

Statement of Work (SOW)
New Flooring for N&FS and Canteen Dish Rooms
Project 564-15-110
Veterans Healthcare System of the Ozarks
Fayetteville, Arkansas

The Contractor shall furnish all management, supervision, labor, material, equipment, tools, supplies, parts, and related services, in accordance with this SOW, VA plans and specifications and as necessary for complete working systems. Electronic copies of VA specifications shall be furnished by VA upon Contractors' written request. Hard copies of VA specifications shall be at the Contractors' expense. Contractor shall be responsible for verifying all quantities and dimensions. The general scope of work includes, but is not limited to: To disconnect utilities, remove and store all equipment and furnishing in the Canteen and Nutrition area required for floor prep and installation, remove all existing floor and wall tiles, to prepare for installation of new epoxy coated resinous flooring and wall coating systems, and the re-installation of all contractor stored equipment and furnishings. The Contractor shall furnish 2 additional 6" floor drains, as shown on the floor plan, trench drain, new LED lighting, and prep, prime and paint walls, door and window frames.

1. General

- a. Any provision or partial provision of the Contract plans, specifications, documents or requirements that is not consistent with this SOW and Contractor Access and Activities Notice shall be null and void only to the extent of the inconsistency; all other provisions or partial provisions of the Contract plans, specifications, documents or requirements shall remain in full force and effect.
- b. Information Technology (IT) security requirements Certification and Accreditation (authorization) (C&A) of the contractor system: The C & A requirements do not apply and a Security Accreditation Package is not required.
- c. Safety shall be the Contractor's highest priority.
- d. This project shall be a turn-key operation for the work as described in this SOW.
- e. The VA healthcare facility shall continue to operate during the performance period, including, but not limited to the mechanical and electrical systems.
- f. Contractor shall be responsible to develop a phasing control plan that incorporates requirements of the specifications section 01 00 00 and meets the requirements of the VA.
- g. Work by the Contractor shall be completed during regular business hours, between 0800 – 1630, Monday through Friday. Work that shall interfere with normal operations shall be coordinated (prior to or ahead of designated time) with affected VA departments and accomplished during designated maintenance times, as noted otherwise herein, as requested and/or approved by the COR for special circumstances. Contractor's work shall be conducted in a manner and at times which would present the least amount of disruption to the VA healthcare facility.
- h. Period of Performance: Ninety (90) Calendar days.

- i. The contractor shall be required to complete one dish room at a time and all materials construction materials for each dish room must be on station prior to demolition.
 - j. No job site work shall commence prior to receipt of all approved submittal items (received by Contractor and stored on site), and upon written authorization of COR.
 - k. Submittals shall be submitted for approval no later than ten (10) calendar days after Notice to Proceed.
 - l. VA utilities and work areas may not be immediately available and the Contractor must provide flexibility in the schedule. The contractor must allow 10 working days for all utility shutdown requests.
 - m. Documentation – Contractor shall furnish written documentation that products furnished are specifically designed for use in a medical facility and meet the stated requirements in this SOW, Contract plans, specifications, and documents.
 - n. Installation - The Contractor shall be responsible for all work to include termination to all components and utilities.
 - o. Contractor shall furnish all supervision, labor, materials, equipment, tools, supplies, and related services required to furnish complete a turnkey removal of existing flooring and wall tile, repair and installation of flooring and wall covering, installation of additional drains, Replacement of overhead lighting, and painting of walls and ceilings, and to carry out the contract in accordance with the true intent and meaning of the SOW, contract plans, and specifications without additional cost to the VA.
 - p. Building materials, tools and equipment shall never be left unattended within the work area. When working in common areas, there shall be a minimum of 2 individuals in proximity of the work to ensure that building materials, equipment, tools, and supplies are not accessible to patients or others.
2. Specifications and Drawings
- a. Electronic copies of the specifications and drawings shall be made available to the Contractor upon Contractor's written request.
 - b. Contractor shall be responsible for printed copies of specifications, drawings and other documents, at the Contractor's expense.
3. New Flooring in the Canteen Dish room: To remove existing tile flooring and wall covering, repair concrete floor and wall sub straight in preparation of new flooring and wall covering, install new epoxy coated resinous flooring and wall covering.
- a. All existing wall and floor tile and cove shall be demolished and disposed of by the Contractor.
 - b. Before demolition all dish room furnishings, fixtures, and equipment (FFE) shall be removed by the Contractor per the manufacture's specifications. When the COR has accepted the new installed floors and walls, the Contractor shall re-install all dish room FFE per manufacturers specifications. FFE shall be stored on site at the contractor's expense.
 - c. The Contractor shall remove existing service window and construct a wall in the window location. The contractor shall repair moisture damage prior to finishing the walls. The service line walls shall blend seamlessly with the existing wall.

- d. The Contractor shall prep and repair the floor prior to resinous flooring installation and per the manufactures specification.
 - e. The Contractor shall prep and repair all walls with moisture resistant wall board prior to resinous wall installation and per manufactures specifications.
 - f. Contractor remove and dispose of lighting fixtures in dish rooms. Contractor shall furnish and install new LED light fixtures. See contract specifications for lighting fixture requirements and installation. All lighting shall abide by the VHA lighting design guide and final locations shall be approved by the COR.
4. New Flooring and wall covering in the Nutrition and Food Service (N&FS) Dish room: To remove existing tile flooring and tile wall covering, repair concrete floor and wall sub straight, and install new epoxy coated resinous flooring and wall covering.
- a. All existing wall and floor tile and floor cove shall be demolished and disposed of by the Contractor.
 - b. The Contractor shall construct barrier walls prior to demolition and removal of FFE (see floor plan for locations).
 - c. Before demolition all dish room furnishings, fixtures, and equipment (FFE) shall be removed, by the Contractor, per manufactures specifications. When the COR has accepted the new installed floors and walls, the Contractor shall re-install all dish room FFE per manufacturers specifications. FFE shall be stored on site at the contractor's expense.
 - d. The Contractor shall remove existing dish washing machine and deliver, undamaged, to the VHSO logistics warehouse located in building 8. Removal and delivery shall be coordinated by the COR.
 - e. The Contractor shall prep and repair the floor prior to resinous flooring installation and per the manufactures specification.
 - f. The Contractor shall prep and repair the walls with moisture resistant wall board prior to resinous wall installation and per manufactures specifications.
 - g. Contractor shall furnish and install specified resinous floor and wall covering in specified areas (see floor plan for locations). See contract specifications for wall covering requirements and installation.
 - h. Contractor shall install two (2) new 6" floor drains in locations specified by COR (see floor plan for location). See contract specifications for drain and installation requirements and installation.
 - i. Contractor shall furnish and install one (1) new trench drain specified by the COR (see floor plan for location) See contract specifications for trench drain requirements and installation.
 - j. Contractor shall paint walls (not covered with resinous wall covering), door frames, and window frames (see floor plan for locations and quantity). See contract specifications for paint requirements and installation.
 - k. Contractor remove and dispose of lighting fixtures in dish rooms. Contractor shall furnish and install new LED light fixtures. See contract specifications for lighting fixture requirements and installation. All lighting shall abide by the VHA lighting design guide and final locations shall be approved by the COR.

- I. Contractor shall furnish disposable serve ware during construction period where the Station is without use N&FS dish room.

5. Contractor Access and Activities Notice

- a. Any provision or partial provision of the Contract plans, specifications, documents or requirements that is not consistent with this SOW and Contractor Access and Activities Notice shall be null and void only to the extent of the inconsistency; other provisions or partial provisions of the Contract plans, specifications, documents or requirements shall remain in full force and effect.
- b. General Requirements: Contractor, Contractor employees, Contractor Sub-Contractors, and Contractor suppliers shall comply with the VA security management program and obtain permission of the VA police, be identified by the contract and employer, and restricted from unauthorized access. This shall be coordinated with the VA Police by the COR.

Contractor, Contractor employees, Contractor Sub-Contractors, and Contractor suppliers shall not enter the work site without VHSO issued identity badge (Badge). They may also be subject to inspection of their personal effects when entering or leaving the project site. Badges shall be supplied by the VA to the Contractor for distribution to the Contractor, Contractor employees, Contractor's Sub-Contractors, and Contractor suppliers. The Contractor shall maintain a log of Badge ID numbers and names of employees the Badges were issued to. Updated Badge log shall be given to the COR weekly or less frequently if directed by COR. Lost Badges shall be reported immediately to the COR and the Contractor shall be responsible for a \$100.00 fee for all lost or unreturned Badges.

- c. A key for mechanical room(s) shall be furnished by Engineering and shall be checked out/in by the Contractor daily. Key(s) furnished by Engineering and checked out by the Contractor shall not leave VHSO property. Lost keys shall be reported immediately to the COR and the Contractor shall be responsible for a \$3,500.00 fee for all lost or unreturned keys. Other locked areas requiring VA assistance shall require approximately one (1) business day, advance notice, from the Contractor.
- d. Veterans Health Care System of the Ozarks (VHSO) Property Access Regular Business Hours: Work by the Contractor shall be completed as specified in the SOW under General, except work that shall interfere with normal operations shall be coordinated (prior to or ahead of designated time) with affected VA departments and accomplished during designated maintenance times, as noted otherwise herein, as requested and/or approved by the COR for special circumstances.
- e. After regular business hours or weekend access: For work outside the regular business hours and weekend, the Contractor must furnish written notification to the COR and the COR shall schedule and furnish written authorization to proceed three (3) business days

in advance of the proposed work activity. This notice is separate from any notices required for utility interruption described later in this section. Any work performed by the Contractor, at the Contractor's own volition outside specified working hours shall be at no additional expense to the VA.

- f. **Safety:** Safety shall be the Contractor's highest priority. The Contractor shall be solely responsible for compliance with Federal/State/Local (F/S/L) OSHA regulations. The Contractor shall furnish and have in place Personal Protective Equipment (PPE), safety signage, cones, barricades etc., to protect the safety of VHSO patients, employees, visitors, volunteers, tenants and others. Contractor, Contractor employees, and Contractor suppliers shall not be permitted to work and shall be asked to leave if the proper safety items are missing. Contractor shall furnish required safety items.
- g. **Special Requirements:** Not Applicable.
- h. **Contractor Expertise Requirements:** Contractor shall have at least three (3) years' general contracting experience at hospital facilities. Contractor must be licensed to complete work, where required, by F/S/L regulations within the State of Arkansas. The Contractor shall furnish proof of license where required by F/S/L regulations; and liability insurance. Contractor must be an authorized supplier and installer of the products furnished. Contractor must be able to provide twenty-four (24) hour emergency service and respond within two (2) hours of the initial emergency service call.
- i. **Other requirements:** The materials and equipment installed shall match similar existing work if applicable.

Structural members shall not be cut or altered, without written authorization of the Contracting Officer.

Contractor shall make every reasonable effort to protect VA property from damage.

Anything remaining in place that is damaged or defaced during this Contract shall be restored by the Contractor to the condition existing at time of award of Contract at the Contractor's expense.

The Contractor is responsible for moving any furniture or equipment located in the VA facility (except for equipment and/or paperwork that cannot be moved, in which case the Contractor shall furnish adequate protection for such equipment before any construction activities occur). Moved items shall be put back by the Contractor to their original locations as work is completed at the Contractor's expense.

The Contractor shall coordinate work of different trades so that interference between mechanical, electrical, architectural, and structural work, including existing services, shall be avoided and, within limits indicated, the maximum practical space for

operation, repair, removal, and testing of equipment is furnished. Keep pipes, ducts, conduit, and the like as close as possible to ceiling slab, walls, and columns to take up a minimum amount of space. Locate pipes, ducts, and equipment so they do not interfere with the intended use of eyebolts and other lifting devices.

When the work requires that the ground/slab/floor be disturbed, locate existing underground utilities in area of work. If utilities are to remain in place, provide adequate means of support and protection during earthwork operations. Any property including, but not limited to, electrical, sprinkler, natural gas, medical gas, other communication or utility lines, grounds, walkways, driveways, roads, and curbs damaged during the project due to carelessness or negligence of Contractor personnel shall be repaired or replaced at the Contractor's expense.

Personnel engaged in the Contract activities specified herein must be licensed by the (Federal/ State/ Local) authority having jurisdiction in those trades, crafts or professions that require licensing by such jurisdictions. The license must be of a grade or other level consistent with the requirement of the work being performed and/or as established by the above jurisdictions.

Walls, ceilings, floors, furniture, etc., shall be protected from damage due to water, staining, or falling debris created during any construction activities of the project including, but not limited to coring/sawing process at the Contractor's expense. Areas shall be cleaned after coring/sawing and other construction activities by the Contractor and at the Contractor's expense.

No unauthorized work shall be initiated without the prior written approval of the Contracting Officer. The Contracting Officer shall approve any request, or proposal for changes in project scope and/or additional requirements, in writing prior to the Contractor proceeding with any related work. Any changes accomplished without prior written approval, shall be done at the Contractor's expense. Contractors shall visit the job site and visit the facility to determine if it's reasonable or necessary to ascertain the nature and location of the work to be performed in general, and the local conditions which can affect the work or the cost thereof. Failure to do so shall not relieve the Contractor of his responsibility for estimating properly the difficulty or cost of successfully performing the work without additional cost to the VA.

Measurements/locations are approximate and shall be verified by the Contractor. VA shall not be held responsible for any error or variation in any measurements or other data listed. The Contractor shall not be relieved of his responsibility to carry out the Contract in accordance with the true intent and meaning of the SOW, Contract plans, specifications, and documents without additional cost to the VA.

Contractor shall be responsible for complying with applicable F/S/L laws, codes, regulations, and ordinances in connection with the prosecution of the work. Additionally, the Contractor shall be responsible for obtaining permits, licenses, etc. that

are required by applicable F/S/L law, code, regulation, and ordinance in connection with the prosecution of the work.

Work required for this project shall be in accordance with the best practices of the building trades involved and in accordance with the true intent and meaning of the SOW, Contract plans, specifications, documents and requirements without additional cost to the VA.

- j. **Supervision:** Contractor shall furnish qualified supervisor(s), on site during all work activities to instruct (in the scope of work), supervise the Contractor employees, Contractor sub-contractors, and suppliers continuously during the work. The Contractors' supervision shall be responsible for quality control and ensure the systems are complete and working.
- k. Contractor shall furnish resources, including, but not limited to, qualified professionals, materials, equipment, tools, supplies, and related services to perform the work. Contractor shall work independently once oriented, with adequate resources to accomplish work within the performance period and per the Contractor's COR approved progress schedule.
- l. **Workmanship:** This project shall be a turn-key operation for the SOW, Contract plans, specifications, documents and requirements and be complete and working systems. The Contractor shall furnish qualified professionals, material, equipment, tools, supplies, and related services required to install complete working systems.
- m. Work shall be conducted in a manner and at times which would present the least amount of disruption to the VA healthcare facility.
- n. No utility, fire protection or security system shall be left out of service at the end of a work period (Monday – Friday) or weekend without written permission of the COR. All switches must also be verified, by the Contractors' supervision, that they are reset prior to end of any work period (Monday – Friday) or weekend. If a system is not functioning at the end of a work period (Monday – Friday) or weekend without written permission of the COR, the Contractor shall restore the system to working order prior to leaving the site or shall provide an around-the-clock watch until the system is functioning properly. If the Contractor fails to do so, the Contractor shall be liable for any costs incurred by the VA for providing the around-the-clock watch and/or repairing the system.
- o. **Vehicles and construction equipment:** Contractors' keys to unattended vehicles and equipment shall be removed.
- p. **Material Storage:** Contractor must have prior written authorization by the VA for storage of Contractor supplied materials and equipment. The Contractor shall submit in writing a request for storage of materials, equipment, tools, and supplies. The Contractor's written request shall be submitted to the COR a minimum of seven (7)

business days prior to the storage so there is time to review and notify the impacted parties. Work shall be planned in advance by the Contractor to give as much time as possible to schedule storage. No storage shall commence until written approval and authorization of the Contractor's request is provided by the COR seventy-two (72) hours prior to the storage. There may be times when a storage request is denied because of insufficient lead-time or interference with ongoing activities and must be rescheduled at the Contractor's expense.

- q. Tools/Staging: Contractors must furnish materials, equipment, tools, ladders, and supplies to complete their work.
- r. Unloading/Parking: No materials or equipment are permitted through the front entry. Use Employee entrance – only for loading and unloading, do not leave vehicle(s) unlocked. Parking on VHSO property is limited and the Contractor must have prior written approval of on-site parking from COR.
- s. Elevators: Contractor shall protect elevator cabs and controls during periods of use. Contractor shall not exceed elevator weight limits.
- t. Radios/Cell Phones: Use only at low volume or outside. Do not carry on conversations in hallways or near any patient areas. AM/FM radios and other sound producing devices are strictly prohibited in the VA buildings.
- u. Noise: Contractor shall coordinate and schedule any noise making activities with the COR. For any noise making work activities, the Contractor shall provide written request to the COR and the COR shall schedule and furnish written authorization to proceed three (3) business days in advance of the proposed activity. At least two (2) business days' notice must be given to the VHSO facility stakeholders. Operations that are disruptive to the VA facility stakeholders shall be scheduled after regular business hours.
- v. Infection Control: Infection Control: Contractor shall be responsible to develop a phasing/infection control plan that incorporates requirements of the 01 00 00 specification and meets the requirements of the VA. Contractor shall install and create temporary dust barriers with the follow products: NEW PAINTED 4" TEMPORARY WALL with a 42" LOCKABLE DOOR AND FRAME AT LOCATION SHOWN SHALL HAVE SEALS AND SWEEPS TO MITIGATE DUST MIGRATION. INSTALL TEMPORARY ACOUSTICAL CEILING OVER WALLED AREAS. Sticky mat shall be STICKY MAT Flat Store Clean Mat or equal, tacky mat, white, 24 x 45 inch. Construction traffic through the facility shall be coordinated with the COR. Construction workers, materials and clothing shall be transported through the hospital dust free. Use hand wash sink stations, furnished by the contractor, to wipe dust from construction workers, materials, and carts. Any dusty, dirty, odorous or wet materials shall be transported in sealed clean bags. Traffic routes shall be at the discretion of the COR. Negative air shall be maintained on the construction site at all times. A BALL-IN-THE-WALL® shall be installed in the new

temporary construction wall per manufacture's recommendation. The contractor shall provide a negative air machine with a HEPA filter.

- w. Dust Proofing/Cleaning: Facility and furnishings must be covered with plastic or clean drop cloth if there is any potential for dust. Contractors shall furnish their own HEPA vacuum cleaner(s), tacky mats at the entrance of the work zone and cleaning tools. Contractor shall furnish required protection items. Contractor, Contractor employees, Contractor Sub-Contractors, and Contractor suppliers shall not be permitted to work and shall be asked to leave if the proper protection items are missing.
- x. Fire Alarm: Dust and smoke producing activities shall activate the buildings fire alarm. In Contractor planned work activities, an evaluation must be made to determine if the fire alarm system shall be bypassed. Contractor shall be responsible for fire watch in the areas where coverage is removed or disabled. Contractor shall be responsible to coordinate with the COR and Electronic Technician the removal and restoration of fire protection coverage. After hours' supervision of the fire panel by VHSO personnel or others, shall be at the contractors expense unless otherwise noted. Cost of supervision of the fire alarm panel by VHSO personnel or others shall be billed to the Contractor. The Contractor shall be responsible for completion and submission of a written FIRE ALARM BYPASS REQUEST. The Contractors' written request must be submitted to the COR and the COR shall schedule and provide written authorization to proceed three (3) business days in advance of any proposed work activity.

If the fire alarm system requires any deactivation, it must be reactivated the same day before the Contractor leaves the site to ensure that the fire alarm system is functioning properly. If the fire alarm system is not functioning, the Contractor shall restore the fire alarm system to working order prior to leaving the site or shall provide an around-the-clock fire watch until the fire alarm system is functioning properly. If the Contractor fails to do so, the Contractor shall be liable for any costs incurred by the VA for providing the fire watch and/or repairing the fire alarm system.

If the fire alarm system requires any deactivation, it must be reactivated the same day before the Contractor leaves the site to ensure that the fire alarm system is functioning properly. If the fire alarm system is not functioning, the Contractor shall restore the fire alarm system to working order prior to leaving the site or shall provide an around-the-clock fire watch until the fire alarm system is functioning properly. If the Contractor fails to do so, the Contractor shall be liable for any costs incurred by the VA for providing the fire watch and/or repairing the fire alarm system.

- y. Hot Work: Contractor shall perform and safeguard hot work operations in accordance with NFPA 241 and NFPA 51B. Contractor shall coordinate with the COR. Contractor shall obtain Hot Work permits from COR at least forty-eight (48) hours in advance for any work or operation involving open flame or producing heat and/or sparks, burning, welding, or a similar operation that is capable of initiating fires or explosions. This work

includes, but is not limited to, processes such as arc welding, oxy-fuel gas welding, open-flame soldering, brazing, thermal spraying, oxygen cutting, arc cutting, chipping, grinding, heat treating, sand blasting, torch-applied roofing, chemical welding and light horizontal welding.

- z. Fire and Smoke Barrier Penetration: Contractor shall perform, maintain, and safeguard the integrity of smoke and fire barriers in accordance with NFPA 101, NFPA 80, and NFPA 90A. Contractor penetrations in barriers shall be repaired in an approved manner (filled with the designated and approved flame retardant filler) as soon as feasible after the work has been completed. Contractor shall obtain Hot Fire and Smoke Barrier Penetration permits from Engineering Service Maintenance Supervisor between 08:00 and 09:00 M-F.
- aa. Energized Circuit Work: Contractor shall coordinate with the COR. Contractor shall obtain ENERGIZED CIRCUIT WORK PERMIT from COR at least seven (7) work days in advance when an electrical shut down is not feasible for work. Contractor shall perform, maintain and safeguard the integrity of the VA electrical systems and shall follow procedures around energized equipment in accordance with NFPA 70 E standards including PPE. VHSO electrician or electrical engineer shall monitor work. Contractor shall use safety equipment to include but not be limited to 12 cal. arc flash suits with hoods and 5 KV gloves. No exists shall be blocked. Personnel without proper PPE shall not be allowed within the working area around live panels with their cover removed.
- bb. Utility interruption: Contractor shall submit in writing utility interruption requests in advance to the COR. The Contractor's written utility interruption request shall be submitted to the COR a minimum of seven (7) business days prior to the work activity so there is time to review and notify the impacted VHSO stakeholders. Work shall be planned, in advance, to give as much time as possible to schedule a utility interruption. No work activity shall commence until written approval and authorization of the Contractor's request is provided by the COR seventy-two (72) hours prior to the utility interruption. There may be times when a utility interruption request is denied because of insufficient lead-time or interference with ongoing activities and shall be rescheduled at the Contractor's expense.
- cc. Cleanup: The Contractor shall submit in writing requests to disposing of any government owned materials, equipment or property in advance to the COR.

Contractor shall remove and properly dispose construction debris, materials, equipment, and substances from this project and the VA property daily, after each work period (Monday – Friday) or weekend, into the contractors supplied containers. Construction debris created from this project shall not be disposed of at the job site, in VA dumpsters, or on VA property.

Disposal of construction debris, materials, equipment, and substances from this project shall be in accordance with applicable F/S/L and environmental laws, rules and/or regulations. The Contractor shall ensure and furnish appropriate documentation to the Contracting Officer that all hazardous waste handlers, haulers, and disposal facilities are properly certified or licensed. The Contractor shall furnish shipping manifest and documentation of proper disposal of any construction debris, materials, equipment, and substances from this project prior to final payment.

Contractor shall return the work site to the condition in which it was found at the Contractor's expense.

- dd. Painting/Paint Fumes: Contractor shall schedule painting after regular business hours and request written approval by the COR prior to the work activity. Contractor shall be responsible for ventilation necessary to evacuate and prevent paint fumes from entering adjoining areas, outside air intake ductwork, and re-entering the VHSO healthcare facilities at the Contractor's expense.
- ee. Fumes: The Contractor shall schedule fume producing activities after regular business hours and request written approval by the COR prior to the work activity. Contractor shall be responsible for ventilation necessary to evacuate and prevent fumes from entering adjoining areas, outside air intake ductwork, and re-entering the VHSO healthcare facilities at the Contractor's expense.
- ff. Training: Training shall be included to applicable VA personnel. Training shall include a paper instruction sheet and shall include hands-on for up to five (5) users. Contractor shall furnish user and administrator training to VA officials and VA Engineering personnel, with four (4) to eight (8) hours of on-site training. Coordination and scheduling for the training shall be determined after contract award.
- gg. Warranty: Contractor shall guarantee all workmanship for a period of two (2) years after completion of work. Contractor must furnish a 1-year parts/support warranty on all work completed.
- hh. Photography: Photography of any patients, personnel, visitors, and others on VA property is strictly prohibited.