

AGENCY REQUIREMENTS (SOW)
VISN 9 Consolidated Coding Unit
VISN 9 Mid-South Healthcare Network

A.1 INTRODUCTION: This requirement is for a Lessor to provide administrative space to the MidSouth Healthcare Network located within the city limits of Ceredo, WV, Huntington, WV, or Ashland, KY . The lease term shall be 10 Years, 5 Years Firm, with Government termination rights, in whole or in part, effective at any time after the Firm Term of the Lease by providing not less than 120 days' prior written notice.

A.2 BACKGROUND: The Mid-South Healthcare network requires an efficient workspace to accommodate VISN 9 Consolidated Coding Unit (CCU) staff. The CCU provides outpatient revenue coding services to 5 medical centers in the Mid-South Healthcare Network in support of the medical care collections fund (MCCF) program.

A.3 SCOPE OF WORK: A fully serviced, turnkey Lease with rent that covers all Lessor costs, including all shell upgrades, operating costs, real estate taxes, and security upgrades. The Lessor shall be required to design and build Tenant Improvements (TI) and will be compensated for the TI costs based upon turnkey pricing established under the Lease. The cost for use of space will include the following services: utilities, landscaping, trash removal, cleaning maintenance, building management, alarm service, and building repairs. The lessor shall have a locally designated representative available to promptly correct any deficiencies. The Lessor shall supply or comply with all of the following:

1. Provide a maximum of 10,000 Net Useable Square Feet (NUSF) of space
2. The Space shall be located in a modern quality Building of sound and substantial construction with a facade of stone, marble, brick, stainless steel, aluminum or other permanent materials in good condition and acceptable to the VA. If not a new Building, the Space offered shall be in a Building that has undergone, or will complete by occupancy, modernization or adaptive reuse for the Space with modern conveniences.
3. The lease term shall be 10 Years, 5 Years Firm, with Government termination rights, in whole or in part, effective at any time after the Firm Term of the Lease by providing not less than 120 days' prior written notice.
4. The VA's normal hours of operations are established as 6 AM to 6 PM, Monday through Friday, with the exception of Federal holidays. Services, maintenance, and utilities shall be provided during these hours. The Government shall have access to the Premises and its Appurtenant Areas at all times without additional payment, including the use, during other than normal hours, of necessary services and utilities such as elevators, restrooms, lights, and electric power. Cleaning shall be performed between 8 AM and 4:30 PM during normal business days
5. Provide 60 surface/outside parking spaces, for the use of the VA. Spaces must be secured and lit in accordance with the VA Security Requirements.
6. The space must be designed to accommodate the program in Table 1 below.

Functional Area: 1 - CODING UNIT

Qty	Room Code	Room Name	Unit Area	Net Area
1	CLR03	Training Classroom	400	400
3	CRA03	Conference Room, Large	250	750
1	ITAE1	IT Equipment Closet	150	150
1	OFA02	Office, Assistant Manager	100	100
1	OFA02	Office, Compliance/Training Team	280	280
1	OFA02	Office, Manager	120	120
3	OFA02	Office, Program Managers	100	300
12	OFA02	Office, Supervisors	100	1,200
1	OFA02	Office, Union/HR	100	100
50	OFA03	Cubicles, Non-Supervisory Staff	64	3,200
1	RECP3	Reception/Waiting	60	60
2	SL001	Staff Lounge	150	300
1	TLTF2	Toilet, Female, Multiple	180	180
5	TLTU1	Toilet, Unisex (Single)	60	300
1	OFA03	Cubicle, Secretary	64	64
1	SRS01	Storage/Supplies	180	180

7. In general, partitions shall extend a minimum of 4" above ceiling height. Office subdividing partitions shall comply with applicable building codes and local requirements and ordinances and shall be provided as part of the TIs. Partitioning between the VA and adjacent space used by other tenants shall extend from the finished floor to the finished ceiling and shall be designed to achieve a minimum sound transmission class (STC) of 37.
8. Conference rooms shall be designed to achieve a minimum STC of 40. Offices and all other spaces within the VA area shall be designed to achieve a minimum STC rating of 35.
9. Built-In Work to be included in the tenant improvements in addition to those that are normally included:
 - a. Include 3 work counters with solid surface (24" deep, 48" minimum total length); The work counters should be located in the appropriate administrative space. The counter shall include two drilled holes, 2 inches in diameter with rubber grommets to allow for cords to color printer on counter, and possible addition printer. Include base cabinets and drawers, and overhead drawers for storage of office supplies.
 - b. The staff lounge/breakroom shall include solid surface casework (24" deep, 60 inches minimum length), one stainless steel sink, base cabinets, and overhead cabinets (60 inches minimum total length).

- c. The staff lounge/breakroom shall be able to accommodate a typical microwave and typical full size refrigerator with icemaker.
 - d. The conference rooms and training rooms shall include a stationary universal mount and related accessories for ceiling installation of multimedia projectors. Mount shall allow for the alignment of the projector lens to the pivot axes and shall be adjustable to allow fine-tuning of the image to the viewing screen. Mount shall have 20 degrees of roll adjustment, 15 degrees of pitch adjustment and 360 degrees of swivel. Mount shall support up to 50 pounds. Requires adjacent duplex receptacle, telecommunication outlet, and video outlet.
 - e. Restroom counters shall be solid surface.
10. The VA will provide and install the following items, which shall be accommodated in the design and construction for tenant improvements:
- a. Large size Flat Panel HDTV/ monitor in the training rooms, which can show information from a PC and/or laptop also in the room.
 - b. Medium size flat panel HDTV in each conference Room, which can show information from a PC and/or laptop also in the room.
 - c. Multimedia projector in the conference rooms and training room, in the ceiling mount, which can project information from a PC and/or laptop also in the room.
 - d. Video teleconferencing system in the conference rooms
 - e. PCs at all workstations
 - f. Color printer (counter) and multifunctional print/scan/copy/fax in appropriate administrative space.
 - g. Microwave in the staff lounge/breakroom
 - h. Full size refrigerator with ice maker in the staff lounge/breakroom
 - i. Flat Panel HDTV in the breakroom
 - j. Furniture, besides that considered built-in
11. lounge/breakroom, conference room, and team rooms.
12. DIVISION 08 Doors and Windows: Keying; All cylinders shall be keyed into the Lexington VA BEST SFIC. Provide removable core cylinders that are removable only with a special key or tool without disassembly of knob or lockset. Cylinders shall be 7 pin type. Keying information shall be furnished at a later date by the Contracting Officer Representative (COR).
13. DIVISION 27 Communications: The VA will arrange for a minimum 10,000 MB connection to the AT&T loop specifically for the VA. The VA will also pay for the monthly service fees. The space must be able to accommodate this connection while meeting the requirements in the Physical Security Design Manual for VA Life-Safety Protected Facilities and the Office of Information & Technology Design Guide. The accommodation of this connection shall be included as tenant improvement.
14. The VAMC is planning on using VoIP to provide voice communications. However, the space is required to have one traditional Plain Old Telephone (POTS) Voice System line.
15. All telecommunication systems shall meet category 6A requirements with exception of the POTS line.

16. DIVISION 28 Electronic Safety and Security: The entrance into Government leased space shall be card reader access and should be compatible with the Lexington VA system. The current system is Software House C-Cure 9000 (by Tyco Integrated Security) using Software House iStar Card Reader Control Panels. Card readers at the VAMC are HID brand although other card readers may be acceptable.
17. Ceilings shall be a flat plane in each room and shall be suspended and finished as follows unless an alternate equivalent is pre-approved by the VA:
 - a. Restrooms. Plastered or spackled and taped gypsum board.
 - b. Offices and conference rooms. Mineral and acoustical tile or lay in panels with textured or patterned surface and regular edges or an equivalent pre-approved by the LCO. Tiles or panels shall contain a minimum of 30% recycled content.
 - c. Corridors and eating/galley areas. Plastered or spackled and taped gypsum board or mineral acoustical tile.
18. Suite entry doors shall be provided and shall have a minimum size of 42" wide x 84" high. Suite entry doors will also be installed on the main entry door for each department. Suite entry doors shall be storefront type entry doors with appropriate signage delineated the space/department on the door.
19. Doors within the Space shall be provided as part of the TIs and shall be 42" wide x 84" high. Doors shall be flush, solid core, wood with a natural wood veneer face or an equivalent door pre-approved by the LCO. Hollow core wood doors are not acceptable.
20. Exposed interior floors in primary entrances and lobbies shall be marble, granite, or terrazzo. Exposed interior floors in secondary entrances, elevator lobbies, and primary interior corridors shall be high-grade carpet, marble, granite, or terrazzo. Resilient flooring shall be used in telecommunications rooms. Floor perimeters at partitions shall have wood, rubber, vinyl, marble, or carpet base. Terrazzo, unglazed ceramic tile, recycled glass tile, and/or quarry tile shall be used in all restroom and service areas of Government-occupied floors. Any alternate flooring must be pre-approved by the VA.
21. The Lessor shall provide and operate all Building equipment and systems in accordance with applicable technical publications, manuals, and standard procedures. Mains, lines, and meters for utilities shall be provided by the Lessor. Exposed ducts, piping, and conduits are not permitted in office Space.
22. On each floor of Government-occupied Space as applicable, the Lessor shall provide a minimum of two drinking fountains with chilled potable water within 200 feet of travel from any Government-occupied area on the floor. The fountains shall comply with Section F211 of the Architectural Barriers Act Accessibility Standard.
23. The leased space shall be in compliance with the Physical Security Design Manual for VA Life-Safety Protected Facilities, January 2015, which can be downloaded at -
<http://www.cfm.va.gov/til/PhysicalSecurity/dmPhySecLS.pdf>
24. The leased space shall be in compliance with the VA Office of Information & Technology Design Guide, February 2011, which can be downloaded at -
<http://www.cfm.va.gov/til/dguide/dgOIT.pdf>

25. Additional information concerning design and construction of VA facilities can be found online in the VA Technical Information Library (TIL): <http://www.cfm.va.gov/til/index.asp>
26. The build-out of the leased space will be subject to the VA Master Construction Specifications (PG-18-1) located at - <http://www.cfm.va.gov/TIL/spec.asp>
27. Not later than 14 days after the acceptance of the Space, the Lessor, at Lessor's expense, shall furnish to the Government a complete set of Computer Aided Design (CAD) files of as-built floor plans showing the Space under Lease, as well as corridors, stairways, and core areas. The plans shall have been generated by a CAD program which is compatible with the latest release of AutoCAD. The required file extension is ".DWG." Clean and purged files shall be submitted on CD-ROM. They shall be labeled with Building name, address, list of drawing(s), date of the drawing(s), and Lessor's architect and architect's phone number. The Lessor's operator shall demonstrate the submission on GSA equipment, if requested by the LCO.
28. Provide the following building services:
 - a. Lessor is responsible for providing the following utilities: Electricity, Water, Sewer, and Security alarm services. All utilities necessary for operation are provided and all associated costs are included as part of the established rate;
 - b. Lessor shall provide snow removal services for the Government on all days for which this Lease has designated normal hours. Lessor shall clear parking lots if the accumulation of snow exceeds two inches. Lessor shall clear sidewalks, walkways and other entrances before accumulation exceeds 1.5 inches. The snow removal shall take place no later than 5:00 AM, without exception. Should accumulation continue throughout the day, the Lessor shall provide such additional snow removal services to prevent accumulation greater than the maximums specified in this paragraph. In addition to snow removal, the Lessor shall keep walkways, sidewalks and parking lots free of ice during the normal hours. The Lessor shall remove excess buildup of sand and/or ice melt to minimize slipping hazards. If the Building entrance(s) has a northern exposure, then Lessor shall take additional measures to protect the safety of pedestrians.
 - c. Landscape maintenance shall be performed during the growing season at not less than a weekly cycle and shall consist of watering, weeding, mowing, and policing the area to keep it free of debris. Pruning and fertilization shall be done on an as-needed basis. In addition, dead, dying, or damaged plants shall be replaced.
 - d. The Lessor is responsible for the total maintenance and repair of the leased Premises. Such maintenance and repairs include the site and private access roads. All equipment and systems shall be maintained to provide reliable, energy efficient service without unusual interruption, disturbing noises, exposure to fire or safety hazards, uncomfortable drafts, excessive air velocities, or unusual emissions of dirt. The Lessor's maintenance responsibility includes initial supply and replacement of all supplies, materials, and equipment necessary for such maintenance. Maintenance, testing, and inspection of appropriate equipment and systems shall be done in accordance with current applicable codes, and inspection certificates shall be displayed as appropriate.

Copies of all records in this regard shall be forwarded to the Government's designated representative.

- e. Janitorial Services: Janitorial services for the leased space, public areas, entrances and all other common areas are to be provided by Lessor under the lease for the property. Janitorial services include all cleaning supplies, equipment and supervision to provide satisfactory cleaning procedures. Lessor will be responsible for regulations and guidelines of OSHA, VA and/or any other pertinent federal or state references. Lessor is responsible for supplying all soap dispensers and refilling those dispensers. Lessor is also responsible for supplying all gel hand sanitizer dispensers and refilling those dispensers. The Lessor is responsible for supplying all wall mounted paper towel dispensers, restocking all toiletry items, including toilet paper and paper towels. The Lessor is responsible for supplying all wastebaskets and wastebasket liners in the facility.
 - i. Daily. Empty trash receptacles. Sweep entrances, lobbies, and corridors. Spot sweep floors, and spot vacuum carpets. Clean drinking fountains. Sweep and damp mop or scrub restrooms. Clean all restroom fixtures, and replenish restroom supplies. Dispose of all trash and garbage generated in or about the Building. Dust horizontal surfaces that are readily available and visibly require dusting. Spray buff resilient floors in main corridors, entrances, and lobbies.. Remove carpet stains. Police sidewalks, parking areas, and driveways. Clean glass entry doors to the Space if applicable.
 - ii. Weekly. Damp mop and spray buff all resilient floors in restrooms and health units.
 - iii. Monthly. Thoroughly dust furniture. Completely sweep and/or vacuum carpets. Sweep storage Space. Spot clean all wall surfaces within 70 inches of the floor.
 - iv. Every two months. Damp wipe restroom wastepaper receptacles, stall partitions, doors, window sills, and frames. Shampoo entrance and elevator carpets.
 - v. Three times a year. Dust wall surfaces within 70 inches of the floor, vertical surfaces and under surfaces. Clean metal and marble surfaces in lobbies.
 - vi. Annually. Wash all interior and exterior windows and other glass surfaces. Strip and apply four coats of finish to resilient floors in restrooms. Strip and refinish main corridors and other heavy traffic areas. Shampoo carpets in corridors and lobbies. Clean balconies, ledges, courts, areaways.
 - vii. Every two years. Shampoo carpets in all offices and other non-public areas.
 - viii. Every five years. Dry clean or wash (as appropriate) all draperies.
 - ix. As required. Properly maintain plants and lawns. Provide initial supply, installation, and replacement of light bulbs, tubes, ballasts, and starters. Provide and empty exterior ash cans and clean area of any discarded cigarette butts.

- x. Pest control. Control pests as appropriate, using Integrated Pest Management techniques, as specified in the GSA Environmental Management Integrated Pest Management Technique Guide (E402-1001).
29. Lessor will ensure the building is in compliance with all local and state building requirements at all times. If not, it shall be the Lessor's sole responsibility to repair or remediate. Lessor is responsible for maintaining liability insurance for the duration of the contract and for following all pertinent federal and state regulations. Lessor shall provide certificate of occupancy and inspection prior to VA occupation.
30. Lessor shall provide interior and exterior signage per the VA Signage Design guide.