

VA248-17-R-1141

Exhibit H - Agency's Special Requirements – Kissimmee CBOC

VA's Special Requirements

The U.S. Department of Veterans Affairs (VA) desires to lease sufficient Rentable Square Feet (RSF) of existing real property to yield up to approximately 9,998 Net Usable Square Feet (NUSF) in Kissimmee, Florida for use as a Community Based Outpatient Clinic (CBOC). Clinical space must be contiguous space located on a single floor and have first floor access. On-site parking for approximately 72 vehicles, with a minimum of 5 dedicated to handicapped parking spaces is required. A lease for up to 10 years will be considered.

The offered facility may be a multi-tenant building or single tenant building with a VA preference for a ground floor facility. The offered facility must be in suitable location for a clinical or administrative facility preferably in an area of other medical office buildings or in a retail sales area. Standalone building preferred, but not required.

1. The following spaces are necessary for occupancy by the Kissimmee CBOC on Kissimmee Florida. The building owner shall provide Architectural, Engineering, and Construction services to build new or convert existing space for the following space requirements.
2. Space Plan: Space is approximate

Orange City CBOC	Type	# of	SF	Total SF	Floor Covering	Base	Wall Covering	Ceiling
Lobby/ Reception Area	Open/Room	1	1240	1240	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Examination room	Room	3	125	375	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Exam/consultation room	Room	11	250	2750	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Procedure Area	Room	1	165	165	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Specialty Area	Room	2	125	250	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
OI&T Telecommunications	Room	1	180	180	concrete	N/A	Paint	N/A
Women's Health Exam	Room	1	185	185	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Staff Lounge	Room	1	110	110	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Staff Toilet	Room	2	75	150	Porcelain Tile		Tile	Acoustical
Clean/Dirty Utility Room	Room	2	110	220	Luxury Vinyl Tile	Vinyl	Paint	Solid
Meds, Height/Weight Stations	Alcove	3	20	60	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Team Work Area	Open	4	220	880	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Mental Health Area	Room	8	124	992	Carpet Tile	Vinyl	Paint	Acoustical
Pathology/Laboratory Area	Room	1	195	500	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Pharmacy Service Area	Room	1	90	300	Carpet Tile	Vinyl	Paint	Solid
Clinical Management Area	Room	8	110	880	Carpet Tile	Vinyl	Paint	Acoustical
Logistics Area	Room	1	90	90	Luxury Vinyl Tile	Vinyl	Paint	Acoustical
Security Area	Room	1	90	90	Luxury Vinyl Tile	Vinyl	Paint	Solid
Support Area	Room	2	80	160	Luxury Vinyl Tile	Vinyl	Paint	Acoustical

3. Additional Space Requirements:

- a. Space must be on one floor and all in the same building.
 - b. Building entryway and sidewalks to be ADA compliant. Provide ADA auto-door operator for entry door.
 - c. All offices and other work spaces are to have adequate phone, data, and power (details to be determined during design).
 - d. Provide adequate lighting, plumbing, HVAC, power, data, and phone for spaces.
 - e. Provide casework, chair rails, handrail, window shades/blinds, flooring, and carpeting.
 - f. All door openings shall meet ADA specifications.
 - g. Provide builders' hardware approved for ADA use. Building and office spaces must be lockable. Building must be alarmed.
 - h. Preventive maintenance of building existing systems such as HVAC, domestic water heaters, and electric panel boards will be completed prior to occupying the space.
 - i. Building owner to provide exterior building/lot/marquee signage (building signage shall be designed to meet VA signage standards).
 - j. Building owner to provide carpet, flooring, cove base, paint, and window covering samples to VA interior designer for color selection).
 - k. Clean entire space prior to VA occupying space.
 - l. Patient restrooms (unisex) should be conveniently located near the entrance to the space. Both restrooms should contain baby changing stations and feminine hygiene product dispensers.
 - m. All interior walls for offices and conference rooms will be insulated to reduce disruptions and maintain a level of confidentiality and privacy.
 - n. Building owner's proposal to include facility interior signage. Signage configuration shall be approved by VA Project interior designer.
4. The space must be on the ground floor. The space must be compliant with the Americans with Disabilities Act. Parking, both handicapped and regular must be readily available and marked VA ONLY. Convenient access to public transportation is required. All utilities including gas, electric, water, sewer and janitorial service shall be included in the lease.
 5. Janitorial Service: The Lessor shall maintain the Premises and all areas of the Property to which the Government has routine access in a clean condition and shall provide supplies and equipment for the term of the Lease. Response time of 1 hour during normal business hours for emergency janitorial services. Cleaning to be performed as per OSHA requirement for Bloodborne Pathogens and/or CDC requirement of Environmental Service.
 6. Davis Bacon Act Wages must be utilized for the build out of the lease space.
 7. Four-hour response time on any utility or building system problems, to include but not limited to a/c, plumbing, electric, roof leaks, etcetera.
 8. In the event that no evidence of action being taken 24 hours after the problem has been reported; the Contracting Officer will have the option to Contract the Services of an outside Contractor, order the repairs directly and deduct the total cost of the repairs from the base monthly rental rate.
 9. **REFERENCES:**
 - National Electric Code (NEC), part 800 article 250
 - Building Industry Consulting Service International (BICSI) standards.
 - Electronic Industries Association / Telecommunications Industry Assoc. EIA / TIA 569 Standard for telecommunications pathways and spaces requirements
 - Telecommunications Industry Assoc. / Electronic Industries Association TIA / EIA 568B (Telecommunications cabling standard)
 - ICEA Publications S-80-576-1988
 - Telecommunications Industry Assoc. / Electronic Industries Association TIA / EIA 607 (Building grounding and bonding requirements)

Telecommunications Industry Assoc. / Electronic Industries Association TIA / EIA 606 (Standard for records, labeling and space & pathway administration)
Installation of outside plant, inside riser, and station cabling shall conform to meet the requirements of ICEA Publications S-80-576-1988 (Ref.B1.6) as to size and installation practice.
The installation of the cable shall conform to appropriate OEM, ANSI/EIA/TIA recommendations, Federal Communications Commission (FCC) part 68
Americans with Disabilities Act (ADA)
National Fire Protection Association (NFPA)
Underwriters Laboratories (UL)
VA PACT Module Design Guide for CBOC Facilities
VA TIL Design and Construction Guidelines

10. QUALITY ASSURANCE

Quality Control: The Contractor shall develop and maintain a quality program to ensure all services are performed in accordance with commonly accepted commercial practices. The Contractor shall develop and implement procedures to identify, prevent, and ensure non- recurrence of defective services by conducting frequent inspections with the COR. As a minimum the contractor shall develop quality control procedures addressing the areas identified in Basic Cleaning Services, Basic Restrooms and Shower Cleaning Services, Exterior Cleaning, Periodic Cleaning Services, and Response to Emergency Repairs and Special Event Cleaning Services as well as Detailed Response to Unforeseen Events, Times and Schedules, to the CO for acceptance not later than the pre-performance conference. The CO will notify the Contractor of acceptance or required modifications to the plan before the contract start date. The Contractor shall make appropriate modifications and obtain acceptance of the plan by the Contracting Officer before the contract start date.

The plan shall include:

A description of the inspection system to cover all services specified in the statement of work. Description shall include specifics as to the areas to be inspected on both scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors. Additionally, control procedures for any government provided keys or lock combinations should be included.
A description of the methods to be used for identifying and preventing defects in the quality of service performed.

A description of the records is to be kept to document inspections and corrective/preventive actions taken.
Copy to be provided to the COR

The records of inspections shall be kept and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

Contractor Quality Control Program: Contractor shall have a quality control program to assure all requirements of the contract are provided as specified. The program shall be continuously improved and is therefore documented in loose-leaf manual format. The program shall include, but not be limited to the following:

Written work instructions/procedures, processes, and product descriptions to implement contractual obligations. The preparation and maintenance of and compliance with, these instructions shall be audited as a function of the Contractor's Quality Control Program to assure compliance with or timely changes to the instructions. The COR shall be on document distribution for all formalized changes to the Contractor's Quality Control Program. The COR will request corrective action to improve the quality of patient care or cure damage to the facility. Written work

instructions will be complete and reliable. Reliable records are objective evidence of the existing or past quality of service.

A method of early detection and correction of assignable conditions adverse to the quality of service, to include analysis or corrective action records (including customer complaints) to determine causes of defects. This method will include providing timely written explanation/documentation of the correction of the defectiveness and correction of cause in response to Government corrective action request to include bacteriological monitoring when necessary.

10.1 QUALITY CONTROL MONITORING

The Government appointed COR will monitor the Contractor's performance to assure that the performance thresholds and standards of performance are met. In accordance with FAR 52.212-4

(a) "Inspection/Acceptance" the Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or performance of nonconforming services at no increase in contract price.

The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards describe the minimum acceptable levels of the service required for each task. These thresholds are critical to mission success.

The Government COR will evaluate the services required by this contract to ensure compliance and quality

The contractor shall perform all work required by this contract in a satisfactory manner in accordance with the SOW. The COR will not consider the task complete until all deficiencies have been corrected.

The Government COR will receive complaints from facility personnel and pass them on to the Contractor's quality inspector for correction.

The inspection period is weekly. Inspection period will be from the first of the month through the last day of the month. The COR should receive no more than five (5) complaints. The COR will record results of the inspection, noting the date and time of inspection. If an inspection indicates unacceptable performance, the COR will notify the supervisor or quality inspector. The Contractor shall be given four (4) hours after notification during shift hours to correct the unacceptable performance. Report period is weekly; however, complaints are by task.