

**STATEMENT OF WORK**  
**Community Referral Resource Center, (CRRC) - FF&E Package**  
**5-20-2015, 534-15-3-022-0103**

**A. GENERAL INFORMATION**

1. Scope of Work:

The contractor shall provide all resources necessary to accomplish the deliverables described in this statement of work (SOW), except as may otherwise be specified. The work includes various furniture selections and installation that will furnish the new renovation at Community Referral Resource Center, (CRRC), located at 2424 City Hall Ln, North Charleston, SC 29406. All furniture and details of project are specified on attached document 'Specifications'.

2. Background:

The CRRC facility will be made ready for the installers to go room by room to allocate furniture to their designated areas. The space has been recently renovated. There will be no computers connected at the time of delivery and installation. Installer is to deliver all furniture.

3. Period of Performance:

The installation is to start within 20 working days (4 weeks) of award/review and agreement per all parties and be completed within 24 hours (1 day) from onset of installation. The contractor will provide the specified furniture with delivery and installation during normal business hours between 7:30AM through 4PM. The contractor's work shall not take place at the government site on Federal Holidays and weekends.

4. Type of Contract:      FIRM FIXED PRICE CONTRACT

5. Delivery Location:      Community Referral Resource Center, (CRRC)  
Charleston VA Medical Center Health Systems  
2424 City Hall Ln  
North Charleston, SC 29406

**B. CONTRACT AWARD MEETING**

1. The contractor shall not commence performance on the tasks in this SOW until the CO has conducted a kick off meeting, or has advised the contractor that a kick off meeting is waived.

**C. GENERAL REQUIREMENTS**

1. For each manufacturer's delivery, the contractor shall provide in writing a delivery and installation schedule.
2. All written deliverables shall be phrased in layperson language. Statistical and other technical terminology shall not be used without providing a glossary of terms.

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3. Where a written milestone deliverable is required in draft form, the VA will complete their review of the draft deliverable within 3 calendar days from the date of receipt.

**D. SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES**

Description of Tasks and Associated Deliverables:

The contractor shall provide the specific deliverables described below within the performance period stated in Section A.4 of this SOW. The contractor shall install all furniture per specification and assemble as much as possible before delivery. The COR is to be present onsite for guidance to installers. If there is any discrepancy during this project the 'specification' takes precedence over plans.

Task One:

The contractor shall provide a detailed work plan and briefing for the VA project team, which presents the contractor's plan for completing the task order. The contractor's plan shall be responsive with this SOW and describe, in further detail, the approach to be used for each aspect of the task order as defined in the technical proposal.

Deliverable One: A detailed work plan and scheduling.

Task Two:

Contractor shall provide in writing any plan and schedule regarding any unforeseen back order delivery

Deliverable Two: Proposal to be approved in writing.

**E. SCHEDULE FOR DELIVERABLES**

1. The contractor shall complete the date in section A.3 for each deliverable specified.
2. Unless otherwise specified, the number of draft copies and the number of final copies shall be the same.
3. If for any reason any deliverable cannot be delivered within the scheduled time frame, the contractor is required to explain why in writing including a firm commitment of when the work shall be completed. This notice shall cite the reasons for the delay, and the impact on the overall project.

**F. CHANGES TO STATEMENT OF WORK**

Any changes to this SOW shall be authorized and approved only through written correspondence. A copy of each change will be kept in a project folder along with all

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other products of the project. Costs incurred by the contractor through the actions of parties other than the Contracting Officer shall be borne by the contractor.

**G. GOVERNMENT RESPONSIBILITIES**

The government will provide access facility. The installer will deliver to the specific rooms per service elevators. A service elevator key will be provided to the lead installer.

**H. CONTRACTOR EXPERIENCE REQUIREMENTS**

1. The contractor/installation company shall provide the name of the team leader. The contractor must notify VHA in advance and we will approve or reject proposed contractor key personnel for the performance of this contract. All Contractor employees will be approved by the COR prior to bringing on duty. If, at any time from date of award removal from performance of this contract when they are involved in a violation of the law, VA security, confidentiality requirements and/or other disciplinary reasons.
  - a. The contractor must inform the VHA COR and Project Manager/Task Manager when personnel are removed from the contract for any reason.
  - b. If a key person becomes unavailable to complete the SR, proposed Substitutions of key personnel shall be made only if approved by the COR and Project Manager.

**I. CONFIDENTIALITY AND NONDISCLOSURE**

It is agreed that:

1. The preliminary and final deliverables, and all associated working papers, application source code, and other material deemed relevant by VA which have been generated by the contractor in the performance of this task order, are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the task order.
2. The CO will be the sole authorized official to release, verbally or in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this task order. No information shall be released by the contractor. Any request for information relating to this task order, presented to the contractor, shall be submitted to the CO for response.
3. Press releases, marketing material, or any other printed or electronic documentation related to this project, shall not be publicized without the written approval of the CO.

**J. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS**

1. Contractor Responsibilities

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- a. Contractor installers will be required to have a *Background Investigation and to take the TMS Contract Rules of Behavior, Privacy & HIPAA & VA Privacy Information Security Awareness* training courses. Contractor is to provide Certificates of completion documents for each employee, to be kept in VA files. Contractor may access to TMS, Log-on to the VA Talent Management System (VA TMS) from any computer with Internet access at [www.tms.va.gov](http://www.tms.va.gov). For training resources and other information, visit the VA TMS communicate own website, TMS Resources, at [www.valu.va.gov/Home/TMSResources](http://www.valu.va.gov/Home/TMSResources).

2. Government Responsibilities

- a. The VA Office of Security and Law Enforcement will provide the necessary forms to the contractor, or to the contractor's employees, after receiving a list of names and addresses.
- b. Upon receipt, the VA Office of Security and Law Enforcement will review completed forms for accuracy, and forward the forms to the office of Personnel Management (OPM) to conduct background investigations.
- c. The VA Office of Security and Law Enforcement will notify the COR and contractor of adjudication results received from OMB.
- d. Upon being notified about a favorable determination a notice to proceed will be issued to the contractor.

3. Procedures for Access:

Access requirements to VA information systems by contractors and contractor personnel shall meet or exceed those requirements established for personnel as described in VHA directives. A written and signed request for user access by VHA management, or designee(s), constitutes management approval (sponsorship) to initiate a request for access to any sensitive automated information system. Access shall be granted to non-VA users only if the purpose for access meets criteria of the Privacy Act and VA Confidentiality Regulations and Transfer.

- a. Contractor's Team Leader shall be required to sign-in before starting work under this contract and abide by the VA Computer Access Security Agreement and Confidentiality Agreement.
- b. In the performance of official duties, the contractor's personnel may regular access to printed and electronic files containing sensitive information, which must be protected under the provisions of the Privacy Act of 1974, HIPAA and other applicable Federal laws and regulations. The employee is responsible for (1) protecting that information from unauthorized release or from loss, alternation or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc. as set out in a computer access agreement which the employee signs.

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**K. SCHEDULE OF DELIVERABLES**

Winning bidder shall provide a tentative delivery schedule within 3 working days of the project review.

**L. SALIENT CHARACTERISTICS**

To apply to all office-series items:

- A. Metal desking
- B. Metal bookcases/cabinet storage
- C. Mobile pedestals
- D. Lateral files
- E. Tables
- F. Keyboard trays
- G. Computer Monitor Arms, single & dual
- H. Patient Guest Chairs and Tables
- I. Patient Exam Chairs
- J. Staff Desk/Training Room/Break Room Seating
- K. Accessories to include Coat Hooks, Clocks, Bulletin Board Cabinets, Marker Boards

To apply to all desking and storage items:

- Modular, single structure desking system with 1' leveling range to be installed with ¾" modesty panel for accessibility to wall outlets.
- 18 gauge column mounted overheads, up to 2 units high, without need for modesty panel for structural support, due to heavy gauge metal
- 22 gauge metal cases welded to 18 gauge steel structure
- Full extension pedestal drawers with following load bearing capacity
- Pedestal box drawer: 20lbs ea
- Pedestal file drawer: 50lbs ea
- 36' lateral file drawer: 12lbs ea.
- Magnetic attachment overhead light
- With grommets

To apply to ergonomic keyboard trays item:

- Platform: ergonomic keyboard
- Slide-out mouse-forward platform
- To accommodate right or left –hand mousing without any removable device
- Removable gel palm support
- Removable mouse tray gel palm support
- Arm: pinnacle 2, 22" ball bearing slide track length
- Low profile design to maximize knee clearance

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- Independent height and angle control
- Tilt range of -15 degree to +10 degrees
- Height range from flush to below work surface
- 360 degree swivel for easy positioning and out of the way storage under work top
- Exceed LEED requirements MR-4.2 (20% recycle content), 2 points

Keyboard corner diagonal KBC series:

- Converts 90 degree and curved corners to usable work area
- Adjusts to fit 1" to 2.5" thick worksurfaces
- Dimensions: 12" w x 1 3/4"h

Haven guest chair specially designed health care seating with the following attributes:

- Metal frame chair w/reinforced metal seat frame
- Open arms & corian arm caps for infectious control requirement
- Wallsaver design
- Flex back for back injury comfort
- Clean out portal
- Radius arm cap edges w/finger grip design for stability and ease of egress
- Antimicrobial wood finish
- Field replaceable seat and back covers
- Available in three different widths (25", 34", 40") and hip chair model
- Available with felt glides for vinyl flooring protection

To apply to ergonomic desk chair item:

- Adjustable duron arms
- Tri-panel backrest that hugs the body to provide tailor made lumber support
- Waterfall shaped seat eliminates contact stress under the thighs
- Mechanism free recline action that provides automatic, balanced support at all points throughout recline
- Low-abrasion vinyl upholstery, Lotus, color black, protects clothing while providing ultimate breathability and meets infection control criteria in healthcare environments.
- Contains 34% recycled content (10% post-consumer, 24% pre-consumer)
- 99% recyclable
- Warranty: minimum 15 years, 24/7 usage, Fabric, cushions and arm pads 5 years/single shift usage
- NO STAPLES on underside of seat pan for infection and quality control

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Patient Chairs/Staff Seating/Office Guest Chairs - Fixtures Furniture, Patience wall saver seating:

- 14 gauge welded tubular steel frame
- 4 legs wall saver seating for stability and wall protection
- Well balanced design so that the chair does not tip when body's weight is applied to arm when sitting or egressing
- Full arm w/ tactile anti-slip arm cap finish and projecting finger grip for firm grip when sitting or egressing
- 19" high seat and arm height of 27" for ease of sitting and egressing
- Specified in upholstered seat and back
- Comes in standard & bariatric widths as well as armless models
- Specified with graded- in & in stock polyurethane fabric
- NO STAPLES on underside of seat pan for infection and quality control
- Warranty: Lifetime; 8 hour shift use; Functional parts; gas cylinders – 10 years; Upholstery: Fabric: cushions, arm pads – 3 years.

Group/Training Room Seating - Fixtures Furniture, Allure Nesting Chairs:

- Warranty: Lifetime; 8 hour shift use; Functional parts; gas cylinders – 10 years; Upholstery: Fabric: cushions, arm pads – 3 years.
- Specified with graded- in & in stock polyurethane fabric
- Specified in upholstered seat and back
- 4 legs wall saver seating for stability and wall protection

Group Room Folding Tables:

- Wire management capability
- Commercial grade, light weight folding training tables with grommets, locking casters and wire management leg covers.
- Heavy duty mobile trolley available in statement of line to transport up to 1000 lbs. of tables.
- Table size: multiple sizes available in statement of line.
- Standard finishes to match facility standards per Interior Designer:
- Laminate tops: Foundation laminate: Storm White
- Metal Paint finish: Mica Bronze

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**SPECIFICATIONS:**

**Desking/Storage:**

**DK-1: Workstations: Rooms A118-A129, A102, A103**

L-Shaped Desking:

Rectangular Desk w/full metal gables, RDRRM, 24" x 60", w/grommets

Flush Mounted ¾ modesty panel, metal, RDMO

Structural Column RPSC 37"

1" Framed Element RYEF (Tackboard)

Universal Light, RTU200

Overhead Metal Cabinet w/ Linear Cabinet w/ overhead doors, w/lock ROCML

Rectangular Desk w/half metal gables, RDRSM, 24" x 48"

Pedestal, B/B/F, RBNSPS18286612, w/lock

**Offices: Rooms A113-A117**

**DK-2: Provide (2) Each:**

Rectangular Desk w/full metal gables, RDRRM, 24" x 60", w/grommets

Flush Mounted ¾ modesty panel, metal, RDMO

Structural Column RPSC 37"

1" Framed Element RYEF (Tackboard)

Universal Light, RTU200

Overhead Metal Cabinet w/metal Linear Cabinet w/ overhead doors, w/lock ROCML

Rectangular Desk w/half metal gables, RDRSM, 24" x 48"

Pedestal, B/B/F, RBNSPS18286612, w/lock

**Provide (1) Each:**

T-4: Rectangular worksurface, CTRT with T-Legs, Arched, CTTL, 24" x 36"

B-1: Bookcase, Metal with door cabinet below, w/ (1) adj. shelf w/lock,

Size: 36"W x 14" D x 65"H

**Exam Room: A104**

**DK-3: Provide (1) Each:**

Rectangular Desk w/full metal gables, RDRRM, 24" x 60", w/grommets

Flush Mounted ¾ modesty panel, metal, RDMO

Structural Column RPSC 37"

1" Framed Element RYEF (Tackboard)

Universal Light, RTU200

Overhead Metal Cabinet w/metal Linear Cabinet w/ overhead doors, w/lock ROCML

Pedestal, B/B/F, RBNSPS18286612, w/lock

**Desking Accessories:**

**All finished in Bronze, (textured) Mica:**

**48" Size Desks:**

Letter Tray/A4, PAX92: Quan. = (4) per station

Telephone Shelf, Large, PAX98: Quan. = (1) per station

Accessory Rail, Shared, ROARDC48 – Column Mounted, 48" W

**60" Size Desks:**

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Letter Tray/A4, PAX92: Quan. = (4) per station  
Telephone Shelf, Large, PAX98: Quan. = (1) per station  
Accessory Rail, Shared, ROARDC60 – Column Mounted, 60” W

**Keyboard Trays:**

Provide (1) for each workstation

**Computer Monitor Arms:**

Provide Single Monitor Arm at DK1; (1) per workstation  
Provide Dual Monitor Arms at DK2; (1) per workstation  
Provide Single Monitor Arm at DK; (1) per workstation

**Tables:**

**Break Room: A108**

**T-2:** Round Table, 30” Dia. with weighted round base  
Quantity: (2)

**Group Room A111, A112**

**T-1:** Rectangular Folding Light Weight Table, CTFL-CA-1860-A2  
T-leg, Fixed Height, Arched Style, Bronze Mica Finish: with locking casters, straight edge trim,-all edges with Foundation Laminate Finish: LW-Storm White  
CTVL: Vertical Leg Covers: Bronze Mica Finish  
Quantity: (6)

1. **C-5:** M4910: Haven Metal Guest Chair, Open Arm, Frame finish: #83, Metallic Champagne, Arm Cap: Corian: Rain Cloud, Upholstery: Two Tone Application Code HA2, Seat: Graded-in: Designtex: Travertine, Clove, Grade 4; Back: Graded-in: Designtex: Travertine, Moccasin, Grade 4. Quantity: (8)
2. M495-181820-CO: Haven Metal Table: Frame finish: #83, Metallic Champagne, Table top: Corian: Rain Cloud. Quantity: (1)

**Seating:**

**C-1:** Patience/ Fixtures Furniture: R79030 – armless, wall saver, fully upholstered, all trim: T16: Dove, Frame: P06, Silver, Thermoplastic hard back, Upholstered in Grade 5: Momentum Silica: Color 1: TBD, nylon glides: Color: Dove. Quantity = (8)

**C-2:** Freedom Task Chair, F111GK101-S, Standard Duron adjustable arm, Frame Color: Graphite, Upholstery: Lotus, Black, Standard foam seat pan, Standard 5” height cylinder, soft casters. Total Quantity: (25).

**C-3:** Patience/ Fixtures Furniture: R79030 – armless, wall saver, fully upholstered, all trim: T16: Dove, Frame: P06, Silver, Thermoplastic hard back , Upholstered in Grade 5: Momentum Silica: Color 2: TBD, nylon glides: Color: Dove. Quantity = (14)

**C-4:** Allure Nesting Chair/ Fixtures Furniture: R53102 – with arms, wall saver, fully upholstered, w/casters, flex back, all trim: T16: Dove, Frame: P06, Silver,

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Thermoplastic hard back, Upholstered in Grade 5: Momentum Silica: Color: TBD.  
Quantity = (18)

**C-5: Patience/ Fixtures Furniture: R79130** – with arm, wall saver, fully upholstered, all trim: T16: Dove, Frame: P06, Silver, Thermoplastic hard back, Upholstered in Grade 5: Momentum Silica: Color 1: TBD, nylon glides, Color: Dove. Quantity = (2)

**Accessories:**

**Clocks:**

**Manufacturer:** Peter Pepper Products  
**Model:** 843P, Face: #14, Plexi-glass cover  
**Finish:** Bezel: Aluminum Metallic  
**GSA Contract:** # GS-28F-2062D  
**Quantity:** (24)

**Coat Hooks:**

**Manufacturer:** Mockett, Doug Mockett & Company  
1915 Abalone Avenue, Torrance, CA 90501  
(800) 523-1269  
**Model:** CH1K-17S  
**Finish:** Satin Nickel  
**Quantity:** (25)

**Bulletin Board:**

**Manufacturer:** Peter Pepper Products  
**Model:** WB-CW-GL  
**Frame Style:** Linear  
**Size:** 24" x 36"  
**Finish:** MM Mahogany  
**Lock:** Include lock  
**Fabric:** Cork Black 2202  
**Quantity:** (1)  
**Location:** A108 Breakroom

**Bulletin Board:**

**Manufacturer:** Peter Pepper Products  
**Model:** WB-CW-GL  
**Frame Style:** Linear  
**Size:** 36" x 48"  
**Finish:** MM Mahogany  
**Lock:** Include lock  
**Fabric:** Cork Black 2202  
**Quantity:** (1)  
**Location:** A100 Reception

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**Marker Board:**

**Manufacturer:** Quartet or equal

**Model:** G4836F

**Description:** Infinity Glass Marker Board

**Size:** 36" x 48"

**Finish:** Brushed Aluminum Frame

**Quantity:** (2)

**Location:** Group Rooms: A111 & A112

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