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**PERFORMANCE WORK STATEMENT (PWS)**

**DEPARTMENT OF VETERANS AFFAIRS**

**Bay Pines VA Healthcare System**

**Lee County Healthcare Center (LCHCC)**

**Environmental Management Service**

**All 1st Floor Lobby, Canteen and Enrollment Terrazzo**

**Stripping of Existing Wax, Polishing Terrazzo Stone**

**and Terrazzo Microbead Application Services**

**(LCHCC Ground Floor Only)**

**Date: March 2021**

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# BACKGROUND

The mission of the Department of Veterans Affairs (VA), Veteran’s Health Administration (VHA), Bay Pines VA Healthcare System is to provide benefits and services to Veterans of the United States.  In meeting these goals, the Lee County Healthcare Center (LCHCC) strives to provide a clean, aesthetically pleasing environment for patient care.

In order to meet the needs of our customers, the LCHCC is requesting a vendor to provide wax removal, terrazzo stone polishing and application of a microbead sealant to protect the terrazzo stone.

The contractor shall provide all management, tools, supplies, equipment and labor necessary to ensure that cleaning, polishing and sealing services are performed at the LCHCC located 2489 Diplomat Parkway East, Cape Coral FL, 33909.

# APPLICABLE Regulations

The Contractor shall conform to all regulations, Federal. State and local, governing examining and licensing of stripping and sealant maintenance operators, performance of stripping and sealant maintenance, and use of chemicals and equipment which may be in effect in the area in which the work under the contract will he performed

All work is to be performed in accordance with the guidelines established by Federal, State, and local ordinances and with the Contractor's Procedures Manual and Quality Control Manual.

# SCOPE OF WORK

The contractor shall furnish all labor, supervision, management, management support, transportation, supplyequipment, and materials except Government furnished space and utilities as identified in these specifications, necessary for accomplishment of complete stripping, polishing and application of Stone, Terrazzo and Concrete (STC) Microbead sealant maintenance services as described herein. In addition to these services, incidental cleaning functions not specifically listed but normally included as general practice within the floorcare stripping, polishing and sealant maintenance industry will be provided. These shall include, but not be limited to, cleaning of overspray or splashing of stripper and wax residue to building entrance and exit doors, interior doors, cove base, walls, furnishing, structures, carpet, glass windows, window frames, elevators (interior and exterior) walls and tracks and replacement of component elements of each previously listed items this sentence damaged during accomplishment of contractual services. All necessary precautions shall be taken to protect doors, walls, carpeting, furnishings and interior structures.

# PERFORMANCE DETAILS

Contractor shall provide services to complete the following primary tasks:

1. Stripping wax and cleaning of all main floor terrazzo
2. Polishing and cleaning of all main floor terrazzo
3. Applying STC microbead sealant application to all main floor terrazzo and polishing to a high gloss
4. Stripping wax and cleaning of all main floor elevator terrazzo floors (four)
5. Polishing and cleaning of all main floor elevator terrazzo floors (four)
6. Applying STC microbead sealant application to all main floor elevator terrazzo floors and polishing to a high gloss (four)
7. Cleaning overspray or splashing on all building entrance and exit doors, interior doors, cove base, walls, furnishing, structures, carpet, glass windows, window frames, elevators (interior and exterior) walls and tracks.

Contractor personnel shall have all necessary training for equipment being used, Safety Date Sheet usage for chemicals and follow all OSHA safety requirements when operating equipment within the LCHCC. Contractor will not use more than one electrical outlet in a series to prevent tripping of electrical breakers and will not unplug computers or equipment found plugged in anywhere within the facility to accomplish this work.

\*If at any time these safety or electrical plugin violations occur then a stop work will be utilized by VA staff until training has occurred by the contractor management, supervisor or lead before work can recommence.

## PERFORMANCE PERIOD

The period of performance shall *be 6 months from date of award.*

Any work at the Government site may take place on Federal holidays, weekends and evenings/nights from 4 p.m. until 11:45 p.m. so as not to interrupt patient care within the LCHCC. The LCHCC is normally closed on Sundays and work may commence from 7 a.m. and end by 8 p.m. The Contracting Officer may designate the Contractor to work during holidays, weekends and nights for patient and staff safety when stripping, polishing, sealing and for VA staff interacting with patients face-to-face or over the phone for customer services for their safety and due to excessive floorcare machine noise when performing stripping, polishing and sealing evolutions.

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

Juneteenth June 19

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

## PLACE OF PERFORMANCE

Tasks under this PWS shall be performed at the VA facility identified below:

Lee County Healthcare Center

2489 Diplomat Parkway East

Cape Coral FL, 33909

## TRAVEL

There is no approved travel related to this requirement.

# SPECIFIC TASKS AND DELIVERABLES

The Contractor shall provide all service on the ground floor at the Lee County VA Healthcare Center indicated in the Continuation of Standard Form 1449. All references to locations of rooms, building, or functions on any drawings or blueprints furnished, are for informational purposes only. Such references do not necessarily indicate that these locations or function designations will remain stable. Changes of functional designations or locations which affect this contract and which require permanent adjustments in frequency or type of performance will be coordinated with the Contractor prior to initiation of such a change to assure adequate contractual coverage. Contractor is required to check-in and checkout daily with assigned Housekeeping Manager. Deficiencies identified by Housekeeping Manager will be corrected. Following the Contractor's re-cleaning or application of STC Microbead Sealant, the COR and/or his representative will re-evaluate such areas, re-cleaning is required until the deficiency has been corrected. Contractor shall be escorted by VA personnel to the main lobby where a majority of the terrazzo work and application of STC Microbead sealant application will occur when they arrive and when working in normally locked rooms i.e. the Canteen Food Prep Area.

## PROJECT MANAGEMENT

The Contractor shall specify a Project Manager who will have responsibility for performance of contract services. The Project Manager shall be competent to supervise all aspects of the contract and shall be available, on site, within 24 hours after notification during performance of contract work. The Contracting Officer shall be notified in writing, of the name of the Project Manager and of changes in personnel appointed to fulfill this function or of substitution of personnel due to illness or leave The Project Manager shall, in the absence of the Contractor, act as the Contractor's Representative. Stripping, polishing and sealing to be done after patient care hours at the LCHCC.

### REPORTING REQUIREMENTS

The Contractor shall be responsible for scheduling the work performed. Anticipated schedules of when the work will be done shall be submitted to the Contracting Officer’s Representative (COR) no later than the contract start date. A daily schedule of areas to be serviced will be submitted in advance for each workday.

**Deliverables**:

1. A daily schedule of areas to be serviced

# GENERAL REQUIREMENTS

The information in this section relates to all VA contracts and F is not specific to this particular service.

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

### POSITION/TASK RISK DESIGNATION LEVEL(S)

| **Position Sensitivity** | **Background Investigation** (in accordance with Department of Veterans Affairs 0710 Handbook, “Personnel Security Suitability Program,” Appendix A) |
| --- | --- |
| **Low** | **National Agency Check with Written Inquiries (NACI)** A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions. |
| **Moderate** | **Moderate Background Investigation (MBI)** 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. |
| **High** | **Background Investigation (BI)** A BI is conducted by OPM and covers a 10-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 report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; court records, law enforcement check, and a verification of the educational degree. |

The position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the Performance Work Statement are:

|  | **Position Sensitivity and Background Investigation Requirements** |
| --- | --- |

| **Task Number** | Low/NACI | Moderate/MBI | High/BI |
| --- | --- | --- | --- |
| 5.1 | ☒ | ☐ | ☐ |

The Tasks identified above and the resulting Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

### CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

**Contractor Responsibilities:**

1. The Contractor shall prescreen all personnel requiring unescorted access to the facility in order to ensure they maintain the appropriate Background Investigation.
2. The Contractor shall bear the expense of obtaining background investigations.
3. 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).
4. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.
5. 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.
6. 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).
7. 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.
8. 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.
9. 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).
10. 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.
11. Failure to comply with the Contractor personnel security investigative requirements may result in termination of the contract for default.

## 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, and Adobe Postscript Data Format (PDF).

## 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*** |
| --- | --- | --- |
| ***Effective Communication*** | ***No less than 1 contact per week from Contractor*** | ***100% of the time*** |
| ***System Availability*** | ***Maintain Network Availability 24/7*** | ***95% Availability, measured on a monthly basis*** |
| ***Response to VA Query*** | ***Responses received within 4 business hours of request*** | ***95% of the time measured on a monthly basis*** |

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.

## GOVERNMENT FURNISHED PROPERTY

Not applicable

# ADDENDUM A

1. **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. 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.  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. The Contractor shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract.

# ADDENDUM B

1. **Terrazzo Locations:**

| **No.** | **LOCATION** | **Sq. Ft.** |
| --- | --- | --- |
| 1 | LCHCC Ground Floor All Terrazzo | 11,593 |
|  |  |  |

# ADDENDUM C

**C1. Tasks and Descriptions:**

| **TASK** | **DESCRIPTION** |
| --- | --- |
| Stripping all wax and cleaning of all main floor terrazzo. Polishing terrazzo stone. Sealing with STC Microbead sealant. | Remove existing wax on all terrazzo floors, polishing using a four-pad system and applying 2-5 coats of STC Microbead sealant based on the different colors of terrazzo found at LCHCC |
| Safe preparation and use of materials and equipment | Materials stored and prepared according to manufacturer's recommendations Equipment used for the purpose it was primarily designed |
| Removal of material and equipment | Materials and equipment stored at the end of each workday will only be stored in area assigned by the respective Housekeeping Manager |
| Warning signs and protective barriers | Signs placed in all directions to warn others in the area of work being performed when work could cause possible harm to those who are unaware of such work. Barriers placed to protect persons, property, equipment etc |
| Damage by Contractor to Government property,' equipment facilities, etc | Work to be performed to preclude damage to or disfigurement of Government owned furnishings, fixtures, equipment and architectural of building structures including elevators and carpets. |
| Repaired damage | All damages caused by Contractor's personnel repaired to previously existing condition |
| Adherence to Policies. Procedures and mandatory Directives, Safety, and Fire Regulations | Contractor follows policies, procedures, mandatory directives, safety and fire regulations and all required OSHA rules and regulations as well as those in place at BPVAHCS. |
| **TASK** | **DESCRIPTION** |
| Contractor's personnel wear required uniform and identification devices and observe good personal hygiene | All employees to wear approved uniforms clean and free from body odor and in good repair *with* an identification device on left breast pocket. Employees must be neat and clean |
| Quality Control Program | Contractor has a written program to assure that the requirements of this contract are provided as specified |
| Key Control | All keys shall be controlled as specified in this contract |

| Space premises and utilities are conserved and protected | Contractor to maintain the space assigned and use only the space assigned. Contractor to operate under conditions which preclude the waste of utilities |
| --- | --- |
| Normal facility functions not interfered with | Work of the Contractor to be coordinated with Housekeeping Managertoprevent conflicts with the treatment of patients and the functioning of the facility No Medical apparatus moved without approval |
| Daily report of area to be serviced | Project manager to submit the area/rooms to be serviced for each workday to the Maintenance Supervisor or CO~~T~~R in room 1B-180. |
| Safe equipment use | Proper use of safety glasses, goggles, hearing protection, face masks, protective clothing, equipment safety devices, wet floor signs, barricades, electrical safety shall be observed at all times. |
| Initial training and orientation of employees | Documented training and initial orientation completed prior to employee performing work |
| Project Manager | Assigned competent person to manage all aspects of the work and given appropriate authority |
| Correction of noted cleaning deficiencies | Re-clean where deficiencies have been identified, re-cleaning to take place within 3 workdays of identification of deficiency |
| **TASK** | **DESCRIPTION** |
|  |  |
| Correction of identified deficiencies and problems | All deficiencies brought to Contractor's attention corrected as agreed on Contractor Discrepancy Report. (Safety, interference with activities, damage, etc) |
| Submission of required reports | Reports submitted in a timely manner |