

# Statement of Work

Department of Veterans Affairs Palo Alto Health Care System  
3801 Miranda Ave Palo Alto, CA 94304  
Construction Project: 640-431, VA San Jose Outpatient Clinic  
5855 Silver Creek Valley Place San Jose, CA 95138

Transaction Number: **640-18-2-534-0084**

## 1. Overview

VA Palo Alto Healthcare System (VAPAHCS) is constructing a new Outpatient Clinic in San Jose County which implements VA's new Patient Aligned Care Team PACT initiative. The new San Jose clinic will consist of administrative support spaces and medical clinic spaces distributed over three floors, including the following: Primary Care, Mental Health, Audiology and Speech Pathology, Podiatry, Optometry, Women's Health and Dermatology. This procurement is for the office system furniture's, the will be located throughout clinical areas, offices, workrooms, receptions, etc. in all three levels of the building.

## 2. Objective

To provide system furniture, such as workstations, storage/lateral files cabinets, privacy panels and accessories for San Jose outpatient clinic. Associated design, Installation and project management 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 resin panel warranties.
- e. Contractor shall have licensed and resin panel manufacturer certified personnel for handling, mechanical attachment per construction drawings, assembly and low voltage wiring.
- f. Contractor's resin panel installation vendor shall provide white-glove 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 no later than 45 days after contract award (notice to proceed) and notification of delivery of resin paneling systems to San Jose Warehouse.
- k. Contractor shall obtain VA approval for any changes or corrections to the floor plan.
- l. The Certification & Accreditation requirements do not apply, and that a Security Accreditation Package is not required.

**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 and components of the building in particular stair guardrail glass and storefront glazing adjacent stairs, grounds and installed final finishes. 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 ensure 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.
- e. Contractor shall submit proposed scaffolding plans and electrical power lift compliant with OSHPD and be approved by VA activation POC prior to use.

- f. 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. The contractor shall provide light bulbs, and plug in lights to ensure all fixtures are working properly via switching.

- d. Contractor shall complete installation of furnishings under this statement of work in the time period specified (07:30 am - 4:00 pm). Contractor to submit schedule to POC prior to starting. If unforeseen scheduling is required by the VA, Contractor shall coordinate revised 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 do a final walkthrough with VA POC and provide a punch list before releasing crew.
- h. Contractor Service Technician shall be available for possible service call backs for 30 days following installation.
- i. Contractor shall deliver excess supplies, parts and pieces to offsite storage location at VA Palo Alto contracted furniture warehouse,  
*B&M Construction, Inc.*  
2008 Martin Ave. Santa Clara, CA 95050  
3134 Beacon St. Colorado Springs, CO 80907  
Office phone number (669) 342-7975

**9. Quality Control**

- a. Contractor shall be responsible for the removal and disposal of all trash/debris connected with uncrating and assembling 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 shall 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 always. Be particularly mindful of our Veteran's and their needs.

**10. Contract Hours**

- a. The normal work hours will be business hours (7:30am-4:00pm) 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 to accomplish the mission of VAPAHCS.