

Statement of Work

Department of Veterans Affairs
VA Palo Alto Healthcare System
3801 Miranda Ave., Palo Alto, CA 94304

Project: **VAPAHCS MSICU Patient Recliners**

1. Overview - No Construction attached to this Project

VA Palo Alto Healthcare System, (VAPAHCS) is expecting to remodel and expand over 2 Million square feet and decommissioning 1 Million square feet of facilities over the next 10 years. Nearly all current facilities will be impacted, requiring frequent and spontaneous decommissioning, reconfiguration, and installation of both new and existing furnishings to support the facilities daily operating demands.

2. Objective

To purchase and provide recliners in in-patient rooms within Palo Alto Health Care System's MSICU. Key will be the ability of the product to meet patients and staff needs, withstand heavy use, withstand and remain serviceable condition and parts to be available for field replacement by manufacturer/vendor-trained technicians.

3. Contract Tasks/Requirements

- a. Contractor shall be familiar with VAPAHCS campuses, regulations, security requirements, loading dock locations and hours of operations.
- b. Any contractor's personnel, shall be cleared ahead through VA Palo Alto Police Department and wear VA provided identification at all times while on VA property.
- c. Contractor shall provide all necessary materials & supervision to: (A) coordinate delivery: (B) load and unload; and (C) properly dispose of all associated packing/crating materials off-site of VA premises.
- d. Contractor shall coordinate installation date with VA Point of Contact (POC) to occur at the convenience of the Government or no later than 60 days after notification of receipt of furniture

4. Protection of Property

- a. Contractor shall protect all items from damage. Contractor shall take precaution against damage to the buildings, grounds and furnishings. Contractor shall repair or replace any items related to buildings or grounds damaged accidentally, or on purpose due to actions by Contractor personnel, utilizing materials of the same quality, size, grade and color, to match existing work.

5. Delivery

- a. Contractor shall contact the POC as soon as possible to schedule delivery.
- 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 delivery date.

- c. No large semi-trucks will be allowed on campus.
- d. In the event there is a delay in delivery, Contractor shall notify the VA POC immediately.
- e. Contractor shall notify the VA POC a minimum of 24 hours' advance notice of the scheduled date and time of delivery.
- f. Contractor shall ensure that the driver of the delivery vehicle has copies of the delivery order at time of delivery.
- g. Contractor shall not attempt to deliver any items before the scheduled delivery date.

6. Receive and Unload

- a. 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. Contractor shall repair or coordinate for replacement of damaged, defective, or missing items.

7. Quality Control

- a. Contractor shall be responsible for the removal and disposal of all trash/debris connected with uncrating items installed under this contract. Final acceptance from the VA will not occur until **all** debris connected with the installation is removed from the VA site.
- b. Recyclable products shall be disposed of in accordance with applicable statutes, at respective off-site locations.
- c. Packing materials will not be stored in the buildings for any period exceeding 24 hours.
- d. Contractor shall remove all personal trash (food wrappers, drink containers, etc.,) from the work site daily.
- e. Conduct of Contractor installation crew shall be courteous and respectful at all times. Be particularly mindful of our Veterans and their needs.

8. Hours

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

Contractor shall be flexible if a change in work hours is necessary to complete the project in order to accomplish the mission of VAPAHCS.