

DRAFT

SCOPE OF WORK for ELEVATOR PREVENTIVE MAINTENANCE & REPAIR SERVICES

A. GENERAL GUIDANCE:

1. **Title of Project**: Maintenance and Service Contract for all Traction and Hydraulic elevators located at the Central Arkansas Veterans Healthcare System (CAVHS) in Little Rock and North Little Rock, AR.

2. **Scope of Work**: The contractor shall furnish all qualified/certified personnel, labor, materials, tools, equipment, supervision, and oversight required to perform maintenance and repair services in accordance with the following scope of work. The contractor shall perform periodic/routine inspections and 24/7 maintenance on all CAVHS elevators to include calibrating, adjusting, and replacement of worn or defective parts, and troubleshooting as necessary to ensure continual operation. This shall include emergency call-back on weekends and holidays as deemed by the Standard Operating Procedures (SOP) which includes personnel entrapments.

3. **Requirements**: The intention of this solicitation to obtain elevator maintenance services at the U.S. Department of Veterans Affairs Medical Center, CAVHS facility located at 2200 Fort Roots Drive in North Little Rock, Arkansas and at 4300 West 7th Street in Little Rock, Arkansas by means of a firm fixed-price contract. The Contractor shall furnish all labor, transportation, equipment, materials, tools, supplies, supervision, incidental engineering, and management required to perform the maintenance, repair, and component replacement as required to maintain elevator, escalator, dumbwaiter, and cart lift systems in accordance with the **manufacturer's original specifications, Arkansas Elevator Code and Regulations – AR, American National Standards Institute (ANSI), Occupational Safety and Health Administration (OSHA), Arkansas Occupational Safety and Health (AOSH), and Joint Commission (JACO) standards (all strictly enforced and adhered to)** – specific systems/elevators covered under this contract are listed in Attachment 1; work includes the performance of service work, preventive maintenance of equipment and other services as described herein.

a. **Work Excluded**: The subparagraphs below further clarify the scope of work under this contract:

(1) **Improvements**: If a system becomes unserviceable due to original manufactures parts not being accessible or able to be purchased due to but not limited to the age of the equipment; thus, requiring the installation of new or improved equipment or modifications to existing equipment as directed or required by cognizant authorities (COR and or CAVHS supervision), is not included in this contract. Additional funding to the agreed upon pricing of this contract will be required to repair such items to the equipment as needed based on the scenario above. Improvements also cover work not necessary as part of maintenance and repair.

(2) Cleaning and Refinishing: Work covering routine cleaning and refinishing of the interior of cars and the exterior of hoist way doors and frames is not included in this contract. However, cleaning of equipment spaces and daily cleanup of job sites in conjunction with preventive maintenance, inspection services, and repairs is included in this contract.

b. **Warranted Equipment**: Equipment, components, and parts, other than that installed under the contract, shall not be removed or replaced or deficiencies corrected while still under warranty of the manufacturer or the installer without prior approval of the COR. All defects in material or workmanship, defective parts, or improper installation and adjustments found by the Contractor shall be reported to the COR so that necessary actions may be taken. The Contractor shall be knowledgeable of the equipment, parts, and components that are covered by warranty and the duration of such warranties. Available warranty information will be furnished to the Contractor by the COR.

c. **Licensing and Supervision**: The Contractor shall be licensed by the State of Arkansas to provide the maintenance and repair services specified in this contract. All work shall be performed by elevator mechanics specifically qualified and trained to work on elevator, escalator, dumbwaiter, cart lift systems and equipment. Evidence of all required licenses, as well as documentation of the qualifications of personnel, shall be provided to the COR prior to award of the contract.

d. **Parts**: The Contractor shall furnish and replace all parts to meet SOW requirements. The Contractor shall provide new or factory reconditioned parts and components when providing maintenance and repair services as described herein. All replacement units, parts, components, and materials to be used in the maintenance, repair, and alteration of equipment shall be compatible with that existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; shall conform to the technical specifications, and used in accordance with original design and manufacturer intent. Items not listed in the technical specifications shall be of acceptable industrial grade and quality. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality. When disputes arise concerning material, equipment, and components selected for work items already accomplished, the Contractor shall, at no cost to the Government, remove, replace, and/or rework material, equipment, and components so that compliance with the Government 's requirements are satisfied.

Gray Market Prevention:

(1) Gray market items are Original Equipment Manufacturers (OEM) goods sold through unauthorized channels in direct competition with authorized distributors. This procurement is for new OEM medical supplies, medical equipment and/or services contracts for maintenance of medical equipment (i.e. replacement parts) for VA Medical Centers. No remanufactures or gray market items will be acceptable.

(2) Vendor shall be an OEM, authorized dealer, authorized distributor or authorized reseller for the proposed medical supplies, medical equipment and/or services contracts for maintenance of medical equipment (i.e. replacement parts), verified by an

authorization letter or other documents from the OEM, such that the OEM's warranty and service are provided and maintained by the OEM. All software licensing, warranty and service associated with the medical supplies, medical equipment and/or services contracts for maintenance of medical equipment shall be in accordance with the OEM terms and conditions.

(3) The delivery of gray market items to the VA in the fulfillment of an order/award constitutes a breach of contract. Accordingly, the VA reserves the right to enforce any of its contractual remedies. This includes termination of the contract or, solely at the VA's election, allowing the Vendor to replace, at no cost to the Government, any remanufactured or gray market item(s) delivered to a VA medical facility upon discover of such items.

e. **Management**: The Contractor shall manage the total work effort associated with the operations, maintenance and repair, and all other services required herein to assure fully adequate and timely completion of these services. Included in this function are a full range of management duties including, but not limited to scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practice.

f. **Work Control**: The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and status reports shall be provided when requested by the COR. The status of any item of work must be provided within two (2) hours of the inquiry during regular working hours, and within four (4) hours after regular working hours.

g. **Records**: Cumulative service records shall be kept for each system in the inventory shown in Attachment 1. A separate record file shall be established and kept up to date for each system. The Contractor shall submit proposed formats for each of the required records listed below for the COR 's approval at Least 15 calendar days prior to the start date of the contract.

- (1) The records shall cover the following work:
 - a. Preventive Maintenance Inspection and Service (PMIS) work.
 - b. Inspection, Testing, and Certification work.
 - c. Service Work.

- (2) The Contractor shall include the following data in the appropriate record within 2 (two) working days from the completion of the associated work items:
 - a. The date (s) when the service (s) was scheduled, started, and completed.
 - b. Name of the individual (s) who performed the services.
 - c. The nature and extent of all service and repair work performed, including:
completed PMIS record cards; description of conditions and deficiencies found

- during any PMIS visits, and deficiencies remaining uncorrected during PMIS visits; work performed during inspections and tests results of those inspections / tests, and disposition of deficiencies found during inspections/ tests; and description of service work performed, including a brief description of material and parts used (including cost and quantities) and hours of labor expended,
- d. Any other information the Contractor chooses to include in the records, at no additional cost to the Government.

- (3) All required records shall be made available to the Government for examination and reproduction upon request, and the original records shall be submitted to the COR within five (5) calendar days of expiration of the contract All required record shall be maintained in a readable, complete, orderly, timely, and accurate manner.

h. **Work Completion Reports:** The Contractor shall submit work completion reports to the COR within two (2) working days after completing each occurrence of service under this contract and shall be signed and dated by the Contractor's Representative.

i. **Staffing:** The Contractor shall continuously maintain an adequate staff with suitable management expertise to assure work is scheduled and completed in accordance with these specifications. The Contractor shall maintain an adequate craft work force to complete work in accordance with the time and quality standards specified.

4. **Preventive Maintenance Inspection and Service:** The Contractor shall perform Preventive Maintenance Inspection and Service (PMIS) work on all equipment systems covered under this contract. Work shall consist of maintaining these systems in a safe, reliable, and satisfactory operating condition. All work shall comply with ANSI A17.1 except as modified herein. The Contractor shall provide all necessary services, parts and materials, and complete all repair requirements identified during the performance of a PMIS as part of the PMIS. The Government may consider excessive or repeated system breakdowns/deficiencies as an indication of unsatisfactory PMIS performance by the Contractor.

PMIS work includes periodic Contractor operation, inspection, checks, adjustments, and maintenance of elevator systems necessary to ensure that each system complies with applicable VA, local, ANSI, and manufacturers ' standards of safety, reliability, and satisfactory operating condition. PMIS work shall be performed in accordance with the appropriate PMIS checklist in Attachment #2. The intent of PMIS is to provide routine maintenance services that permit the early detection and correction of items that, if deficient or defective, would: (a) interfere with the normal effective operation of the elevator and dumbwaiter systems; (b) endanger life and/or property; or (c) involve excessive cost or long lead time for repair. PMIS work shall include, but not necessarily be limited to: comprehensive operational inspection and adjustments to insure the satisfactory functioning of machinery and controls, car speeds, leveling devices, car and hoist way doors, and safety edge mechanisms; detecting and correcting the causes of unusual noises or vibrations; manufacturers' recommended machinery lubrication; adjustments to bring system operation within the manufacturers' specifications; repairs, including defective part and component replacements; equipment space housekeeping; equipment cleaning;

changing burned-out indicator lamps; and other services as required to maintain all systems at a safe and acceptable operating condition .

a. **Frequency**: Minimum acceptable frequencies for the accomplishment of PMIS services are indicated in Attachment #2. If the Contractor decides that additional visits are necessary to ensure maintenance and safety, he/she shall provide the necessary work at no additional cost to the Government.

b. **Contractor PMIS Schedule Submissions**. The Contractor shall submit a detailed PMIS schedule to the COR for approval at least fifteen (15) calendar days prior to the start date of the contract. The schedule shall include, for each specific equipment system and PMIS listed in Attachment #2, the location (system number); work to be performed (e.g., monthly PMIS); and the week of the month that the PMIS will be performed. The Contractor shall schedule and perform PMIS on regular Government working days between the hours of 8:00am and 11:00 am, and between the hours of 1:00 pm and 3:00 pm. Once the Contractor's PMIS schedule is approved by the COR, PMIS shall be performed by the Contractor without further authorization by the COR. The Contractor shall strictly adhere to the scheduled PMIS dates to facilitate Government verification of the work. If the Contractor finds it necessary to reschedule PMIS a written request shall be made to the COR detailing the reasons for the proposed change at least five (5) working days prior to the originally scheduled PMIS date. No scheduled PMIS dates shall be changed without the prior written approval of the COR.

c. **PMIS Records and Reports**: The Contractor shall meet PMIS Work Quality Standards.

PMIS work quality standards:

- PMIS Checklist work items satisfactorily accomplished: All internal and external components, parts, assemblies, and subassemblies forming a part of each elevator system or necessary for its safe operation are inspected, adjusted, lubricated, repaired, or replaced as necessary to insure system is functioning as designed. NO unusual or objectionable machinery wear, noise or vibration.
- Clean equipment areas/rooms.
- All car speeds meet manufacturer's rated speeds. Smooth car movement, with no unusual or objectionable noise or vibration.
- All leveling devices maintained and adjusted to permit cars to stop level with a LI floors/landing.
- All doors and safety edges maintained and adjusted to operate at rated speeds and as per original equipment specifications.
- All normal and emergency operating control g maintained and adjusted to be fully operational.
- All lights and indicator lamps are operational.
- All safety systems and mechanisms maintained in safe, operational condition.
- All cables acceptably inter—lubricated and maintained within allowable limits of wear. Systems are "shut-down" and COR is notified when worn or damaged cables are found.

5. **INSPECTIONS, TESTING, AND CERTIFICATION**: All inspection and testing shall be performed in accordance with ANSI A17.1 and ANSI A17.2, except as modified herein, by an independent third party. Deficiencies discovered during testing shall be corrected by the contractor.

6. **SERVICE WORK**: The Contractor shall perform service work (service calls) as necessary to determine the cause of system and equipment malfunctions, eliminate the cause (s), and restore the system or equipment to satisfactory working condition. Excessive or repeated systems and equipment malfunctioning may be considered by the Government to be unsatisfactory performance of service work by the Contractor. The Contractor shall respond to all service calls, including those calls where the accomplishment of repairs is subsequently determined to be beyond the major repair limit.

a. **Service Call Reception**: Authorized Government representatives will advise the Contractor by phone of all service call requests received, both during and after regular working hours, as well as the classification of each call based on the definitions provided below. The Contractor shall have adequate procedures for receiving and responding to service calls 24 hours per day, including weekends and holidays 7 days a week. A single local or toll-free telephone number shall be provided by the Contractor for receipt of all service calls. All telephone calls shall be answered within thirty (30) seconds by an individual fully familiar with the Contractor's work control procedures and the terms and conditions of this contract. Calls shall be considered received by the Contractor at the time and date the telephone call is placed.

b. **Service Call Classifications**: Service calls will be classified by the Government as either emergency or routine, and the following procedures shall apply for each type.

(1) **Emergency Service Calls**: Service calls will be classified as emergency at the discretion of the COR. Generally, calls will be classified as emergency when system failures constitute a danger to personnel, threaten to damage property, or threaten to disrupt activity operations and/or training missions. Examples include personnel "trapped" inside an elevator, a fire or electrical defect which could cause fire or shock, etc. The Contractor shall provide a mechanic at the site and on the job ready to service the elevator, escalator, or dumbwaiter within one (1) hour maximum of receiving the call, 24 hours a day, 7 days a week. After beginning work, the Contractor shall work continuously until the emergency is arrested. After arresting the emergency condition, any remaining work required to restore safe, continuous, and reliable equipment operation shall be performed as a routine service call in accordance with the requirements specified in the following paragraph. Such follow up work shall be considered part of the original service call. **Note: the SOP will describe in more detail what will deem an Emergency service call and by whom.**

(2) **Routine Service Calls**: Service calls will be classified as routine when the work does not qualify as an emergency call. The Contractor shall respond to and begin work on routine service calls within twenty-four (24) hours after receipt of the call. For example, if a routine service call is received by the Contractor at 10:00 am. on Tuesday, the Contractor shall be at the job-site not later than 10:00 am on Wednesday. If the call is

received at 2:00 pm on Friday, the Contractor must be at the job-site not later than 2:00 pm on the following Monday. Routine service work will normally be performed during the Government's regular working hours unless prior approval is received from the COR. Routine service calls shall be completed in accordance with the following standards:

a) If no single repair part exceeds \$250.00 in cost, all repair and service work shall be carried to completion upon commencement of the work. Work shall be completed within two working days from receipt of the call.

b) If any single repair part equals or exceeds \$250.00 in cost, but is less than \$750.00, the Contractor will be allowed one working day to procure the part after receipt of the call, Work shall be completed within two working days after obtaining the part.

c) If any single repair part exceeds \$750.00 in cost, the Contractor will be allowed three working days after receipt of the call to procure parts. Work shall be completed within two working days after obtaining the part,

d) After procuring part(s), the contractor shall work continuously during regular hours until the repair is completed. If the Contractor has not secured parts within the allowed time, the Government reserves the right to (1) find a source for the part and require the contractor to purchase the part from that source, (2) accomplish the work by other means at contractor expense, or (3) require the contractor to obtain and provide documentation of price quotations and the date of expected availability of parts from at least two (2) different commercial suppliers.

c. **Service work Quality Standards:** The Contractor shall meet the following service work quality standards:

(1) All work, including repair and replacement parts, satisfies the recommendations and requirements of ANSI A17.1 (Parts X and X 11 and other parts/ rules further referenced therein).

(2) Operational and other inspections and tests incidental to or arising from the replacement of certain parts and components are satisfactorily performed, as recommended or required by ANSI A17.1.

(3) Continuous progress and completion of the work resulting in a safe, efficient, and reliable system condition that permits the restoration of system service.

(4) Safe job site during progress of work. Clean job site upon completion of work.

(5) Unserviceable parts and components removed from Government property unless directed otherwise by the COR.

Period of Performance: Est. Apr 01, 2019 – March 31, 2020 (Plus four (4) one (1) year options

Work Schedule. The Contractor shall schedule and arrange work to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall make every effort to minimize

the impact of the interference, inconvenience, equipment downtime, interrupted service, customer discomfort, etc. Normal work hours are from 7:30am to 4:00pm (8:00am to 4:30pm also acceptable) Monday through Friday (excluding Federal Holidays).

Federal Holidays: New Years' Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

WORK OUTSIDE REGULAR HOURS. Except as may otherwise be specified, all work shall be performed during regular working hours. If the Contractor desires to perform work on Saturday, Sunday, holidays, or outside regular working hours, he/she must submit application to the COR for approval unless the situation falls in the SOP as an emergency call backs.

B. CONTRACT AWARD MEETING: The contractor shall not commence performance of the tasks identified in this SOW until the Contracting Officer (CO) has conducted a post-award conference, or has advised the contractor that a post-award conference has been waived.

C. GENERAL REQUIREMENTS: All written deliverables shall be phrased in layperson language. Statistical and other technical terminology shall not be used without providing a glossary of terms.

D. SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES

TASK ONE: Certified Technicians

DELIVERABLE ONE: Certificates for certified training

E. CONFORMANCE STANDARDS/QUALITY ASSURANCE: The Contractor shall:

- Ensure the equipment functions in conformance with the latest edition of the Original Equipment Manufacturer (OEM) Service Manual
- Conform to quality assurance standards in accordance with the best commercial practices, unless otherwise specified
- Submit a Quality Control Plan (QCP) with their technical proposal

F. CHANGES TO CONTRACT OR SOW:

The Contracting Officer (CO) is the only individual authorized to approve changes or modify any of the requirements under this SOW or impending contract. The Contractor shall communicate with the Contracting Officer's Representative (COR) on all matters pertaining to contract administration. The COR is designated to represent the CO in furnishing technical guidance and advice regarding the work being performed under this contract. Only the CO is authorized to make commitments or issue changes affecting price, quantity or performance of this contract. Costs incurred by the Contractor through the actions of parties other than the CO shall be borne by the Contractor.

G. GOVERNMENT RESPONSIBILITIES

- (1) The government shall provide the contractor access to the appropriate area/areas where the system will be installed.
- (2) The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, natural gas, fresh water, sewage service, and refuse collection from existing collection points), Information concerning the location of existing outlets may be obtained from the COR. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

H. CONTRACTOR EXPERIENCE AND/OR REQUIREMENTS

- (1) Contract employees shall be factory trained and certified at installing and repairing Gigaman data circuits. The CO or COR may request proof of this certification prior to authorizing contract employees to service the equipment.
- (2) Contractor employees shall have safety training, either on-the-job or classroom type training, in the electrical safety outlined in the OSHA Standard 29 Code of Federal Regulations (CFR) 1910 Subpart S – Electrical, and the NFPA 70E – Standard for Electrical Safety in the Workplace. The CO or COR may request training certificates to validate training completion. If no training certificates are available the Contractor shall certify, in writing, that contract employees have met the requirements upon request by the CO or COR.
- (3) Contractors shall be equipped with all necessary tools, equipment, and Personal Protective Equipment (PPE) to perform the work safely, effectively, and timely. Tools, equipment, and PPE shall comply with the requirements of OSHA Standard 29 CFR 1910, Subpart I, and NFPA 70E.
- (4) Contractor must furnish maintain the most current and updated maintenance and/or repair manuals for the data circuit in question.
- (5) Contract employees shall be required to provide the COR with Material Safety Data Sheets (MSDS) prior to bringing any chemicals to the facility for use. The MSDS shall be reviewed and approved by the COR prior to the chemicals being used.

I. CONFIDENTIALITY AND NONDISCLOSURE: The Contractor understands and agrees that confidential information (patients, employee, or facility) must be secured and protected at all times. The Contractor and its personnel shall be held liable in the event a breach of confidentiality occurs as a result of the Contractor or its employees. Each contract employee will be required to read and sign the Contractor Rules of Behavior and provide the original signature page to the COR.

J. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

Based on the VHA Procurement and Logistics Standard Operating Procedures dated February 25, 2011 (Acquisition Security Requirements) under **Procedures item c.** (Special Agreement Check (SAC) Requirements and Exemptions) states the following:

If it is determined that an exemption to a background investigation applies, the CO and COR shall determine whether or not a SAC is required. All contract personnel who are exempt from a background investigation and who provide direct and/or ancillary health care services at VA facilities or have access to VA information systems or sensitive information must have a SAC completed unless an exemption applies. The Deputy Under Secretary for Health for Operations and Management (10N) Memorandum dated May 18, 2010, VAAR Security Clause in Contracts, specifies that the following low risk or non-sensitive contractor positions are exempt from the requirement to have a background screening (SAC):

1. Contract personnel not accessing VA information resources such as personnel hired to maintain medical facility grounds, construction contractors, utility system contractors, etc.

The C&A requirements do not apply, and that a Security Accreditation Package is not required. The mechanism/documentation used to ensure the VA sensitive information is protected is the specific key/mag-lock associated with each communication closet/room that will require an escort for each contractor personnel.

K. CONTRACTING ADMINISTRATION AND PERFORMANCE MONITORING:

(1) Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of the contract will require maximum coordination between the Government and the Contractor. The COR and Program Manager will assist by monitoring contractor performance and reporting the findings to the CO. The COR shall be designated on the authority of the CO at the time of contract award to monitor all technical aspects of the contract. In no event is the COR empowered to change any of the terms and conditions of the contract. Changes in any section of this contract shall be made only by the Contracting Officer pursuant to a properly executed modification.

(2) The types of actions within the purview of the COR's authority are to ensure that the Contractor performs the technical requirements of the contract, and to notify both the Contractor and the Contracting Officer of any deficiencies observed. A memorandum of designation shall be issued to the COR and a copy shall be sent to the Contractor at the time of contract award setting forth in full the responsibilities and limitations of the COR.

L. PAYMENTS: Payment shall be made monthly, in arrears, upon receipt of a properly prepared invoice.

(End of Scope of Work)