

PERFORMANCE WORK STATEMENT
January 3, 2018

1. OVERVIEW

- a. The Contractor shall provide all resources necessary to perform building activation services for The VA Palo Alto Health Care System's (VAPAHCS) new community-based outpatient clinic (CBOC) to be located in San Jose, CA. Activation services include support of tasks related to Furniture, Fixtures and Equipment (FF&E) and Information Technology (IT) related items required to activate the CBOC. This scope of work includes, but is not limited to, receiving, inspecting, warehousing, transporting, and installing new FF&E and IT items.

See the list of attachments for definitions and supplemental information.

2. BACKGROUND

- a. The Department of Veterans Affairs (VA) is constructing a new 95,000 GSF CBOC on the San Jose site to replace the existing San Jose CBOC. In 09/30/2015, a Notice to Proceed (NTP) was issued. Construction is scheduled for completion and acceptance in February 2018.
- b. VAPAHCS has developed an Integrated Project Team (IPT) to support this building activation project. The IPT will be based at the VA Palo Alto Health Care System (VAPAHCS) headquarters in Palo Alto, CA, and will direct resources onsite to the CBOC as appropriate. The IPT will be led by a VA project manager and will consist of a team to include a VA interior designer, VA equipment planner, VA materiel handler, VA property technician, and VA contracting officer.

3. VAPAHCS GOVERNMENT FURNISHED ITEMS

- a. Upon request, the VA will provide the Service Contractor with an office space at the Palo Alto campus large enough to accommodate two (2) work stations.
- b. The VA will provide the Contractor electronic FF&E inventory and location plans
- c. The VA will provide the Contractor a list of FF&E inventory that will be received and stored at the Contractor's storage facility.
- d. The VA will provide the Contractor a list of FF&E items that will be received directly at the CBOC which will require the Contractor to place or install.
- e. The VA will provide the FF&E seismic bracing requirements for all applicable items.
- f. The VA will provide the list of minor equipment that requires attachment to rail systems.
- g. The VA will provide the detail for attaching minor equipment to rail systems.
- h. The VA will provide a list of FF&E items that require certified installers.
- i. The VA will provide the Contractor electronic vendor layout drawings.

- j. The VA will provide the Contractor access to Attainia, the VAPAHCS equipment and IT item planning system.
- k. The VA will provide Attainia system training to the appropriate Contractor resources.
- l. The VA will identify the rooms to be used as FF&E and IT item mock-ups.
- m. The VA will provide a report for each room, listing the room's FF&E and IT items. This report is commonly known as a "Door Report" or "Room-by-Room Report".
- n. The VA may provide the Contractor keys to access the CBOC and its rooms.
- o. The VA will provide the Contractor the Rules of the Station document.
- p. The VA will provide the Contractor comments on the Contractor's initial draft of the project management plan (PMP) within 14 calendar days of project kick-off meeting.
- q. The VA will provide the Contractor comments on proposed changes to the PMP within 14 calendar days of the date the PMP is submitted for review.
- r. The VA will coordinate the return or replacement of items damaged after the Contractor accepts them at the warehouse.
- s. The VA will provide the Contractor the delivery address for excess FF&E parts and items within three (3) calendar days after the completion of the Delivery and Installation Phase.

4. GENERAL CONTRACTOR REQUIREMENTS

- a. The Contractor shall have proven expertise and previous experience with activating new medical facilities of similar scale.
- b. All proposed key personnel shall work on this project and be fully staffed on this project.
- c. The Contractor shall consider quality as the primary project constraint during project planning and execution.
- d. The Contractor shall request office space at the SJ campus a minimum of two weeks in advance of needing the office space.
- e. The Contractor shall be responsible for providing office software and equipment (e.g., computers, printers) and internet connectivity while working at the SJ campus.
- f. The Contractor shall communicate in writing any changes to proposed key personnel to the VA contracting officer's representative (COR) and contracting officer (CO) 30 days prior to changing personnel for VA approval.
- g. Contractor shall develop a proposed multidisciplinary team to fully execute all components of this contract.

- h. Contractor shall provide a proposed staffing matrix for all phases (see Section 5) on the project along with resumes of proposed team members and relevant work experience on previous medical facility activation projects.
- i. Contractor shall coordinate with the COR or a designated on-site coordinator to gain access to the new or existing CBOC at all times.
- j. Contractor shall prepare their warehouse facility to receive FF&E and IT items starting March 1, 2018.
- k. The VA will receive all items accepted at the Contractor's warehouse and will require access to all stored FF&E and IT items during business hours.
- l. The Contractor shall be liable for any lost or damaged FF&E and IT items between receiving and post-installation acceptance by the VA.
- m. The Contractor shall include all costs related to warehousing in the contract price.
- n. The Contractor shall include five (5) PlanGrid licenses with unlimited sheet downloads/uploads for the VA's use for one year starting 15 days after the project kick-off meeting.
- o. The Contractor shall provide hand-held computing tablets with PlanGrid installed and an unlimited data plan for the VA's use for one year starting 15 days after the project kick-off meeting.
- p. Contractor shall maintain the required General Public Liability Insurance and Workman's Compensation and Employer's Liability Insurance throughout the life of the contract.
- q. The Contractor shall follow the guidelines stated in the Rules of the Station document except for where requirements in this Performance Work Statement (PWS) conflict with the Rules of the Station requirements, in which case the PWS requirements supercede the Rules of the Station requirements.

5. DESCRIPTION OF SERVICES

a. Project Planning Phase

- 1. The Contractor shall develop and maintain a PMP to include the following:
 - a. Phase-based integrated master schedule (IMS)
 - b. Communication Management Plan
 - c. Quality Management Plan
 - d. Risk Management Plan with risk register
 - e. Staffing Management Plan with staffing matrix
 - f. Inventory Management Plan
 - g. Delivery and Installation Plan
 - h. Lessons learned
- 2. The Contractor shall use the proposed technical and management approach as the basis for the PMP unless otherwise directed by the COR.

3. The Contractor shall develop and maintain an IMS that details the Contractor's work in the Project Planning, Warehousing and Storage, and Delivery and Installation Phase.
4. The Contractor shall provide an initial draft of the PMP at the kick-off meeting.
5. The Contractor shall provide a working draft of the PMP that incorporates the VA's comments no later than 30 calendar days after the kick-off meeting.
6. The Contractor shall confirm with the COR all rooms to be used as mock-ups during the Delivery and Installation Phase.
7. The Contractor shall identify rooms with FF&E installation requirements similar to the mock-up rooms.
8. The Contractor shall coordinate with the VA to determine the delivery and installation sequencing.
9. The Contractor shall obtain the VA's approval on the Delivery and Installation Plan .
10. The Contractor shall submit a revised PMP no later than 30 days before the commencement of the Delivery and Installation Phase that incorporates the approved Delivery and Installation Plan.
11. The Contractor shall obtain the VA's approval for changes to the PMP before executing the activities affected by the change.

b. Warehousing and Storage Phase

1. During the performance of this contract, the Contractor shall be responsible for obtaining, insuring, furnishing, securing, and managing an offsite warehouse facility within a 30 mile radius of the new San Jose CBOC.
2. The warehouse facility shall have a monitored burglar alarm, fire alarm and fire sprinkler system throughout in accordance with all local, Federal and State regulations (including, but not limited to OSHA requirements) and be clean, dry and free of debris and rodents.
3. The Contractor shall provide all appropriate materials handling equipment (MHE) needed to receive, store, and redeliver normal FF&E items as well as high value, sensitive medical equipment.
4. The Contractor shall follow the approved Inventory Management Plan during the Warehousing and Storage Phase unless otherwise directed by the COR.
5. The Contractor shall receive, chronicle, and store FF&E and IT items at the Contractor warehouse facility until the items are transported to the CBOC for installation.
6. The Contractor shall perform a visual inspection of FF&E and IT items to identify possible damage prior to acceptance.

7. The Contractor shall notify the COR daily of any FF&E or IT items not accepted due to damage.
8. The Contractor shall document any damage to FF&E and IT items identified after item acceptance.
9. The Contractor shall immediately notify the COR of damage to FF&E and IT items detected after acceptance.
10. The Contractor shall coordinate with VA IPT personnel for property receiving, asset tagging, accounting and incoming inspection at the Contractor warehouse.
11. The Contractor shall make the warehouse and FF&E and IT items accessible to VA IPT personnel.
12. The Contractor shall provide a workstation and internet connection for one (1) VA IPT personnel.
13. The Contractor shall provide a web-accessible inventory management system with up to five (5) user licenses for VA IPT personnel.
14. The Contractor's web-accessible inventory management system shall provide the capability for users to query the system using the VA-provided purchase order number (PO).
15. The Contractor's web-accessible inventory management system shall, upon PO query submission, return all records with a matching PO.
16. The Contractor's web-accessible inventory management system shall provide inventory reporting capability that includes, at a minimum, a report listing each item received with the following fields:
 - a. PO number
 - b. Vendor
 - c. Quantity
 - d. Date received
 - e. Current location (e.g., at warehouse, delivered to site)
 - f. Date delivered to site
17. This warehouse facility shall function as an intermediate delivery point between manufacturers and VA for the FF&E and IT items identified in the VA-provided FF&E and IT lists.
18. The Contractor shall provide an additional 5% of warehouse floor space for additional items for the sole use of this project.
19. The Contractor shall manage FF&E and IT inventory at the Contractor provided storage facility until COR authorizes warehouse lease termination within 15 days after all FF&E and IT items have been delivered to the work site.
20. The Contractor shall handle FF&E and IT inventory to prevent the removal of any VA-affixed barcodes and/or tracking devices.

c. Delivery and Installation Phase

1. After COR notification to proceed with the Delivery and Installation phase, the Contractor shall be allotted the number of days (up to 120 days) in accordance with the approved Delivery and Installation phase schedule to install all FF&E items.
2. The Contractor shall follow the approved Delivery and Installation Plan, including safety and security requirements, unless otherwise directed by the COR.
3. The Contractor shall assess, evaluate, verify, and confirm existing site conditions prior to FF&E and IT item delivery.
4. The Contractor shall perform an on-site inspection with the COR prior to the commencement of the Delivery and Installation Phase to identify existing damage of the work site.
5. The Contractor shall record pre-existing work site damages in PlanGrid prior to the commencement of the Delivery and Installation Phase.
6. The Contractor's onsite project manager and, if necessary, key personnel shall participate in daily coordination meetings with the COR during the delivery and installation phase.
7. The Contractor shall coordinate with the COR three (3) business days prior to delivering FF&E and IT items and installing FF&E items.
8. The Contractor shall permit rescheduling of deliveries with a 24 hour notice from the COR.
9. The Contractor shall coordinate with the COR to identify staging and storage areas prior to delivering FF&E and IT items.
10. The Contractor shall coordinate with the COR and appropriate VA vendors for scheduling and phasing FF&E installations.
11. The Contractor shall prepare the site for delivery, assembly, and installation prior to FF&E and IT item delivery.
12. The Contractor shall be liable for damage to FF&E and IT items, the building infrastructure, and work site caused by the Contractor (accidentally or purposefully).
13. The Contractor shall record in PlanGrid all damage to FF&E and IT items, the building infrastructure, and the work site identified by the Contractor within 24 hours of identification.
14. The Contractor shall develop a remediation plan to address damaged FF&E and IT items, the building infrastructure, and/or the work site and present it to the COR for approval.
15. If the Contractor's remediation does not return the FF&E or IT item, building infrastructure, or work site to its condition identified during the inspection, the Contractor shall deduct the costs of repairs from the subject contract or reimburse the Government for replacement or repairs utilizing materials of equal quality, size, grade, and color, to match existing work.

16. At the COR's direction, the Contractor shall transport warehoused FF&E and IT items to the work site, to identified staging and/or secured storage areas, and to each item's final destination in the CBOC.
17. The Contractor shall transport the FF&E and IT items received directly at the work site to each item's final destination in the CBOC as detailed in the Door Reports. These items are identified in the VA-provided FF&E and IT lists.
18. The Contractor shall deliver and install FF&E and IT items during normal business hours unless alternative arrangements are made with the COR.
19. The Contractor shall assemble all applicable FF&E items in accordance with manufacturer's instructions, drawings, and specifications.
20. The Contractor shall install FF&E items in accordance with all local, state and federal requirements and regulations including, but not limited to, seismic standards in accordance with California Administrative Code Title 24, Part 2, Section 2-2312.
21. The Contractor shall provide all materials and equipment required to satisfy FF&E installation and seismic bracing requirements. This includes providing appropriate fasteners for the given installation conditions.
22. The Contractor shall install all new FF&E items according to the vendors' layout drawings.
23. The Contractor shall install FF&E items in designated rooms after the COR or IPT team member approves the FF&E installation in the associated mock-up room.
24. The Contractor shall immediately notify the COR or designated VA IPT onsite coordinator of all concealed damage discovered during the installation.
25. The Contractor shall replace all FF&E parts/items damaged by the Contractor with the appropriate FF&E parts/items within two (2) weeks.
26. The Contractor shall deliver all excess FF&E parts and items to a VAPAHCS facility located within 50 miles of the CBOC upon completion of the Delivery and Installation phase.
27. The Contractor shall install minor wall-hung units.
28. The Contractor shall provide all materials and equipment to install minor wall-hung units. This includes providing appropriate fasteners for the given installation conditions.
29. The Contractor shall install all attachments to minor equipment that will be placed on rail systems.
30. The Contractor shall provide all materials and equipment to install all attachments to minor equipment that will be placed on rail systems.
31. The Contractor shall provide certified installers for designated FF&E items.

32. Contractor delivery and installation personnel shall maintain a professional appearance while visiting the Palo Alto and SJ campuses.
33. The Contractor shall coordinate the final inspection, testing, and certification of all installed FF&E and obtain VA's concurrence and sign-off on all FF&E items.
34. During the Delivery and Installation Phase, the Contractor shall develop and maintain a punch list of FF&E items damaged, incorrectly installed, and/or missing.
35. The Contractor shall resolve the punch list items within two (2) weeks of the completion of the Delivery and Installation Phase.
36. The Contractor shall keep the work site clean, including staging and storage areas used by the Contractor.
37. The Contractor shall maintain a path of ingress and egress at all times on the work site.
38. The Contractor shall remove all trash and debris created during the execution of the contract from the CBOC daily.
39. The Contractor shall separate all recyclable materials from trash and deposit the recyclable materials and trash in the appropriate receptacles daily.
40. The Contractor shall remove all site preparation materials, including, but not limited to, wall and walkway protection, within three (3) business days of resolving the punch list items unless otherwise directed by the COR.
41. The Contractor shall return all building and room keys after the Contractor's work is completed.
42. The Contractor's certified ergonomics specialist shall perform an ergonomics assessment for 150 employees.
43. The Contractor shall make the ergonomic adjustments based on the ergonomics assessment.
44. The Contractor shall document the location of the workstation and the name and signature of each user that received an ergonomics assessment.
45. The Contractor shall obtain the signature of each user whose a) workstation did not require adjustments to meet ergonomic requirements or b) whose workstation was adjusted to meet ergonomic requirements.
46. The Contractor shall plan for 5% rework as directed by the COR.

d. Equipment Manuals

1. The Contractor shall organize all FF&E user and operating manuals by designated clinic, floor, and department.

2. At the completion of the contract, the Contractor shall provide all FF&E user and operating manuals to the COR for all FF&E installed.

6. REPORTING AND MEETING REQUIREMENTS

- a. The Contractor shall provide the COR with weekly progress reports (original plus one copy). Reports are due to the COR by the second workday of each week throughout the project's duration.
- b. The Contractor shall record meeting minutes and provide the minutes to the COR within three (3) business days of the meeting.
- c. The weekly progress report shall cover:
 1. All work completed during the preceding status period compared to the planned activities, to include:
 - a. Purchase order numbers accepted and received
 - b. FF&E items transported to the work site and installed
 2. The work to be accomplished during the subsequent status period.
 3. Any problems that arose, along with a statement explaining how the problem was resolved.
 4. Any problems that have arisen but have not been completely resolved, with an explanation.
 5. Any new risks identified during the preceding status period.
- d. The Contractor shall attend (in person) a kick-off meeting expected to be scheduled within 14 calendar days of contract award. The kick-off meeting will be held at the SJ campus.
- e. The Contractor shall attend (in person) and participate in bi-weekly project meetings during the Warehousing and Storage Phase at the Palo Alto campus and weekly project meetings during the Delivery and Installation Phase at the SJ CBOC.
- f. The Contractor PM and, if necessary, key personnel shall attend a daily morning coordination meeting with the COR at the CBOC during the Delivery and Installation Phase.
- g. Throughout the Delivery and Installation Phase, the Contractor shall immediately communicate to the COR any issues identified that may create or have created a schedule delay.
- h. The Contractor shall attend (in person) a close-out meeting expected to be scheduled within 14 calendar days of the final Contractor-performed activity. The close-out meeting will be held at the Palo Alto campus.
- i. The Contractor shall provide the VA all outstanding deliverables at the close-out meeting.

7. DELIVERABLES

- a. In accordance with this PWS, the Contractor shall produce the following deliverables:
 1. Project management plan and its components.
 2. Weekly progress reports during the Delivery and Installation Phase

3. Meeting minutes
 4. Excess parts
 5. Excess items
 6. Ergonomics assessment and adjustment sign-off sheet
 7. Equipment manuals
- b. The Contractor shall create, edit, and manage documents/deliverables in the English language using office automation software and provide the following deliverables in the identified formats, as needed:
1. Project management plan and its components - .docx, .doc, .pdf, .xls, .xlsx, .ppt, .pptx
 2. Integrated master schedule (IMS) - .mpp
 3. Progress reports - .docx, .doc, .pdf
- c. If for any reason any deliverables cannot be completed within the scheduled time frame required to meet the activation date, within three (3) days of discovery the Contractor shall submit in writing to the COR and to the CO the reason for the delay including a firm commitment as to when the work will be completed. This notice to the COR and CO shall cite the impact on the overall project and include the project's schedule, budget, quality, and risk. The CO shall then review the facts and issue a response, in accordance with applicable regulations.

8. PROJECT SCHEDULE

- a. The Contractor shall complete the work required in accordance with this PWS and the project management plan. The work shall begin immediately after contract award unless otherwise specified.
- b. Significant project milestones include (THESE DATES NEED TO MAP):
1. Kickoff meeting within 14 calendar days of award
 2. Initial PMP that includes VA comments submitted within 30 calendar days of kickoff meeting.
 3. Warehouse facility available by March 1, 2018.
 4. Revised PMP that includes the approved Delivery and Installation Plan 30 days before commencement of the Delivery and Installation Phase.
 5. Delivery and Installation Phase start spring 2018.
 6. Delivery and Installation Phase complete no later than 120 days after Delivery and Installation Phase start.
 7. Close-out meeting within 14 calendar days of the final Contractor-performed activity.

9. CHANGES TO THE PERFORMANCE WORK STATEMENT

- a. Any changes to this PWS shall be authorized and approved only through written correspondence on a Standard Form (SF-30) by a CO. A copy of each change and resulting contract modification shall be kept in a project folder along with all other products of the project. Costs incurred by the

Contractor through the actions of parties other than the CO shall be the total responsibility of the Contractor and no additional cost shall be charged to the Government.

10. CONFIDENTIALITY AND NONDISCLOSURE

It is agreed that:

- a. The preliminary and final deliverables, and all associated working papers and other material deemed relevant by the VA which have been generated by the Contractor in the performance of this task order are the exclusive property of the Government and shall be submitted to the CO at the conclusion of the contract.
- b. 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 contract. No information shall be released by the Contractor. Any request for information relating to this contract, presented to the Contractor, shall be submitted to the CO for response.
- c. 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.

11. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

- a. Government Responsibilities

BADGING, TB TESTING; ETC – PLEASE POPULATE WITH APPROPRIATE LANGUAGE

12. IDENTIFICATION, PARKING, SMOKING, CELLULAR PHONE USAGE AND VA REGULATIONS:

- a. The Contractor's employees and contractors shall wear visible identification and VA's visitor badge at all times while on the premises of the VAPAHCS.
- b. The VA will designate no greater than 10 on-site parking for the Contractor's employees and subcontractors. The Contractor agrees to arrange additional parking for employees and subcontractors during on-site installation activities. The VAPAHCS will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.
- c. The Contractor shall abide by a zero tolerance policy for drugs and alcohol. The Contractor shall provide proof of drug screening upon COR or CO request. The COR may request the removal of any Contractor employee without cause if the Government suspects the employee of violating this condition.
- d. Cellular phones and two-way radios are not to be used within six feet of any medical equipment.
- e. Enclosed containers, including tool kits, shall be subject to search.
- f. Violations of VA regulations may result in a citation answerable in the United States (Federal) District Court, not a local district state, or municipal court.

INSTRUCTIONS TO OFFERORS

1. Prime Contractors Project Experience and Past Performance

- a. The Offeror shall demonstrate corporate experience with no less than one (1) and no more than three (3) projects completed or substantially completed within the preceding three (3) years. This experience shall include previous medical facility activations of a similar size, scope and complexity to this project. Substantial completion is defined in this context as being no less than 75% complete. Offeror shall demonstrate how characteristics of each of their projects relate to the characteristics of this project. Limit two (2) pages per project listed.

For each project submitted Offeror shall provide the following information:

- i. Government Agency/Company which awarded contract to Offeror
- ii. Type of Contract – Federal, State, Private
- iii. Description of Contract Scope
- iv. Contract Number(s)
- v. Contract Value(s)
- vi. Performance Period
- vii. Place of Performance
- viii. Customer/End User Point of Contact (name, email, phone number, address)
- ix. Contracting Officer/Procurement Official (name, email, phone number, address)

2. Project Personnel Experience

- a. The Offeror shall demonstrate relevant activation services experience for medical facilities of key proposed project personnel. The key proposed project personnel shall have a minimum of five (5) years experience in their respective fields. The Offeror shall provide resumes of the following key personnel:

- i. Activation Project Manager
- ii. Logistics Project Manager
- iii. Warehouse Manager

The same individual may function in one or more of the aforementioned capacities. Resumes shall indicate the function each individual is performing. All resumes of proposed key personnel shall, at a minimum, include pertinent information relative to their duties and responsibilities for this project and past performance with projects similar in size and scope. Resumes shall indicate relevant certifications, to include certifications for major furniture manufacturers.

For each individual submitted, Offeror shall state if the individual is a current employee of the Prime Contractor or provide a letter of commitment stating the proposed individual will become an employee of the Prime Contractor prior to award. Substitutes to all proposed key personnel must meet the five (5) year experience requirement of this factor.

Limit two (2) pages per resume.

3. Technical / Management

- a. Offeror shall describe their technical and management approach to planning, executing, and managing the project's scope as outlined in the Performance Work Statement (PWS) and achieve project quality as outlined the Quality Assurance Surveillance Plan (QASP). The Offeror's approach shall include, but not be limited to, their proposed approach to project planning, quality management, risk management, staffing, inventory management, delivery and installation, and moving existing FF&E and packed boxes.

Limit the technical and management approach to eight (8) pages.

- b. Offeror shall provide an organizational chart showing all major positions involved in the contract to include the identification of personnel with authority to make daily decisions and those authorized to negotiate and sign contract changes.

Limit the organizational chart to one (1) page.

4. Price

Quote shall consist of:

- (a) SF 1449. Complete the "Signature of Offeror/Contractor" part of the Standard Form 1449 in Block 30a, 30b, and 30c. An authorized official of the firm must sign the Standard Form 1449. Also complete Block 17a with complete address information and include DUNS number.
- (b) Price/Delivery Schedule. Offerors will provide prices for the Period of Performance indicated on the schedule. Complete each Contract Line Item Number (CLIN) and provide Totals for Base and Option Year(s).
- (c) Total contract price will be the sum of all CLINs. The Source Selection Authority will use the total contract price when making the "Lowest Price Technically Acceptable" selection decision.