etc.) and all supporting documentation created as part of this contract. Contractor must deliver sufficient technical documentation with all data deliverables to permit the agency to use the data.
- h. Contractor agrees to comply with Federal and Agency records management policies, including those policies associated with the safeguarding of records covered by the Privacy Act of 1974. These policies include the preservation of all records created or received regardless of format [paper, electronic, etc.] or mode of transmission [e-mail, fax, etc.] or state of completion [draft, final, etc.].
- i. No disposition of documents will be allowed without the prior written consent of the Contracting Officer. The Agency and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all

forms of mutilation. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. Records may not be removed from the legal custody of the Agency or destroyed without regard to the provisions of the agency records schedules.