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### Statement of Work

Department of Veterans Affairs  
VA Palo Alto Healthcare System  
3801 Miranda Ave., Palo Alto, CA 94304

Project: **Palo Alto Division – Fisher House Kitchen and Laundry Cabinets**

#### Overview

The Fisher House is a “home away from home” for the families of patients receiving medical care at the VA Palo Alto Healthcare System. This facility at the Palo Alto Campus of the VA Palo Alto Health Care System was donated by the Fisher family and Fisher House Foundation. The 14,500 square-foot house features an inviting and spacious living room, dining room, a relaxing family room, a common kitchen, laundry facilities, and 21 suites with private bedrooms and bathrooms. This facility is provided for the patients’ families to stay at no cost while their loved ones are receiving treatment.

#### 1. Objective

The kitchen and laundry room are shared among the guests at Fisher House. The cabinets at Fisher House are showing signs of wear and tear through the years of use. The toe kicks, some of the cabinet doors and drawers have chips and cracks on the paint surfaces, exposing the wood material beneath.

The scope of work includes:

- a. Resurfacing the kitchen and laundry room cabinets (only required if the ThermoFoil cabinet doors do not match existing cabinets)
- b. Remove and dispose of old cabinet doors and drawers
- c. Existing cabinet boxes and crown moulding to remain.
- d. Provide and install new cabinet doors and new drawers
- e. Provide and install new toe-kick skins in matching laminate (equivalent or better material)
- f. Provide and install ADA panel at Laundry room counter
- g. Provide and install (6) roll-out trays inside cabinets
- h. Provide and install under-mount, soft-close glides, (9) pieces in kitchen and (8) pieces in laundry room
- i. Provide and install matching panels for built-in ovens.
- j. Provide and install matching panels for refrigerators and freezers
- k. Provide and install approximately (78) new knobs for the cabinets
- l. Provide and install approximately (33) new locks and finger pulls for the island cabinets per existing
- m. Remove and install appliances (including the refrigerator panels and wall ovens) to coordinate with the cabinetry installation. Removed appliances to be stored temporary on site at Fisher House during the cabinetry installation.
- n. Procurement request is to include minimal project management time fee to supply and deliver.

Key will be the ability of the product to:

- a. Withstand and remain in serviceable condition due to the high traffic use of the facility
- b. Quality of Rigid ThermoFoil (RTF) cabinet doors and drawers construction

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- c. New cabinet doors and drawer fronts paint color to match existing cabinets color

### **2. Contract Tasks/Requirements**

- a. Contractor shall be familiar with VAPAHCS campuses, regulations, security requirements, loading dock locations and hours of operations.
- b. **Contractor must field measure all areas prior to submitting the bid.**
- c. **Contractor must submit cabinet, knob and lock materials, finish and color samples to VA designer for approval prior to ordering the materials.**
- d. Any contractor personnel, to include permanent and temporary staff and installers shall be cleared ahead of installation start date through VA Palo Alto Police Department and wear contractor provided identification at all times while on VA property.
- e. All cabinet doors and supply items are FOB destination. The contractor is responsible for ordering and retaining these items until installation.
- f. Contractor shall provide professional delivery and installation service to the job site.
- g. Contractor shall provide Project Manager/Lead Supervisor, Client Representative, Installers and Service Technicians as needed when providing service to the VA.
- h. Contractor shall provide all necessary materials, equipment, labor, supervision, and management to: (A) coordinate delivery; (B) load and unload; (C) place/install in designated room; (D) assemble items as required; (E) secure as designated; and (F) properly dispose of all associated packing/crating materials off-site of VA premises.
- i. Contractor shall participate in a walk-through of installation space with VA POC as soon as possible after award for measurement/site verification and on-site orientation prior to order submittal to manufacturer.
- j. Contractor shall coordinate installation date with VA Point of Contact (POC) to occur at the convenience of the Government or no later than 60 days after notification of receipt of the goods.

### **3. Protection of Property**

- a. Contractor shall protect all items from damage. Contractor shall take precaution against damage to the buildings, grounds and furnishings. Contractor shall repair or replace any items related to buildings or grounds damaged accidentally, or on purpose due to actions by Contractor personnel, utilizing materials of the same quality, size, grade and color, to match existing work.
- b. Contractor shall perform an inspection of the buildings and grounds with the POC prior to commencing work. The source of all repairs, beyond simple surface cleaning, is the responsibly of the Contractor under the oversight of Engineering. Concurrence of the VA POC is required before the Contractor 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 maintain accountability and control of any keys provided, and shall return them to the POC upon completion of the work.

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- d. Contractor shall provide floor and elevator wall protection while working in all VA facilities. All material handling equipment shall have rubber wheels. Public elevators shall have temporary padded wall protection when freight elevator is unavailable.

### 4. Delivery

- a. Contractor shall contact the POC as soon as possible to schedule installation.
- b. Contractor shall confirm the scheduled installation date no less than 15 working days prior to start of installation to ensure that all parts have been received and in good condition. VA POC will confirm that space will be made available at appointed installation start date.
- c. **Fisher House has to remain operational during the remodel. Contractor shall schedule with VA POC to work on half the kitchen and laundry room at a time, leaving the other half of the kitchen and laundry room operational.**
- d. All staging of product must be done off-site and delivered to the nearest building loading dock in appropriate sized trucks for that dock.
- e. In the event there is a delay in delivery, Contractor shall notify the VA POC immediately.
- f. Contractor shall notify the VA POC a minimum of 24 hours advance notice of the scheduled date and time of delivery.
- g. Contractor shall ensure that the driver of the delivery vehicle has copies of the delivery order at time of delivery.
- h. Contractor shall not attempt to deliver any items before the scheduled delivery date.

### 5. Receive and Unload

- a. Contractor shall start staging and installing items in various rooms within Palo Alto Campus, upon scheduled and coordinated delivery planning with POC. All products delivered each day shall be brought to the designated location and be contained within the confines of the location. All hallways must remain clear of product, supplies and moving carts at all times.
- b. The Contractor shall verify and inspect all items both at time of receipt at off-site storage warehouse and upon arrival to the VA site. Any and all deficiencies (damage/overage/shortage) shall be brought to the attention of the POC.
- c. Contractor shall repair or coordinate for replacement of damaged, defective, or missing items.
- d. The Contractor will have the use of the Fisher House family room to use as a staging area for appliances during the project installation.

### 6. Assembly and Install and Removal

- a. Contractor shall uncrate all items received and perform all required assembly in accordance with the 'manufacturers' instructions.
- b. Contractor shall complete installation within two (2) weeks.

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- c. Any last minute changes shall be directed by the VA POC. Contractor will not accept any other direction for changes.
- d. All furniture, equipment and accessories shall be level, plumb, square, and in proper alignment with adjoining furniture. Furnishings shall be attached to the building where applicable.
- e. Contractor shall inspect components to ensure that they are clean, dust free, free of defects and that installation is complete and all items are ready for use. Floors shall be swept/vacuumed upon completion.
- f. Contractor shall adhere to manufacturer's specifications and not use other manufacturer's product to interlock with new or existing product potentially invalidating warranties.
- g. Contractor shall do a final walkthrough with VA POC and provide a punch list before releasing crew.
- h. Contractor Service Technician shall be available for possible service call backs for 30 days following installation.
- i. Contractor shall deliver excess supplies, parts and pieces to Building 42 in Palo Alto, Attic Stock for storage.

### 7. Quality Control

- a. Contractor shall 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 VA will not occur until **all** debris connected with the installation is removed from the VA site.
- b. Recyclable products shall be disposed of in accordance with applicable statutes, at respective off-site locations.
- c. Packing materials will not be stored in the buildings for any period exceeding 24 hours.
- d. Contractor shall remove all personal trash (food wrappers, drink containers, etc.,) from the work site daily.
- e. Conduct of Contractor installation crew shall be courteous and respectful at all times. Be particularly mindful of our Veteran's and their needs.

### 8. Hours

The normal work hours will be business hours (8:00am-5:00pm) Monday through Friday. The Government has the option to modify the normal work week, days and hours, as needed to meet the mission of the VAPAHCS.

Contractor shall be flexible if a change in work hours is necessary to complete the project in order to accomplish the mission of VAPAHCS.

Parking is available on the Fisher House parking lot. The Contractor shall contact the Fisher House manager at least 10 days in advance for parking permits.

9. **Performance Period:** Upon receipt of written Notice to Proceed, the Contractor shall begin work and complete the entire scope of work, including final inspection and project acceptance within 90 calendar days after Notice to Proceed. Failure to complete work within the scheduled period shall be grounds for termination for default.

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