

Rockford Community Based Outpatient Center  
816 Featherstone Road  
Rockford, IL 61107

## STATEMENT OF WORK

### 1.0 GENERAL SCOPE

The Veterans Health Administration (VHA) has a requirement for healthcare furniture for the Rockford Community Based Outpatient Center (CBOC), 816 Featherstone Road, Rockford, IL 61107, that meet the VHA IDIQ specifications and high-quality threshold while integrating excellent environmental stewardship.

This requirement includes healthcare furniture, design, project management, professional installation, and maintenance/warranty services. Service required is detailed in SV1 Healthcare Furniture technical requirements per the VHA Healthcare Furniture multiple award IDIQ. The Contracting Officer Representative (COR) is Roshandran Mahendran, [roshandran.mahendran@va.gov](mailto:roshandran.mahendran@va.gov) and the primary point of contact is the Interior Designer, Tracie Dunham, [tracie.dunham@va.gov](mailto:tracie.dunham@va.gov).

Healthcare furnishings include modular check in desks and one consult cubicle. The contractor shall provide all labor, materials, equipment, transportation, and supervision necessary to satisfy the needs of each ordering activity.

### 2.0 PERFORMANCE REQUIREMENTS

The contractor shall provide and be responsible for the technical assistance, development and generation for final specifications.

The contractor will deliver the new furniture items to the Rockford CBOC. Furniture delivery will be coordinated with the tear out of the existing furniture and new flooring installation.

Duty hours will be 8:00am – 4:00pm, Monday – Friday. The Government recognized US holidays are: New Year’s Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day. If the holiday falls on Sunday, it is observed on Monday.

The contractor shall:

- a. Coordinate and provide project management of all products and services to manage, design, order, ship, deliver and install new furniture from the manufacturer until final acceptance by the Interior Designer.
- b. Project installation/delivery to be coordinated with the demo of existing furniture and new flooring installation (completed by building owner).
- c. The awarded IDIQ contractor shall not place any orders without prior consent by the VA Interior Designer. The awarded IDIQ contractor shall not place any orders in advance of the required delivery date.
- d. Final order sign-off prior to manufacturer submittals must be given by the VA designer.

- e. Cancellation deadlines, and any penalties to the VA, must be clearly stated in your response with a valid manufacturer contact name for confirming this information with.
- f. Color renderings of all items with final finish selections must be furnished to the VA Interior Designer prior to ordering.
- g. Only include products specified within the IDIQ.
- h. Provide maintenance manuals for all products specified.

### **3.0 KICKOFF MEETING**

The prime contractor(s) shall participate in a kickoff meeting within ten (10) days of task order issuance, either via teleconference or in person at the Rockford CBOC. Time and date will be determined by the VA Point of Contact.

### **4.0 SUBMISSION OF QUESTIONS**

Questions must be received by August 3, 2023, at 5:00pm. Questions submitted for this solicitation must be electronically sent to the Contacting Officer, Stacy Massey at [Stacy.Massey@va.gov](mailto:Stacy.Massey@va.gov). Questions received after the stated date and time, may be addressed at the discretion of the Contracting Officer.

### **5.0 SUBMISSION OF QUOTATION**

Quote Submission: Contractors shall submit complete emailed electronic copy portable document format (.pdf) or Microsoft Excel (.xls) format of:

Volume 1: (technical)

- a. *Complete manufacturer's product specifications*
- b. *Quantity of man hours for labor/installation*
- c. *Project management plan*
- d. *Product literature*
- e. *Project staffing plan*
- f. *Physical finish samples*
- g. *Sustainability certification documents*
- h. *Complete testing results / certificates*
- i. *Mock-up samples (list any needed here)*
- j. *Warranty.*
- k. *Self-certifying statement confirming ability to meet project deadlines*
- l. *Past performance examples with the VA*

Volume 2: (pricing)

- a. *Price quote with separate line for labor/installation*
- b. *Bill of Materials with subtotals and tagged per CLIN/ floorplan*

Submissions must be received by August 10, 2023, at 5:00pm. Submissions can be sent in multiple emails to avoid computer system email size limitation, to the Contracting Officer, Stacy Massey at [Stacy.Massey@va.gov](mailto:Stacy.Massey@va.gov). Quotes submitted by any other method will not be considered. All proprietary information shall be clearly marked. The use of hyperlinks in quotes is prohibited. **Late quotes will not**

**be accepted for evaluation.** The contractor is responsible for confirming the Government's receipt of the contractor's quote. **Pricing must be within the established IDIQ Pricing.**

## **6.0 EVALUATION CRITERIA**

Task order will be evaluated on:

- a. Bill of Materials with subtotals and tagged per CLIN / floorplan department and room etc.
- b. PDFs of detailed and dimensioned: Plan, 2-D and 3-D drawings of each workstation (and/or) products with multiple parts list to represent exactly what is being included in task order and to determine accuracy.
- c. Cut sheets with product detail for each line item.
- d. Labor/Services appropriate to the scope of work. (no pricing included)
- e. Project staffing plan appropriate to scope of work
- f. Project management plan appropriate to scope of work
- g. Sustainability Certification

## **7.0 PRODUCT**

All finished surfaces shall be free of scratches, mars, dents, or blemishes, and withstand staining, and exhibit to flaking, cracking, or loss or adhesion.

Furnishings shall have smooth finishes with no hazardous projections, sharp corners, or detail, which can be hazardous and cause personal injury or damage to clothing.

### **OFFICE FURNITURE**

Quantity: 2

Description: Herman Miller, TU Metal Storage, Mobile BF

Rooms: Registration Desk102 (1), Consult Cubicle (1)

Basis of Design/Brand Name or Equal: Herman Miller TU

MTR Code: MSS2

Name Brand or Equal per paragraph 3

Salient Characteristics/Options:

GREENGUARD Certified

Box/Box/File metal mobile pedestal

20"D

$\frac{3}{4}$  -extension roller slides on box drawer, Full-extension ball bearing on file drawer

Smooth paint on smooth steel, Keyed alike

Drawer divider in one box drawer, pencil tray in one box drawer, 2 file converters in file drawer.

Finish, cabinet: Soft White Metal Finish or equal (provide color samples per paragraph 2B).

Pull: W Pull



Quantity 13

MTR: TS1

Description: Task Chair

Rooms: Registration desk 102 (4); North Desk 222 (4); Consult Cubicle 225 (1).

South Desk 149 (4)

Basis of Design/Brand Name or Equal: Herman Miller, Mirra Name Brand or Equal per paragraph 3

Salient Characteristics/Options:

GREENGUARD certified

The chair shall be 93% recyclable

Mesh back, Mesh seat, Flexible seat depth

Adjustable arms, 5-leg base, carpet casters

The chair shall offer a fixed and adjustable flex front seat depth option

Adjustable seat shall have a range of 1-3/4"

The seat/back shall be constructed of a durable and breathable suspension material to allow airflow for thermal comfort.

Independent height-adjustable lumbar option with a 4-1/2" height range and a 1" depth adjustment.

Arm height adjustment range shall be 5-1/2"- from 6.0" to 11.5" from the seat.

Arm pad shall pivot a minimum of 20 degrees inward and 20 degrees outward.

350-pound seating capacity

Warranty: 12 year including parts & labor/ 3 shifts/24 Hr. Coverage

Finish, fabric: Slate Grey or similar mesh seat and back; latitude back: Slate Grey

Finish, frame: Graphite or similar plastic, aluminum and or steel

Arm Pad: Black

Casters: 2-1/2" caster, black yoke, hard floor or carpet



Quantity 1

MTR Code: HAW3

Description: Desk, Height Adjustable

Room: North Desk 222 (1)

Basis of Design/Brand Name or Equal: Herman Miller

Salient Characteristics/Options:

Nominal Surface Size 24x42

Electric height, extended range minimum 22" to 48"

Laminate worksurface, Thermoplastic Edge, C-Foot

12-year, 3-shift warranty covering all electrical sub-systems, operational and moving parts, and finishes, including both parts and labor.

Each Table Capable of lifting 200lbs minus the weight of the worksurface.

Complies with ANSI/BIFMA, Greenguard Certified, and FSC Certified

Finish, worksurface: Laminate Herman Miller, Soft White LU or equal (provide color samples per paragraph 2B).

Thermo Edge

Finish, base: Metallic Silver MS or equal (provide color samples per paragraph 2B).



Quantity 10

MTR Code: HAW3

Description: Desk, Height Adjustable

Room: South Desk 149 (4); North Desk 222 (3); Information desk 102 (3)

Basis of Design/Brand Name or Equal: Herman Miller

Salient Characteristics/Options:

Nominal Surface Size 24x42

Electric height, extended range minimum 22" to 48"

Laminate worksurface, Thermoplastic Edge, C-Foot

12-year, 3-shift warranty covering all electrical sub-systems, operational and moving parts, and finishes, including both parts and labor.

Each Table Capable of lifting 200lbs minus the weight of the worksurface.

Complies with ANSI/BIFMA, Greenguard Certified, and FSC Certified

Finish, worksurface: Laminate Herman Miller, Soft White LU or equal (provide color samples per paragraph 2B).

Thermo Edge

Finish, base: Metallic Silver MS or equal (provide color samples per paragraph 2B).



**Quantity 2**

MTR Code: HAW3

Description: Desk, Height Adjustable

Room: Consult Cubicle 225 (1); Information Desk 102 (1)

Basis of Design/Brand Name or Equal: Herman Miller

Salient Characteristics/Options:

Nominal Surface Size 24x60

Electric height, extended range minimum 22" to 48"

Laminate worksurface, Thermoplastic Edge, C-Foot

12-year, 3-shift warranty covering all electrical sub-systems, operational and moving parts, and finishes, including both parts and labor.

Each Table Capable of lifting 200lbs minus the weight of the worksurface.

Complies with ANSI/BIFMA, Greenguard Certified, and FSC Certified

Finish, worksurface: Laminate Herman Miller, Soft White LU or equal (provide color samples per paragraph 2B).

Thermo Edge

Finish, base: Metallic Silver MS or equal (provide color samples per paragraph 2B).



**Quantity 13**

MTR Code: HAW3

Description: Power Logic Mini Receptacles

Room: Consult (1); South Desk 149 (4); Information Desk 102 (4); North Desk 222 (4)

Basis of Design/Brand Name or Equal: Herman Miller, Power Logic Mini Simplex Receptacles

Name Brand or Equal per paragraph 3

**Salient Characteristics/Options:**

Receptacles, 1 Power USB A/C Combo

12-year, 3-shift warranty covering all electrical sub-systems, operational and moving parts, and finishes, including both parts and labor.

Surface Clamp

Complies with ANSI/BIFMA, Greenguard Certified, and FSC Certified

Warranty: 5 yrs

Finish: Color: White or equal (provide color samples per paragraph 2B).



Quantity 13

MTR Code: CS2

Description: Dual Monitor Arms

Room: Registration Desk 102 (4), North Desk 222 (4), Consult Cubicle 225 (1), South Desk 149 (4)

Basis of Design/Brand Name or Equal: Herman Miller, Lima Monitor Arms

Name Brand or Equal per paragraph 3

**Salient Characteristics/Options:**

Tool-less installation (with the exception of attaching VESA plate to monitor)

8" height adjustment with Push button Technology, 18" focal adjustment

Tilt range: 80 degrees rearward; 10 degrees forward

Portrait or landscape option

Cable Management

12-year, 3-shift warranty covering all electrical sub-systems, operational and moving parts, and finishes, including both parts and labor.

Surface Clamp

Complies with ANSI/BIFMA, Greenguard Certified, and FSC Certified

Finish: Black or equal (provide color samples per paragraph 2B).



Quantity 1

MTR Code: MSF1

Description: Herman Miller, Ethospace System

Room: REGISTRATION DESK 102 (See Specs and Floorplan for all details)

Basis of Design/Brand Name or Equal: Herman Miller, Ethospace System

Furniture Item: Modular System Furniture / Teamwork Areas

Name Brand or Equal per paragraph 3

Salient Characteristics:

12-year, 3-shift warranty - including both parts and labor.

Greenguard Certified, FSC Certified, Indoor Advantage Gold Rating; Over 50% Recyclable

Complies with ANSI/BIFMA; Healthier Hospitals Compliant

38" H Panels

Qty: 1, 54"h x 24"w divider panel

Square Edge Transaction Surface, rectangular end, 8.9" d; overhand on outside to allow sit to stand desks;

Finish: Solid Surface, Corian, color: Glacier White or equal.

Qty: 3, Ht. Adj. Desk; extended ht.; size: 24" x 48"

Qty: 1, Ht. Adj. Desk, extended ht.; size: 24" x 60"

Qty: 1, Fixed ADA corner worksurface

38" H Panels; Including Baseline Harness, 4-Circ

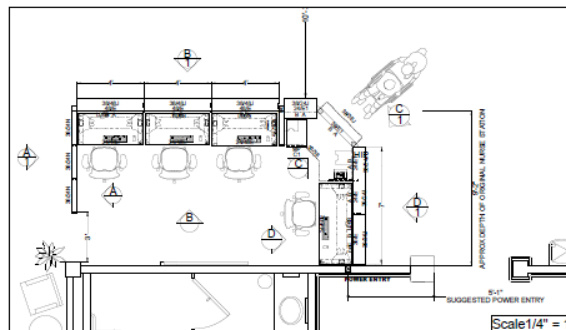
Qty: 2 Outlet Receptacles per workstation, (1-A & 1-B Circuit)

Power entry/Direct Connect

Finish, Ethospace Exterior Durawrap panels: Medium Matte Walnut Durawrap or similar.

Finish, Ethospace Frame: Metal Soft White or similar.

Finish, Ethospace Interior Wall Panels: 2 bottom rows Painted Soft White below with 16"h tackable fabric (Strands, Khaki) above or similar.



Quantity 1

MTR Code: MSF1

Description: Herman Miller, Ethospace System

Room: CONSULT CUBICLE 225 (See Specs and Floorplan for all details)

Basis of Design/Brand Name or Equal: Herman Miller, Ethospace System

Furniture Item: Modular System Furniture / Teamwork Areas

Name Brand or Equal per paragraph 3

Salient Characteristics/Options:

12-year, 3-shift warranty - including both parts and labor.

Greenguard Certified, FSC Certified, Indoor Advantage Gold Rating; Over 50% Recyclable

Complies with ANSI/BIFMA; Healthier Hospitals Compliant

38" H Panels

Qty: 1; 70"h x 36" w Privacy Door w/ Translucent plastic

Qty: 1, Ht. Adj. Desk; extended ht.; size: 24" x 60"

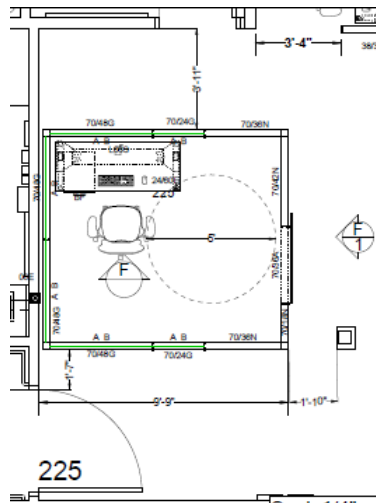
70" H Panels; Including Baseline Harness, 4-Circ Power entry/Direct Connect

Finish, Ethospace Exterior panels: Metal Soft White or similar.

Finish, Ethospace Frame: Metal Soft White or similar.

Finish, Ethospace Interior Wall Panels: Painted Soft White on bottom row or similar

Finish, Ethospace Interior Wall Panels: Tackable fabric (Strands, Khaki) above or similar.



Quantity 1

MTR Code: MSF1

Description: Herman Miller, Ethospace System

Room: 1 NORTH DESK 222 (See Specs and Floorplan for all details)

Basis of Design/Brand Name or Equal: Herman Miller, Ethospace System

Furniture Item: Modular System Furniture / Teamwork Areas

Salient Characteristics/Options:

12-year, 3-shift warranty - including both parts and labor.

Greenguard Certified, FSC Certified, Indoor Advantage Gold Rating; Over 50% Recyclable

Complies with ANSI/BIFMA; Healthier Hospitals Compliant

38" H Panels

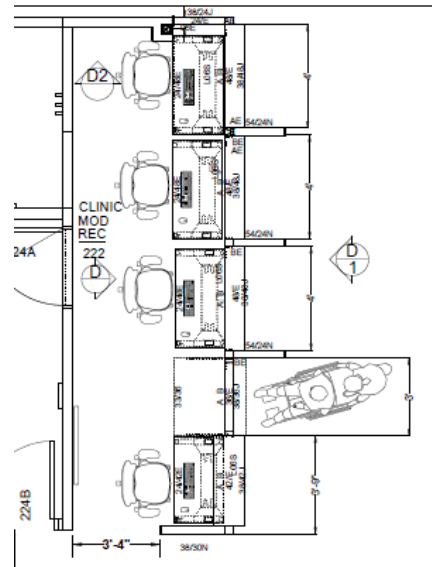
Qty: 3, 54"h x 24"w divider panel

Square Edge Transaction Surface, rectangular end, 8.9" d; overhand on outside to allow sit to stand desks;

Finish: Solid Surface, Corian, color: Glacier White or equal.

Qty: 3, Ht. Adj. Desk; extended ht.; size: 24" x 48"

Qty: 1, Ht. Adj. Desk, extended ht.; size: 24" x 42"  
 Qty: 1, Fixed ADA 36" w worksurface  
 38" H Panels; Including Baseline Harness, 4-Circ  
 Qty: 2 Outlet Receptacles per workstation, (1-A & 1-B Circuit)  
 Power entry/Direct Connect  
 Finish, Ethospace Exterior Durawrap panels: Medium Matte Walnut Durawrap or similar.  
 Finish, Ethospace Frame: Metal Soft White or similar.  
 Finish, Ethospace Interior Wall Panels: Painted Soft White below with 16"h tackable fabric (Strands, Khaki) above or similar.



Quantity 1  
 MTR Code: MSF1  
 Description: Herman Miller, Ethospace System  
 Room: 1 SOUTH DESK 149 (See Specs and Floorplan for all details)  
 Basis of Design/Brand Name or Equal: Herman Miller, Ethospace System  
 Furniture Item: Modular System Furniture / Teamwork Areas  
 Salient Characteristics/Options:  
 12-year, 3-shift warranty - including both parts and labor.  
 Greenguard Certified, FSC Certified, Indoor Advantage Gold Rating; Over 50% Recyclable  
 Complies with ANSI/BIFMA; Healthier Hospitals Compliant  
 38" H Panels  
 Qty: 3, 54"h x 24"w divider panel  
 Square Edge Transaction Surface, rectangular end, 8.9" d; overhand on outside to allow sit to stand desks;  
 Finish: Solid Surface, Corian, color: Glacier White or equal.  
 Qty: 2, Ht. Adj. Desk; extended ht.; size: 24" x 48"  
 Qty: 2, Ht. Adj. Desk; extended ht.; size: 24" x 42"  
 Qty: 1, Fixed ADA worksurface, 36"w  
 38" H Panels; Including Baseline Harness, 4-Circ

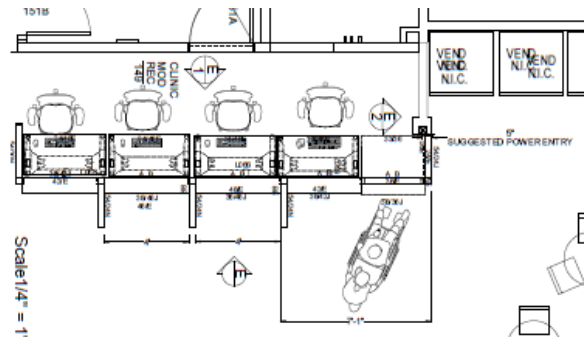
Qty: 2 Outlet Receptacles per workstation, (1-A & 1-B Circuit)

Power entry/Direct Connect

Finish, Ethospace Exterior Durawrap panels: Medium Matte Walnut Durawrap or similar.

Finish, Ethospace Frame: Metal Soft White or similar.

Finish, Ethospace Interior Wall Panels: Painted Soft White below with 16”h tackable fabric (Strands, Khaki) above or similar.



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| MILLER KNOLL<br>LU SOFT WHITE<br>All trim, base, tiles<br>and supports | MILLER KNOLL<br>Laminate - LU<br>Soft White<br>Worksurfaces | MILLER KNOLL<br>Corian<br>GlacierWhite QC<br>RECEPTION<br>TRANSACTION TOPS | MILLER KNOLL<br>HORIZON RYE GRASS:<br>4N01<br>INTERIOR<br>PANEL FABRIC | MILLER KNOLL<br>Durawrap TILE<br>LBU - Medium Matte<br>Walnut<br>Exterior Tiles<br>Credenza |

## 8.0 SERVICES

Service required is detailed in SV1 Furniture, Design, and Installation Support Services.

### Contract Tasks/Requirements

- Contractor may be required to provide basic design services and layout for commodities purchased. All designs of furniture layouts, including original designs and any subsequent redesigns, must be accomplished by a qualified professional Interior Designer with either a four (4) year Interior Design degree from an accredited school by the Council for Interior Design Accreditation (CIDA/FIDER), or 5 years of experience, and one year experience using contractor's software similar to that proposed for this contract.
- Contractor is required to provide installation drawings for furniture purchased.
- Contractor shall place all orders, track orders, schedule deliveries and coordinate trucks with the manufacturer for manufacturing and delivery according to VA project schedule.

- d. Contractor shall be responsible for all field measurements whether in existing spaces or new construction. Contractor shall not rely on AutoCAD drawings for final measurements.
- e. Contractor shall perform installation services per task order SOW.
- f. Contractor must have a project manager/lead installer based on project size. Project manager/lead installer must have a minimum of 2 years of experience performing installation services in healthcare facilities.
- g. Contractor may be required to remove and/or relocate existing VA furnishings in coordination with VA Logistic Management Service and Interior Designer per the task order SOW.
- h. Contractor may or may not be required to complete services outside of normal duty hours per the SOW.
- i. Contractor shall be familiar with VA campuses and various VA Outpatient Clinics, regulations, loading dock locations and hours of operations.
- j. Contractor must provide Proof of Insurance.
- k. Contractor shall provide 30 Days Free Storage once the complete bill of materials has been received at a conditioned facility that meets all building requirements including but not limited to the sprinkler, security, safety, temperature and environmental controls – as not to void furniture warranties.
- l. Contractor must notify VA of the specific location of any or all stored furniture.
- m. Contractor shall provide all necessary materials, equipment, labor, supervision, and Management to: (A) coordinate delivery; (B) load and unload; (C) place/install items in designated rooms/locations; (D) assemble items as required; (E) secure as designated; and (F) properly dispose of all associated packing/crating materials outside the VA premises.
- n. VA COR: to be specified at delivery/task order level.

### **Protection of Property**

- a. The Contractor shall perform an inspection of the buildings and grounds with the COR prior to commencing work. Contractor shall protect all items from damage. The Contractor shall take precaution against damage to the buildings, grounds and furnishings. The Contractor shall repair or replace any items related to buildings or grounds damaged accidentally, or on purpose due to actions by the Contractor, utilizing materials of the same quality, size, grade and color, to match existing work.
- b. To ensure that the contractor shall be able to repair or replace any items, components, on the buildings or grounds damaged due to negligence and/or actions taken by the Contractor. The Contractor shall communicate with the COR to resolve all repairs beyond simple surface cleaning. Concurrence of the COR is required before the Contractor may perform any significant repair work. In all cases, repairs shall utilize materials of the same quality, size, texture, grade and color to match adjacent existing work.
- c. The Contractor shall be responsible for the security of the areas in which the work is being always performed prior to completion. The Contractor shall maintain accountability and control of any keys provided and shall return them to the COR upon completion of the work.
- d. Contractor shall provide floor protection while working in all VA facilities. All material handling equipment shall have rubber wheels.

### **Delivery**

- a. Contractor shall contact the COR at least 14 business days prior to the start of work/shipping to ensure that the building is ready for install.
- b. In the event there is a delay in delivery, Contractor must notify the assigned VA COR immediately in writing, preferably via email.
- c. Contractor shall provide the COR with scheduled date and time that the delivery truck will be arriving at least 24 hours minimum in advance.
- d. Contractor must ensure that the driver of the delivery vehicle has copies of the Bill of Materials/delivery orders and shall not attempt to deliver any items before the scheduled delivery date.

### **Receive and Unload**

- a. If the Contractor is unable to complete the assembly and placement of all unloaded items before the end of the workday, the Contractor will be responsible for moving these items to a secure location, until the next available workday. The Contractor will be responsible for moving the items from the overnight storage site to its designated position in the building.
- b. The Contractor shall verify and inspect all items. All deficiencies (damage/overage/shortage) shall be brought to the attention of the assigned VA CO in writing, preferably via email, immediately upon identification.
- c. The Contractor shall store damaged items in the location designated by the COR. The Contractor shall maintain a complete file of all documents relating to each discrepancy and copies of all Discrepancy Reports shall be forwarded to the COR daily.
- d. Contractor shall repair or coordinate with the COR for replacement of damaged, defective, or missing items.

### **Assembly and final acceptance**

- a. Contractor shall be responsible for all safety and security guidelines within the area in which work is being performed, to include securing any contractor-owned tools or equipment, and any on-site storage being utilized.
- b. The contractor shall install all items in accordance with each requirement statement and basic component floorplan, panel plan and electrical plan, designed and provided by the contractor with each task order.
- c. Contractor shall uncrate all items received and perform all required assembly in accordance with the manufacturers' instructions.
- d. Contractor shall prevent its personnel from entering any area other than the designated work area.
- e. The Contractor shall maintain a means of egress within all designated work areas to comply with fire codes.
- f. Contractor shall inspect to ensure that the furniture is free of surface dirt, clean and polished, free of defects, and that the installation is complete and ready for use.
- g. The Contractor shall do a final walkthrough with COR and provide a punch list before releasing crew for the day.

### **Jobsite Cleanliness**

- a. Contractor will be responsible for the removal and disposal of all trash/debris connected with uncrating and assembling all items installed under this contract.
- b. Final Acceptance by the Government will not occur until all installed items have been wiped cleaned and debris/dust connected with installation is removed from the VA site.
- c. Recyclable cardboard products shall be disposed of in accordance with applicable statutes, in respective containers. The contractor is responsible for providing trash containers at an offsite facility.
- d. Packing materials will not be stored in the buildings for any period exceeding 24 hours.
- e. The Contractor shall ensure its personnel eat, drink, or smoke only in designated areas.
- f. Personal trash (food wrappers, drink containers, etc.,) shall be removed from the site daily by the Contractor.

### **Warranty Items**

- a. The warranty of an item is to start on the date of acceptance of the products/services by the Government VA COR.
- b. The Contractor agrees to furnish, without cost to the Government, replacement of all parts and material which are found to be defective during the warranty period. The cost of installation and travel of replacement material and parts shall be borne by the Contractor.

The Government maintains the option to modify the normal work week, days and hours, as necessary for the accomplishment of VHA mission.

### **Work Required by Others**

All work required by other trades shall be identified under this section by the Bidder.