

APPENDIX G

APPENDIX G

PREVENTIVE MAINTENANCE REQUIREMENT

1. DESCRIPTION OF SERVICES

The contractor shall provide all manpower, management, equipment, supplies, materials, transportation, supervision, testing, and inspections necessary to operate and maintain the birthing center facility and facility equipment installed in this contract. The term "facility" refers to all components of the building built or assembled by the Contractor to include (but is not limited to): building structure, foundation, roof, all utilities and connections, HVAC system and controls, electrical distribution and lighting, plumbing fixtures, doors, windows and hardware, interior finishes and walkways. Maintenance shall also be provided for the generator sets and underground fuel storage tank and all related connections.

Because this is a design-build contract, the maintenance cost proposal should be based specifically on the types of systems the contractor plans to install, according to the equipment manufacturer's recommendations. Therefore, when designing critical systems such as HVAC and electrical distribution, thought should be given to the maintenance requirements including complexity of the system, number of components, frequency of services, and cost and availability of replacement parts.

Operations and Maintenance applies only to the facility and equipment installed by the contractor under the main section of this contract. The contractor will not be responsible for grounds maintenance, landscaping, medical equipment, or Information Technology equipment.

The contractor shall provide quality of service consistent with the best commercial practices according to the equipment manufacturer's manuals.

Maintenance in the Vicenza health clinic is currently being performed by:

CDM Srl
Nicola Babolin
Via Capitelbello, 17
35010 Campo San Martino (PD)
049-9601619
339-412-2749

The contractor may consider subcontracting the maintenance of the birthing center to any other qualified company.

1.1 SERVICES

1.1.1 Preventive Maintenance: Preventive Maintenance (PM), also known as recurring maintenance, provides periodic and scheduled work on facilities and facility systems. PM includes all work required to maintain manufacturers' warranties, adhere to manufacturers' recommended PM, adhere to US and Italian maintenance and testing codes, adhere to Joint Commission on Accreditation of Healthcare Organizations (JCAHO) requirements, and adhere to industry/craft standards of maintenance.

1.1.1.1 PM may identify repair work required to ensure proper function of the equipment or facility. Any repair work identified will be performed as a work request under the maintenance and repair work requirements of this contract. Repairs required as a result of a PM may be performed by PM personnel, if the PM weekly schedule can be maintained.

1.1.1.2 All US and Italian inspection and testing requirements must be met.

1.1.1.3 Contractor's monthly PM schedule shall be provided by the contractor to the Facility Manager (FM). The schedule shall identify each PM to be performed, equipment number, nomenclature and date scheduled. Schedule is due no later than five days before the end of the month prior to the starting month of the PM.

1.1.1.4 Some PMs require performance outside of normal duty hours, on weekends, and holidays. An example is the testing of the generator equipment.

1.1.1.5 **Supplies and Material:** The Contractor is required to supply all tools, equipment and replacement parts for the complete execution of all PMs and work orders.

1.1.1.6 **Specialized and Proprietary Work:** For specialized and proprietary work that cannot be performed by the Contractor, the Contractor shall solicit as a minimum three (3) sources and provide the quotes to the FM for review and approval.

1.2 MANAGEMENT

Management includes all functions required to meet the Contract requirements. The contractor is required to maintain the most current ISO certification at all times. All correspondence shall be in English. Following are the minimum personnel and their qualifications considered essential by the Government to ensure JCAHO accreditation and to ensure safety and patient care requirements are met and maintained. The Contractor shall notify the Facility Manager of any proposed key personnel changes within 24 hours after effective date of the change.

1.2.1 **Project Manager:** The maintenance Project Manager shall be authorized and empowered to:

- Act fully on behalf of the Contractor on all matters relating to this contract to include signature authority on contractual actions.
- Serve as the point of contact with the Government, and

- Conduct overall management coordination with the Government.
- Shall be physically present at the work center or hospital during normal duty hours.
- Shall be available by telephone outside normal duty hours, on weekends, and on holidays. If a service or communication device is used to effect this requirement, the Project Manager or Assistant shall be in direct communication with the Government within ten minutes of notification.
- Shall have the ability to immediately communicate with all of his/her work force.

1.2.2 If the Contractor subcontracts the maintenance, the maintenance Project Manager may be a subcontractor employee.

1.2.3 The Contractor is required to develop and implement a comprehensive Quality Control System designed to ensure a high quality of maintenance services. The plan must include the following to be acceptable:

- A system covering all facility services required by this contract; organized to address quality control procedures for work performed under each category of work.
- Procedures to document and maintain a file of quality control inspections and corrective actions taken as a result of these inspections.
- Address the effectiveness, efficiency, and responsiveness of the Contractor in quantitative and qualitative measures.
- Address customer relations, JCAHO requirements in particular Risk Assessments, Safety, and Security.

1.2.4 The final plan must be submitted to the FM for review and approval at least one month before completion of the birthing center.

1.2.5 The Contractor is responsible for ordering, establishing, and maintaining sufficient materials to perform the work within response times as stated in this contract. The contractor will establish an initial stock of materials (bench stock) at the fully operational date of the contract. Bench stock are parts and materials used on a regular and continual basis in performance of the requirement. The Project Manager and FM will jointly define stock levels and items. The FM will approve changes to these levels and items. Delays in obtaining material or parts within the specified performance periods for urgent and emergency work requests must be immediately brought to the attention of the FM.

1.2.5.1 The Contractor shall perform an annual inventory of all materials and equipment. This will be accomplished and provided to the FM within 30 days of operational date and start of each contract option year.

1.2.6 All equipment installed by the contractor shall be clearly labeled and numbered. Any PM performed on any contractor-installed equipment shall reference the label number to ensure proper documentation of all maintenance performed.

2.1 Facilities for Contractor Use

2.1.1 The contractor will be responsible for providing his own temporary facility for the storage of maintenance equipment, office and workspace.

2.1.1.1 The Government will provide utility services for this facility. However, the contractor is responsible for all utility connections and telephone hook ups and costs.

2.1.1.2 The Contractor shall be responsible for all housekeeping and costs of his own facility.

2.1.1.3 The Contractor shall be responsible for maintaining all utility and mechanical rooms in a neat and clean manner. Storage of parts, materials, or other items is not permitted in mechanical rooms.

3. GENERAL INFORMATION

3.1 **JCAHO:** The Contractor shall ensure that all work supports the management goals of the JCAHO Environment of Care Standards. Standards can be found on the JCAHO web site (www.jcaho.com). These goals can change during the life of the contract and the contractor shall ensure that all work supports any changes made by JCAHO.

3.2. **English Language:** During the time the Contractor or its subcontractors are performing any work on any installation, the Contractor shall have a representative present on the work site capable of explaining the work operations and receiving instructions in the English Language. The FM has the right to determine, without appeal of such decision, whether the representative has sufficient technical and linguistic capabilities, and the Contractor shall immediately replace any individual not acceptable to the FM.

3.2.1. All correspondence and documentation of work shall be accomplished in English. Any handwritten notes on work request or any other document shall be translated into English before filing of the document. This includes any documentation or notes entered into DMLSS.

3.3 Medical

3.3.1 The Contractor shall, prior to personnel commencing work, provide medical screening of personnel involved in maintenance services in health care/medical treatment areas. This screening will include Purified Protein Derivative (PPD) skin testing, Measles, Mumps and Rubella (MMR), and Varicella immunity. A “no finding” report from the doctor is required before any employee is permitted to work. The Government may deny personnel entrance to patient areas where the medical screening results show the presence of a communicable disease. The Contractor shall within 30 days of operational date of the birthing center and within 30 days of each option year, submit a report to the FM, in writing, that all information necessary to assure up to date medical records on all employees in accordance with JCAHO health record requirements are being maintained.

3.3.2 Two-step PPD testing shall be administered at contractor's expense on all newly employed personnel who do not have a documented PPD result or whose negative PPD was more than 24 months old. If the test is negative, the employee must not be retested. If the test is positive, a test will be performed 1-3 weeks after initial tests. If the second test is positive, the employee will provide a physician statement stating the person is free of communicable diseases.

3.3.3 PPD skin testing of all employees shall be performed on an annual basis. Personnel who have documented history of a positive tuberculin test or develop a positive skin test will be required to provide an annual physician statement that the person is free of communicable disease or a no finding.

3.3.4 Documentation of Varicella immunity includes a positive history of the disease, a positive titer, or evidence of completion of the two-shot series.

3.3.5 The Contractor shall notify the FM of any person with a communicable disease. The Contractor shall remove any individual who is found to have a communicable disease in accordance with contract requirements from working in a birthing center.

3.4 Refuse/Hazardous Material Collection and Disposal

3.4.1 The Contractor will be responsible for collection and disposal of all self-generated refuse and hazardous waste. Hazardous waste tests, removal and disposal records will be maintained by the Contractor.

3.4.2 The Contractor is responsible for cleaning areas during and immediately after work performance. Contractor's work may conflict with aseptic housekeeping services provided by the Government. When this occurs, the Contractor shall coordinate with custodial services to reschedule their work so the Government cleaning operations follow maintenance work whenever possible. Provisions for a Government housekeeping service does not relieve the Contractor from the requirement to clean all work areas immediately following work.

3.5 Safety

3.5.1 The Contractor shall develop and implement a safety and accident prevention plan that meets all U.S. and Italian requirements, regulations and laws.

3.5.2 The plan shall be submitted for FM approval no later than 30 days after award of the contract. Changes to the plan will be approved by the FM.

3.6 Key Control: For each door, both interior and exterior, the Contractor shall furnish three copies of each key and a Key Control Plan which provides for key accountability and security for all rooms and exterior doors in the birthing center. Contractor will have access to all rooms requiring maintenance and the contractor shall be responsible for the loss of and replacement of any keys. Key control plan shall be provided to the FM by fully operational date.

3.7 Contractor Furnished Items

3.7.1 The Contractor shall provide all training, licenses, office supplies, equipment, transportation, etc, required in performance of this contract.

3.8 Work Control

3.8.1 The Government and other contractors (i.e. the aseptic housekeeping contractor) also perform various responsibilities that may impact Contractor operations. The Contractor's work schedules shall take this into consideration and be coordinated and prepared in a way to facilitate operations of this contract.

3.8.2 The Contractor shall coordinate with Facility Management any planned utility outages or work that might interrupt or hinder patient care. Outages should be coordinated at least one week in advance of the planned outage. The FM will be immediately informed when a utility must be interrupted for any emergency or urgent work.

3.8.3 The Contractor shall acquire any permits required in performance of this contract (i.e. welding and digging permits). Permits shall be obtained from the DPW responsible for the area work is to be performed at, which will be identified on an individual basis by the FM.

3.9 Operating Hours: The Contractor's normal operating hours shall be 7:30 AM to 4:30 PM, Monday through Friday, excluding Italian holidays as applicable to the work force. Performance of work on American Holidays requires pre-approval by the FM. The contractor may be required to perform during non-standard operating hours, described in paragraph 1.1.1.4. Non-standard operating hours are defined as the period from 4:30 PM through 7:30 AM, Monday through Friday as well as weekends and Italian holidays as applicable to the work force. The Government estimates that work must be performed during standard operating hours 95% of the time.

The US Holidays are:

* (1) 1 January	New Year's Day
(2) 3 rd Monday in January	Martin Luther King's Day
(3) 3 rd Monday in February	Washington's Birthday
(4) Last Monday in May	Memorial Day
* (5) 4 July	Independence Day
(6) 1 st Monday in September	Labor Day
(7) 2 nd Monday in October	Columbus Day
* (8) 11 November	Veteran's Day
(9) 4 th Thursday in November	Thanksgiving Day
* (10) 25 December	Christmas Day

*When the holiday is on a Saturday, the preceding Friday will be the U.S. holiday.
When the holiday is on a Sunday, the following Monday will be the U.S. holiday.

The Italian Holidays in Vicenza are:

- (1) 1 Jan New Year's
- (2) 6 Jan Epiphany
- (3) ** Easter Monday
- (4) 25 Apr Liberation Day
- (5) 1 May Labor Day
- (6) 2 Jun Republic Day
- (7) 15 Aug Assumption Day
- (9) 8 Sept Feast of Virgin Mary
- (10) 1 Nov All Saints' Day
- (11) 3 Nov National Unity Day
- (12) 8 Dec Immaculate Conception
- (13) 25 Dec Christmas
- (14) 26 Dec St Stephen's Day

** Indicates dates change each year

3.10 Files: The Contractor shall maintain and update files (electronic and paper) as required under the terms of this contract. For JCAHO documentation purposes, files are to be kept on site for no less than three years.

3.10.1 The files (electronic and paper) are the property of the Government and shall be turned over to the FM at the completion or termination of this contract or when required by inspections.

3.11 Technical Library: The Contractor shall maintain and continue to develop a technical library of all facilities and facility systems.

3.11.1 The library shall include such information as, but is not limited to:

- Manufacturers' operating instructions
- Parts lists
- Maintenance manuals
- Government publications
- Facility drawings
- Technical reference publications

3.12 Publications: The Government shall make available to the contractor all required federal publications and forms upon request.

3.13 Warranties: The Contractor shall perform all tasks necessary to enforce construction/manufacture's warranties on facilities and equipment. The Contractor shall notify the FM in writing of difficulties encountered in the enforcement of warranties and of instances in which the costs of enforcement would exceed the benefits derived.

3.14 **Security:** Contractor personnel or any representative of the Contractor entering any installation shall abide by all security regulations and shall be subject to security checks enacted jointly by the Department of Defense and the Republic of Italy. The Contractor shall be responsible for any pass requests and security checks for its personnel.

3.15 **Identification:** Each contractor employee shall have either of the following means of identification conspicuously displayed on exterior clothing at all times while on duty:

- (1) An identification badge provided by the US Government.
- (2) An outer garment provided by the Contractor with the company name embroidered on or sewn to the fabric.

3.16 **Appearance:** Personnel shall present a neat, clean, and well-groomed appearance at all times. Contractor personnel may also be required to wear Government provided outer protective clothing while working in patient care areas.

3.17 **Installation Pass:** The Contractor shall be responsible to ensure all personnel, employees, and subcontractor employees have a current installation pass allowing access to Caserma Ederle.

3.18 **Contractor personnel and property** shall be subject to search and seizure upon entering the confines of Caserma Ederle in accordance with all US and Italian laws and agreements.

3.19 **Contractor owned vehicles** used in the performance of services under this contract, with the exception of management vehicles, shall be legibly and conspicuously marked with the Contractor's name, address and telephone number. Markings shall be placed on both sides of the vehicle.

3.20 **Energy Conservation:** Contractor shall comply with all energy conservation programs of the US and Italian governments.

3.21 **Environmental Programs:** Contractor shall comply with all environmental programs of the US and Italian governments. The most stringent standard shall be used whenever there is a discrepancy between Italian and US standards.

3.22 The Government reserves the right to use other contractors to perform work in the area if necessary. The Contractor should also be aware that other contractors may at some time in the future work in areas near or adjacent to the health clinic and birthing center.