

Statement of Work

Palo Alto Veterans Affairs Medical Center
3801 Miranda Avenue, Palo Alto, CA 94304
Project 640-413, Building 520, Mental Health 80-Bed Psychiatric Facility
Transaction Number: 640-12-1-057-0007

1. Overview

Palo Alto Veterans Affairs Medical Center (VAPAHCS) Project 640-413, Building 520, Mental Health 80-Bed Psychiatric Facility emphasizes principles and strategies for building state-of-the art, recovery-oriented environments for mental health settings in the Department of Veterans Affairs. The design of the facility affects how services are provided and the efficiency in which care is delivered. The impact of mental health care environment on the users occurs at a number of levels, including the architectural and interior design level.

Building 520, 80-Bed Psychiatric Facility complex comprised of 90,655 square feet, four patient units and a two story administration building.

2. Objective

To purchase interior and exterior signage that meets the requirement of the Mental Health Facilities 2010 Design Guide. The Interior Design level includes furniture, flooring, wall color, texture, trim, use of artwork and signage. Patient furniture, particularly in patient area should be bolted, durable, easily maintain and abuse resistant with tamper proof fasteners. Furniture should not have sharp edges or surface that could be used as an anchor point. Ancillary products used in patient rooms should be a minimum of 75 lbs. to minimize the threat of being used as a weapon. The Mental Health Facilities 2010 Design Guide addresses each of these key components and provides guidance on creating home-like, warm, and welcoming setting and structures at each of these levels, base on available evidence and best practice.

3. Contract Tasks/Requirements

- a. Vendor shall be familiar with VA campuses and various VA Outpatient Clinics, regulations, loading dock locations and hours of operations.
- b. Vendor shall provide past performance of 5 years with like or same size facilities.
- c. Vendor must provide Proof of Insurance.
- d. Vendor Storage Facility must meet all building requirements including but not limited to sprinkler, secure, safe, environmental controls – not to void furniture warranties. Vendor must notify VA of specific location.
- e. Vendor shall have trained personnel in various signage systems.

- f. Vendor shall provide Project Manager/Lead Supervisor, Client Coordinator, Installer and Service Technician when servicing the VA.
- g. Vendor shall provide all necessary materials, equipment, labor, supervision, and Management to: (A) coordinate delivery; (B) load and unload; (C) place/install in signs at designated rooms/locations; (D) assemble items as required; (E) secure as designated; and (F) properly dispose of all associated packing/crating materials outside the VA premises.
- h. Vendor shall be capable of handling multiple installations at various VA locations at one time.
- i. Vendor shall verify space and dimensions of walls in buildings to receive signs five (5) days prior to start of work. Verification is required to ensure adequate space for assembly and installation services.
- j. Vendor must be within a 300 mile parameter of project location.

4. Protection of Property

- a. Vendor shall protect all items from damage. The Vendor shall take precaution against damage to the buildings, grounds and furnishings. The Vendor shall repair or replace any items related to buildings or grounds damaged accidentally, or on purpose due to actions by the Vendor, utilizing materials of the same quality, size, grade and color, to match existing work.
- b. The Vendor shall perform an inspection of the buildings and grounds with the POC prior to commencing work. To insure that the contractor shall be able to repair or replace any items, components, buildings or grounds damaged due to negligence and/or actions taken by the Vendor. The source of all repairs beyond simple surface cleaning is the facility construction contractor (or appropriate subcontractor), so that building warranty is maintained. Concurrence of the POC is required before the Vendor may perform any significant repair work. In all cases, repairs shall utilize materials of the same quality, size, texture, grade and color to match adjacent existing work.
- c. The Contractor shall be responsible for security of the areas in which the work is being performed prior to completion. The Vendor shall maintain accountability and control of any keys provided, and shall return them to the POC upon completion of the work.
- d. Vendor shall provide floor protection while working in all VA facilities. All material handling equipment shall have rubber wheels.

5. Delivery

- a. Vendor shall contact the POC at least 5 working days prior to start of work/shipping to ensure that the Building is ready for install.

- b. In the event there is a delay in delivery, Vendor must notify the VA POC immediately
- c. Vendor shall provide the POC with scheduled date and time that the delivery truck will be arriving at least 24 hours minimum.
- d. Vendor must ensure that the driver of the delivery vehicle has copies of the delivery order and shall not attempt to deliver any items before the scheduled delivery date.

6.0 Receive and Unload

- a. Vendor shall start assembling and installing signs in rooms upon delivery between the hours (7:00 am – 3:30 pm) or keep evening/weekend installations outside of this timeframe as necessitated by location, provided they have received the prior approval of the POC.
- b. If the Vendor is unable to complete the assembly and placement of all unloaded items before the end of the workday, the Vendor will be responsible for moving these items to a secure location, until the next available workday. The Vendor will be responsible for moving the items from the overnight storage site to its designated position in the building.
- c. The Vendor shall verify and inspect all items. Any and all deficiencies (damage/overage/shortage) shall be brought to the attention of the POC.
- d. The Vendor shall store damaged items in the location designated by the POC. The Vendor shall maintain a complete file of all documents relating to each discrepancy and copies of all Discrepancy Reports shall be forwarded to the POC on a daily basis.
- e. Vendor shall repair or coordinate for replacement of damaged, defective, or missing items.

7.0 Assembly

- a. Vendor shall uncrate all items received and perform all required assembly in accordance with the manufacturers' instructions.
- b. Vendor shall place items in building(s) as identified in the contract and rooms in accordance with the spreadsheets and/or design drawings or specifications by the POC.
- c. All signs and accessories shall be level, plumb, square, and in proper alignment.
- d. Vendor shall complete installation of signage under this statement of work in the time period specified (07:00 am – 3:30 pm.) The Vendor shall coordinate jobs with last minute changes instigated by the users to be approved by POC.

- e. Vendor shall inspect to ensure that the signs and walls are free of surface dirt, clean and wash back of sign and walls prior to installation, free of defects, and that the installation is complete and ready for use.
- f. The vendor shall do a final walkthrough with POC and provide a punch list before releasing crew for the day.

8.0 Quality Control

- a. Vendor will be responsible for the removal and disposal of all trash/debris connected with uncrating and assembling furniture and other items installed under this contract. Final Acceptance from the Contractor will not occur until ***all*** debris connected with signage installation is removed from the VA site.
- b. Recyclable cardboard products shall be disposed of in accordance with applicable statutes, in respective containers. The contractor is responsible for providing trash containers at an offsite facility.
- c. Packing materials will not be stored in the buildings for any period exceeding 24 hours.
- d. Personal trash (food wrappers, drink containers, etc.,) shall be removed from the site on a daily basis by the Vendor.

9.0 Excess Items

- a. Once signage is installed as shown on the location maps and layout plans, the Vendor shall coordinate with the POC as to where any excess items are to be stored.

10.0 Contract Hours

- a. The contract normal work hours will be (7:00am – 3:30pm) Monday-Friday excluding Government holidays. The Government has the option to modify the normal work week, days and hours, as necessary for the accomplishment of VAPAHCS mission. When hours may be needed to accomplish a job, contractors will need to be available.