

**Statement of Work  
Furniture Installation / Relocation  
for Veterans Affairs Sierra Nevada Health Care System**

**1.0 General** The VA Sierra Nevada Health Care System (VASNHCS) has a requirement for moves and furniture relocation. The VASNHCS requires a contractor to provide a full range of services to disassemble and remove existing office furniture, equipment and related materials from a location, transport the items to a new location and install/place them according to the direction of the COR. The number of moves will vary from month to month.

1.1 Period of Performance (POP): **Base Year plus 4 Option Years. (Dates to be determined later)**

1.2 Hours of Performance – The Contractor shall perform duties during normal work hours which is Monday through Friday, 7:30 am to 4:30 pm.

1.3 Contracting Officer's Representative (COR) will be assigned to represent the Contracting Officer (CO) in furnishing technical guidance and advice under this contract. The delegation letter will specify the limits of the COR's authority. The letter is not to be construed as authorization to interpret or furnish advice and information to the Contractor relative to the financial or legal aspects of the contract. Those matters are the responsibility of the Contracting Officer and shall not be delegated.

1.4 Contractor Key Personnel: The Contractor shall provide a list of employees that are key to the organization and who will provide services under this contract. Provide full name, position, title and the required certifications.

1.5 The Contractor shall designate a Contract Liaison (CL) to work with the COR. The CL shall have a comprehensive knowledge of furniture moving, installation, storage, repair and cleaning services and possess administration skills. The CL shall have at least five years of experience in this type of work and is acceptable to the COR.

1.5.1 The CL shall have the authority to negotiate and accept job requests on the Contractor's behalf. The CL shall have technical and administrative knowledge of all job requests pending, in-progress and completed.

1.6 The Contractor shall maintain sufficient staff to be responsive to job requests. The Contractor's staff shall be US citizens or have appropriate work permits. The Contractor shall comply with VA security, access and badging requirements. The Contractor shall wear company attire that clearly identifies them as Contractors and present a professional appearance at all times.

1.7 The Contractor shall assure that its staff are fully certified and licensed to perform their duties.

## **2.0 Scope of Work**

2.1 The Contractor shall provide supervision, staffing, equipment, vehicles, and transportation necessary to perform moving, installation and relocation services. When required, the Contractor shall provide packing supplies and materials. The Contractor shall perform all relocation services as requested by COR or designated representative. The services shall include, but are not limited to, assembly/disassembly of furniture, providing packaging materials, packing/crating, loading/unloading, delivery, set-up, and miscellaneous wall-mounted item removal and replacement. The services shall be provided to the following facility locations:

2.1.1 Ioannis A. Lougaris VA Medical Center, 975 Kirman Avenue, Reno, NV 89502

- 2.1.2 VA Sierra Foothills Outpatient Clinic, 11985 Heritage Oak Place, Auburn, CA 95603
- 2.1.3 VA Carson Valley Outpatient Clinic, 1330 Waterloo Lane, Suite 101, Gardnerville, NV 89410
- 2.1.4 VA Lahontan Valley Outpatient Clinic, 345 West A Street, Fallon, NV 89406
- 2.1.5 VA Diamond View Outpatient Clinic, 110 Bella Way, Susanville, CA 96130
- 2.1.6 East Campus, 1201 Corporate Blvd, Reno, NV 89502
- 2.1.7 Eye Clinic, 330 Crampton Street, Reno, NV 89502
- 2.1.8 Winnemucca Rural Outreach Clinic, 3298 Traders Way, Winnemucca, NV 89445
- 2.1.9 VASNHCS Warehouse, 7525 Colbert Ln, Reno, NV 89511
- 2.1.10 VASNHCS Mental Health Homeless Outreach, 350 Capitol Hill Avenue, Reno, NV 89502
- 2.1.11 VASNHCS Double Eagle, 575 Double Eagle Court, Reno, NV 89521
- 2.1.12 VASNHCS Kietzke, 5370 Kietzke Lane, Suites 103 and 205, Reno, NV 89511
- 2.1.13 VA Reno Vet Center, 5580 Mill Street, Suite 600, Reno, NV 89502
- 2.1.14 Additional leases are currently pending. Addresses will be provided once the information is available.

2.2 Requests for Services - The COR will coordinate with the CL on each and every relocation project to ensure that all resources assigned to the project are properly managed as required.

2.2.1 The Contractor shall provide an estimate for the project to the COR prior to performance. The estimate shall adhere to the Price Delivery Schedule CLIN items. Once approved by the COR, the project shall commence as scheduled. Typical questions that will be asked of the Contractor will include but not be limited to the following:

- 2.2.1.1 How many hours will the project require from start to finish?
- 2.2.1.2 How many and what type of Contractor staff will be required to perform the task?
- 2.2.1.3 What type of materials will be required to properly relocate/move the items?
- 2.2.1.4 What is the estimated cost of the project cost – labor and materials?

2.2.2 Contractor Availability - The Contractor shall be available within 24 hours of notification of job requests, furniture deliveries and equipment modifications. Due to the dynamic nature of the VASNHCS mission, a high degree of flexibility is required to meet changing needs that occur daily. The 24 hour notification is applicable for business day moves. 1 week notification is applicable for off hour moves.

2.2.3 Requests for service will be coordinated by the COR or designated representative. The COR will provide to the CL a list of individuals by name who will be authorized to “Request Services and receive calls from the CL.” The list will always be updated whenever there are changes to the list.

2.3. The Contractor shall ensure that requests for services are received from authorized health care system personnel. Services rendered in response to requests from other than authorized personnel shall be at the risk of the Contractor and any cost related thereto shall be borne by the Contractor.

2.4 Overtime Work: The Contractor may be required to perform during off-duty hours. When this occurs, overtime must be approved by the COR prior to performance.

2.4.1 Overtime Projects - Some projects may only be performed during non-duty hours due to the changing dynamics of VASNHCS and to avoid possible disruptions to patient care. Overtime work must be first approved and assigned by the COR.

2.5 Federal Holidays - The Contractor shall not work on Federal Holidays which includes New Year’s Day, Martin Luther King’s Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day,

Thanksgiving, Christmas and any other day specifically declared by the President of the United States to be a Federal holiday.

2.6 Contingency/Back-Up Plan - The Contractor shall have a contingency and/or back-up plan in the event the Contractor is unable to perform services or have services performed as required. The Contractor shall immediately notify the COR or designated representative and provide a justification for non-performance and institute the contingency-back-up plan as quickly as possible.

### **3.0 Contractor Responsibilities**

3.1 The Contractor shall take necessary precautions to avoid damaging walls, floors, elevators and elevator lobbies when performing move activities. The Contractor shall be responsible for all costs associated with damages related to move activities.

3.2 The Contractor shall provide a communications system, available at all times during the period of performance, to communicate requirements such as changes to location or objects of the movement, etc. with the VA. Use of this communication system will be mutually agreed upon after award but prior to contract performance.

3.3 The Contractor shall provide sufficient and appropriate vehicles to meet the VA's requirements for the pick-up and delivery of equipment, furniture, etc. in accordance with the terms, conditions and schedule of the contract.

3.4 The Contractor's vehicles shall meet current applicable Federal, State and local specifications and regulations including, but not limited to, licensing, registration and safety standards.

3.4.1 Contractor's vehicles shall be clean and maintained in good repair in accordance with (IAW) manufacturer's instructions and specifications at all times. All vehicles shall be smoke-free.

3.5 The Contractor's drivers shall possess valid and applicable operator's licenses IAW with Federal, State and local government laws.

### **4.0 Elements of Move Management**

4.1 Furniture Moves - Moving single or multiple units including file and storage cabinets, pedestals, tables, chairs, lounge seating, desk units, panel systems, lockers, keyboard trays, tack boards, whiteboards, displays, broken furniture items or other excess items.

4.1.1 The above items will be either transported on campus, between campuses, placed into VA's inventory storage, to on-campus recycle/trash bins or to appropriate disposal site.

4.1.2 Move tasks include removing and dismantling furniture, removal and hanging of miscellaneous items such as clocks, art, pamphlet holders, coat hooks, whiteboards, tack boards, signs and displays including securing all items required to be bolted for earthquake requirements.

4.1.3 The Contractor shall wear appropriate safety and personal protective equipment during moves and take precautions regarding fire and life safety and comply with all occupational, safety and health (OSHA/CALOSHA) laws/regulations for the protection of employees.

4.2 Installations – The Contractor staff who will install furniture shall be fully qualified and have the necessary experience. When installing large furniture such as Steelcase, Herman Miller, Teknion, Haworth, Krug, etc. the installers' certificates of training shall be provided to the COR prior to installation.

4.2.1 Installation tasks include assembly of new and used furniture components from existing inventory or shipments received. Assemble and install workstations, desk systems, panel systems, ergonomic accessories, storage and other units requiring field assembly. Modification may be required to pull parts from other stocked components to complete installations.

4.2.2 The Contractor equipment or tools shall not block exits, corridors, or impede access to entrances/exits or rooms and shall be in the control of the contractor at all times. When leaving the work site, tools shall be removed and secured.

4.2.3 The Contractor shall vacuum the floor and wipe down the furniture before installation is considered complete.

4.2.4 Any and all debris shall be removed and disposed on a daily basis. Items such as cardboard, plastic, wood etc. shall be recycled.

4.3 Transportation – The Contractor shall provide the necessary transports when moving to and from the VA facilities and warehouse or storage sites.

4.3.1 The Contractor shall provide the moving equipment and tools necessary to transport the furniture. Such tools and equipment include but not limited to dollies, floats, wheel carts, roller lifts, heavy lifting equipment, stair crawlers, ladders and levelers. Tractor-trailer rigs may be required based on the scope of the request. Provide full blanket wrapping of all furniture that is being relocated. All equipment must be operable and in good working condition. Additional personnel for transportation to be provided for added manpower, as work requires.

4.4 Types of Projects - The Contractor shall support the various types of projects in support of Major, Minor, Non-Recurring Maintenance or Station-Level in which all work and purchases that support that project are tracked and invoiced separately to properly allocate all project costs to the Project.

4.4.1 Activation Projects. These projects are those in which all items that are required to establish new spaces are delivered and installed. This type of project is typically scheduled months in advance to secure proper support equipment, transportation and manpower. The Contractor shall attend planning and coordination meetings with the VA Project Manager, affected personnel and construction contractors.

4.5 Repairs, Reconfiguration, Modifications and Cleaning. The Contractor shall perform repairs and/or modifications to existing furniture, as required. Minor modifications shall include but not limited to tightening or loosening screws on pieces to resolve sticking or realignment, any reconfiguration required for furniture to be functional in new location and adjusting locking mechanisms, etc. Repairs shall include but not be limited to providing materials, parts (screws, glide stops, washers, wing nuts, wheels, etc.) and tools (hammers, mallets, screw drivers, drills, braces, etc.) necessary to accomplish the service. Cleaning services include washing down and removing all dirt, smudges, gum and tape residue from furniture.

**5.0 Administrative Requirements** – Reports shall be delivered to the COR by the 5<sup>th</sup> of each month on a work day. Exclude holidays and weekends.

5.1 The Contractor shall maintain an administrative office within 50 miles of the Ioannis A. Lougaris VA Medical Center at 975 Kirman Avenue, Reno, NV 89502.

5.2 Monthly Report. The Contractor shall prepare a Monthly Summary Status Report that will identify the work performed during the month, work planned for the following months and a listing of all job requests showing the sequence number, date of issue, estimated or actual date of completion and completion status. Report shall be delivered to the COR by the 5<sup>th</sup> of next month on a work day. Exclude holidays and weekends.

5.3 Minutes of meetings. The Contractor shall keep minutes and/or records of all meetings, conferences, conversations, or other communications relating to each job request. The records shall be indexed and readily available to the COR upon request.

5.4 The Contractor shall provide consolidated monthly billings with copies of signed/verified daily job orders.

## **6.0 Miscellaneous items**

6.1 Personal Injury, Property Loss or Damage. The Contractor hereby assumes responsibility and liability for any and all personal injuries or death and/or property damage to include the landscaping or losses suffered due to negligence of the Contractor's personnel in the performance of services under this contract.

6.2 Liability and Vehicle Insurance. The Contractor shall provide evidence of insurance coverage to the CO before award of the contract.

6.3 Safety. The Contractor shall be responsible for the safe and proper transport of waste items from the pickup point to the authorized/legal disposal site.

6.4 Smoke Free Facilities. All Veterans Affairs Medical Centers and CBOCs are Smoke Free facilities. There is NO SMOKING allowed in any interior spaces, including all mechanical and electrical rooms/spaces and roofs. Smoking is only permitted in designated exterior smoking areas.

**7.0 Security Considerations.** The security requirements do not apply and a Security Accreditation Package is not required. The Contractor shall adhere to VAAR Clause 852.273-75, Security Requirements for Unclassified Information Technology Resources.

## **8.0 Contractor's Quality Control Plan (QCP)**

8.1 The Contractor's Quality Control Plan (QCP) shall be provided during the pre-solicitation phase to the CO and any updated QCP shall be provided to the COR.

8.1.1 The COR will review the QCP and list any needed clarifications, and return to Contractor for revision, if necessary. The Contractor's QCP shall include the following or have incorporated into during performance of contract, at a minimum:

8.1.2 The inspection plan shall cover all services required by this contract. The inspection plan shall specify how often inspections will be accomplished and documented and the title of the individual(s) who will perform the inspections.

8.1.3 On-site records of all inspections conducted by the Contractor noting necessary corrective action taken. The Government reserves the right to request copies of any inspections.

8.2 The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable and organizational functions with supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.

8.3 The Contractor shall maintain on-site records of any complaints or problems with actions taken to allow for corrections and/or elimination before effects cause interruption of performance of contract.

8.4 The Contractor shall have a system that verifies the licenses of individuals operating the vehicles and the driving records of individuals operating the vehicles. The contractor shall make this system available for review by the VA.

## **9.0 Payments and Invoicing**

9.1 End of the Month Billing. The Contractor shall submit one invoice at the end of the month (thirty days in arrears). The end-of-the-month invoice shall include the Contract number, the purchase order (PO) number, description of services provide, point of contact, location of services provided, time of arrival and departure for moving staff and copies of all moves that occurred during the month.

9.2. Each Move. The Contractor shall submit to the COR within 24 hours of a move a proper invoice which shall contain the following information:

9.2.1 Date and time of the move

9.2.2 Location of the move

9.2.3 Who was in charge of the move, provide name, title, and phone number

9.2.4 Full description (itemized) of services provided

9.2.5 Full cost of the service (move)

9.2 The Contractor shall then accumulate the month's work into one invoice for the end-of-the-month submission to the COR for review prior to submitting it online to Tungsten Network (formerly OB10) who will forward it to DFAS Austin for payment.

9.3 Payment of invoices may be delayed if the appropriate reports are not properly completed and submitted to the COR as stated in this SOW.