September 2, 2024

VA Lease Service Narrative

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1. Section 1 – Introduction

1.1. The purpose of this Leased Service Narrative (LSN) is to supplement the utility, maintenance and services required in the L-100 with agency specific requirements.

1.2. Application of this LSN:

- CBOCs require essentially no additional information.
- HCCs require some additional janitorial requirements to be added.
- Not to be used for R&Ds, CLCs, Domiciliary.

1.3. The governing codes, standards, and references are based on a VA affiliated outpatient clinic.

2. Section 2 – General Requirements

2.1. General

- The codes and standards listed below indicate minimum performance requirements. Minimum requirements or standards may be exceeded by site specific project requirements.
- Compliance is required with applicable codes and standards for on-going maintenance of the facility for the entire lease term.
- Use the most current edition at the date and time of bid submission.

2.2. Codes

- All VA leased CBOC facilities are to conform to the most recent applicable codes, which include but is not limited to following:
  - 2.2..1. State and local codes as required by the local Authority Having Jurisdiction (AHJ).
  - 2.2..2. National Fire Protection Association (NFPA), NFPA 101 Life Safety Code and those codes and standards referenced by NFPA 101. (NFPA 99 Health Care Facilities Code, etc.)
  - 2.2..3. NFPA 70B Standard for Electrical Equipment Maintenance, NFPA 70E Workplace Electrical Safety, NFPA 75 Standard for the Fire Protection of Information Technology.
  - 2.2..4. Architectural Barriers Act Accessibility Standards (ABAAS), current edition.

2.3. Standards

- All leased CBOC facilities are to conform to the following standards as applicable:
  - 2.3..1. The Joint Commission (TJC) accreditation standards apply to the facility under the affiliated VA medical center license. On-going maintenance procedures shall meet TJC standards. Lessor shall provide and submit all documentation that is required for TJC requirements.
  - 2.3..2. Sustainability standards shall be as outlined in GSA Form L100 Global Lease.
  - 2.3..3. American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) Standard 170, Ventilation of Health Care Facilities, current edition (referred to as ASHRAE 170 herein)

2.3..4. ASHRAE Standard 12, Minimizing the Risk of Legionellosis Associated with Building Water Systems, current edition.

2.3..5. ASHRAE Standard 188, Legionellosis: Risk Management for Building Water Systems, current edition.

2.3..6. ASHRAE Standard 62.1, Ventilation for Acceptable Indoor Air Quality, current edition (referred to as ASHRAE 62.1 herein)

2.3..7. ANSI/ASHRAE/IES Standard 90.1-2019 -- Energy Standard for Buildings Except Low-Rise Residential Buildings

2.3..8. USP General Chapter 795 Pharmaceutical Compounding – Nonsterile Preparations

2.3..9. USP General Chapter 797 Pharmaceutical Compounding – Sterile Preparations

2.3..10. USP General Chapter 800 Hazardous Drugs - Handling in Healthcare Settings

2.3..11. Association for the Advancement of Medical Instruments (AAMI) standards as applicable to SPS and RME storage - ST108

2.3..12. Illuminating Engineering Society North America (IESNA) Handbook - latest edition

2.3..13. NFPA 110 Standard for Emergency and Standby Power Systems.

2.4. References - Reserved

3. Section 3 – Utilities, Services, and Obligations

3.1. Provisions Of Services, Access, and Normal Hours - Reserved
3.2. Utilities – Reserved
3.3. Utilities Separate from Rental/Building Operating Plan – Reserved
3.4. Lessor Reporting of Green Building Efficiency – Reserved
3.5. Heating and Air Conditioning

3.5.1 Thermostats shall be set to maintain temperatures in accordance with the Room Data Matrix (RDM). For areas not specified in the RDM the required setpoints of the L-100 shall apply.

3.5.2 The temperature, humidity, and pressure requirements shall be maintained at all times (24 hours a day, 365 days a year) with no greater than 5% downtime for maintenance in the following spaces (i.e., Setbacks not allowed):

3.5.2.1 Clean Supply, Clean Utility, Clean Storage, Clean Workroom, Sterile Storage,

3.5.2.2 Soiled Utility, Soiled Holding,

3.5.2.3 Main Computer Room, Computer Room, Network Service Center, and Telecommunications Room.

3.5.2.4 SPS Areas

3.5.2.5 Pharmacy Compounding

3.5.2.6 List of additional spaces specific to this lease:

- N/A

3.5.3 Monitoring devices must be calibrated once a year by a representative from the manufacturer.

3.5.4 Maintain HVAC systems, including Building Automation and Pressure Relationship Controls, in accordance with ASHRAE 111, 170, and 180; specifically adhering to the specified frequencies expressed in the system tables and manufacturer instructions.

3.5.4.1 Provide an annual report on spaces listed in Section 3.5.2 above.

3.5.5 Temporary stand-alone systems (i.e., portable dehumidifier, portable air-conditioning (AC) unit, split system AC units) must not be used without prior VA COR notification and approval.

3.5.6 There must be systematic processes for monitoring HVAC performance parameters and a mechanism for identifying and resolving variances within the rooms throughout the leased facility where sterile processing occurs and Reusable Medical Devices RMD are stored.

3.5.7 Annual and other routine certifications must be completed with records submitted quarterly to VA COR. Non-compliance with required thresholds will be deemed non-scheduled maintenance service calls, which will categorize the response as an ‘emergency call’. When required thresholds are not being met, Lessor shall provide VA COR, with a corrective action plan as well as all necessary interim measures.

3.6. Overtime HVAC Usage - Reserved
3.7. Janitorial Service

Services shall be provided by the Lessor in all exterior areas of the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below.

3.7.1 Janitorial Staff and Supervision

Any person whose work or conduct is found to be unacceptable by the Government shall be removed from the janitorial staff. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Janitorial company's uniforms shall clearly identify the company and the occupation of the individual. Janitorial staff will be required to wear photo identification badges.

Annually, all janitorial staff must:

3.7.1.1 Complete and pass VA training course 10203 Privacy and HIPPA training. All new employees will complete and pass prior to working at VA lease.

a. Course training materials will be provided by the VA COR.
b. Completed staff training documentation to be submitted to VA COR.
c. Every three years, Lessor shall ensure that staff who are assigned biohazard tasks associated with handling, collecting, packing, and signing the associated manifest complete and pass the required tests to perform such work. VA COR will provide training materials. Tests shall be completed upon staff entry to such position and then every three years thereafter, if still applicable to their assigned tasks. Completion certificates shall be posted in the biohazard accumulation room. If staff are unable to successfully complete the training or fall out of compliance, they will no longer be able to perform the tasks associated with biohazard waste.

3.7.2 Safety and Special Procedures - The Lessor shall consider the leased space environment and ensure that the janitorial staff is instructed on applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as cleaning of human secretions, blood etc. from all surfaces. Lessor will be notified of areas that need terminal cleaning. Terminal cleaning is defined as complete wipe down of all sinks, walls, countertops, casework, exam tables, etc., with germicide, and mopping of the floor with germicide. If the space has a privacy curtain, it is required to be replaced. These areas require the use of gloves, gowns, masks, and shoe covers. The Lessor shall be responsible to ensure staff are competent on common hazards requiring a terminal clean in a healthcare and/or research setting. Lessor is responsible to provide competency to VA COR and demonstrate staff knowledge. The Lessor shall be responsible for collecting of sharps containers and hazardous materials. See "ALL AREAS" below under "Daily Cleaning Requirements" for method of handling sharps and hazardous waste. The janitorial staff shall comply with applicable Federal, State, and Local safety and fire regulations and codes. The Lessor shall immediately bring to the attention of the Government any fire and/or safety deficiencies. The Lessor shall take reasonable precautions to promote a safe environment within the lease premises.

3.7.3 Equipment and Materials - All equipment and materials used in the performance of this contract will be cleaned and stored properly at the end of the workday. Cleaning carts and/or equipment will not be left unattended for any reason while patients and/or visitors are in the leased space. No food or drink shall be stored on cleaning carts or in housekeeping closets. Lessor shall ensure all equipment, tools, and supplies meet necessary safety requirements and janitorial staff has full working knowledge of their use.

a. Mechanical/Electrical/MEP Equipment Rooms
   i. The area shall be swept and wet mopped with a neutral cleaner.
   ii. Collect, remove, and dispose of refuse, trash, and garbage from the space.

3.7.4 Exterior Task and Frequency

3.7.4.1 As Required

a. Pest Control: Control pests as appropriate, using Integrated Pest Management techniques, as specified in the VA Environment Integrated Pest Management Technique Guide (E402-1001).
b. Lessor shall provide necessary treatments when notified by VA COR of bed bug exposure in the facility. Lessor to provide terminal cleaning, as deemed necessary, post treatment.

3.7.4.2 Daily

a. Building entrances and gazabos: Pick up trash, litter, and debris.

3.7.4.3 Three Times Weekly

a. Sweep landings, steps, and sidewalks.
b. Police all sidewalks, parking areas, green areas, planting beds, driveways, lawns, shrubbery, outside loading dock areas, platforms, etc., to maintain a neat attractive appearance. This shall include, but not be limited to, the removal of debris, litter, trash, limbs, etc. (from both sides of fence, if applicable)

3.7.4.4 Monthly (completed after building has closed, allowing for parked cars to be at a minimum)

a. Parking lot sweeping

3.7.4.5 Quarterly

a. Clean bugs from the interior and exterior of light lenses.
b. Clean balconies, ledges, courtyards, areaways, gutters, and flat roofs.
c. Clean mildew from exterior of building, sidewalks, and roof areas, etc.
d. Pest Control: Provide interior and exterior extermination of insects and rodents. The lessor shall provide additional service at the request of the VA, if any sighs of reinfestation appear.
   i. For interior extermination of insects and rodents upon any sign of infestation, lessor shall provide documentation to the VA COR on how the space was treated and what was found. Lessor to provide terminal cleaning, as deemed necessary, post treatment.

3.7.4.6 Semi-Annually

a. Wash outside of all exterior windows, glass located over and in exterior and vestibule doors, and all exterior plate glass around entrances, lobbies, vestibules, and skylights.
b. Wash and clean all exterior building signage.
c. Drainage System:

i. Inspect and clean all onsite catch basins and storm drain inlets of trash, leaves, and other deleterious materials.
ii. Detention/retention and silting basins shall be inspected and cleaned of weeds and overgrowth to ensure proper drainage is maintained.
iii. Basin bottoms should be scarified to maintain the integrity of the drainage design.

3.7.4.7 Annually

a. Clean exterior of building. Remove all spider webs, wasp nests, stains, etc.

3.7.4.8 Every Three Years, at minimum (to be completed outside of normal business hours)

a. Review condition of the following items with VA COR to determine if repainting is necessary.
   i. Paint curbs
   ii. Parking lot line striping

3.8. Snow Removal

3.8.1 Lessor is responsible for all labor, operational equipment, supplies, materials, etc. to provide snow and ice removal and surface treatment for leased site.

3.8.2 Lessor is responsible to monitor the site for snowfall and/or freezing rain/ice events to determine necessary response.

3.8.3 Snow shall be systematically removed by the lessor upon 1” accumulation or if an unsafe condition occurs due to snow and/or ice. Icy conditions will be treated as is necessary. Snow and ice shall be cleared, and surfaces treated sufficiently to present safe conditions for operational day’s activities.

3.8.4 Two hours prior to operational hours lessor shall remove snow and ice and treat surfaces from all entrances, sidewalks, parking lots, approaches and building egress. In the event of snow or freezing rain during working hours, removal and surface treatment must occur within one hour of snow event and/or receiving notification by VA staff.

3.8.5 Lessor shall ensure that all parking lots, stalls, pedestrian pathways, sidewalks, building egress, etc. are available for safe use during such weather events. (Using such areas for piling up accumulated snow is prohibited.)

3.9. Maintenance and Testing of Systems

3.9.1 As Required/Requested

3.9.1.1 Clean HVAC units inside and out upon any signs of mildew or bacterial growth.

3.9.1.2 Pans in HVAC units shall be treated as required to prevent mildew or bacterial growth.

3.9.1.3 Replace light fixtures/luminaires within 24 hours of bulb no longer working.

3.9.1.4 All building equipment shall follow manufacturer recommendations for preventative maintenance.

3.9.1.5 Lessor shall provide all necessary updates to software, firmware and provide necessary patches, at minimum, to permit proper operation,

functionality and compatibility of all building equipment and associated systems.

3.9.1.6 Lessor shall provide VA COR owner-level access to work order system platform being utilized to review/monitor status of preventative maintenance, inspections, work orders, etc.

3.9.1.7 Lessor shall submit documentation as acceptable to the Contracting Office and/or VA COR of tests, report, and maintenance logs.

3.9.1.8 Lessor shall inspect, test, and maintain building systems, fire and life safety systems and equipment, as required by the more stringent of NFPA guidelines or local code.

3.9.2 Medical Gas Systems

3.9.2.1 Medical Respiratory Oxygen, Medical/Instrument/Dental Air, Medical Vacuum, Waste Anesthesia Gas Disposal, Nitrous Oxide, Nitrogen, and Carbon Dioxide systems shall be operated and maintained in accordance with Manufacturer Instructions, NFPA 55, NFPA 99 - *Chapter 5 "Gas and Vacuum Systems", Chapter 11 "Gas Equipment"*, Compressed Gas Association (CGA), and utilize ASSE 6000 Series Professional Qualifications.

3.9.2.2 Medical Gas Installers shall be ASSE 6010 Certified, Testing Personnel shall be ASSE 6020 certified, Inspectors and Verifiers shall be ASSE 6030 Certified.

3.9.2.3 Medical Gas System Power, Control, and Alarms shall be operated and maintained in accordance with NFPA 70 and NFPA 99.

3.9.2.4 Laboratory Natural Gas, Laboratory Air, and Laboratory Vacuum Systems shall be operated and maintained in accordance with Manufacturer Instructions, NFPA 54, NFPA 58, NFPA 99, and ASPE Gas Piping for Laboratory Facilities.

3.9.2.5 Oral Evacuation and High-Volume Oral Evacuation Systems shall be operated and maintained in accordance with Manufacturer Instructions, NFPA 99 - *Chapter 15, "Dental Gas and Vacuum Systems"*.

3.9.2.6 Dental Compressed Air Systems and Equipment for operating tools shall remain independent of medical and laboratory air systems.

3.9.2.7 Amalgam separation is required to be operated and maintained in accordance with EPA Final Rule "The Dental Rule" (40 CFR Part 441) to reduce the discharge of mercury from dental offices.

3.9.2.8 Medical and Dental Systems shall have an expected operational uptime of no less than 98% of the calendar year. 2% of downtime is dedicated to maintenance activities.

3.9.3 Normal Power Electrical System

3.9.3.1 Normal Electrical Power Systems shall be operated and maintained in accordance with Manufacturer Instructions, NFPA 70B, NFPA 70E, and NFPA 99.

3.9.3.2 Maintenance activities shall be scheduled in advance (14 days minimum) and performed in a manner not to affect clinical operations.

3.9.3.3 Normal Electrical Power Systems' NFPA 70B Electrical Maintenance Program (EMP) reporting shall be available upon completion of any activity.

3.9.4 Emergency or Standby Power Electrical System

3.9.4.1 Emergency and Standby Electrical Power Systems shall be operated and maintained in accordance with Manufacturer Instructions, NFPA 70B, NFPA 70E, NFPA 99, and NFPA 110.

3.9.4.2 Maintenance activities shall be scheduled in advance (14 days minimum) and performed in a manner not to affect clinical operations.

3.9.4.3 Emergency and Standby Systems shall have an expected operational uptime of no less than 98% of the calendar year. 2% of downtime is dedicated to maintenance activities.

3.9.4.4 Emergency and Standby Systems' Maintenance records shall be available from the lessor upon request, and within 24 hours of the request, to satisfy reporting requirements of The Joint Commission and NFPA 110.

3.10. Maintenance of Provided Finishes - Reserved

3.11. Asbestos Abatement - Reserved

3.12. Onsite Lessor Management

3.12.1 Lessor shall provide their Operational and Maintenance (O&M) plan which shall describe the organization and structure the workforce of both operations and maintenance personnel. Organizational charts: staffing plans, indicating trades, number of personnel, and experience levels and operating schedules shall be provided to the VA COR. To assure professional management, the Lessor or designated property management firm must have a local, designated property manager available. The property manager shall have maintenance personnel (building superintendent) on site during normal hours of operation.

3.12.2 The O&M plan shall identify and provide addresses and contact information for entities that will maintain the leased premises (designated local property management firm, building superintendent, and any contractors or subcontractors).

3.12.3 The O&M plan shall outline procedures for dealing with scheduled and non-schedule maintenance and repairs.

3.13. Identity Verification of Personnel - Reserved

3.14. Schedule of Periodic Services

3.14.1 The O&M plan, referenced in section 3.7.12, shall indicate how the scheduled (routine) maintenance and repair of the building will be managed. For each activity in the O&M plan, the Lessor shall identify the responsible entity and frequency of maintenance.

3.14.2 Exterior maintenance, including landscaping and grounds, irrigation system, trash removal, exterior lighting, parking lot, pest control, window washing, and general litter pick up shall be addressed.

3.14.3 Interior maintenance all be described, including HVAC, plumbing, electrical, and pest control associated with services provided by the Lessor.

3.14.4 Describe how the Lessor will provide quality control to ensure that all services described in the O&M plan are, in fact, provided, and how the Lessor will maintain quality and appearance of the entire building over the term of the lease.

3.14.5 Non-scheduled maintenance service calls will be classified as emergency calls when the condition constitutes an immediate danger to personnel, threatens to damage property, or has a direct impact on operations or security. Classification of calls as emergency shall be at the sole discretion of the government. During normal operating hours, Lessor's on-site superintendent shall respond immediately upon notification. Emergencies occurring other than normal operating hours shall be responded to (on scene) within 60 minutes of receipt of notification. Lessor shall repair or neutralize the emergency condition before departing the site. If necessary, Lessor shall acquire material by quickest available means and include work outside of normal operating hours. If further labor or materials are required after the emergency is neutralized, the Lessor shall have the repairs completed within three (3) working days or within such other reasonable time as agreed to by the government. The Lessor shall have available generally used spare parts and common building materials to support emergency requirements. Lack of started materials shall not be a cause for non-performance.

3.14.6 Service calls will be classified as routine when the condition does not qualify as an emergency call. Eighty-five (85%) of all routine calls shall be completed withing five (5) working days after the receipt of the call, with remainder being completed within ten (10) working days.

3.15. Landscaping - Reserved

3.16. Landscape Maintenance

3.16.1 As Required/Requested

3.16.1.1 Water the grass and plantings as necessary to maintain their health and attractive appearance.

3.16.1.2 Fertilize all plants and trees with type of fertilizer recommended by manufacturer.

3.16.1.3 Dead plantings or lawn shall be replaced with the like kind immediately. Partially dead plantings may be trimmed if, after trimming, a good appearance is maintained.

3.16.1.4 Rake and remove leaves to ensure a good appearance of the site.

3.16.1.5 Application of weed killer per manufacturer recommendations.

3.16.2 Weekly

3.16.2.1 Mow and edge lawns during growth season.

3.16.3 Monthly

3.16.3.1 Remove weeds from around building, parking areas, all landscaped areas (including lawn) and fence borders (both sides of fence).

3.16.3.2 Mow and edge lawns at least once a month during the dormant season.

3.16.3.3 Trim and prune shrubbery and trees to maintain an attractive appearance. Shrubbery shall not be allowed to grow up and cover windows.

3.16.4 Quarterly

3.16.4.1 Trim/maintain onsite landscaping as required.

3.16.5 Three Times Per Year

3.16.5.1 Fertilize all lawn areas. Fertilize application prior to the start of the growth season.

3.17. Recycling and Composting

3.17.1 Waste

3.17.1.1 All accumulated non-hazardous waste shall be removed and disposed of in the dumpsters. Hazardous waste and sharps containers shall be picked up, appropriately packaged for removal from the site and stored in a designated negative pressure storage area.

3.17.1.2 The Lessor shall have no responsibility for disposing of hazardous or pathological waste. The Lessor shall provide collection, disposal, and recycling for all other waste materials generated by the VA. Recycling of paper, plastic, aluminum, toner cartridges and cardboard is required.

3.17.1.3 Locate waste and recycling containers near the loading dock/service area in accordance with security requirements. The Lessor shall provide and maintain adequate quantity of trash container(s), including compacting equipment as required, based on volume of waste and frequency of collection. Lessor to provide the necessary covered containers with daily or weekly collection and removal from site for refuse, trash, and garbage. The Lessor shall provide the covered recycling containers and shall collet and remove recycled materials weekly.

3.18. Randolph-Sheppard Compliance - Reserved
3.19. Safeguarding and Dissemination of Controlled Unclassified Information (CUI) Building Information - Reserved
3.20. Indoor Air Quality - Reserved
3.21. Radon in Air - Reserved
3.22. Radon in Water - Reserved
3.23. Hazardous Materials - Reserved
3.24. Mold and Water Intrusion - Reserved
3.25. Occupant Emergency Plans - Reserved
3.26. Flag Display

3.26.1 Flags must be made in the USA with stitched stars. Replaced in accordance with L100.