PERFORMANCE WORK STATEMENT

Material Handling Equipment Preventive Maintenance
Department of Veterans Affairs, CMOP Lancaster, TX

1.0 INTRODUCTION

1.1 Background

The VA Consolidated Mail Outpatient Pharmacy (CMOP) at 2962 S. Longhorn Drive, Lancaster, TX 75134, provides a high-volume, direct-to-Veteran prescription medication delivery service nationwide. The Lancaster CMOP requires a quarterly preventive maintenance program to ensure the continuous operation of its Material Handling Equipment (MHE).

1.2 Scope

The contractor shall provide all necessary qualified personnel, parts, tools, and services to perform quarterly preventive maintenance and emergency repairs on Government-owned MHE as specified in this PWS. The contract is firm-fixed-price with five (5) one-year ordering periods.

1.3 Performance Requirements Summary

The performance requirements specified in Section 2.0 are summarized as follows:

- Quarterly preventive maintenance (Section 2.1)
- Periodic component replacement (Section 2.2)
- Emergency repairs (Section 2.3)

2.0 REQUIREMENTS

2.1 Quarterly Preventive Maintenance

All preventive maintenance services shall be performed on the equipment listed below, in accordance with the Quarterly Preventive Maintenance Checklist (Appendix A).

Type of Equipment	Make	Model	Serial #
Electric Sit-Down Forklift	Toyota	7FBEU18	21272
Electric Sit-Down Forklift	Toyota	8FBCU25-COMP	96117
Electric Sit-Down Forklift	Crown	SC5725-35	10704447
Electric Stand-Up Forklift	Crown	RC5745-40	11092224
Electric Stand-Up Forklift	Crown	RC5745-40	11092129
Electric Scissor Lift	JLG	ES1932	ICES-001-NMB-001
Electric Pallet Jack	Toyota	7HBW23	45410
Electric Pallet Jack	Toyota	8HBE30	44231
Electric Pallet Jack	Toyota	8HBW23	78809

2.2 Periodic Component Replacement

During the PM services, the contractor must replace the specified components at OEM-recommended intervals, regardless of their condition. Only new parts that meet OEM standards are acceptable; rebuilt or remanufactured parts are not permitted.

Toyota Forklifts - Replace every 12 months or 2,000 hours, whichever occurs first:

- Hydraulic oil
- Hydraulic oil filter (initial replacement at 250 hours or 6 weeks; thereafter every 12 months or 2,000 hours)
- Brake fluid
- Drive unit oil
- Wheel bearing grease
- Brake master cylinder rubber parts
- Wheel cylinder cup seals
- Brake fluid reservoir hose

Crown Forklifts - Replace every 12 months or 2,000 hours, whichever occurs first:

- Hydraulic oil
- Cap ventilating element
- Drive unit oil

2.3 Emergency Repairs

The contractor must provide a technician within four (4) hours of notification of equipment failure, Monday through Friday, between 6:00 AM and 2:30 PM. During repairs, the technician may identify issues requiring off-site repairs or parts ordering. The technician will then provide a detailed repair estimate, including all related costs such as parts and labor, which must be approved by the Contracting Officer.

3.0 PERFORMANCE STANDARDS

3.1 Timeliness

a) The contractor shall provide a technician within four (4) hours of notification of equipment failure, Monday through Friday, from 6:00 AM to 2:30 PM.
b) If repairs cannot be completed within 48 hours, the contractor shall provide an operational substitute piece of MHE equivalent to the current inventory.
c) All maintenance tasks shall be completed by their scheduled due dates.

3.2 Quality of Work

a) All work performed shall comply with the OEM-recommended maintenance specifications.
b) All parts must be new and conform to OEM specifications. Rebuilt or remanufactured parts will not be accepted.
c) The contractor shall ensure that all equipment retains its OEM warranty.
d) The contractor shall provide all materials, supplies, and labor.
e) The contractor shall not perform any service that will result in additional charges without the Contracting Officer's prior written approval.

f) The contractor shall interrupt work at any time to avoid disrupting facility operations.
g) The contractor shall maintain a quality control program to ensure compliance with contract requirements.

3.3 Safety Compliance

a) All maintenance activities shall comply with applicable OSHA safety standards and regulations.
b) Maintenance and repairs shall be performed by an OEM service provider.

3.4 Customer Service

a) The contractor shall maintain communication with the COR regarding maintenance schedules, findings, and any required follow-up actions.
b) The contractor is responsible for documenting and tracking all reported issues until they are resolved.
c) Complaints will be documented by the COR within 24 hours and must be addressed by the contractor within 24 hours of notification.

3.5 Performance Requirements Summary Matrix

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
Timeliness	Schedule adherence; response time	Adhere to PM schedule; respond to emergencies within 4 hours	95%	Review of maintenance schedules and response times
Quality of Work	OEM compliance; operational tests	All maintenance per OEM specs; new OEM-conforming parts only	100%	Random audits and inspections
Safety Compliance	OSHA compliance; technician qualifications	Qualified technicians; OSHA standards met	100%	Inspections and qualification verification
Customer Service	Response time; complaint resolution	Address complaints within 24 hours	95%	Review response times and feedback

4.0 PLACE AND HOURS OF PERFORMANCE

Services shall be provided at 2962 S. Longhorn Drive, Lancaster, TX 75134, Monday through Friday, 6:00 AM to 2:30 PM. Services shall be rescheduled in the event of weather-related hazards without penalty.

Appendix A — Quarterly Preventive Maintenance Checklist

Quarterly Preventive Maintenance Checklist			
TEST DRIVE MACHINE	**CLEANING & LUBRICATION**	**BATTERY AND CABLES**	**ELECTRICAL TESTS**
Drive Train Noise	Air Clean Truck	Cable Condition	Ground Test
Steering Operation	Air Clean Electrical Controls	Electrolyte Level	Cable & Terminal Condition
Service Brake Operation	Air Clean All Motors	Battery Load Test	Wire Harness Condition
Speed Control	Lubricate Truck	Battery Retention Stops	Accelerator Test
Creep Speed		Specific Gravity	Contactor Assemblies
Plugging & Directional Control	**MOTORS**	Receptacle Condition	Contactor Tip Condition
Return to Neutral	Drive Motor Condition	Battery Connector Condition	Service Brake Switch Operation
Hydraulic System Operation	Pump Motor Condition	Battery Disconnect Condition	Parking Brake Switch Operation
Pedal Pads & Linkage			Seat Switch Operation
Parking Brake Operation	**LOAD BACK REST**	**WHEELS & TIRES**	S.R.O.
Seat Switch (Brake) Operation	Condition	Tighten Mounting Bolts	P.M.T.
Pedestrian Warning Devices	Security of Mounting	Tire Condition	Speed Limit Switches
		Drive	Steering Transducer
BRAKE SYSTEM	**DRIVE AXLE**	Steer	Hydraulic Valve Switches
Check for Leakage	Differential Fluid Level	Tire Pressure	Lift Valve Transducer
Brake Reservoir Fluid Level	Clean Air Vent		
Clean Vent Cap	Security of Mounting	**STEER AXLE**	**HYDRAULIC SYSTEM**
Pedal Free Travel	Check Wheel Bearings	Security of Mounting	Check for Leakage
Pedal Drift		Axle Stop Adjustment	Fluid Level and Condition
Master Cylinder Mounting	**STEERING SYSTEM**	Drag Link Adjustment	Clean/ Replace Breather
Service Brake Wear/ Adjustment	Check for Leakage	Check Wheel Bearings	Replace Filter
Park Brake Wear/ Adjustment	Oil Level and Condition		Linkage Adjustment
Brake Line Cable Condition	Security of Mounting	**TILT CYLINDERS**	Hose Condition
Brake Linkage Check & Lubricate	Tilt Column Operation	Check for Leakage	Lift Speed (In/Sec)
		Cylinder Rod Condition	No & Full Load
UPRIGHT - CARRIAGE	**ATTACHMENTS**	Mounting Security / Torque	Drift Teas (In/Sec)
Security of Mounting	Mounting Bolts	Tilt Cylinder Adjustment	Lift & Tilt Cylinder
Roller Condition/ Clearance	Leakage		
Chain & Anchor Condition	Operation	**GAUGES - LIGHTS - INDICATORS**	**SHEET METAL & CTW**
Chain Adjustment		Hour Meter	Decals - Missing/ Condition
Latch and Stop Condition	**OVERHEAD GUARD**	Gauges - All Operate	Data Plate Condition
Cylinder Condition	Condition	Lights - All Operate	Seat Mounting & Operation
Forks, Locks, Stops	Security of Mounting	Wiring Condition	Seat Belt Condition
Rail Condition		Horn	Door & Deck Latches
Trunnion Ring Condition		Lift Interrupt	CTW Mounting Bolts
		Operation of Accessories	Slip Resistance Surfaces