

## B.3 STATEMENT OF WORK (SOW)

### **STATEMENT OF WORK (SOW)**

**1. Project Location:** Veterans Affairs Medical Center, Washington, D.C., Main Hospital-50 Irving St N.W., Washington, D.C., 20422.

**2. Scope of Work:** This Statement of Work includes all work necessary to support the required maintenance, equipment, and supplies needed (description below) to clean the systems., located at the Veterans Affairs Medical Center, Washington D, C 50 Irving Street NW, Washington DC, 20422.

### **3. Provide HVAC duct cleaning.**

#### **Scope of Service:**

#### **Services for Cleaning HVAC ducts.**

**Per the scope below, the vendor will provide all necessary labor, materials, and equipment to clean duct work distributions throughout the facility.**

The following work is necessary to enable FMS to supply the proper air flow and control room temperatures.

### **DESCRIPTION OF SERVICES.**

The Contractor shall provide all personnel, equipment, tools, materials, supervision, items and services necessary to perform HVAC duct cleaning, kitchen hood cleaning and dryer vent cleaning.

### **BASIC HVAC DUCT CLEANING SERVICES.**

**1. Services-** The Contractor shall manage all aspects of this contract to for the cleaning and sanitizing of existing HVAC ductwork throughout the designated areas within the NASIC facility.

**2. Specific Requirements Affecting Work-** Prior to beginning any work the contractor shall coordinate with the building facility manager to arrange an approved schedule and sequence of work within the facility. This meeting shall be held prior to the start of work.

**3. Safety and Health Requirements-** The Contractor shall provide for protecting the health of his employees, building occupants, and protection from damage of property, materials, supplies, and equipment in accordance with the latest revision of the "Safety and Health Requirements Act".

**4. Equipment/Tools-** The Contractor shall furnish all tools and equipment, which are customary and reasonable for performing duct cleaning services, to include all hands tools and ladders.

**5. Clean Up-** The Contractor shall at all times keep the work area free from accumulation of waste materials. Before completing the work, the Contractor will remove from the facility all rubbish generated during the cleaning services, tools, scaffolding, equipment, and materials that belong to the Contractor.

**6. Disposal-** All existing materials, equipment, and construction debris shall be removed from the building property and disposed of in accordance with all local regulations at the Contractor's expense, unless specified otherwise herein.

**7. Minor Materials and Work-** Minor materials and work not specifically mentioned herein, but necessary for the proper completion of work, will be furnished without additional cost to the Government.

**8. Qualifications-** Contractors must have 2 years or more of past performance equal to the level of difficulty and size of the facility.

## **CONTRACTOR WORK RESPONSIBILITIES**

All work will be performed without interruptions of the facility work activities. The Contractor will be responsible for returning all ceiling tiles and other equipment and materials, disturbed during the course of cleaning, to their original condition. The Contractor will be responsible for repairs to any equipment, or materials, damaged during the course of work within the designated facility locations.

**1. Cleaning Preparation-** Prior to the commencement of work in any area, all floor and desk areas immediately below the terminal or access panel areas will be covered with drop cloths to contain and control any fallen debris, dirt or other accumulations. All settings of the HVAC equipment will be recorded, and the damper settings will be marked prior to the shutdown of each system. The contractor will reset all of the controls, dampers, etc. to the original settings before placing the system back in service. All drop cloths will be removed at the completion of work in each area. Moreover, all areas will be cleaned to the original condition.

**2. Mixing Boxes-** The Contractor will remove the door to mixing boxes or cut openings if necessary to obtain access. The Contractor will vacuum out the interior of each box and remove all loose insulation and debris. After cleaning the Contractor will lock down and brush insulation with a heavy compound.

**3. Duct Cleaning-** All surfaces of the return and supply ducting will be power brushed to remove the dirt and duct deposits. Ducting will be power vacuumed using a HEPA vacuum cleaner with high efficiency filters to prevent the emission of particulates into the surroundings areas. Each duct will be cleaned until it is visibly free of all loose dirt, duct, and debris. The contractor will take all necessary precautions to prevent damage within the work area and replace flex duct if necessary.

**4. Access Panels-** Openings in the duct will be cut, if necessary, to insure that no area of the ductwork is greater than twenty(20) feet from the operator of the vacuum equipment when it is physically impossible to clean from the interior of the duct. Following the cleaning, all openings will be covered with panels of the

same materials as the ductwork. Access covers will be cross-beveled and secured with sheet metal screws for an airtight fit using caulking and duct tape.

**5. Cleaning Duct Terminals-** The Contractor will remove flex ducting from the diffusers above the ceiling and vacuum the flex duct and interior of the diffuser. The contractor will then replace the flex duct and clean the outside diffuser by washing the exterior of each with a disinfectant.

**6. Duct Encapsulation-** The Contractor will encapsulate each system following the cleaning with non-toxic biocide approved by EPA Regulation for PM post removal surface sealing. Encapsulation will be sprayed in through the installed ductwork inspection ports.

**7. Quality Assurance-** During the cleaning process the Contractor site supervisor will be responsible for Quality Control. Before each access opening is sealed, the contractor supervisor will inspect the cleaning of the ductwork and make sure all dust, debris, or mold has been eliminated. The site supervisor will coordinate with the building facility manager prior to requesting the HVAC system be restarted. At the end of each workday the site supervisor will inspect all work areas to ensure that they are left in their original condition.

### **Dryer vent cleaning services**

#### **A.3.1 Special Provisions/Qualifications**

A. Membership: The duct work system cleaning Contractor shall be a certified member of the Chimney Safety Institute of America (CSIA).

B. Certification: The duct work system cleaning Contractor shall have a minimum of one (1) Certified Dryer Exhaust Technician (C-DET) certified by CSIA on a full-time basis.

C. Experience: The dryer duct work system cleaning Contractor shall submit records of experience in the field of duct work system cleaning as requested by the VA. Quotes shall only be considered from firms which are regularly engaged in duct work system cleaning/maintenance with an emphasis on duct work system cleaning and decontamination.

D. Equipment, Materials and Labor: The dryer duct work system cleaning Contractor shall possess and furnish all necessary equipment, materials and labor to adequately perform the specified services. The Contractor shall assure that its employees have received safety equipment training, medical surveillance programs, individual health protection measures, and manufacturer's product and material safety data sheets (MSDS) as required for the work by the U.S. Occupational Safety and Health Administration (OSHA), and as described by this specification. The Contractor shall always maintain a copy of all current MSDS documentation and safety certifications at the site, as well as comply with all other site documentation requirements of applicable OSHA programs and this specification. The Contractor shall also submit to the VA, all Material Safety Data Sheets (MSDS) for all chemical products/cleaners proposed to be used in the cleaning process.

E. Licensing: The dryer duct work system cleaning Contractor shall provide proof of maintaining the proper license(s), if any, as required to do work in this state. The Contractor shall comply with all Federal, State and local rules, regulations, and licensing requirements.

F. Standards: The dryer duct work system cleaning Contractor shall perform the services specified here in accordance with the current published standards of the Chimney Safety Institute of America (CSIA). All terms in this specification shall have their meaning defined as stated in the CSIA standards. CSIA standards must be followed with no modifications or deviations.

### A.3.3 REPORTS

A. At the conclusion of each cleaning, the Contractor shall provide an electronic report to the VA indicating the following:

- i. Contractor shall complete and submit an electronic report of the work performed to the COR within seven (7) calendar days of visit. The report will include a list of all areas completed as well as identified problems and/or deficiencies. Service reports must be signed by both the Contractor and COR at completion of work.
- ii. Areas of the system found to be damaged and/or in need of repair.

### A.3.4 Requirements

This section defines the minimum requirements necessary to render duct work components clean, and to verify the cleanliness through inspection and/or testing in accordance with items specified herein and shall comply with all applicable CSIA & NFPA standards.

A. The Contractor shall be responsible for the removal of visible surface contaminants and deposits from within the duct work system.

B. The Contractor shall provide all labor, materials and equipment necessary to clean all interior surfaces of, check general condition/operation of and perform semi-annual preventive maintenance to dryer ductwork.

C. Prior to the commencement of any cleaning work, the duct work system cleaning Contractor shall perform a visual inspection of the duct work system to determine appropriate methods, tools, and equipment required to satisfactorily complete this requirement. The cleanliness inspection shall include all components of the ductwork. The cleanliness inspection shall be conducted without negatively impacting the indoor environment through excessive disruption of settled dust, microbial amplification or other debris. In cases where contamination is suspected, and/or in sensitive environments where even small amounts of contaminant may be of concern, environmental engineering control measures should be implemented. Damaged system components found during the inspection shall be documented and brought to the attention of the COR. Contractors shall report deficiencies that are deemed critical or catastrophic immediately to the Contracting Officer (CO) and the COR for immediate actions.

i. Contractor shall conduct a site evaluation, and establish a specific, coordinated plan which details how each area of the building will be protected during the various phases of the project.

#### D. General Duct Work System Cleaning Requirements:

i. Containment: Debris removed during cleaning shall be collected and precautions must be taken to ensure that Debris is not otherwise dispersed outside the duct work system during the cleaning process.

ii. Controlling Odors: Measures shall be employed to control odors and/or mist vapors during the cleaning process if cleaning chemicals are used.

iii. Component Cleaning: Cleaning methods shall be employed such that all duct work system components must be Visibly Clean as defined in applicable CSIA standards.

iv. Upon completion, all components must be returned to those settings recorded just prior to cleaning operations.

v. Air-Volume Control Devices: Dampers and any air-directional mechanical devices inside the duct work system must have their position marked prior to cleaning and, upon completion, must be restored to their marked position.

vi. Service Openings/Access Points: The Contractor shall utilize service openings, as required for proper cleaning, at various points of the duct work system for physical and mechanical entry, and inspection. Contractor shall utilize the existing service openings already installed in the duct work system. Contractor shall ensure that all joints are taped with approved foil-backed tape for use with dryer vents.

vii. Ceiling sections (tile): The Contractor may remove and reinstall ceiling sections to gain access to duct work systems during the cleaning process.

### E. Health and Safety

- i. No processes or materials shall be employed in such a manner that they will introduce additional hazards into occupied spaces.
- ii. Disposal of Debris: All Debris removed from the duct work System shall be disposed of in accordance with applicable federal, state and local requirements.

### **Kitchen exhaust cleaning services**

**1.** The information provided is the government's best estimate of the total quantity of service required. Exhaust hoods and ducts are located in various facilities. An exhaust hood system can have a number of different configurations according to the manufacturer's specifications. A single system may have multiple ducts and/or fans. The contractor shall clean grease hoods (Exhaust hoods carrying grease laden vapors) and shall adhere to and comply with the provisions listed in National Fire Protection Association Code 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations. <http://www.nfpa.org>. Steam hoods will not be cleaned under this contract. Contractor shall comply with all federal, state and local laws required in performance of this work.

**1.1.1. CLEANING.** The contractor shall clean and inspect all components of the exhaust hood and duct systems, to include the interior and exterior of hood, duct, exhaust fan, and any other components in accordance with industry and commercial standards, and NFPA Fire Code #96: 11.4, 11.6.1, 11.6.2. Contractor shall use a steam cleaning process or equivalent. Upon completion of service, the entire exhaust systems shall be free from grease, dirt, dust, lint, oil residue, etc. After cleaning is completed, the contractor shall display a label within the kitchen area indicating the date cleaned and the name of the servicing company.

**1.1.1.1.** The contractor shall protect government property to the extent necessary to prevent damage to the property. The contractor shall use drop cloths, shields and other protective devices as necessary. Contractor may remove fixtures and equipment as necessary that may interfere with the work. Contractor shall reinstall fixtures or equipment removed and shall ensure they are operational prior to departing the work site. The contractor shall be responsible for making repairs to damages caused by the contractor at no additional cost to the Government. Contractor shall reimburse the Government for clearing grease clogged drains that occur due to improper disposal of grease laden run-off down kitchen drains.

**1.2 SERVICE TICKET.** The contractor shall provide a service ticket after completion of work to the COR. The ticket shall identify the building number, date/time work was performed and any repairs required for each individual system. The service format / details ticket will be approved prior to the start of the contract.

**1.3. CLEAN-UP.** Contractor generated **hazardous** chemicals used in the cleaning process will be captured and disposed of off base at a city or state approved disposal site. This includes all runoff from the hoods and ducts. **Non-hazardous** chemicals that have been preapproved by the Hazmat manager may be disposed of on site. The contractor shall clean up each work site after completion of services.

**1.4. Special Qualifications.** All contractor personnel performing exhaust hood cleaning on VADC Medical Center shall be certified and provide proof of certification prior to start of work. Certification can be done through International Kitchen Exhaust Cleaning Association's (IKECA's) "Certified Exhaust Cleaning Specialist" (CECS) certification.

**2.1. Quality Assurance.** The Government shall inspect and evaluate the Contractor's performance to ensure services are received in accordance with the requirements set forth in this contract. The Contracting Officer's Representative (COR) shall inspect by validating actual work performance, physically checking an attribute of the completed task, checking a management information report, conferring with facility managers, or otherwise inspecting the task or its results to determine whether or not performance meets the standards contained in this SOW. Additional inspections will be performed jointly by JBSA fire inspectors and COR. The COR is the approving authority for acceptance of performance.

**2.2. Periodic Progress Meeting.** The CO, COR, other Government personnel as appropriate, and contractor shall meet periodically to discuss the contractor's performance. The following issues shall be discussed: opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints against each performance objective observed, and steps taken by the contractor to prevent occurrences in the future. The contractor shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends. Should the contractor not concur with the minutes, the contractor will provide a written notification to the CO within 2 calendar days of receipt identifying areas of non-concurrence for resolution.

### **2.3. GENERAL INFORMATION:**

**2.4. Hours and Days of Operation.** The contractor shall perform services: Normal installation duty hours are 0730-1615, Monday thru Friday, except federal holidays. In food preparation and servicing areas the work shall be performed after the serving of the evening meal and be completed before the preparation of early morning meals. In case of an Emergency during off duty hours and weekends.

### **2.5. RECOGNIZED FEDERAL HOLIDAYS:**

New Year's Day - 1 January  
Martin Luther King Jr. Day - 3rd Monday in  
January President's Day - 3rd Monday in February  
Memorial Day - Last Monday in May  
Independence Day - 4th July  
Labor Day - 1st Monday in September  
Columbus Day - 2nd Monday in  
October Veteran's Day - 11 November  
Thanksgiving Day - 4th Thursday in  
November Christmas Day – 25th December

If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a scheduled service day, the Contractor shall be responsible for rescheduling services for the first day post the holiday observance. If the president grants VA employees an additional holiday/administrative leave day, it does not apply to the contractor.

**2.6. Cleaning Frequency:** THE REQUIREMENTS OF THE INSPECTION SHALL BE DONE 30 DAYS FROM THE AWARD AND EVERY YEAR OR QUARTLY FROM THAT AWARD PER THE SCHEDULE.

