

STATEMENT OF WORK

PROJECT TITLE: Building Records & Files Management Service

PROJECT LOCATION: Veterans Affairs, Palo Alto Health Care System, Palo Alto Division
3081 Miranda Avenue, Palo Alto, CA 94304

PROJECT NO:

DATE: August 14, 2018

EXECUTIVE SUMMARY:

- A. **PROJECT BACKGROUND:** VAPAHCS is a major tertiary care referral center with three hospital-based divisions and a network of seven community based outpatient clinics. VAPAHCS provides primary, secondary and tertiary care within a large geographical region encompassing a 10 county, 13,500 square mile catchment area. Approximately 272,000 veterans reside within VAPAHCS' primary service area.

PAD is home to one of VA's flagship tertiary care referral centers and includes approximately 1.3-million gross square feet (GSF) of building space on 92 acres. This division provides acute inpatient medicine, surgery, psychiatry, spinal cord, rehabilitation medicine, blind rehabilitation, traumatic brain injury, and hospice-palliative care services. PAD is also the center of VA's third largest research program, which maintains a strong cooperative affiliation with numerous education and research institutions. VAPAHCS holds a capital portfolio of over \$2.2 billion in current and planned construction activity, the majority of this work taking place at the PAD campus.

- B. **PROJECT DESCRIPTION:** VAPAHCS has a requirement for Building Records and Files Management to maintain accuracy of current building records/files and make the records/files available to staff through a web portal. VAPAHCS requires a Contractor to provide a full range of professional and software services to:

- Archive of all current and past records, files and related data
- Field verify and maintain 2D AutoCAD record files of all buildings - including structural, mechanical, electrical, plumbing and communications systems, develop
- Maintain Revit 3D models of all buildings - including structural, mechanical, electrical, plumbing and communications systems
- Provide CAD drafting assistance
- Provide access to record files through a web-based server
- Maintain detailed records of building space assignments responsive to the VA's Capital Assets Inventory (CAI) process and leases
- Assess current state and create CAD/BIM Guidelines

The Contractor shall provide all supervision, coordination, staffing, software, licenses, website access, training, redundancy and other related services as necessary to provide and maintain VAPAHCS building records and files and make them readily accessible to VA staff through the Contractor's website. The Contractor shall perform all these services as defined by this SOW and by the COR or other CO designated representative. The services shall be provided to support all Divisions, Community Based Outpatient Clinics (CBOC), and administrative facilities at the following locations:

VA Palo Alto Division, Palo Alto, CA (43 buildings; 1,597,533 sf)
 VA Menlo Park Division, Menlo Park, CA (47 buildings; 794,884 sf)
 VA Livermore Division, Livermore, CA (20 buildings; 267,823 sf)
 VA Capitola CBOC, Capitola, CA (1 building; 7,725 sf)
 VA Fremont CBOC, Fremont, CA (1 building; 9,860 sf)
 VA Modesto CBOC, Modesto, CA (1 building; 4,240 sf)
 VA Monterey CBOC, Seaside, CA (1 building; 33,886 sf)
 VA San Jose CBOC, San Jose, CA (1 building; 69,990 sf)
 VA Sonora CBOC, Sonora, CA (1 building; 7,783 sf)
 VA Stockton CBOC, French Camp, CA (1 building; 14,468 sf)
 VA Mountain View Sites (2), Mountain View, CA (4 buildings; 84,000 sf)
 VA Sunnyvale Research Center, Sunnyvale, CA (1 building; 42,150 sf)

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D. SCOPE OF WORK:

The Contractor shall provide services to the VAPAHCS, located at 3801 Miranda Avenue, Palo Alto, CA 94304, in accordance with this SOW and with the contract terms and conditions.

| TASK # | TASK TITLE |
|--------|--|
| 0 | Project Kickoff Meeting |
| 2 | As-Built Repository |
| 3 | CAD Drafting & Details |
| 4 | Field Verification |
| 5 | Capital Asset Inventory & Space Tracking |
| | |
| 6 | Software & Licenses |
| 7 | Web Portal Modification & Training |

TASK 0: Project Kickoff Meeting

The Contractor shall attend and facilitate the project kickoff meeting. Upon receiving the notice to proceed (NTP), the Contractor will contact the COR to coordinate a meeting date. This meeting will take place at VAPAHCS, located at 3801 Miranda Avenue, Palo Alto, CA 94304.

The purpose of this meeting is to a) discuss the requirements in the SOW b) review project milestones and overall schedule c) complete a site tour of the Palo Alto and Menlo Park campuses.

TASK 1: As-Built Repository

2.1 The Contractor shall provide a core repository of all current and past as-built 3D models, 2D drawings, associated data, campus maps and planning studies into the online repository with printed PDFs downloaded to VA servers on a quarterly basis. Models (Revit), drawings (AutoCAD) and related data (Excel) shall provide the basis for an easy and speedy online view of all facility information. Models and drawings shall be specifically aligned with an associated functional database to address all building records, files and data requirements for facility management. Models, drawings and related data shall be accessible by designated VAPAHCS staff and made available to A/E firms contracted with VAPAHCS. 3D models should be compatible with BIM model viewing and simulation software.

2.2 The Contractor shall provide scanning and organizational services of large as-built documents, planning studies and campus maps into the online repository with printed PDFs downloaded to VA servers on a quarterly basis. As-built documents are located on site at the Palo Alto and Menlo Park campuses.

TASK 2: CAD Drafting & Details

2.1 Architectural Floor Plans

Create/update/maintain web-accessible architectural floor plans in 2D CAD including items such as doors, counters, columns, external walls, low partition walls, installed shelving, plumbing fixtures, millwork, CAI space category, room name, room number, room occupancy, stairs, windows and related nomenclature based on Task 3 – Field Verification and Task 4-Capital Asset Inventory & Space Tracking.

2.2 Assist OFPD Project Managers with drafting support to create or update construction details produced in CAD or Revit.

As needed/required:

2.3 Fire Life Safety Plans

Create/update/maintain web-accessible patient care facility fire/life safety plans in 2D CAD including overlays that reference existing architectural floor plans, sprinklers, smoke detectors, fire alarm panels, fire detectors, security alarms, fire extinguishers, fire hydrants, hose reels, fire exit signs, smoke partition walls, rated fire walls, fire alarm pull stations, alarm signal lighting and a schedule for each fire alarm panel showing pull stations, fire detectors, and smoke door releases controlled by each panel.

2.4 Medical Gas Plans

Create/update/maintain web-accessible medical gas plans in 2D CAD and 3D BIM models including overlays that reference existing architectural floor plans for medical air, oxygen,

nitrogen, vacuum, nitrous oxide, all gas equipment, zone shut-off valves and riser diagrams for each gas.

2.5 HVAC System Plans

Create/update/maintain web-accessible HVAC System plans in 2D CAD and 3D BIM models including overlays that reference existing architectural floor plans for air handlers, chillers, control panels, heating/cooling coils, condensing units, heat exchangers, supply air ducts, air return ducts, filters, cooling towers, pumps, packaged units, etc.

2.6 Electrical System Plans

Create/update/maintain web-accessible Electrical System plans in 2D CAD and 3D BIM models including overlays that reference existing architectural floor plans for transformers, switchgear, high voltage and low voltage distribution panels, motor controllers, back-up generators, automatic transfer switches, photovoltaics, meters, sensors, controls, etc.

2.7 Plumbing System Plans

Create/update/maintain web-accessible Plumbing System plans in 2D CAD and 3D BIM models including overlays that reference existing architectural floor plans for potable hot & cold water, isolation valves, hot water mixing valves, deionized water supply and return, sanitary sewer, high value material recovery piping, storm drains, chemical waste piping, etc.

TASK 3: Field Verification

As required and by on-site visual inspection, field-verify existing building configurations, confirm accuracy of dimensions for existing floor plan layouts, identify space utilization (exam room, office, bedroom, mechanical room, etc.) and occupancy (CAI space category; VAPAHCS Service) and verify location, size, function and capacity of all utility systems including electrical, mechanical, plumbing, communications, medical gases, etc.

TASK 4: Capital Asset Inventory & Space Tracking

4.1 Continuously update and maintain accuracy and currency of existing building space utilization and make information readily available online in 2D AutoCAD format. Drawings will identify the various CAI categories and VAPAHCS Services by unique color and will include room numbers, function and space/room information, utilization summaries, etc. Provide data entries necessary to create an electronic report capable of displaying room functions, room title, room number, space category, VAPAHCS Service, floor common, vertical common, and gross by floor summary, building summary and Division level, CAI space calculations. Monitor and track the description and utilization of all building space including location of vacant space and easy retrieve of space characteristics and associated data for use in facility planning and operation. Provide dynamic linkage between floor plan drawings and the space database incorporating color-coded space assignment maps and flexible space category assignments and the ability to export space data to other application packages.

4.2 Provide graphics support as needed to modify documents for presentation quality

TASK 6: Software, Licenses & Training

8.1 Provide capability and support for building records and files management services over the Internet via web browsers as the primary interaction between VAPAHCS staff and Contractor provided products and services.

8.2 The Contractor shall provide synchronization between the web-based application and handheld tablets and smartphones to allow facility managers to move about the facility with all the necessary facility drawings and data needed to carry out a variety of tasks.

8.3 The COR will provide a list of individuals by name who will be designated in writing as authorized to access the Contractor's website (approximately 10 license with administrative access and 50 staff with read-only access). The list will be updated whenever there are changes to the list.

8.4 The Contractor shall keep up to date on all software and licenses to fulfill all tasks associated with this contract. At minimum will include the web portal, Adobe Creative Suite, CAD and Revit.

8.5 The on-site professional shall attend annual trainings as determined by the COR for all relevant software programs and continuing education.

TASK 7: Web Portal Modification & Training

The Contractor shall modify with input from the COR and VAPAHCS staff, the web portal page for user access that does not require help from the on-site representative. The website shall be accessible to users that are approved to obtain PDF files for viewing, downloading and printing capabilities. Higher level access shall be given to administrative staff, as dictated by the COR.

The Contractor shall provide comprehensive and timely training to identified VAPAHCS staff serving all skill levels to assure full and effective utilization of provided services. Develop a detailed training program that includes user training including open, view and mark-up on drawings; plot drawings; download drawings, records and models; save and email drawings; open and view data on each space; keyword search and advanced search; generate distribution maps; square footage calculations on selected spaces; generate square footage reports; export data and reports to other formats; view asset data and generate reports; plot drawings with assets; search asset locations; view documents attached to assets, etc.

- E. **PERIOD OF PERFORMANCE: Base Year plus 4 Option Years. (September 1, 2018 to August 30, 2023).** Note that first year costs may not be comparable to option year costs due to increased start up efforts.

A project schedule/ work plan with milestone dates will be developed in conjunction with the COR. This project schedule/ work plan shall be developed within 2 week from the Project Kickoff Meeting. Any updates will require the submission of modified project schedule/ work plan. The Contractor will make all efforts to submit deliverables in accordance with the project schedule/ work plan. All deliverables will have the appropriate professional and technical review, QA/QC, and professionally edited before being submitted for government review. Assume 2 week government review time for all deliverables except for the draft and final versions of the EA. Assume 4 weeks for the review of these drafts.

- F. **GENERAL INFORMATION:** The Contractor shall perform such services as described in the SOW and shall receive direction pertaining to contract matters and changes in the SOW only

from the Contracting Officer (CO). Technical guidance will be received from the designated VAPAHCS Contracting Officer Representative (COR).

All questions regarding the scope of the study and deliverables identified in this SOW will be directed to the COR or designated representative. All information, data, and reports generated under this contract will be considered VA property and shall not be disseminated, either verbally, written, or electronically without prior written approval by the COR.

The Contractor is encouraged to minimize the printing of hard copy deliverables and the production of print materials over the duration of this contract.

1. SITE ACCESS

No Contractor employee without proper credentials issued by VAPAHCS will be permitted on the campus. Patient privacy is of utmost importance at all times and every effort must be made to avoid photographing or disrupting patients under any circumstances.

2. SPECIFICATIONS FOR DELIVERABLES AND DATA

- i. Ownership: All project files, final hard-copy products, digital files, source data acquired for this project, and related materials, including that furnished by the Government, shall become the property of VA, and will not be issued, distributed, or published by the Contractor.
- ii. Back-up Files: All documents shall be provided in Adobe Portable Document Format (PDF). Spreadsheet files shall be provided in Microsoft Excel format with printed PDF documents. All text, spreadsheet, and database files shall be downloaded to VA servers on a quarterly basis.

3. PROGRESS REPORTS, MEETINGS, PROJECT MANAGEMENT

- i. Preparing monthly progress reports: The Contractor will prepare monthly progress reports that identify the work accomplished, work to be completed next period, problem areas/outstanding issues and solutions, and budget and schedule. The monthly progress report will be provided to the COR within seven (7) days of the end of each month.

A project schedule will be maintained that identifies key project components and the expected completion date for each. The project schedule will be provided electronically to the COR in word.doc or excel.xls format only. MS Project schedules are discouraged.

- ii. Participating in project management meetings: The Contractor will prepare an agenda and meeting minutes for each conference call/ and in-person meetings within seven (7) days following each meeting. Deliverables will be provided in an electronic format for dissemination by e-mail, FTP site, or CD-ROM/DVD for conference calls. Physical color copies of the agenda and deliverables will be disseminated at all in-person meetings.

G. PROJECT TEAM:

The Contractor's team shall comprise of a qualified principal professional on-site that will competently and completely manage this project to meet or exceed the objectives and requirements. The Contractor may have off-site personnel in support of the on-site professional. The team may comprise, but is not limited to, the following professional disciplines: Architecture, Medical/Healthcare Planning, Engineering (Civil, Structural, Mechanical, Electrical).

The Contractor will work with the following VA personnel managing this Project:

- i. **Contracting Officer (CO):** The CO shall be responsible for all contractual administration of this Project. All transactions of a legal nature, including contractual agreements, amendments, change orders, etc. shall be approved and processed through the CO.
- ii. **Contracting Officers Representative (COR):** The COR shall be responsible for the AE design management on behalf of the VA and will manage the Project on a day-to-day basis to ensure that the Project requirements are met from the start of the design phase through the final submittal according to this Scope of Work and the final documents.
- iii. **VAPAHCS Point of Contact (COR):**
Linda Thong
Program Manager / Facility Planner
Department of Veterans Affairs
Building 6, B306
3801 Miranda Avenue
Palo Alto, CA 94304-1290
Phone: 650-493-5000 x:
Email: alinda.thong@va.gov

H. **CONTRACT PAYMENTS:**

The Contractor shall coordinate with the COR and CO's prior to submitting invoice to Austin, Texas. The Contractor shall initially forward the invoices for the COR's preliminary review and approval. Invoices shall include specific work performed per period, percentage of total remaining work, current percent completion per task or subtask. Upon the COR's and CO's approval, the Contractor shall submit the invoice to Austin, TX for VA's fiscal processing.

I. **ABBREVIATIONS & ACRONYMS:**

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| 1. BIM | Building Information Modeling |
| 2. CO | Contracting Officer |
| 3. COR | Contracting Officers Representative |
| 4. FF&E | Furniture, Fixtures & Equipment |
| 5. NTP | Notice to Proceed |
| 6. PAD | Palo Alto Division |
| 7. POC | Point of Contact |
| 8. SOW | Statement of Work |
| 9. VA | Department of Veterans Affairs |
| 10. VAPAHCS | Veterans Affairs Palo Alto Health Care System |