

COMMUNITY BASED OUTPATIENT CLINICS Choice 2.0
Terre Haute, IN
Appendix C.1: VA ASR – Agency Specific Requirements
RLP No. 36C10F18F3202
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Appendix C: Basis of Design Narrative

This appendix contains Agency Specific Requirements that must be included in the construction and operation of the leased premises. These requirements supersede any conflicting requirements in the standard lease template and referenced national standards and codes.

I. Healthcare Requirements

The lease is for a healthcare facility and as such local building codes do not capture all requirements needed for the facility to be accredited by The Joint Commission for operation after acceptance. Appendix D contains the additional standards and codes that must be met to ensure accreditation. Several standards and codes depend on the types and quantities of services provided to determine requirements.

VA intends to simultaneously treat “zero” patients at any given time who are incapable of self-preservation. This facility will fall into a Business Occupancy.

The Lessor shall follow the most current codes applicable when the project is awarded.

NFPA 99

For NFPA 99 Chapter 5 the VA has determined that there will be no medical gases such as air vacuum systems.

1. Only portable cylinders will be used.

For NFPA 99 Chapter 6 and chapter 7 the VA has determined the following spaces are *Category 3* spaces requiring appropriate Essential Emergency Systems. There will be no Category 1 or 2 spaces requiring Essential Emergency Systems.

1. PACT:
 - a. Medication/Omni – most robust UPS’s and minimum 2hrs.
2. Pharmacy:
 - a. Refrigerated Storage - Portable generator and UPS’s for pharmacy will suffice.

NFPA 101 and IBC

For the developer to properly determine occupancy type, VA intends to simultaneously treat “zero” patients at any given time who are incapable of self-preservation.

Occupancy type IBC Business Occupancy.

The Joint Commission (TJC)

The Joint Commission (TJC) requirements apply to this facility due to it being occupied by the VA under a medical center license, including testing of any generator, exit lights, and emergency lights.

The following lists are location specific VA TJC standards that must be included in the construction and operation of the lease. (Lessor shall refer to all TJC standards to ensure they understand and apply all the requirements.)

- Prosthetics: American Board for Certification of Orthotists
- Residents: American Board for Academic Accreditation
- Radiology: XRAY/ Physicists Report for lead shielding
- Radiology: ASHRAE 170 negative pressure waiting room
- Clean: Follow required HVAC code requirements
- Soiled: Follow required HVAC code requirements & Door Closure
- OIT: Required HVAC code requirements 24 hours a day/7 days a week
- HAC Lessor Maintenance Program:
 - Refer to Environmental plan listed at the end of this appendix for Initial Intensive Training for Lessor employees for comply with OSHA, TJC, etc.. requirements
 - The contractor shall comply with Standard Precautions as defined by the Centers for Disease Control and Prevention

Additional considerations when conflicts occur between TJC, FGI Standards, FSL II, and VA Design Guides

- Sink locations shall comply with FGI and TJC requirements
- Eye Wash Stations: Must Meet ASSE 1070. The mixing valve needs to be set so that the temperature of the eyewash is between 60 and 100 degrees F. Leonard Valve Company is one of the manufacturers that makes a small mixing valve that meets this standard.
 - Logistics
 - Pharmacy
 - HAC
 - Blood Lab
 - Where chemicals are being used
- Bullet resistant glazing at Pharmacy windows can be accommodated through glazing film
- Cameras shall be located per areas listed under this appendix in Security as well as listed under Appendix D. All devices shall communicate via RS2
- Consider ADA vs. ABA Accessibility and where cost implication refer to VA for guidance
- There shall not be Blast resistance as this facility will follow FSL II Security
- No cork boards shall be installed per VA preferred infection control item
- Every patient room without a sink is to have hand sanitizer

Infection Control Risk Assessment for isolation/ decontamination rooms.

- There is no plan for Decontamination rooms at this facility. This is an outpatient clinic only. Emergencies need to be referred to a hospital and dial 911.

II. General Site Requirements

1. General Parking
 - a. Terre Haute Prospectus calls out 250. Design shall not exceed the Prospectus.
 - i. Accessible Spaces shall be 20% of the total for a total of 50 spaces.
 - ii. Accessible Van Spaces shall be 20% of the Accessible 50 spaces for a total of 10 Van spaces.
 - b. Should Zoning require more parking, contractor and developer to comply.
 - c. Consider designing separate back of house staff parking with staff entry vs. Patient Public parking at the main entry.
 - d. If shared parking lot VA to retain the use of 250 spaces for VA only.
2. Mobile Radiology equipment pad shall be installed for potential future
 - a. Confirm there is adequate turning radius and access for size of vehicles
 - b. Emergency power should be available for future use
 - c. Concrete pad is on grade
 - d. Concrete pad is structurally sound for vehicle expected to be placed there
 - e. There will not be an emergency generator installed
3. Logistics
 - a. Confirm there is adequate turning radius/back up and access for semi-trucks
 - b. Include sloped down ramp (semi access)
 - c. Include level access with lift capability
4. Building Entrances:
 - a. Main Entrance shall have a covered entry for vehicle and persons dropping off patients
 - b. Staff entry to have larger covered entry with awning. Dedicated walk ways into building. Located in the plan opposite side of Main Entry where staff parking is located.
 - c. There should be an ambulance drive entry. This could be the same entry as the staff entry above. It should come in on staff corridor and have a drop off area large enough that if utilizing part of the road of the parking lot, other cars can pass. Awning should be large enough to cover rear of ambulance but should not be as significant as the Main Entry.
 - d. Other possible covered locations:
 - i. Radiology pad
 - ii. Logistics docks to have awning
5. Green Space - VA desires a healing environment for healthcare and patient areas.
 - a. Consideration for green spaces and benches within the parking areas and around the building should play an integral part of this design.
 - b. Green spaces seen from within the building looking out from waiting areas and exam rooms should be given high priority.
 - c. Consider the direct access from PM&R to the outside and what that space could be.
 - d. There will be no smoking shelters.
 - e. Consider adjacent properties with Buffers of either greenery and/or barriers
6. Driveway Entry
 - a. Driveway shall be off a two directional entry (ie. Do not location on a one-way street or boulevard).
7. The site should meet the minimum planning & zoning requirements

8. Dumpsters are to be placed on a concrete pad, no security requirements for VA.
9. Marque Sign: The VA shall maintain the VA Branding which will be governed by the VA sign design guide and funding comes out of the tenant improvements.
10. Flag Poles: The Lessor shall furnish and install 3 flag poles either near the entry to the building or along the entry drive in a landscaped setting. Confirm with the VA in final site selection and landscape/parking layout. Refer to the RLP for additional information.
11. Bike Rack: The Lessor shall furnish and install a minimum of one back rack for min. 5 bicycles.

III. Building Features

1. Logistics
 - a. Sloped down ramp (semi access)
 - b. Level ramp with lift capability
 - c. Truck turn-around and back up (semi access)
 - d. Roll up doors should be 10' clear in height
 - e. Awning
 - f. Overhead Door Heights 10' clear opening
 - g. Double doors out of logistics
 - h. Outlets for recharging the forklifts – VA to confirm what power requirements are
2. Pharmacy
 - a. Double Door to staff corridor
 - b. Security items such as cameras, locks, alarms and back-up power are listed under Security & elsewhere in Appendix C
 - c. Window units for pick up and drop off do not need to be bullet resistant but should have some sort of breakage resistance. An option could be window film.
 - d. Walls to pharmacy are required to continue to underside of deck.
 - e. Flooring should be darker in tone as to be able to see spills
 - f. Flooring in breakdown area should be sealed concrete
 - g. Half wall should separate movable shelving from breakdown area
 - h. Consult room to have counter from wall to wall to help prevent patients from coming over the counter to the pharmacist side.
3. Entrances
 - a. Front Vestibule Entry
 - i. Automatic entry doors
 - ii. 12 ft deep minimum
 - iii. Minimize wind movement through the vestibule via L-shaped doors or off set doors
 - b. Separate employee entrance
 - c. Separate ambulance entrance – could be the same as employee
4. PM&R
 - a. Direct access to outdoors
 - b. Utilize daylight where possible
 - c. Consider flooring
 - d. Consider ceiling height when patients are using the stair steppers. Ceilings should be as high as possible considering this ceiling might become an architectural feature on the exterior as it is located on the exterior of the building.
5. Maximize day lighting where possible
 - a. Clerestory windows
 - b. Transom windows
 - c. Borrow light from outside walls into open work spaces (conference, through interior windows into team work areas for example)

6. Provide operable partitions where indicated on plans
 - a. Acoustical folding walls in Group rooms and Shared Appointment rooms, STC min 45
7. Slab depression for audiology booths
8. Eye Washes
 - a. Lab
 - b. Pharmacy
 - c. HAC
 - d. As well as any location where chemicals are being used
9. Interior finishes shall comply with FGI guidelines and local codes as well as VA recommendations.
Contractor/Developer to confirm with VA at time of Construction Drawing completion. Below are examples and recommendations from the above. No Vinyl Wall covering should be used.
 - a. Consult, Exam and Procedure Rooms: Solid Vinyl Tile
 - b. Shared Medical Appointment Spaces: Solid Vinyl Tile
 - c. Mental Health Group Rooms: Carpet Tile recommended
 - d. Mental Health Consult Rooms: Carpet Tile recommended
 - e. Lab spaces: Sheet Vinyl Flooring
 - f. Pharmacy: Sheet Vinyl Flooring darker in tone
 - g. Waiting Spaces: Combination of Solid Vinyl Tile and Carpet Tile Flooring. Walls may have acoustic fabric, wood or art in-lays, ceilings may undulate with soffits and recessed areas and may be a combination of gypsum wall board, wood, acoustic tiles, or other material.
 - h. Toilets: Porcelain Tile Floor in larger format with less grout lines, all walls min 48" tile wainscoat with plumbing walls full tile. Ceilings to be hard ceiling gypsum wall board and or divider walls to extent to underside of deck. Partitions to be floor to ceiling hung.
 - i. Radiology Spaces: Sheet Vinyl flooring
 - j. Public Corridors: Solid Vinyl Tile
 - k. Staff Corridors: Solid Vinyl Tile
 - l. Logistics: Sealed Concrete floors
 - m. BioMed: Solid Vinyl Tile
 - n. General Engineering: Sealed Concrete Floors
10. Minimum ceiling height of 9'-0" & 10'-0" in rooms larger than 500 sq ft
 - a. Abide by FGI guidelines and VA standards. Confirm with owner.
 - b. Waiting area will have a variety of soffits with raised and lowered spaces utilizing both but not limited to, Acoustical ceiling tile and Gypsum. Possible feature features with wood panels or fabric.
11. Doors shall all comply with codes. In addition, note the following:
 - a. No staff doors less than 36" clear opening
 - b. No patient doors less than 42" clear opening
 - c. Doors shall accommodate a 7 pin cylindrical core
12. Provide electric water coolers in staff corridors near break rooms and no more than 150' apart. Must comply with current codes.
13. Lessor to provide window coverings at exterior walls where windows occur
14. Soiled and Biohazard/Hazard rooms shall have door closures
15. Safety

- a. Combustibles in volume shall have flammable cabinets and are stored in Logistics.
 - i. Hand Sanitizer Storage (logistics)
 - ii. O2 portables (logistics)
 - iii. Sani-wipes and Microkill wipes (logistics)
- 16. Secure Solid Walls to underside of deck with solid ceilings
 - a. Police Holding
 - b. Police Armory
 - c. Pharmacy
 - d. Those rooms such as IT that require AC 24/7.
- 17. All Toilet Rooms shall have floor mounted non-bariatric toilets and non-bariatric sinks
- 18. Provide corridor handrails per code.

IV. Security Requirements

Refer and coordinate with Standard FSL Level II requirements.

1. Hours of the VA Operation: Lessor shall provide electronic key access to the VA employees into the building at locations per the VA's discretion for the hours including but not limited those below.
 - a. Hours proposed
 - i. 6:00am until 8:00pm Monday through Friday to accommodate some after hour clinics
 - ii. There will be some Saturday clinics. Hours to be determined approx. 7:00am – 4:00pm.
 - iii. Note that during evening hours and weekends not all areas of the facility will be open to the public.
 - b. Areas potentially occupied for public after hours
 - i. Shared Medical Appt. Rooms
 - ii. Group Rooms
 - iii. Specialty Clinics
 - iv. IT and temperature controlled spaces need to be 24hr at 36,000-42,000 BTU which is 16-21 SEER
2. Overhead Paging. There will be a limited paging system for building emergencies only. This shall be controlled from the Police Operations Room. This facility is a large building and should there be a need to warn occupants of, for example, a tornado or lock-down then the overhead system has the capability of doing so. NOTE: it is not intended for patients in a CODE situation. If a patient is having an emergency 911 should be dialed. There is no emergency department on site.
3. Cameras: Note that this facility is not following VA design guides in all respects but shall conform to the FSL Level II requirements
 - a. Locations
 - i. All exterior entrances (with electronic keys)
 - ii. Internal corridors longer than 100ft
 - iii. Perimeter of the building (will not include parking lot as this is Lessor provided)
 - iv. Pharmacy
 1. Dispensing (pick up) windows both sides (2 ct)
 2. Counsel (drop off) windows both sides (2 ct)
 3. Consult room patient entry both side (2 ct)
 4. Entry doors both sides (2 ct)
 5. Breakdown area (1 ct)
 6. General over preparation staff area as needed
 - v. Police
 1. Within Police Suite
 2. At Police Operation Entry
 - vi. Waiting/Lobby Reception
 1. As requested by VA depending on actual layout of space
 - b. Monitoring
 - i. All cameras routed to main medical center and in the clinic Police Operations Room via RS2 furnished by VA

4. Duress System: The Lynx System will be used in place of panic buttons. These are keyboard-based panic alarms that run through the network and shall communicate via RS2.
5. All Servers to be on Uninterrupted Power Supply (UPS) – see Appendix E for additional requirements.
6. Emergency and Back Up Power
 - a. All servers on UPS and emergency power
 - b. All emergency exit lighting and exit systems
 - c. Any Alarms in critical areas
 - i. Police Suite
 - ii. Pharmacy
 - iii. Logistics Warehouse
 - d. Any Cameras in critical areas
 - i. Police Operations
 - ii. Police Suite
 - iii. Pharmacy
 - iv. Exterior Door Entries
7. Locking System/Doors:
 - a. VA will be using electronic locks; however, there will be some Card Reader locations such as Pharmacy. VA will be funding and providing; however, Lessor to provide the door handles to accommodate a 7 pin cylindrical core. The electronic locks will not go out during power outages as they have internal batteries.
 - a. Single factor key system locations
 - i. Medication rooms
 - ii. Staff secure corridors
 - iii. Patient to staff separation “Intention is to secure staff corridors from patient side” refer to drawings in Appendix B for examples. Locations and counts may vary based on actual site selection and building design
 - iv. Exam room doors into PACT staff area
 - b. Two factor key system locations
 - i. Pharmacy
 - ii. Police Suite
 - iii. Police Operations
 - c. Door Alarms will be local to the doors and not to a central system
8. Motion intrusion detector
 - a. Window breaks and doorway required per FSL II
 - b. Police Suite and Police Operations
 - c. Pharmacy
 - d. Logistics Warehouse
9. Specialty Area Security
 - a. Pharmacy:
 - i. Will not be storing narcotics.
 - ii. Glazing will be impact resistant but not bullet proof. Blast film could be an option.
 - iii. VA would like something to deter unauthorized entry over the windows

- iv. Walls built to underside of deck with mesh
 - v. Need a two factor security key system which will include card readers
- b. Police department:
 - i. Glazing by VA Design Guide shall be Ballistic glass around operations; however, Blast film is also an option per the VA Police
 - ii. Walls built to underside of deck with mesh
 - iii. Camera in Secure Storage and Armory
 - iv. Secure storage needs to be construction with hardened walls and a non-accessible ceiling.
 - v. Ballistic glazing around operations
 - vi. Need a two factor security key system to the Police Operations and the Suite Entry
 - vii. Ability to operate 800MHz radio system within the facility and back to main medical center

V. Special Space Requirements

1. Departmental Specific Space Narratives

a. PACT:

- i. Consult rooms should be flexible and will have the same equipment as exam room including sinks and tables. They will not have the extra door into the PACT teamlet area.
- ii. Exam Rooms will have two doors: one for the patient from public access and one from the PACT teamlet area with electronic key.
- iii. Women's exam rooms to have lockable cabinets
- iv. Team work areas should be open areas with daylighting
 1. Align the conference rooms with glazing on end of team work area
 2. Consider Clerestories
 3. Consider acoustics
 4. Partial height walls
- v. Procedure and Women's Health Exam Rooms to have lockable cabinets
- vi. Storage equipment closets will have locks, power and data jacks for charging and ventilation to release the heat from the equipment.
- vii. All Exam, Consult, Shared Group Spaces should have at least one quad outlet on each wall and data jacks on 2 opposite walls not on the door wall.
- viii. Storage, Shared Medical Appointments – need to add one quad outlet for refrigeration storage
- ix. 2 Procedure rooms to have ceiling mounted lifts
- x. Conference Rooms: HDMI extensions from flat panel display to location on the wall
- xi. Provide Wheelchair Alcoves in each PACT model for use when patients are in treatment as to not block corridors
- xii. Tele-health shall meet a minimum STC of 45
- xiii. Provide operable room dividing partitions between Shared Medical Appointment rooms to allow for larger spaces. Min STC of 45.

b. Pharmacy:

- i. Break down area near staff corridor door
- ii. Space and circulation for a small storage fork lift

c. Mental Health:

- i. Locate group rooms between waiting and clinics for after-hour usage
- ii. Provide operable room dividing partitions between group rooms to allow for larger spaces. Min STC of 45.

d. Radiology:

- i. Waiting room: ASHRAE 170
- ii. Need for toilet adjacent to/directly access to ultrasound
- iii. Plan should allow for movement of a stretcher to the general radiology room. Plan should allow for storage of a single stretcher in an alcove in staff corridor near a covered entry.
- iv. Future Mobile unit concrete pad and electrical. Do not provide exterior emergency generator.
- v. Space for turning radius of a stretcher should be accommodated within the area.
- vi. Lead Glass

- e. Eye Clinic:
 - i. Dispensing & fitting: should be adjacent to the lobby area (retail) and will have store front to waiting area
 - ii. If sub-wait required, it should be separate from others as it is used for dilation area
 - iii. Eye Clinic patient areas require dimmable lighting options
 - iv. Need additional outlets in each room one quad per wall plus 2 additional quads on the non-door walls.
 - v. Rooms should be located on interior walls. Should they end up on exterior walls, require no windows or black out window treatments which shall have a uniform look with the rest of the building.
 - vi. Sinks shall be placed in rooms where patients are seen.
- f. Pathology & Lab:
 - i. Specimen toilets have a direct pass-thru cabinet to the Lab
 - ii. Specimen toilets to have a nurse call light which connects within the suite only in the need the patient requires help
 - iii. Check-in has a direct pass through opening to Shipping and Receiving.
 - iv. One Blood Draw to be Bariatric and one to have a recliner
 - v. Collection toilets: will not require special shut off valves or water.
 - vi. Confirm with FGI and TJC quantity of sinks for Blood Draw area.
 - vii. Confirm with FGI and TJC eyewash is required in Lab
 - viii. Millwork in the lab will be "built-in" with no vibration.
 - ix. Counter tops to be Lab Quality preferably Soapstone.
 - x. At Blood draw area, if possible, would prefer to have and in door and separate out door for flow of traffic. However, if not feasible it needs to be min 48" preferred or larger.
- g. Audiology:
 - i. Slab depression
 - ii. Separate reception/check-in off side corridor and not direct to main waiting area
 - iii. Verify booth sizes with VA during Design Development phase
- h. PM&R:
 - i. Consider direct access to outside or nearby
 - ii. Consider type of flooring and possibly use Rubber as in Gymnasium grade
 - iii. Consider ceiling height when patients are using the stair steppers. Ceilings should be as high as possible considering this ceiling might become an architectural feature on the exterior as it is located on the exterior of the building.
- i. Prosthetics:
 - i. Patient areas and storage areas
 - ii. Items stored within the department will be soft devices such as ace bandages as well as shoes
 - iii. There will be a grinder in a separate room with special ventilation requirements by code. The grinder is used to make slight modifications to shoes.
 - iv. Sink with Plaster trap will be installed. Minor plaster work only.

- j. Police:
 - i. Masonry wall to underside of deck and solid ceiling for Holding rooms, Armory and Secure Storage
 - ii. Operations Room at front entry should have as much visual as possible to the front entry, vestibule, waiting room and reception. See Contents list for additional information required for equipment.
- k. Pharmacy:
 - i. Make sure the pick-up/drop-off window is not directly exposed to the waiting room
 - ii. Include eye wash at sink
 - iii. Breakdown area flooring shall be sealed concrete
 - iv. Pharmacy preparation area flooring shall be darker resilient flooring to be able to see any pills that might fall
- l. Lobby/Reception:
 - i. Centralized check-in
 - ii. Make sure there is enough queuing space
 - iii. Decentralized kiosks near each clinic or area (Qty 4)
- m. Canteen:
 - i. 5 Vending
 - 1. Water and drain line for Coffee
 - 2. 30 amp dedicated circuits
 - 3. Lessor to coordinate location of plumbing and exhaust with VA once specific location is chosen and specific floor plan is designed by Canteen department.
- n. Engineering
 - i. BioMed:
 - 1. Power strips at 40" along counter
 - 2. Additional open data ports – 2 at 40" along counter/workbench
 - 3. Double doors for pallet passage
 - ii. Gen Engineering
 - 1. Double doors for pallet passage
 - 2. Power strips at 40" along counter
- o. EMS
 - i. HAC Equipment Room shall have double 180 degree outswing doors
 - 1. Floor scrubbers will be housed in this room. They require a water source and there will be mop sinks in this room. They require normal power.
 - ii. HAC Closets shall have 180 degree outswing doors
 - iii. Water and Floor sinks in HAC
 - iv. Hand Sink in Recycle
- p. IT
 - i. WiFi connections shall be strong throughout the building with no 'dead spots'.
 - ii. Telecommunication outlets: Will be quad data ports per outlet
 - iii. Power outlets: Will be quad plex outlets

1. Quads 4 walls in Exams plus 2 extra
2. Duplex in standard offices and mental health consults
- iv. Comm closets:
 1. AC 24/7 with walls to underside of deck
 2. Hinges are to be tamper proof from the corridor side of the door. Options include but are not limited to placing hinges on interior of room or welding the pins in place
 3. There will only be one Router per Site
 4. Plywood wall finish
 5. Lessor to provide 1 L5-30A outlet for UPS
 6. Provide 8 - 110 duplex outlets
 7. Shall be locked at all times
- v. All cabling and installation will be supplied by Lessor.
- vi. Patient WiFi access points at all same locations as IT access points
- vii. Lessor to base wireless coverage on heat mapping data

VI. Commissioning Requirements

In addition to system commissioning requirements called out in FGI, the developer will also test and commission all sound rated walls required by FGI.

1. Minimum STC requirement of 45 for all rooms where patient care is provided.
2. Eyewashes are required to be commissioned with other mechanical equipment.
3. Test and balance reports and corrections need to be provided a minimum of once per five years from date of occupancy.

VII. Maintenance Requirements

Lessor will maintain utilities and equipment as prescribed by local codes and references listed in Appendix D. Lessor will provide records of the maintenance in the format and frequency required by the VAMC to ensure compliance with TJC.

VIII. Environmental Management Plan

Lessor to provide full service lease, with cleaning and cleaning spaces by Lessor primarily after hours. It is expected that environmental staff be present on site during business hours for urgent needs and maintenance at restrooms. House Keeping Aids closets are provided as well as a larger equipment space to house a floor scrubber.

6.1 JANITORIAL SERVICES

1. Description of Services. The contractor shall furnish all personnel, equipment and materials necessary to perform the janitorial services. Emergencies, unusual and out-of-line situations shall promptly be reported to the contracting officer or his/her designee. Standard cleaning procedures provides the first level of sanitation by routinely cleaning all surfaces which decrease and eliminates the harborage of organisms. Routine and frequent cleaning prevents build-up and accumulation of sites which might enhance micro-organism growth. The frequency of cleaning and cleaning standards will be enhanced by the utilization of disinfectant detergents and sanitizers to continually reduce the level of micro-organisms on all surfaces and to promote and provide the lowest possible infections risk for all patients, employees, and visitors to the Clinic. Standard cleaning procedures is one of the most important aspects of infection control.

1.1. BASIC CLEANING SERVICES. The contractor shall maintain the facility in a state of physical and biological cleanliness on a daily basis. The facility's appearance must fully meet the sanitary and aesthetic requirements for beneficiary healthcare. This includes but not limited to exam rooms, bathrooms, staff break rooms, kitchenettes, lobby and offices.

1.1.1. Maintain Floors. All floors, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. "Wet Floor" signs shall be posted in all areas having received service in order to avoid mishaps. Easily movable items shall be relocated to maintain floors beneath them and returned to their original position once service has been completed.

1.1.2. Vacuum Walk-Off Mats. High Efficiency Particulate Air (HEPA) Filter type vacuum cleaners shall be used to thoroughly clean and restore the resilience of walk-off mats. After vacuuming, walk-off mats shall be free of all visible dirt, debris, and other foreign matter. Walk off mats shall be maintained in good repair.

1.1.3. Waste Collection and Removal. All refuse, trash and garbage containers shall be emptied and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

1.1.4. Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

1.1.5. Clean Drinking Fountains, Ice Machines and Sinks. Contractor shall clean and sanitize all surfaces of drinking fountains, ice machines/ sinks to include the orifice, cofferdam and drain. Surfaces shall be free of streaks, smudges, fingerprints, marks film/residue, stains, spots, scale, soil, and other foreign matter once service has been completed. All metal surfaces shall be cleaned and polished and have a uniform appearance. All cofferdams surrounding ice machines shall be cleaned and free of standing water. Paper towel/soap dispensers associated with sinks/kitchens shall be cleaned, sanitized, and restocked.

1.1.6. Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning cobwebs, smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, wall guards, door handles, push bars, kick plates, light switches, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

1.1.7. General Dusting. All horizontal surfaces must be dusted or cleaned as necessary to eliminate dust collection.

1.1.8. Exam Table Cleaning. Completely clean and disinfect all surfaces of the exam tables using a germicidal detergent. Exam tables shall be left clean and free of foreign matter.

1.2. BASIC RESTROOMS/ LOCKER ROOM CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet requirements for clean restrooms daily.

1.2.1. Clean and Disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent to include de-scaling as

needed. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

1.2.2. Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

1.2.3. Restock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within one hour of notification.

1.2.4. Glass and Mirror Cleaning. All glass/mirrors shall be cleaned in such a manner that all trace of film/residue, dirt, dust, smudges/fingerprints, streak, watermark, and other foreign matter are eliminated.

1.3. PERIODIC CLEANING SERVICES.

1.3.1. Clean Interior Windows. Clean all interior glass window surfaces quarterly. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

1.3.2. Floor Cleaning. Vinyl no-wax flooring shall be swept, mopped and scrubbed to remove debris only. There shall be no wax type floors of any kind. Clean floors according to flooring manufacturer warranty and recommendation regarding scrubbing. There shall be no damage to the floors. Any damage incurred is of the responsibility of the Lessor to replace.

1.3.3 Wall Cleaning. Wall cleaning to remove routine spills, stains, splatters, marks, etc. shall be provided by the contractor as a part of routine space cleaning. Walls shall be thoroughly and completely cleaned and sanitized with an approved solution to eliminate the hazardous conditions.

1.3.4 Light Fixture Cleaning. Light fixtures shall be cleaned, when ordered by the Government or as needed, to achieve a "free of soil" state. The light cover shall be removed, and the light fixtures shall be cleaned of debris inside and out.

1.4. SPECIAL REQUIREMENTS

1.4.1. Equipment Operation. All housekeepers shall adhere to the manufacturers or established operating procedures when operating battery-powered or electrical floor machines, wet/dry vacuums, scrubbers, etc. All equipment will be cleaned as specified by the manufacturer to ensure operation safety and to eliminate the spread of micro bacteria, nosocomial infection, etc. Battery and electrical equipment will be properly maintained, stored, and charged after each use, if necessary.

1.4.2. Equipment Cleaning. Wheelchairs, stretchers, and Hoyer lifts in storage for patient escort use shall all be cleaned with a germicidal once a week or as needed.

1.4.3 Emergency or Special Event Cleaning Services. Upon notification, the contractor shall perform emergency or special event cleaning required in any area or room covered under this contract. The contracting officer shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

1.4.4 Exterior Window Cleaning. Exterior windows shall be cleaned semi-annually, to achieve a "free of soil" state. This includes cleaning of the frame, the areas immediately adjacent to the frame, ledges, and removing, cleaning, and replacing window screens.

1.4.5 Curtain and Blind Cleaning. Blinds shall be removed and cleaned inside and out as needed, to achieve a "free of soil" state. Privacy curtains in examination rooms shall be the responsibility of the government.

2. Personnel Management.

2.1. Employee Roster. The Contractor shall establish a roster of Contractor employees within 30 calendar days after the start of this contract. The roster shall list the name and job title of each Contractor employee. The Contractor shall provide a copy of the personnel roster and changes thereto to the COR.

2.2. Employee Discipline. The Contractor shall take prompt, appropriate action in all instances of employee misbehavior that may reflect adversely upon the Government. The Contractor shall furnish to the CO or COR, for review, a written report of disciplinary action taken in those instances where an infraction of a Government regulation has been reported and substantiated.

2.3. Employee Schedules. The Contractor shall prepare and maintain employee schedules for all Contractor employees to ensure that VA internal security is maintained (i.e., determine if personnel are scheduled to work). Schedules shall be provided as requested by COR. If overall time of performance changes, COR is to be notified.

2.4. Communication. All Contractor employees, who must communicate with the COR, must be able to read, write, speak, and understand the English language to ensure the effective administration of this contract and accurate ordering of work.

2.5. Standards of Conduct. While on duty and executing the specifications of this contract, Contractor employees are prohibited from using and/or possessing alcohol, non-prescription drugs, and firearms. Non-compliance with this requirement, confirmed by the COR, shall be grounds for immediate removal of the Contractor employee from the VA and barring the individual from performing further work under this contract. All contractor employees will be required to provide customer service consistent with that of the VA's mission.

2.6. Training. The Contractor shall develop an employee-training plan and be responsible for the cost and provision of initial and developmental training programs for Contractor employees. The Contractor shall maintain and update the plan throughout the life of this contract and shall submit the plan to the COR for review when requested.

2.6.1. Initial Intensive Training. All employees shall receive initial, intensive training in health care facility housekeeping. Employees, who have never received initial intensive training in health care facility housekeeping, including infection control, shall not be assigned to work until this training requirement is completed. Training shall include, at a minimum, the following topics:

- Familiarization with all written Contractor technical and quality control procedures and instructions
- Basic bacteriological concepts, including how disease is caused, transmitted, and prevented, reduced, or contained through proper housekeeping methods
- Infection control & blood borne pathogen standards relating to duty functions to all requirements of this contract. (OSHA, TJC, etc)
- Proper use and handling of germicidal detergents, supplies, and equipment
- Care and maintenance of Contractor- and Government-furnished property
- Procedures for replenishing cleaning supplies and obtaining equipment repairs
- Familiarization with the Government's fire prevention, safety, and security procedures and current disaster plans
- Role of housekeeping in the health care facility and its effect on the health and well being of patients
- Sexual harassment training and VHA Privacy Policy training is required within the first 30 days and annually thereafter.

2.6.2. Training Records. Records of all employee training, including attendance rosters, shall be maintained by the Contractor and shall be furnished upon request to the CO or COR for review.

2.7 Uniforms.

2.7.1. Type of Uniform. All employees shall wear Contractor provided standard uniforms which are clearly distinguishable from other VA uniforms currently in use. The uniforms shall be worn as designed by the uniform manufacturer. Sandals or other open toed shoes shall not be worn. All personnel shall display identification badges, except for protective clothing, which shall include the employee's full name and Contractor's full name.

2.7.2. Protective Clothing. When required the Contractor personnel shall wear special protective clothing and shoe covers while working in designated areas. They shall be used as specified and then destroyed, as directed by the COR.

2.8 Personal Hygiene. Contractor personnel shall be clean and wear a clean uniform at all times when in patient care and public areas. Fingernails shall be clean and free of dirt, and hair shall be neatly trimmed and combed.

2.9 Health Requirements.

2.9.1. Infection Control. The contractor shall comply with Standard Precautions as defined by the Centers for Disease Control and Prevention in the performance of this contract. The contractor must have orientation on all applicable policies and procedures specified by Veteran Health Indiana that deal with infection control. The Contractor must have documented proof of training in infection control. A copy of the documented proof will be made available to the CO or COR upon request. The infection control training and associated cost is the responsibility of the Contractor. The Contractor employees and subcontractors must follow TJC approved policies regarding infection surveillance, prevention, and control.

2.9.2. Reporting Requirements. The Contractor shall report to the COR all-occupational health and preventive medicine information required by the Government and for complying with current TJC health records documentation requirements.

2.9.3 Health Maintenance. The Contractor shall employ personnel who are medically fit. The Contractor shall refer all employees alleging health problems to a qualified health care provider for diagnosis and treatment. If such an employee is absent for three working days or more due to illness, the Contractor shall require the employee to furnish written certification from a qualified health care provider that the employee is free from

all communicable disease(s) and is fit to return to work in a health care facility. The Government reserves the right to examine or re-examine any Contractor employee who meets this criteria.

2.10 Eating and Smoking. Eating or smoking by Contractor personnel is permitted only in designated areas.

3. GOVERNMENT FURNISHED PROPERTY, SERVICES, UTILITIES, SUPPLIES, AND PHYSICAL SECURITY.

3.1. Supplies, Materials, and Equipment. The government will provide hand sanitizer for distribution throughout the clinic.

3.2. Physical Security. All government facilities, equipment, and materials shall be safeguarded by the contractor. At the end of each work period, government facilities, equipment, and materials shall be secured. The contractor shall provide protection to government facilities, equipment, and materials to prevent damage during the period of time the property is under control of, or in the possession of, the contractor. The contractor shall record all available facts related to each instance of damage to government facilities, equipment, or materials and report it to the CO or the COR within 24 hours of occurrence. The contractor shall be responsible for any damage caused by contract personnel to government facilities, equipment, or materials and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged, as directed by the CO.

3.2.1 Contractor employees shall not allow anyone use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than Contractor employees performing assigned duties. All rooms/areas unlocked for cleaning shall not be left unattended during the cleaning process and shall be locked by Contractor personnel after completion of cleaning duties.

3.2.2 Contractor employees will be responsible for ensuring any installed alarms are activated at the end of cleaning

4. Contractor Furnished Items. The Contractor shall furnish and maintain all equipment and supplies, other than those specified as Government furnished in clause 3 of this Section, necessary to perform all services required in this contract.

4.1.1. Specifications. Contractor supplies and equipment shall meet the specifications listed below, and shall comply with the occupational safety and health standards (OSHA) and fire regulations.

4.1.2. Approval of Supplies and Equipment. All Contractor proposed supplies and equipment must conform to applicable technical provisions and specifications contained herein. Materials shall comply with Government fire and safety regulations. No materials bearing an Interstate Commerce Commission (ICC) red label shall be used. Proposed supplies and equipment for which specifications are not provided herein must be of the highest commercial quality and must be of a suitable type or grade for the required housekeeping task. This list shall be a part of the Contractor's instructions and procedures manual. Any new item of material, supplies, or equipment shall be submitted to the CO or COR for review prior to use in the VA.

4.1.3. Abrasives. Steel wool, abrasive metal cleaners, or any other cleaning supplies or equipment, which could cause damage to Government property, shall not be used.

4.2. Equipment and Cleaning Material Standards

4.2.1. Sanitation. All original and replacement equipment introduced shall be in proper working order, as specified by the equipment manufacturer, and shall be cleaned with a disinfectant detergent free of soil prior to introduction into the VA. All equipment removed from a designated use area shall be cleaned with a disinfectant detergent prior to its removal from and reintroduction into the area. Equipment must be kept clean and in good working order throughout the term of the contract.

4.2.2. Electrical Equipment. All electrically operated equipment shall be equipped with hospital quiet-type motors, be third-wire grounded, and be equipped with an appropriate length of Underwriters Laboratories (UL) approved three conductor cord. The cord shall be permanently attached to the machine. The Contractor's equipment shall be in good repair and shall comply with all Government safety standards and all TJC standards for no clinical electrical equipment. Any equipment, which the COR considers in disrepair or unsafe shall be removed from the VA and replaced with equivalent equipment that is in good repair and meets the specifications contained herein.

4.2.3. Bumper Guards. All wheeled and movable equipment shall be equipped with protective, non-marking wheels and rubber bumpers or guards around the entire perimeter, except for fiberglass trash receptacles. No part of the equipment, except handles, shall protrude beyond the rubber bumpers. Bumpers and guards shall be maintained in good repair at all times. Equipment with improper bumpers or guards shall be removed from service immediately and shall not be used until repaired. Any repairs to Government property required as a result of improperly protected equipment shall be made at the Contractor's expense.

4.2.4. Disinfectant and Detergent. Disinfectant and detergents used shall be currently registered with the Environmental Protection Agency (EPA) as a pseudomonicidal, fungicidal, and viricidal at the manufacturer's recommended use dilution and shall be UL approved. The detergent shall be a quaternary ammonium germicidal detergent, Hypochlorite, ethyl or Isopropyl alcohol, or phenolic germicidal detergent.

4.2.6. Liquid Floor Finish. Liquid floor finish shall be a synthetic copolymer plastic (not a wax), water emulsion with solid content of at least 16 percent, removable by detergent scrubbing, and safe for use on all synthetic floors, such as rubber, asphalt, vinyl, and linoleum. It shall dry to a high gloss shine, be slip resistant, and resist scuffing and water penetration. The Government may accept alternate floor finishes if the Contractor demonstrates to the CO or COR in a designated test area that the alternate floor finish is superior to the above specifications.

4.2.7. Stripping Compound. – Non Applicable as there shall be no wax used on any flooring.

4.2.8. Mop Heads. Non-disposable mop heads shall be neutral-colored rayon or cotton yarn. Disposable mop heads shall be made of non-woven fabric, a lintless fabric consisting of textile fibers, or a combination of fibers and yarn, and shall be clear or neutral in color. Both disposable and non-disposable mop heads shall be changed when they become saturated with dirt or dust. Oil-based treatments are not allowed. Chemical treatments shall not have a "flash point" of less than 330°F, and shall be free of saponifiable matter. Chemical treatments shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall not exceed 28 percent by weight and shall contain no carbon residue.

4.2.9. Cloths Impregnated Dusting and Sweeping. Dusting and sweeping cloths shall be tubular cotton with 18 percent to 22 percent by weight, and shall be non-oil impregnated. The impregnation compound shall meet UL specifications and requirements relative to safety from combustibility, shall have an affinity for dust, and shall be registered with the EPA.

4.2.10. Bowl Cleaner Liquid-Type, Triple Action. The bowl cleaner shall clean, deodorize, disinfect, not be noxious or cause irritating fumes in use as determined by the Food and Drug Administration, of S Typhosa, and be suitable for use in toilet bowls and urinals only. It shall be fully inhibited to protect pipes and metal against corrosion. Products requiring a "Poison" label, as defined in CFR, Title 49, shall not be permitted.

4.2.11. Floor Polishers. Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth. Rotary floor polishing, buffing, and scrubbing machines shall be equipped with new brush or pad drive assemblies made of non-porous materials when introduced into the VA.

4.2.12. Combination Scrubber-Vacuum Machines. Combination scrubber-vacuum machines shall be battery powered, motorized units designed for use in large public areas.

4.2.13. Housekeeper's Carts. Housekeeping carts shall have a low platform for mop buckets, mop wringer, and other gear, with locking compartments for tools and cleaning supplies, trash collection device and lockable. Mops shall fit on the cart so that mop heads do not protrude above the top of the cart. Carts shall fit in assigned storage closets.

4.2.14. Trash Collection Containers. Collection containers shall be rigid with a smooth interior finish and shall be equipped with a snug fitting cover and hard rubber, non-marking, silent-running casters. All trash containers shall meet Government fire regulations. Trash carts shall be of such size that they do not block passageways or prevent building evacuation.

4.2.15. Mop Buckets. Mop buckets may be either single or double compartmented and shall be constructed of a non-porous, acid resistant, seamless material.

4.2.16. Tool Handles. All mops, brooms, and sweeping tools, which are equipped with handles of over 48 inches in length, shall be capped with non-marking rubber, vinyl, or plastic tips to prevent the marking or scarring of walls or other surfaces in the VA.

4.2.17. Signs. All signs shall contain easily understood directions and guidance in both English and Spanish.

4.3. Supplies and Equipment. Specific routine infection control requirements are as follows:

4.3.1. All containers of cleaning chemicals and similar products shall be marked with a factory label, to identify contents, and all other labels shall be removed or defaced. Materials bearing Department of Transportation red labels shall not be used.

4.3.2. Contractor furnished supplies and equipment not in immediate use shall be stored in designated storage areas provided by the Government. Towels, mops, brushes, and other supplies, which contain an oil residue and are subject to spontaneous combustion, shall be disposed of or stored outside of the VA in tightly covered metal containers. Storage shall be in accordance with applicable Federal, state, and local regulations. Cleaning supplies that are subject to combustion may be temporarily stored and transported in tight fitting metal containers while in use inside of the VA.

4.3.3 Supplies shall be transported in carts designed for supply movement (e.g., housekeeping carts), not in trash barrels, nor mop buckets. All materials not immediately in use shall be properly stored in designated storage spaces provided by the Government. The following supplies shall be furnished by the contractor to fit existing infrastructure:

- Paper towel
- Toilet paper

- Toilet seat covers
- Medicated lotion soap
- Clear plastic trash can liners (large 40x48 and small 24x36)
- Red medical waste receptacle liners

4.3.4. Material Safety Data Sheets (MSDS). The contractor will be required to furnish the VA with MSDS sheets for all chemicals that are used in the clinic. This list will be kept current at all times. This information is required by the VA for emergency treatment in the event of ingestion of and/or contact with the material by humans, and is required by OSHA regulations. Contractor must maintain a binder of all MSDS sheets on site for use and inspection at all times.

5. WORK HOURS:

The services covered by this contract shall be furnished by the contractor as defined herein. The contractor will be required to furnish such services five (5) days a week excluding weekends and federal holidays. The clinic's daily normal hours of operation are from 7:00a.m. to 5:00 p.m. Shift hours may change based on the needs of the facility. The Contracting Officer or designee, reserves the right to change/adjust/establish any hours of performance.

5.1. Work Hours: Contractor work hours shall be during non-operating hours and of sufficient time to complete assigned tasks as outlined.

5.2. Federal Holidays: The ten holidays observed by the Federal Government, i.e., New Year's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day and any other day specifically declared by the President of the United States to be a federal holiday.

6. SERVICE DELIVERY SUMMARY

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para	Performance Threshold
<u>Basic Cleaning Services.</u> Floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is empty. Plastic liners are replaced. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale, and other deposits. Stairwells are free of dirt, debris, litter, and other foreign matter. Dust is not visible. Exam tables are completely clean and free of foreign matter.	1.1.	Not to exceed 5 customer complaints per month.
<u>Basic Restroom/Locker Rooms Cleaning Services.</u> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks, and odors. Showers are disinfected and free of soap film, scum, and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum, and other deposits. Floors are free of litter, dirt, dust, and debris. Supplies are adequate until next service.	1.2.	Not to exceed 5 customer complaints per month.
<u>Periodic Cleaning Services.</u> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter.	1.3.	Not to exceed 5 customer complaints for the reporting period.

Surveillance: The COR or clinic manager will receive complaints from hospital personnel and pass them to the contractor for correction.

Standard: Not to exceed 5 customer complaints for the month or reporting period. The COR shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997) or appropriate Inspection of Services clause, if any of the above service areas exceed five customer complaints.

Procedures. Any patient, employee, or visitor that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the clinic manager or COR who will complete appropriate documentation to record the complaint. The VA staff will consider the customer complaint valid upon receipt from the customer. The VA staff shall verbally notify the assigned contractor contact of the complaint. The contractor will be expected to resolve the complaint during the next work shift. If the contractor staff disagrees with the complaint, he/she will notify the COR. The COR will conduct an investigation to determine the validity of the complaint. If the COR determines the complaint as invalid, he will document the written complaint of the findings and notify clinic manager. The COR will retain the annotated copy of the written complaint for his/her files. If after the investigation the COR determines the complaint as valid, the COR will inform the contract and the contractor will be expected to correct the defect within one hour. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. Recurring customer complaints are not permitted for any of the above service items. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the COR should contact the Contracting Officer for appropriate action. The VA staff will verify the issue is resolved

IX. Construction Observations

Resident Engineer's Office Space

All costs associated with the Resident Engineer's office including, but not limited to, construction, demolition, hook-ups to utilities, furniture, fixtures, and equipment (RE Office Costs) shall be paid by the Lessor. Upon acceptance of the space, VA shall reimburse the Lessor for all RE Office Costs as part of the Tenant Improvement Cost.

A. Remote Oversight Space

The lessor shall provide one(1) office space not less than 120 SF for the sole use of the VA and its delegate, when present. The office space shall be within three(3) miles of the jobsite and may be within the prime contractor's trailer. Offsite locations must be approved by the SRE considering safety and security. The office space shall have conditioned air and electricity for proper lighting and receptacles in accordance with typical office area standards. Access to high speed wireless internet shall be provided. The space shall be near a restroom, break room, copy room and conference room in which the RE is able to use as needed. The break room shall contain a shared microwave, refrigerator and coffee pot. The conference room shall be able to seat a minimum of 10 people. The office space shall contain the following items:

- 1 Office desks, double pedestal, executive size
- 1 Swivel chairs with arms
- 2 Arm chairs
- 1 5 drawer file cabinets, letter size
- 2 Drawing rack, with 12-30 inch "Plan Hold" drawing holders, freestanding
- 2 Apple I PAD Pro 12" Tablets, Wi-Fi + 4G service, 510 GB and Word app, with Signed/Numbered awarded SFO loaded. Loading of all drawings and specifications when "completed" after acceptance of final drawings should be up-loaded / accomplished at that time frame.

B. Independent Office Space

The field office shall provide not less than // 720 // 1,600 gross square feet of floor area in one unit. Installation of the office shall meet all local codes.

Provide office with three 36-inch wide exterior doors, including hardware and OSHA approved platform, handicap ramp, and stairs leading to grade. A stainless-steel lock guard shall be provided over deadbolts on exterior at each door. Provide accessible ramp in compliance with VA Barrier Free Design Guide, PG-18-13, 2007.

Enclose the entire perimeter of the office from the floor to the ground and finish to match exterior. Provide R7 insulation and seal tight to ground with a painted ¾-inch exterior grade plywood skirt.

Exterior finishes shall be manufacturer's standards. Provide roof canopy areas above entry doors approximately 6' x 6'. Provide HC ramp at one entry.

Provide floor, wall, and roof with not less than R5 insulation.

Interior finishes shall consist of resilient flooring, plywood paneling or painted wallboard on walls, and acoustical tile lay-in ceilings. Interior doors may be either painted or stained.

Interior shall be subdivided with full height partitions to provide two offices, one sample room, one conference room, two separate toilets. Provide each space with three-foot wide door with KIWI Smart locks. Section off an area with a low partition and counter for the administrative assistant's desk. Provide counter top space with sink, and upper/lower cabinets.

Provide 2-1/2 ft wide x 3 ft high operable windows; two in each room (none required in sample room), except provide only one 2-foot high window with frosted glass in toilet room(s) and three windows in conference room. Provide steel mesh over all glass in doors and windows. The windows shall have mini-blinds.

Provide sufficient fluorescent or LED lighting in each room to deliver 30-foot candles of light at desktop height without the aid of daylight. Provide one light switch in each room, except conference room shall have two 3-way switches. Provide one cord-connected, portable 24-inch fluorescent task light at each secretarial workstation and office desk.

Provide one quadruplex receptacle in each wall of each room. If a wall is 10 feet long or more, provide two quadruplex receptacles for each 10 feet, or portion thereof, of wall. Provide two quadruplex receptacles in low partition at administrative assistant's desk.

Provide one each telephone / data outlet adjacent to quad receptacle on two walls in each room.

C. Utilities and Services

The Lessor shall provide the following:

Electricity, hot and cold water, and necessary utility services (including telephone (5 lines) with dedicated VA Wi-Fi and LAN highest available speed internet services and cable service.

All necessary piping, power circuits, electrical fixtures, lighting, and other items necessary to provide a habitable structure for the purpose intended.

Thermostatically controlled, centralized heating and air conditioning system designed to maintain the temperature between 70 and 80 degrees F with 50% relative humidity. The relative humidity shall be uncontrolled.

Two water closet(s), lavatory, with mirrors, exhaust fans, toilet paper dispensers, paper towel dispensers, trash cans, plastic trash can liners, soap dispensers, paper cups for water fountain, towel bars, and two-prong coat hooks for each toilet room. One toilet shall have shower with hot water.

Telephone and Internet connections: Provide five (5) telephone lines and one (1) high speed Internet cable service.

Telephones shall be provided with speaker phone and digital messaging.

Lessor shall, for the duration of the Resident Engineer's occupancy, provide the following:

- Secure, safe, clean, and sanitary conditions in and around the field office and parking area.

- Maintenance of gravel surfaced area, weed free, including the area for parking, in an acceptable condition for vehicle and foot traffic at all times.
- Maintenance of utility services.
- Daily janitorial services and supplies (toilet paper, paper towels, soap, trash removal, etc.).
- Potable water, fuel, and electric power for normal office uses, including lights, heating, and air conditioning.
- Lessor shall be responsible for all maintenance for field office and equipment including replacement of burned out light bulbs or tubes and changing of A/C filters.
- Lessor will provide construction testing equipment as required not to exceed \$500 quarterly.
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D. Furnishings and Equipment

The Lessor shall provide the following new or "like" new reconditioned items:

QUANTITY REQUIRED

- 1 Administrative assistant workstation with adjustable keying desk or drawer size 29-1/2" H x 60" W x 30" D
- 1 1.5 Cu. Ft. Microwave
- 1 18 Cu. Ft. Refrigerator
- 1 Xerox WorkCentre or approved equivalent Color / B&W copier, Printer/copier/scanner at 35 ppm and handles 8"x10", legal, and 11"x17"
- 3 Office desks, double pedestal, executive size
- 4 Conference tables, size 4' x 6'
- 2 Plan table 4' x 7'
- 3 Work tables, folding 30" x 72"
- 4 Cushion floor mats 40" x 72"
- 1 Secretary chair
- 4 Swivel chairs with arms
- 25 Conference chairs (armless with cushions and wheels)
- 8 Arm chairs
- 3 5 drawer file cabinets, letter size
- 1 5 drawer file cabinet, legal size
- 2 Drawing rack, with 12-30 inch "Plan Hold" drawing holders, freestanding
- 3 Shelves for sample room, 6 adjustable shelves, 84" H x 12" D x 3' W
- 4 Bookcases with five adjustable shelves
- 1 Electric water cooler with wall mounted cup dispenser.
- 2 Metal storage cabinet, 36" x 18" x 72" with six adjustable shelves and doors.
- 1 Administrative assistant workstations with adjustable keying desk or drawer size 29-1/2" H x 60" W x 30"
- 7 Office desks, double pedestal
- 2 Apple I PAD Pro 12" Tablets, Wi-Fi + 4G service, 510 GB and Word app, with Signed/Numbered awarded SFO loaded. Loading of all drawings and specifications when "completed" after acceptance of final drawings should be up-loaded / accomplished at that time frame.

PHOTOGRAPHIC DOCUMENTATION

- A. During the construction period through completion, a 3rd party shall provide photographic documentation of construction progress and at selected milestones including electronic indexing, navigation, storage and remote access to the documentation, as per these specifications. The commercial photographer or the subcontractor used for this work shall meet the following qualifications:
1. Demonstrable minimum experience of five (5) years in operation with at least 500 projects documented to date providing documentation and advanced indexing/navigation systems including a representative portfolio of construction projects of similar type, size, duration and complexity as the Project.
 2. Demonstrable ability to service projects throughout North America with operational resources within 150 miles of project, which shall be demonstrated by a representative portfolio of active projects of similar type, size, duration and complexity as the Project.
- B. Photographic documentation elements:
1. Each digital image shall be taken with a professional grade camera with minimum size of 6 megapixels (MP) capable of producing 200x250mm (8 x 10 inch) prints with a minimum of 2272 x 1704 pixels and 400x500mm (16 x 20 inch) prints with a minimum 2592 x 1944 pixels.
 2. Indexing and navigation system shall utilize actual AUTOCAD construction drawings, making such drawings interactive on an on-line interface. For all documentation referenced herein, indexing and navigation must be organized by both time (date-stamped) and location throughout the project.
 3. Documentation shall combine indexing and navigation system with inspection-grade digital photography designed to capture actual conditions throughout construction and at critical milestones. Documentation shall be accessible on-line through use of an internet connection. Documentation shall allow for secure multiple-user access, simultaneously, on-line.
 4. Construction progress for all trades shall be tracked at pre-determined intervals, but not less than once every thirty (30) calendar days throughout the project upon commencement of vertical construction ("Progressions"). Progression documentation shall track both the exterior and interior construction of the building. Exterior Progressions shall track 360 degrees around the site and each building. Interior Progressions shall track interior improvements beginning when stud work commences and continuing until Project completion.
 5. Miscellaneous events that occur during any Contractor site visit, or events captured by the Department of Veterans Affairs independently, shall be dated, labeled and inserted into a Section in the navigation structure entitled "Slideshows," allowing this information to be stored in the same "place" as the formal scope.
 6. Customizable project-specific digital photographic documentation of other details or milestones. Indexing and navigation accomplished through interactive architectural plans.

7. Monthly exterior progressions (360 degrees around the project) and slideshows (all elevations and building envelope). The slideshows allow for the inclusion of Department of Veterans Affairs pictures, aerial photographs, and timely images which do not fit into any regular monthly photopath.
 8. Regular (5 max) interior progressions of all walls of the entire project to begin at time of substantial framed or as directed by the Resident Engineer through to completion.
- C. Images shall be taken by a commercial photographer and must show distinctly, at as large a scale as possible, all parts of work embraced in the picture.
- D. Coordination of photo shoots is accomplished through Resident Engineer or other designated on-site point of contact. Contractor shall also attend construction team meetings as necessary. Contractor's operations team shall provide regular updates regarding the status of the documentation, including photo shoots concluded, the availability of new Progressions or Exact-Built viewable on-line and anticipated future shoot dates.
- E. Contractor shall provide all on-line domain/web hosting, security measures, and redundant server back-up of the documentation.
- F. Contractor shall provide technical support related to using the system or service.
- G. Upon completion of the project, final copies of the documentation (the "Permanent Record") with the indexing and navigation system embedded (and active) shall be provided in an electronic media format, typically a DVD or external hard-drive. Permanent Record shall have Building Information Modeling (BIM) interface capabilities.

DESIGN REVIEW DOCUMENTATION

All design review comments shall be tracked in the Dr. Checks web-based system. Dr. Checks enables an actionable collaboration among the reviewers and Lessor's design team. This process allows project reviewers to enter their project review comments so that the design team may provide timely responses from a web browser into a database. The main function of Dr. Checks is to document and streamline the communication process between the project reviewers and the design team. This process provides transparency and consistency by tracking the review comments to assure timely response and resolution.

All information is captured into a database and will remain in the system throughout the design and construction period and will be archived for future reference. Once the review period for a given phase of a project is ended, the designer(s) will be required to respond to all comments.

The SRE is responsible for assuring that access is available to all required users. The Lessor or designer can propose the use of an alternative web-based system as long as it provides equal or better functionality as that offered by Dr. Checks.