

SECTION B – STATEMENT OF WORK (SOW)

4.1 Background:

VA Northern California Healthcare System, (VANCHCS), at 10535 Hospital Way, Mather, California 95655 has a requirement for waiting room furniture throughout various buildings at VANCHCS. Ongoing projects at VANCHCS emphasize principles and strategies for mobility, security, and ergonomic features for staff in health care settings. The architecture and interior design of VANCHCS embodies environmental stewardship, cleanability, durability, and modularity; and the replacement of the existing waiting furniture throughout VANCHCS will maximize efficiency and provide infrastructure to improve patient-centered care.

4.2 Scope of Work:

The scope of work includes providing the furniture, turnkey installation, and removal of all debris. Furniture shall meet the high-quality threshold, while providing excellent environmental stewardship. Furniture shall be appropriate for use in high traffic, clinical waiting spaces; and be professional, hygienic, modular, and simple to maintain. Furniture characteristics have been selected specifically to support patient care and workflow processes for staff.

4.3 Supplies/Services:

The items shall be completely new, and shall not be used, refurbished, or in any other form, including substitutions. Contractor shall not add or substitute any component(s) without prior approval from the contracting officer. The contractor shall be fully licensed to perform the work. All items shall meet the salient characteristics listed in *SECTION B – SALIENT CHARACTERISTICS*.

4.4 Contract Tasks/Requirements:

- 4.4.1** The contractor's receiving/storage facility must meet all building requirements including, but not limited to, sprinkler, security, and environmental controls so that furniture warranties do not become void as a result of being stored. The contractor must notify the VA interior designer or designee of the specific location of all stored furniture.
- 4.4.2** The contractor shall have trained personnel in appropriate systems and free standing furniture assembly, and trained personnel shall be certified by the manufacturer.
- 4.4.3** The contractor shall provide all necessary materials, equipment, labor, supervision, and management to: (1) coordinate delivery; (2) load and unload all furniture; (3) place/install furniture in the rooms/locations designated in the *SCHEMATICS-DRAWINGS-FURNITURE PLACEMENT* document in *SECTION D*; (4) assemble furniture as required; (5) secure as designated; and (6) properly dispose of all packing/crating materials outside the VA premises.

- 4.4.4 Contractor shall verify space and dimensions of rooms in buildings that are to receive furniture prior to start of work. Verification is required to ensure adequate space for assembly and installation services.
- 4.4.5 Coordinate the delivery and installation date(s) with the VA designer. Dates shall be agreed upon by both the contractor and the VA designer.
- 4.4.6 The contractor shall provide a project manager/lead supervisor, client representative, installers and service technician.
- 4.4.7 Contractor's point of contact: The contractor shall designate one (1) employee as the point of contact (POC) responsible for administrative matters in the performance of this contract. The POC shall have full authority to act for the contractor on all matters relating to the daily performance of this contract. An alternate may be designated, but the contractor shall notify the contracting officer and VA designer, in writing for those times when the alternate shall act as the POC.

The contractor shall provide the name and telephone number of the person designated as POC and alternate POC in the spaces below:

POC

Name:

Telephone Number:

Alternate Point of Contact, Name:

Telephone Number:

Alternate POC

Name:

Telephone Number:

Alternate Point of Contact, Name:

Telephone Number:

4.5 PROTECTION OF PROPERTY

- 4.5.1 The contractor shall protect all items from damage. The contractor shall take precautions against damage to the buildings, grounds, and furnishings. The contractor shall repair or replace any items related to buildings or grounds that were damaged accidentally or on purpose due to actions by the contractor or its employees and use materials of the same quality, size, grade, and color, to match existing work.

- 4.5.2** The contractor shall perform an inspection of the buildings and grounds with the VA interior designer or designee prior to commencement of any work. Concurrence of the VA interior designer or designee is required before the contractor may perform any repair work. In all cases, any repairs shall utilize materials of the same quality, size, texture, grade, and color to match adjacent existing work.
- 4.5.3** The contractor shall be responsible for its employees at all times. The contractor shall maintain accountability and control of any keys provided, and shall return them to the VA interior designer or designee upon completion of the work.
- 4.5.4** Contractor shall provide floor protection while working in all VA facilities. All material handling equipment shall have rubber wheels.

4.6 DELIVERY

- 4.6.1** Contractor shall contact the VA interior designer or designee at least five (5) working days prior to shipping to ensure that the building is ready for installation of furniture.
- 4.6.2** The contractor shall confirm the date for installation no less than fifteen (15) working days prior to start of installation to ensure that all parts have been received and in good condition. VA will confirm that the space is available at installation start date.
- 4.6.3** In the event there is a delay in delivery, the contractor must notify the VA interior designer or designee immediately.
- 4.6.4** The contractor shall provide, at minimum, twenty-four (24) hour advance notice to the VA interior designer or designee with the date and time scheduled for arrival of the delivery truck(s).
- 4.6.5** The contractor must ensure that delivery vehicle drivers have copies of delivery order(s), and delivery vehicle driver(s) shall not attempt to deliver any items before any scheduled delivery date(s).
- 4.6.6** Items shall be delivered, assembled, and installed in applicable rooms.
- 4.6.7** If the contractor is unable to complete the delivery, assembly, and installation of all unloaded items before the end of the workday, the contractor will be responsible for moving these items to a secure location. The contractor will be responsible for moving the items from the overnight storage site to its designated position the next workday.

- 4.6.8** The contractor shall verify and inspect all items at the off-site storage site, and upon arrival to the VA site. **Any deficiencies (damage/overage/shortage) shall be brought to the attention of the VA interior designer.**

4.7 ASSEMBLY AND INSTALLATION

- 4.7.1** The contractor shall uncrate all items received and perform all required assembly in accordance with the manufacturers' instructions.
- 4.7.2** The 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 VA interior designer.
- 4.7.3** All furniture, equipment, and accessories shall be level, plumb, square, and in proper alignment with adjoining furniture. Furnishings shall be securely attached to the building where applicable. The contractor will provide light bulbs, and plug in lights to ensure all fixtures are working properly.
- 4.7.4** The contractor shall complete installation of furnishings in the time period specified and agreed upon. The contractor shall coordinate any last minute changes in furniture placement with the VA interior designer.
- 4.7.5** The contractor shall inspect all furniture to ensure that the furniture is free of surface dirt, is clean and polished, is free of defects, and that the installation is complete, and furniture is ready for use.
- 4.7.6** The contractor shall do a final walkthrough with the VA interior designer, and provide a punch list.
- 4.7.7** The contractor shall complete installation within fourteen (14) calendar days from the start of installation.

4.8 QUALITY CONTROL

- 4.8.1** The contractor will be responsible for the removal and disposal of all trash/debris connected with uncrating and assembling furniture and other items installed. Final acceptance will not occur until all debris connected with furniture uncrating and installation is removed from the VA sites.
- 4.8.2** Recyclable products shall be disposed of in accordance with applicable statutes, in respective containers. The contractor is responsible for providing trash containers at an off-site location.

4.8.3 Packing materials will not be stored in the buildings for any period exceeding twenty-four (24) hours.

4.8.4 The contractor's employees' personal trash (food wrappers, drink containers, etc.,) shall be removed from the VA site(s) on a daily basis by the contractor.

4.9 Hours of Work:

4.9.1 The hours and days of work may be changed through mutual agreement of the parties, if necessary. Only the VA contracting officer may authorize any contract changes on the behalf of the Government. No overtime or weekend premium pay is authorized. The VA interior designer or designee will be on site for any work conducted on the weekend or after hours.