



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS
Office of Information & Technology
Records Center and Vault**

Media Disintegrator Maintenance

**Date: May 31, 2013
Solicitation Number VA118A-13-Q-0365
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1.0 DESCRIPTION OF SERVICES

The mission of the Department of Veterans Affairs (VA), Records Center and Vault (RCV) is to provide records storage and management services to VA and other Government agencies. One of RCV's product lines is the destruction of VA records that have passed their required retention periods. Upon approval from VA customers, RCV staff is authorized to destroy records in accordance with VA and federal guidelines. RCV owns a paper disintegrator with waste evacuation system that requires annual maintenance to ensure it remains functional.

2.0 APPLICABLE DOCUMENTS

N/A

3.0 PERFORMANCE DETAILS

3.1 PERFORMANCE PERIOD

The period of performance shall be a 12-month base period with four 12-month option periods as follows:

1. Base Period - 12 months
2. Option Period 1 - 12 months
3. Option Period 2 - 12 months
4. Option Period 3 - 12 months
5. Option Period 4 - 12 months

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

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Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

3.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed in the VA facility located in Neosho, MO.

Department of Veterans Affairs (VA)
Records Center and Vault (RCV)
11693 Lime Kiln Drive
Neosho, MO 64850-1950

4.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

Maintenance Services

Contractor shall provide all labor, tools, materials and transportation to perform inspection, cleaning, and preventative maintenance on the SEM 1012 Disintegrator as required and recommended by the manufacturer. Based on RCV usage of equipment, contractor shall provide preventative maintenance quarterly.

Contractor shall remove dull knives, sharpen, gauge, return, and re-install knives in the disintegrator to manufacturer's specifications.

Contractor shall ensure disintegrator's waste evacuation system and hoses are free of clogs and operating per manufacturer specifications.

Contractor shall provide a written service checklist no later than 10 calendar days after date of award. This service checklist shall include all preventative maintenance check points and services to be performed by the contractor on each on-site visit.

Contractor shall supply the Program Manager and the Contracting Officer's Representative (COR) with a written report at the conclusion of each preventative maintenance visit that documents inspection results: overall condition of the equipment, issues found, adjustments made, and current/future repair requirements to maintain safe and efficient operability.

Deliverables:

- A. Written report of inspection results after each visit.

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- B. Service checklist consisting of all preventative maintenance check points and services.

4.1 REPORTING REQUIREMENTS

N/A

4.2 ADDITIONAL TASK(S)

N/A

5.0 GENERAL REQUIREMENTS

- a. Service shall be scheduled in advance with the COR.
- b. Contractor must receive the COR's approval in advance of performing repairs or services beyond those normally provided during routine preventative maintenance.
- c. All inspections, preventative maintenance, and requested repairs to be performed in accordance with equipment manufacturer requirements. Vendor shall clean up spills and/or waste items generated in performance of their duties and dispose in accordance with all federal, state, local, EPA, OSHA, etc., guidelines

5.1 ENTERPRISE AND IT FRAMEWORK

5.2 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

- a. Contractor and staff shall be escorted by VA employees at all times eliminating background investigation requirements. 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.
- b. Failure of Contractor personnel to comply with VA requirements may result in termination of the contract for default.

5.3 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 Access 2000/2003/2007/2010, and Adobe Postscript Data Format (PDF).

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5.4 PERFORMANCE METRICS

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

Performance Objective	Performance Standard	Acceptable Performance Levels
1. Technical Needs	Shows understanding of requirements Efficient and effective in meeting requirements Meets technical needs and mission requirements Offers quality services/products	Acceptable/ Unacceptable
2. Project Milestones and Schedule	Quick response capability Products completed, reviewed, delivered in timely manner Notifies customer in advance of potential problems	Acceptable/ Unacceptable

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 SAP Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

5.5 FACILITY/RESOURCE PROVISIONS

N/A