



**PERFORMANCE WORK STATEMENT (PWS)**  
**DEPARTMENT OF VETERANS AFFAIRS**  
**Office of Information & Technology**  
**Austin Information Technology Center (AITC)**

**AITC Generators Maintenance Contract**

**Date: December 10, 2012**  
**TAC-FY-13-05087**  
**PWS Version Number: 2.1**

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## **1.0 BACKGROUND**

The Austin Information Technology Center (AITC) facilities department is for ensuring the Data Center will not experience any power loss or outage under any circumstance, twenty four hours a day and seven days a week. The AITC processes data that is considered a lifeline to Veterans. The AITC has invested millions of dollars in Uninterrupted Power Supply (UPS), batteries and generators systems to support this effort. The Contractor shall remotely monitor the system twenty four hours a day and seven days a week and provide maintenance, repair and on-call services.

## **2.0 APPLICABLE DOCUMENTS**

In the performance of the tasks associated with this Performance Work Statement (PWS), the Contractor shall comply with the following:

1. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
2. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
3. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
4. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," May 18, 2007
5. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
6. VA Directive 6500, "Information Security Program," August 4, 2006
7. VA Handbook 6500, "Information Security Program," September 18, 2007
8. National Fire Protection Association (NFPA) 110, Standard For Emergency And Standby Power Systems, 2013 Edition

## **3.0 SCOPE OF WORK**

The Contractor shall provide to The U.S. Department of Veterans Affairs (VA), AITC, periodic preventative maintenance and emergency repairs on the emergency diesel generator system (EDGS), including all Automatic Transfer Switches (ATS). The Contractor shall be responsible for all corrective and preventative maintenance on the EDGS. The Contractor shall provide one hour response time for any emergency maintenance situation. The one hour response times starts when the call is placed by an AITC facilities engineer and ends when the technician/mechanic arrives on-site. The maintenance on the EDGS and ATS's shall be performed in accordance with the requirements included in the PWS and NFPA 110, "Standard for Emergency and Standby Power Systems" unless specified otherwise in writing.

#### **4.0 PERFORMANCE DETAILS**

##### **4.1 PERFORMANCE PERIOD**

The Period of Performance (PoP) shall start upon contract award and end on Sept. 30, 2013.

Any work at the Government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO).

There are, ten (10) Federal holidays set by law (USC Title 5 Section 6103) that VA follows:

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

##### **4.2 PLACE OF PERFORMANCE**

Tasks under this PWS shall be performed at the AITC facilities located at 1615 Woodward Street, Austin, TX 78772. The following work may be performed at remote locations: processing billing, coordination of repairs, coordination of load testing and ordering of parts with prior approval of the COR.

#### **5.0 SPECIFIC TASKS AND DELIVERABLES**

The Contractor shall perform the following:

## 5.1 GENERATOR MAINTENANCE:

The Contractor shall perform preventive maintenance and minor corrective maintenance of emergency diesel generators on a weekly/monthly basis. The AITC currently owns 3 stand-by Cummins Generators (750 kW, 900 kW & 900 kW), including 1 leased stand-by Cummins Generator (1,000 kW). VA will replace the 1 leased Cummins Generator with a permanent Generator in the Spring of 2013. At this point, the Contractor shall provide generator maintenance services for the new Generator rather than services for the leased generator. All maintenance and repair/replacement work shall be performed by Cummins Power Generation certified technicians, the Contractor shall provide certificates of the certified technicians. All reports shall be on a standard 8 ½" X 11" forms. The Contractor shall provide an emergency contact phone list and the list may be periodically checked for response. Maintenance is to be performed on the following equipment:

- One Cummins 750kW diesel generator set Model KTA38GS1 (upgraded with on board Power Command digital paralleling system) with lead-acid starting batteries and charger, and other attached components including dampers.
- Two Cummins 900kW diesel generator set Model 900DFJC (with on-board Power Command digital paralleling system) with lead-acid starting batteries and charger, and other attached components including dampers.
- One Cummins 1000kW diesel generator set Model 1000DFHD-1186 (Leased Generator) (Applicable only to PWS Section 5.1.2 and 5.1.3)
- One Cummins 1000kW diesel generator set Model 1000DQFAD (New generator in Spring of 2013)
- Cummins Power Command Paralleling Digital Master Control Station (MCS) and remote computer
- One 3000 amp Onan BI automatic transfer switch
- One 1000 amp Onan Model BT1000 automatic transfer
- Three 400 amp Onan Model BT400 automatic transfer switches
- Two emergency generator switchboards (EDAB and PSBD)
- One 3000 amp emergency power system disconnects
- One 3000 amp utility power system disconnects
- Three 300-gallon day tanks with dual pumps, aboveground fuel storage tank and all related fuel pumps and piping.
- Veeder-root fuel monitoring system (this includes ordering and replacing paper as needed)
- Hydrogen Gas Detector, located in the UPS Battery Room (note – limited to testing only)

NOTE: The generator maintenance described in this PWS covers the entire VA AITC emergency power system, which includes all of the equipment, listed, as well as the interconnecting wiring and conduit.

### Deliverable:

- A. Contractor Personnel Emergency Contact List
- B. Technician Certificates

### **5.1.1 WEEKLY/MONTHLY GENERATOR TESTING**

On a weekly basis and with coordination with the COR, the Contractor shall perform Weekly non-load generators run testing on Thursdays from 5:30pm to 7:00pm. The Contractor shall perform a 15 minute 'no-load' test of each generator system (do not interrupt power to the critical load) and document all findings, repairs and replacements in accordance with PWS Section 5.1.1.1. The reporting requirements included in PWS Section 5.1.1.1 must be completed for each individual generator; therefore, each generator shall have its own weekly report. The Contractor shall arrive at the AITC every Thursday between 4:30 PM CT and 5:00 PM CT to perform this requirement. Prior to commencing, the Contractor shall send out a text message from the Power Command PC to VA-AITC personnel notifying starting of weekly testing and at the conclusion of weekly testing the Contractor shall send a text message from the Power Command PC to VA-AITC personnel notifying weekly testing has been completed and then clear all messages. Maintenance shall be performed in accordance with the requirements included in the PWS and NFPA 110, "Standard for Emergency and Standby Power Systems" unless specified otherwise in writing. The Contractor shall add oil and coolant to the generator system as necessary and add water to the starting batteries as necessary.

#### **5.1.1.1 WEEKLY INSPECTION REPORTING REQUIREMENTS**

Contractor shall include in the weekly inspection report a list of failed components and whether the components were replaced or repaired. The Contractor shall provide in the Weekly Report at a minimum the following data elements for each generator:

- A. System Operation Checks/Generator Run Test without Load in paralleling system
  1. Visual Inspection of Transfer Switch Test (Good, Fair or Poor)
  2. Visual Inspection of Transfer Switch Lamps (Good or Bad)
  3. Visual Inspection Transfer Switch Housing (Good, Fair or Poor)
  4. Generator Performance in Accordance With Standard Generator Operations (Good, Fair or Poor)
  5. Visual inspection Control Panel (Good, Fair or Poor)
  6. Record Time Generator Takes to Come On-Line – From initiation of test to closing of output circuit breaker.
- B. Visual Inspection Damper Operations & Controls for Openings & Closings (Repair as necessary) (Good, Fair or Poor)
- C. Battery Checks :
  1. Record Condition of starting batteries (Readings in Volts & Amps and rated as Good, Fair or Poor)
  2. Record Float Charge (Pre-Start Readings in Volts & Amps and rated as Good, Fair or Poor)

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3. Record Alternator Engine (A/T) While Generator is Running (Readings in Volts & Amps and rated as Good, Fair or Poor)
  4. Terminals (Good, Fair or Poor)
  5. Record Water Level (If Applicable) (Full or Low), add as required
  6. Load Test (During Generator Engine Cranking) (Readings in Volts & Amps and rated as Good, Fair or Poor)
  7. Record Specific Gravity (If Applicable) (Good, Fair or Poor)
  8. Terminals (Good, Fair or Poor)
  9. Battery Racks Cleaned (Yes/No)
- D. Fuel System Checks :
1. Replace Filters as Required (Good, Fair or Poor)
  2. Fuel Separator (Good, Fair or Poor)
  3. Lines (Good, Minor or Moderate)
  4. Solenoid (Good, Fair or Poor)
  5. Record and Printout Fuel Tanks Levels (replace paper as necessary) (Reading in Gallons)
  6. Pump (Good, Fair or Poor)
  7. Visual Inspection of Crankcase Vent Tube Basin (Replace and repair as necessary (Good, Fair or Poor)
- E. Cooling System/Block Heater Checks:
1. Filters (Good, Fair or Poor)
  2. Heaters (Good, Fair or Poor)
  3. Leaks (Good, Minor or Moderate)
  4. Sample Taken (Yes/No & provide sample resolute)
  5. Level (Full or Low), add as required
  6. Hoses (Good, Fair or Poor)
  7. Belts (Good, Fair or Poor)
  8. Diesel Coolant Additive DCA (Yes/No)
- F. Lubrication System Checks:
1. Level (Full or Low), add as required
  2. Leaks (Good, Minor or Moderate)
  3. Filter (Good, Fair or Poor)
  4. Condition (Good, Fair or Poor)
  5. Sample Taken (Yes/No & provide sample resolute)
- G. Ignition System Checks:
1. Diesel Fuel Injection (Good, Fair or Poor)
- H. Exhaust System Checks:
1. Leaks (Good, Minor or Moderate)
  2. Turbo Charger (Good, Fair or Poor)
  3. Condensation (Yes/No)
  4. Wet Stack (Yes/No)
  5. Flex Pipe (Good, Fair or Poor)
  6. Rain Cap (Good, Fair or Poor)

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- I. Gauge Readings
  - 1. Record AC leg Voltages
    - i. AB
    - ii. BC
    - iii. CA
    - iv. AN
    - v. BN
    - vi. CN
  - 2. Record AC Amps
    - i. A  $\Phi$
    - ii. B  $\Phi$
    - iii. C  $\Phi$
  - 3. Record Frequency (Hz)
  - 4. Record Oil Pressure (Pounds Per Square Inch (PSI))
  - 5. Record Engine Temperature (Fahrenheit)
  - 6. Record Hour Meter (Hours)
- J. Air Filter Checks:
  - 1. Element (Good, Fair or Poor)
  - 2. Restrictions (Yes/No)
- K. Hydrogen Gas Detector Test (**Monthly**)
  - 1. Verification that Alarm is Working; Use Test Button (Yes/No)
- L. Cleaning
  - 1. Generators (Yes/No)
  - 2. Pads (Yes/No)
  - 3. Fuel pipes (Yes/No)
  - 4. Paint touch up (Yes/No)
  - 5. Battery racks (Yes/No)
  - 6. Starting battery tops (Yes/No)
- M. Final View Checks:
  - 1. Unit Housing (Good, Fair or Poor)
  - 2. Decal (Good, Fair or Poor)
  - 3. System Auto Ready (Yes/No)
  - 4. Circuit Breaker On (Yes/No)
  - 5. ATS in Auto. (Yes/No)
  - 6. Power Command PC Time Verified (Yes/No)
  - 7. All Indicator Lamps Illuminated (Good or Bad)
  - 8. Activate Test Button on All Diesel Fuel Pumps (Yes/No)
  - 9. Repair All Observed Leaks and Seepage (Yes/No)
  - 10. Door Closed (Yes/No)

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Items Requiring Immediate Corrective Action for Weekly Maintenance (Do not require COR approval):

- A. Leaks
- B. Replace Dead or Dull Lamps
- C. Paint Touch-Up
- D. Tightening of bolts & clamps
- E. Closed Door
- F. Tighten Battery Cables
- G. Top off Coolant
- H. Top off Oil
- I. Lubrication

**Deliverables:**

- A. Weekly Inspection Report

**5.1.2 ANNUAL EARLY-YEAR LOAD TEST**

Prior to the Annual Early-Year Load Test, the Contractor shall perform Generator Maintenance and coordinate with the COR. The Generator Maintenance, Odd year maintenance (if applicable), and Fluid Analysis sampling then the Load Test with the Infrared Scanning Test during the first and last hour of testing and Weekly Inspection activities throughout the load testing.

**5.1.2.1 GENERATOR MAINTENANCE**

The Contractor shall perform Generator Maintenance activities consisting of:

- A. Oil
  - 1. Drained and Replaced with New Oil & Dispose of old oil off-site.
- B. Replacement of Filters (Dispose of old filters off-site)
  - 1. Fuel Filter
  - 2. Air Filters
  - 3. Water Filters
  - 4. Oil Filters

The Contractor shall submit a Maintenance Report identifying the activities performed.

**5.1.2.2 ODD YEAR MAINTENANCE**

On years ending in an odd number, the Contractor shall perform the following Odd Year Only Tasks (e.g. 2013, 2015, etc.) and include the activities in the Annual Early-Year Load Test Report:

- A. Replace all lead acid start batteries.
- B. Drain all coolant and replace with fresh, de-ionized water and new anti-freeze to provide protection down to -30 degree Fahrenheit. Contractor shall dispose of old coolant off-site.
- C. Replace all belts, hoses and hose clamps.

The Contractor shall include any Odd-Year Maintenance activities in the Maintenance Report.

#### **5.1.2.3 FLUID LAB ANALYSIS**

The Contractor shall provide a lab analysis of the crankcase oil and cooling water condition during maintenance phase prior to load testing.

#### **5.1.2.4 INFRARED SCANNING TESTS**

The Contractor shall perform two Infrared (IR) Scanning Tests and provide the test results. The first IR scan shall be performed during the first hour of the load test and the second test shall be performed during the last hour of the load test. The purpose the IR Scanning is to detect loose electrical wire connections, switch gears and ATS switches and correct as necessary.

#### **5.1.2.5 WEEKLY INSPECTION ACTIVITIES**

Included in this task is the requirement to perform the same task defined in PWS Section 5.1.1.1, Weekly Inspection Reporting Requirements.

#### **5.1.2.6 ANNUAL EARLY-YEAR LOAD TEST**

The Contractor shall perform the following four (4) hour annual load test beginning at Saturday midnight using available building load during the month of February. This date may change and is dependent on approval by the COR. The Contractor shall arrive at the AITC between 11:00 PM CT and 11:15 PM CT to perform this requirement. The reporting requirements included in PWS Section 5.1.2.6.1 must be completed for each individual generator. The test shall be completed in accordance with the Annual Early-Year Load Test Reporting Requirements and the NFC 110. The Power Command remote computer must be setup for load testing. The Contractor shall respond to all alarms on the EDGS and ATS's during this test, and repair or replace any components that fail during the test. The Contractor shall receive COR approval before initiating repairs. The Contractor shall remove all materials from the site upon completion of this task.

##### **5.1.2.6.1 ANNUAL EARLY-YEAR LOAD TEST REPORTING REQUIREMENTS**

The Contractor shall perform the Annual Early-Year Load Test to include at a minimum the following data elements recorded every 15 minutes for each generator during the 4 hour load test:

- A. Systems Operation Checks for Generators and ATS
  - 1. Record Voltage
  - 2. Record Kilowatts (kW)
  - 3. Record Current (Amps)
  - 4. Record Frequency (Hz)

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5. Record Oil Pressure (PSI)
6. Record Oil Temperature (Fahrenheit)
7. Record Coolant Temperature (Fahrenheit)
8. Record Fuel Levels of Day Tanks (Number of Gallons)
9. Record Fuel Levels of Main Tanks (Number of Gallons)
10. Record Percentage of Generator Rating (% of Load)

B. Post Load Checks (Conducted 15 minutes after shutdown of generators):

1. Repair Leaks as observed
2. Clean and Lubricate All Exhaust Flappers
3. Verify that all switches, circuit breakers, disconnect, etc. are in their proper position for automatic operation of the emergency diesel generator system.
4. Reset the Power Command trend log upon completion of the testing.

**Deliverable:**

- A. Maintenance Report
- B. Crankcase Oil and Coolant Lab Analysis Test Result
- C. IR Scanning Test Result
- D. Weekly Inspection Report
- E. Annual Early-Year Load Test Report

**5.1.3 ANNUAL MID-YEAR LOAD TEST**

The Contractor shall perform the following Annual Mid-Year Load Test for each generator during the projected month of August. This date may change and is dependent on approval by the COR. This annual task should always be coordinated with the COR a month in advance. The Contractor shall arrive at the AITC between 11:00 PM CT and 11:15 PM CT to perform this requirement. When conducting the four (4) hour mid-year load test, the Power Command remote computer for trending all points during the generator load test must be setup and the test must use the available building load. The Contractor shall respond to all alarms on the EDGS and ATS's during this test, and repair or replace any components that fail during the test. The Contractor must receive approval from the COR before initiating repairs.

The reporting requirements included in PWS Section 5.1.3.1 must be completed for each individual generator and a Weekly Inspection Report

**5.1.3.1 ANNUAL MID-YEAR LOAD TEST REPORTING REQUIREMENTS**

Included in this task is the requirement to perform the same task defined in PWS Section 5.1.1.1, Weekly Inspection Reporting Requirements. The Contractor shall provide a summary in the Annual Mid-Year Load Test Report a list of all failed components, whether those parts will be replaced or repaired. In the Annual Mid-Year Load Test Report, the Contractor shall at a minimum must include a recording of the following data elements every 15 minutes for each generator during the 4 hour load test:

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- A. Systems Operation Checks for Generators and ATS
  - 1. Record Voltage
  - 2. Record Kilowatts (kW)
  - 3. Record Current (Amps)
  - 4. Record Frequency (Hz)
  - 5. Record Oil Pressure (PSI)
  - 6. Record Oil Temperature (Fahrenheit)
  - 7. Record Coolant Temperature (Fahrenheit)
  - 8. Record Fuel Levels of Day Tanks (Number of Gallons)
  - 9. Record Fuel Levels of Main Tanks (Number of Gallons)
  - 10. Record Percentage of Generator Rating (% of Load)
  
- B. Post Load Checks (Conducted 15 minutes after shutdown of generators):
  - 1. Repair Leaks as observed
  - 2. Clean and Lubricate All Exhaust Flappers
  - 3. Verify that all switches, circuit breakers, disconnect, etc. are in their proper position for automatic operation of the emergency diesel generator system.
  - 4. Reset the Power Command trend log upon completion of the testing.

**Deliverable:**

- A. Weekly Inspection Report
- B. Annual Mid-Year Load Test Report

**5.1.4 EMERGENCY REPAIRS/NON-EMERGENCY REPAIRS:**

Definition:

- A. Emergency Repairs: Activities requiring immediate action to repair failed equipment which present an imminent risk to operations to the data center. Emergency repairs shall be required when there are less than three generators in fully operational status. The Contractor shall be on-site within 1 hour of COR notification.
- B. Non-Emergency Repairs: Activities requiring immediate action to repair failed equipment and which do not present an imminent risk to operations to the data center (e.g. leaky failed fuel pump gasket and all other generators are still able to operate). Parts are to be completed within 30 days from day of notification of issue to the COR.

**Deliverable:**

- A. Corrective Action Report

**6.0 GENERAL REQUIREMENTS**

**6.1 POSITION/TASK RISK DESIGNATION LEVEL(S) AND CONTRACTOR PERSONNEL SECURITY REQUIREMENTS**

**6.1.1 POSITION/TASK RISK DESIGNATION LEVEL(S)**

The Contractor shall submit the completed Moderate Background Investigation (MBI) paperwork for every employee who will be conducting maintenance over the PoP within 10 calendar days of contract award.

<b>Moderate</b>	<b>Moderate Background Investigation (MBI)</b> A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, law enforcement check; and a verification of the educational degree.
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**Deliverable:**

- A. MBI Paperwork Submission

**6.1.2 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS**

**Contractor Responsibilities:**

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language.
- b. The Contractor shall bear the expense of obtaining background investigations.
- c. Within 3 business days after award, the Contractor shall provide a roster of Contractor and Subcontractor employees to the COR to begin their background investigations. The roster shall contain the Contractor's Full Name, Full Social Security Number, Date of Birth, Place of Birth, and individual background investigation level requirement (based upon Section 6.2 Tasks).
- d. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.
- e. For a Low Risk designation the following forms are required to be completed: 1.OF-306 and 2. DVA Memorandum – Electronic Fingerprints. For Moderate or High Risk the following forms are required to be completed: 1. VA Form 0710 and 2. DVA Memorandum – Electronic Fingerprints. These should be submitted to the COR within 5 business days after award.

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- f. The Contractor personnel will receive an email notification from the Security and Investigation Center (SIC), through the Electronics Questionnaire for Investigations Processes (e-QIP) identifying the website link that includes detailed instructions regarding completion of the investigation documents (SF85, SF85P, or SF 86). The Contractor personnel shall submit all required information related to their background investigations utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP).
- g. The Contractor is to certify and release the e-QIP document, print and sign the signature pages, and send them to the COR for electronic submission to the SIC. These should be submitted to the COR within 3 business days of receipt of the e-QIP notification email.
- h. The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.
- i. A Contractor may be granted unescorted access to VA facilities and/or access to VA Information Technology resources (network and/or protected data) with a favorably adjudicated Special Agreement Check (SAC) or "Closed, No Issues" (SAC) finger print results, training delineated in VA Handbook 6500.6 (Appendix C, Section 9), and, the signed "Contractor Rules of Behavior." However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the database of the Office of Personnel Management (OPM).
- j. The Contractor, when notified of an unfavorably adjudicated background investigation on a Contractor employee as determined by the Government, shall withdraw the employee from consideration in working under the contract.
- k. Failure to comply with the Contractor personnel security investigative requirements may result in termination of the contract for default.
- l. Access to the AITC is restricted and is only allowed through the main (West) entrance on weekends and during the hours of 6:00 pm to 6:00am on weekdays. The Contractor shall contact the COR (Contracting Officer Representative) for loading dock availability. The loading dock may be used once to bring materials in and once to take materials out, If the security guard is unavailable, materials will have to be transported through the main entrance. Exterior access to the generator or electrical rooms from the exterior of the building is limited and must be coordinated in advance. Materials handling equipment, such as four-wheel carts and dollies, will be available for the transport of materials. The Contractor is responsible for removal and proper disposal of all materials, including used filters, oil and coolant.

**6.2 METHOD AND DISTRIBUTION OF DELIVERABLES**

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2000/2003/2007/2010, MS Excel 2000/2003/2007/2010, MS PowerPoint 2000/2003/2007/2010, MS Project 2000/2003/2007/2010, MS Access 2000/2003/2007/2010, MS Visio 2000/2002/2003/2007/2010, AutoCAD 2002/2004/2007/2010, and Adobe Postscript Data Format (PDF).

**6.3 PERFORMANCE METRICS**

The table below defines the Performance Standards and Acceptable Performance Levels for Objectives associated with this effort.

Performance Objective	Performance Standard	Acceptable Levels of Performance
1. Weekly Maintenance Reports	Contractor shall provide Deliverable A, "Weekly Reports" of PWS Section 5.1.1.1 in entirety by noon on every Friday.	100%
2. Annual Mid-Year Load Test	Contractor shall provide Deliverable A, Inspection Report & "Annual Mid-Year Load Test #1 Report" of PWS Section 5.1.3.1 in entirety within two days of completion of test	100%
3. Annual Early-Year Load Test	Contractor shall provide Deliverable A, Crankcase Oil and Coolant Lab Analysis Test Result, IR Scanning Test Result, Maintenance Report , Inspection Report & "Annual Early- Year Load Report" of PWS Section 5.1.2.6.1 in entirety within two days of completion of test.	100%
4. Cleanliness of Equipment	Contractor shall clean all equipment and machinery identified in PWS Section 5.1.	100%

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5. Emergency Response Time	Contractor shall be on site at the AITC within 1 hour of receiving the emergency phone call from the COR.	95%
6. Non-Emergency Response Time	Contractor shall have completed the “Non-Emergency Repair” within 30 days of receiving notification from the COR.	100%
7. Punctuality of Weekly, Early-Year, Mid-Year Maintenance.	Contractor shall arrive on site at the AITC within the designated time included in PWS Section 5.1.1, 5.1.2 and 5.1.3 accordingly.	100%
8. Repair Approval	Contractor shall receive approval from COR before commencement of repairs.	100%

The Government will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

**ADDENDUM A**

**A1.0 Cyber and Information Security Requirements for VA IT Services**

The Contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard PWS language, conditions, laws, and regulations. The Contractor’s firewall and web server shall meet or exceed VA minimum requirements for security. All VA data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA Program Manager and VA Information Security Officer as soon as possible. The Contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification and accreditation.

Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all

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laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within VA; Bluetooth must be permanently disabled or removed from the device, c) VA approved anti-virus and firewall software, d) Equipment must meet all VA sanitization requirements and procedures before disposal. The COR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

Each documented initiative under this contract incorporates the VA Handbook 6500.6, "Contract Security," March 12, 2010 by reference as though fully set forth therein. The VA Handbook 6500.6, "Contract Security" shall also be included in every related agreement, contract or order. The VA Handbook 6500.6, Appendix C, is included in this document as Addendum B.

Training requirements: The Contractor shall complete all mandatory training courses on the current VA training site, the VA Talent Management System (TMS), and will be tracked therein. The TMS may be accessed at <https://www.tms.va.gov>. If you do not have a TMS profile, go to <https://www.tms.va.gov> and click on the "Create New User" link on the TMS to gain access.

Contractor employees shall complete a VA Systems Access Agreement if they are provided access privileges as an authorized user of the computer system of VA.

## **A2.0 VA Enterprise Architecture Compliance**

The applications, supplies, and services furnished under this contract must comply with One-VA Enterprise Architecture (EA), available at <http://www.ea.oit.va.gov/index.asp> in force at the time of issuance of this contract, including the Program Management Plan and VA's rules, standards, and guidelines in the Technical Reference Model/Standards Profile (TRMSP). The VA reserves the right to assess contract deliverables for EA compliance prior to acceptance.

### **A2.1. VA Internet and Intranet Standards:**

The Contractor shall adhere to and comply with VA Directive 6102 and VA Handbook 6102, Internet/Intranet Services, including applicable amendments and changes, if the Contractor's work includes managing, maintaining, establishing and presenting information on VA's Internet/Intranet Service Sites. This pertains, but is not limited to: creating announcements; collecting information; databases to be accessed, graphics and links to external sites.

Internet/Intranet Services Directive 6102 is posted at (copy and paste the following URL to browser): [http://www1.va.gov/vapubs/viewPublication.asp?Pub\\_ID=409&FType=2](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&FType=2)

Internet/Intranet Services Handbook 6102 is posted at (copy and paste following URL to browser): [http://www1.va.gov/vapubs/viewPublication.asp?Pub\\_ID=410&FType=2](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=410&FType=2)

**A3.0 Notice of the Federal Accessibility Law Affecting All Electronic and Information Technology Procurements (Section 508)**

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, that they shall ensure it allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

**Section 508 – Electronic and Information Technology (EIT) Standards:**

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at: <http://www.section508.gov> and <http://www.access-board.gov/sec508/standards.htm>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

- § 1194.21 Software applications and operating systems
- § 1194.22 Web-based intranet and internet information and applications
- § 1194.23 Telecommunications products
- § 1194.24 Video and multimedia products
- § 1194.25 Self contained, closed products
- § 1194.26 Desktop and portable computers
- § 1194.31 Functional Performance Criteria
- § 1194.41 Information, Documentation, and Support

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

#### **A4.0 Physical Security & Safety Requirements:**

The Contractor and their personnel shall follow all VA policies, standard operating procedures, applicable laws and regulations while on VA property. Violations of VA regulations and policies may result in citation and disciplinary measures for persons violating the law.

1. The Contractor and their personnel shall wear visible identification at all times while they are on the premises.
2. The VA does not provide parking spaces at the work site; the Contractor must obtain parking at the work site if needed. It is the responsibility of the Contractor to park in the appropriate designated parking areas. The VA will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.
3. Smoking is prohibited inside/outside any building other than the designated smoking areas.
4. Possession of weapons is prohibited.
5. The Contractor shall obtain all necessary licenses and/or permits required to perform the work, with the exception of software licenses that need to be procured from a Contractor or vendor in accordance with the requirements document. The Contractor shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract.

#### **A5.0 Confidentiality and Non-Disclosure**

The Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations.

The Contractor may have access to Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) that is subject to protection under the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA); 45 CFR Parts 160 and 164, Subparts A and E, the Standards for Privacy of Individually Identifiable Health Information (“Privacy Rule”); and 45 CFR Parts 160 and 164, Subparts A and C, the Security Standard (“Security Rule”). Pursuant to the Privacy and Security Rules, the Contractor must agree in writing to certain mandatory provisions regarding the use and disclosure of PHI and EPHI.

1. The Contractor will have access to some privileged and confidential materials of VA. These printed and electronic documents are for internal use only, are not to be copied or released without permission, and remain the sole property of VA. Some of these materials are protected by the Privacy Act of 1974 (revised by PL 93-5791) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.
2. The VA Contracting Officer will be the sole authorized official to release in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this contract. The Contractor shall release no

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- information. Any request for information relating to this contract presented to the Contractor shall be submitted to the VA Contracting Officer for response.
3. Contractor personnel recognize that in the performance of this effort, Contractor personnel may receive or have access to sensitive information, including information provided on a proprietary basis by carriers, equipment manufacturers and other private or public entities. Contractor personnel agree to safeguard such information and use the information exclusively in the performance of this contract. Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations as enumerated in this section and elsewhere in this Contract and its subparts and appendices.
  4. Contractor shall limit access to the minimum number of personnel necessary for contract performance for all information considered sensitive or proprietary in nature. If the Contractor is uncertain of the sensitivity of any information obtained during the performance this contract, the Contractor has a responsibility to ask the VA Contracting Officer.
  5. Contractor shall train all of their employees involved in the performance of this contract on their roles and responsibilities for proper handling and nondisclosure of sensitive VA or proprietary information. Contractor personnel shall not engage in any other action, venture or employment wherein sensitive information shall be used for the profit of any party other than those furnishing the information. The sensitive information transferred, generated, transmitted, or stored herein is for VA benefit and ownership alone.
  6. Contractor shall maintain physical security at all facilities housing the activities performed under this contract, including any Contractor facilities according to VA-approved guidelines and directives. The Contractor shall ensure that security procedures are defined and enforced to ensure all personnel who are provided access to patient data must comply with published procedures to protect the privacy and confidentiality of such information as required by VA.
  7. Contractor must adhere to the following:
    - a. The use of "thumb drives" or any other medium for transport of information is expressly prohibited.
    - b. Controlled access to system and security software and documentation.
    - c. Recording, monitoring, and control of passwords and privileges.
    - d. All terminated personnel are denied physical and electronic access to all data, program listings, data processing equipment and systems.
    - e. VA, as well as any Contractor (or Subcontractor) systems used to support development, provide the capability to cancel immediately all access privileges and authorizations upon employee termination.
    - f. Contractor PM and VA PM are informed within twenty-four (24) hours of any employee termination.

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- g. Acquisition sensitive information shall be marked "Acquisition Sensitive" and shall be handled as "For Official Use Only (FOUO)".
  - h. Contractor does not require access to classified data.
8. Regulatory standard of conduct governs all personnel directly and indirectly involved in procurements. All personnel engaged in procurement and related activities shall conduct business in a manner above reproach and, except as authorized by statute or regulation, with complete impartiality and with preferential treatment for none. The general rule is to strictly avoid any conflict of interest or even the appearance of a conflict of interest in VA/Contractor relationships.

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**SCHEDULE FOR DELIVERABLES**

<b>Task</b>	<b>Deliverable ID</b>	<b>Deliverable Description</b>
5.1	<b>A</b>	<b>Contractor Personnel Emergency Contact List</b> Due five (5) days after contract award. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1	<b>B</b>	<b>Technician Certificates</b> Due five (5) days after contract award Electronic Submission to: COR Inspection: destination Acceptance: destination
5.1.1.1	<b>A</b>	<b>Weekly Inspection Report</b> Due by every Friday by noon throughout the Period of Performance. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.1.2.6.1	<b>A</b>	<b>Maintenance Report (Report of what was repaired, replaced or refilled)</b> Due two (2) days after the completion of Annual Early-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.2.6.1	<b>B</b>	<b>Crankcase Oil and Coolant Lab Analysis Test Result</b> Due ten (10) business days after collecting samples. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.2.6.1	<b>C</b>	<b>IR Scanning Test Result</b> Due ten (10) business days after IR testing. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.2.6.1	<b>D</b>	<b>Weekly Inspection Report</b> Due two (2) days after the completion of Annual Early-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.2.6	<b>E</b>	<b>Annual Early-Year Load Test Report</b> Due two (2) days after the completion of Annual Early-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination

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5.1.3.1	<b>A</b>	<b>Weekly Inspection Report</b> Due two (2) days after the completion of Annual Early-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.3.1	<b>B</b>	<b>Annual Mid-Year Load Test Report</b> Due two (2) days after the completion of Annual Mid-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.1.4	<b>A</b>	<b>Corrective Action Report</b> Due two (2) days after the completion of Annual Early-Year Load Test. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
6.1.1	<b>A</b>	<b>MBI Paperwork Submission</b> Due ten (10) calendar days after award. Electronic submission to: COR Inspection: destination Acceptance: destination

**INSPECTION and ACCEPTANCE / Free on board (FOB)**

Inspection and acceptance shall be at destination, to the following address:

1615 Woodward Street  
Austin, TX 78772

**POINTS OF CONTACT**

**VA Program Manager:**

Name: Paul Hoffman  
Address: 1615 Woodward Street, Austin, Tx. 78772  
Voice: 512-326-6504  
Email: paul.hoffman@va.gov

**Contracting Officer's Representative:**

Name: Wesley Patton  
Address: 1615 Woodward Street, Austin, Tx. 78772  
Voice: 512-326-6868  
Email: wesley.patton@va.gov

**Contracting Officer:**

Name: Robert Spierto  
Address: 1701 Director's Blvd.  
Voice: 512-981-4455  
Email: robert.spierto@va.gov