

**Statement of Work
February 12, 2018**

VA Palo Alto Health Care System
3801 Miranda Ave Palo Alto, CA 94304
Construction Project: VA San Jose Outpatient Clinic
Procurement Request: Furniture and Accessories for VA San Jose Activation
Transaction Number: **640-18-534-0022**

1. Overview

VA Palo Alto Healthcare System (VAPAHCS) is constructing a new Outpatient Clinic in San Jose County. PACT teamlet workstations foster open environment experience to enhance collaboration, support interactions critical to efficient, high functioning caregiver teams. Open workstations brings healthy, unencumbered movement into the work area while eliminating extra legs and visible cords under the surfaces. This system is referenced in the VHA's CFM Design Guide, The PACT Model for Primary Care.

2. Objective

To purchase and install teamlet workstations in clinical areas to support the activation of construction project.

Associated design, project management, and installation services shall be provided by the awarded Contractor.

3. Contract Tasks/Requirements

- a. Contractor shall be familiar with VA San Jose Outpatient Clinic campus, regulations, security requirements, loading dock locations, and hours of operations.
- b. Any contractor personnel, including permanent and temporary staff installers, shall be cleared ahead of installation start date through VA Palo Alto Police Department. Personnel shall wear contractor provided identification and VA visitor's badge at all times while on VA property.
- c. Contractor shall provide Proof of Insurance upon request of VA.
- d. Contractor Storage Facility shall meet all building requirement including but not limited to sprinkler, secure, safe, environmental controls – not to void furniture warranties.
- e. Contractor shall have trained personnel in various system furniture and free standing furniture assembly.
- f. Contractor's furniture installation vendor shall provide white-glove furniture delivery and installation 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 rooms/locations; (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 verify project schedule with VA POC, prior to order submittal.
- j. Contractor shall coordinate installation date with VA Point of Contact (POC) to occur at the convenience of the Government or no later than 30 days after notification of receipt of furniture.
- k. Contractor shall obtain VA approval for any changes or corrections to the floor plan.

4. Project Manager (PM)

- a. The Project Manager shall represent the Contractor with whom the Government has awarded the purchase order.
- b. Contractor shall complete a pre-installation meeting with VA POC, at a minimum of (10) business days, prior to installation.
- c. Contractor shall be available and on site to coordinate and oversee the delivery of product to project site.
- d. Contractor shall complete a final walkthrough with VA POC confirming completion of all previously identified punch list items prior to final VA acceptance of project completion.

5. 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 the Contractor, 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 VA 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 Contractor. 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. Contractor shall be responsible for security of the areas in which the work is being performed prior to completion.
- d. Contractor shall provide floor, door, 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.

6. Delivery

- a. Contractor shall contact the POC, when complete order has been received, 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. Installation shall not be scheduled until Contractor has confirmed the receipt of full order.
- c. In the event there is a delay in delivery, Contractor shall notify the VA POC immediately.
- d. Contractor shall notify the VA POC a minimum of 24 hours advance notice of the scheduled date and time of delivery.
- e. Contractor shall ensure that the driver of the delivery vehicle has copies of the delivery order at time of delivery.
- f. Contractor shall not attempt to deliver any items before the scheduled delivery date.

7. Receive and Unload

- a. 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.
- b. If the Contractor is unable to complete the assembly and placement of all unloaded items before the end of the workday, the Contractor shall be responsible for moving these items to a secure location, until the next scheduled workday. Contractor shall be responsible for moving the items from the overnight storage site to its designated position in the building.
- c. Contractor shall store damaged items in the location designated by the POC. Contractor 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.
- d. Contractor shall repair or coordinate for replacement of damaged, defective, or missing items.

8. Assembly, Installation, and Removal

- a. Contractor shall uncrate all items received and perform all required assembly in accordance with the manufacturers' instructions.
- b. Contractor 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 furniture and accessories must be level, plumb, square, and in proper alignment with adjoining furniture. Furniture above 65" AFF must be securely attached to the building where applicable. The contractor will provide light bulbs, and plug in lights to ensure all fixtures are working properly.
- d. Contractor shall complete installation of furnishings under this statement of work in the time period specified (07:30 am - 4:00 pm.). If unforeseen scheduling is required by the VA, Contractor shall coordinate revise f d scheduled, to be approved by POC.

- 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 install one entire pod of teamlet workstations (total of three, 4 workstations back to back) for complete installation for power and data coordination. VA POC to approve entire pod of teamlet workstations prior to installation for balance of workstations.
- h. Contractor shall do a final walkthrough with VA POC and provide a punch list before releasing crew.
- i. Contractor Service Technician shall be available for possible service call backs for 30 days following installation.
- j. Contractor shall deliver excess supplies, parts and pieces to offsite storage location at **VA San Jose Warehouse**.

9. 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.

10. Contract Hours

- a. The normal work hours will be business hours (7:30am-4:30pm) Monday through Friday. The Government has the option to modify the normal work week, days and hours, as necessary 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.

11. Excess Items

- a. Once furniture is installed as shown on the furniture layout, the contractor shall coordinate with the POC as to where any excess items are to be stored.