

## Attachment A- Statement of Work

### STATEMENT OF WORK

#### ***PROJECT DESCRIPTION:***

The General Services Administration (GSA), Federal Acquisition Service (FAS), Integrated Workplace Acquisition Center (IWACenter) is seeking to procure systems furniture, conference furniture, task seating, guest seating and other office furniture utilizing the Federal Supply Schedule (FSS) 71, Furniture Special Item Number (SIN) 71-1 Packaged Offices. The client agency will replace and standardize their office furniture for all US Regional Offices and their headquarters location.

The Government intends to issue a 5-year Blanket Purchase Agreement (BPA) consisting of one (1) base year and four (4) 1 year options.

The client has identified ten locations that will utilize the resulting BPA within the full five year term. Of the ten locations the Headquarters located in Washington DC has been identified as the first project for installation and deliver. Specific Details for the Headquarters location are identified in Attachment I.

#### **[Insert known Locations here]**

The furniture shall require design, production, delivery, and installation. It is not anticipated however staging and warehousing be may required.

#### ***GENERAL DESCRIPTION:***

The contractor shall furnish all labor, supervision, materials, supplies, tools, equipment, and expertise necessary to perform the installation of all furniture. The contractor shall work in coordination with the client agency, as well as other personnel of the General Services Administration (GSA) and other project team members.

The services called for under this task order shall be performed in accordance with the terms, conditions, and specifications stated herein until such time as said services are completed to the satisfaction of the Government.

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The delivery schedule will be contingent upon the Government's acceptance of the renovated space at the identified locations above. In the event that the delivery date(s) must be changed, due to construction or other causes, the Government may modify the terms of this task order.

### **NOTICE OF MANDATORY KICK-OFF MEETING FOR AWARDED CONTRACTOR**

Contractors and agency representatives shall meet for a **mandatory** kick-off meeting of the new office location scheduled to be determined at time of award.

**The contractor receiving the award shall provide to the Government a list of personnel who will be at the job site for the kick-off meeting within five (5) calendar days after award.**

The awarded contractor is required to attend and familiarize themselves with the conditions at the location. The awarded contractor shall review all site conditions and verify they are in accordance with design drawings, field conditions and are acceptable for the awarded furniture solution. The awarded contractor shall also meet with the client to review finishes for the design solution and make a final selection. The awarded contractor shall also coordinate with the project manager and other trade providers such as telecom and electrical services. Awarded contractor shall send comments to the IWACenter Contracting Officer based on this kick-off meeting and coordination meeting. The meeting shall take place within two weeks after award.

The awarded contractor will also be required to attend weekly or biweekly progress meetings and/or separate furniture meetings as specified or scheduled by customer.

The awarded contractor shall be provided a complete project schedule with deadlines for shop drawings, final BOM, etc.

The successful contractor shall be responsible for assessing, evaluating, verifying, and confirming the conditions of the building, accessibility, site restrictions, parking, deliveries, loading dock, elevator, storage and staging, hours of availability/accessibility of all the above and any other conditions associated with, and which may affect cost of delivery and installation.

### **Overall requirements:**

All offered products are required to meet the specifications shown in Attachment B "Furniture Standards Technical Package".

The office and systems furniture offered shall be a complete line of furniture and shall meet the requirements of Schedule 71 Furniture, SIN 71-1 Packaged Offices. All pieces shall be part of a "line" of furniture designed and finished to match and provide a unified look throughout the space. All furniture shall be from GSA Schedule vendor(s), multiple vendors on the proposal is acceptable if part of a teaming agreement (see Attachment E – Contractor Teaming Arrangement). Contractors must provide teaming letters for all contractors.

All Systems Furniture (defined as either panel-based workstation comprised of modular interconnecting panels, hang-on components and drawer/filing components or a

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freestanding grouping of furniture items and their components that have been designed to work in concert) must be Greenguard Indoor Air Quality Certified or equivalent.

Laminate Adhesives used to fabricate on-site and shop applied assemblies containing laminate adhesives must contain no urea-formaldehyde. Systems furniture that is Greenguard certified is excluded from this requirement or equivalent.

### **Property Disposal:**

Contractors are required to disassemble, remove and dispose of existing furniture at all locations where deemed necessary by the client agency or IWACenter CO for disposal. Contractors must comply and follow government rules and regulations for disposal of government property. The contractor is responsible for determining the cost for the dismantlement and removal of all furniture identified. (See Attachment G – Existing Government Furniture for Disposal)

At the walk-thru(s), the Government will supply the following information to assist contractors: Suite or floor numbers where existing furniture is located; approximate inventory on those floors or suites; an inventory of furniture being retained for use in the refreshed space.

Quotes are to be inclusive of costs to disassemble furniture, disconnect systems furniture from whips and remove from building. Contractors are required to furnish prices, hours and labor categories needed for this requirement.

Contractors must quote on each product in the award group. Award of property disposal will only be made in conjunction with an award group.

***See Attachment B for all furniture specifications***

### **PROJECT MANAGEMENT**

The successful contractor will provide overall project management for space planning, product specific design, specifications, orders, delivery and installation according to the schedule provided by the client agency. The services shall be provided on a nationwide basis using single point of contact to serve as the national account manager.

The Contractor shall identify and provide a single point of contact (POC) to provide overall management and supervision during the term of the BPA. The single POC will serve as representative for the client agency management representatives to ensure the delivery and installation of furniture awarded by the IWACenter. The single POC shall serve as a liaison among all the various furniture manufacturers, corporate representatives and service providers to ensure successful delivery and installation and shall have the authority to act on behalf of all the product and service providers. The single POC will manage the relationship between the client agency regional office, the client agency central headquarters, the GSA, design firms, furniture manufacturers, installers, and other parties. It is necessary to ensure furniture is successfully delivered and installed on time. All pertinent communications should be written or confirmed in writing. The single POC shall attend and participate in necessary progress meetings and write notes pertaining to the meeting(s). The notes shall be scribed into meeting minutes with action items clearly defined, with distinct due dates, and distributed to all designated

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team members. The single POC shall assist the client agency and the GSA IWACenter CO with any other duties needed to assist in managing their project. This person shall have the authority to act on behalf of all the product and service providers providing products and services under this BPA.

### **INSTALLATION SERVICES**

Upon award, the installation schedule shall be developed. The potential contractors shall submit a bar chart with their quote showing in days/ weeks of time of award, finishes selection, order processing, manufacturing time, shipping time, delivery time and punch list time.

After approval of the design and bill of materials, a purchase order for that BOM shall be issued by GSA IWACenter Contracting Officer.

In order to meet this time frame the Contractor is required to plan an installation schedule which meets the completion date listed herein.

The Contractor shall coordinate all deliveries and installation times with GSA project team.

Each contractor shall determine its requirement for union or non-union labor and price its quote accordingly. The Government does not make this determination. There shall be no relief for contractors not taking this element into consideration in its quote. It is the contractor's responsibility to provide an adequate work force to ensure that the required schedule is met.

#### *Issue Resolution:*

- *Any unexpected conflicts during product installation must be brought to the client agency Project Manager and IWACenter CO for resolution.*
- *The successful contractor shall correct (at the contractor's expense) any installation problems, which are the result of incorrect layouts, insufficient field verification, delivery errors, and damaged product.*
- *Damaged and/or missing product will be replaced by means that will prevent installation delays. Damaged product replacements will be at the selected contractor's expense. All damaged product shall be removed from the job site immediately.*

### **DESIGN & LAYOUT**

Upon award, the Contractor will be responsible for converting their products into the developed floor plans. Vendor shall ensure that their layout is in compliance with area building and federal state and local code requirements. The Contractor will complete the floor plans and final working drawings, field verified, coded and suitable for installation from Design Intent Drawings (DID) and/or architectural drawings provided by the client agency.

The Contractor SHALL conduct a site verification to ensure design of the dimensions of their product line and the plans are correct. RELIEF FOR CONTRACTORS NOT MAKING THIS VERIFICATION WILL NOT BE GIVEN.

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The contractor shall generate installation drawings after schematic design plans are completed and approved by the client agency and IWACenter CO. The contractor is responsible to ensure the installation plans are compatible and in accordance with the manufacturer's planning guides. The contractor shall be responsible for ensuring all electronic drawings are compatible with current the client agency software and hardware capabilities and Computer Aided Design (CAD) such as AutoCAD, Adobe Acrobat PDF, and Microsoft Word. The contractor is required to provide preliminary installation plans as well as three revisions per phase, if required. The contractor shall submit specifications, cut-sheets and finish samples for review and approval by the client agency and IWACenter CO. Upon approval, copies of final, approved plans shall be provided in compatible forms as mentioned above. At minimum, the selected Contractor shall provide 4 (four) printed copies of plans and 2 (two) electronic versions on CD-ROM. The drawings will reflect the "as-installed" condition.

All layouts will be approved by the client agency and GSA IWACenter Contracting Officer. Copies of those approved layouts shall, at minimum, be provided to the client agency and the GSA IWACenter Contracting Officer.

Final drawings shall be provided to the GSA IWACenter Contracting Officer and PBS Project Manager and the client agency to ensure overall project coordination of tasks and trades.

The contractor shall be responsible for providing all design aspects and documents to the customer for review and approval.

1. A copy of the finalized design shall be submitted to the IWACenter Contracting Officer. The successful contractor will assist the customer by providing suggested colors, fabrics and accessories which will coordinate with carpets, paints, etc. in the area.
2. The bill of materials generated from the design shall be submitted by the contractor to the IWACenter Contracting Officer who will then issue a purchase order to cover the material. The bill of materials must have a signed, certified statement that the bill of materials conforms to the approved final design. **NO CHANGES IN THE BILL OF MATERIALS MAY BE MADE WITHOUT WRITTEN NOTIFICATION TO THE PBS PROJECT MANAGER AND APPROVAL AND SIGNATURE OF THE IWACenter CONTRACTING OFFICER.**
3. When installation is complete the contractor shall submit a statement of acceptance, to be reviewed and signed by the PBS Project Manager or the client agency (with any exceptions noted), then forwarded to the IWACenter Contracting Officer.
4. Any request to modify design/installation documents or pricing must be negotiated and approved, **IN WRITING**, by the IWACenter Contracting Officer. **NO PERFORMANCE ON A REQUESTED CHANGE ORDER SHALL BE PERFORMED UNTIL A SIGNED MODIFICATION HAS BEEN RECEIVED BY THE CONTRACTOR.**

**THE DESIGN SHALL INCORPORATE THE WORKSTATIONS TO BE OCCUPIED BY THE CUSTOMER AND ALL SUPPORTING EQUIPMENT, SUCH AS PRINTERS,**

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STORAGE, FACSIMILE MACHINES, COPIERS, ETC., UNLESS OTHERWISE SPECIFICALLY EXCLUDED.

The contractor shall provide an inventory of all products installed under this project. The final Bill of Materials, final drawings with part numbers, installation drawings and installation instructions shall be due thirty (30) calendar days after completion and acceptance to meet inventory needs.

The final approved layouts, drawings, and bill of materials shall be submitted to the IWACenter Contracting Officer in a timely manner in order to meet required delivery and installation schedule.

The numbers of prototypicals used for this request for quote are for quotation purposes. The actual space plan will utilize variations of these prototypicals in order to maximize the space available and accommodate organizational boundaries.

THE PERFORMANCE OF DESIGN SERVICES WHICH ARE OUTSIDE OF THE SCOPE OF WORK DESCRIBED ABOVE REQUIRES THE WRITTEN APPROVAL OF THE IWACenter CONTRACTING OFFICER BEFORE IMPLEMENTATION. THE GOVERNMENT WILL NOT PAY THE CONTRACTOR FOR DESIGN SERVICES CONSIDERED TO BE OUTSIDE THE SCOPE OF WORK OR PERFORMED WITHOUT THE IWACenter CONTRACTING OFFICER'S APPROVAL.

### **INSTALLATION INSTRUCTIONS**

Furniture installation will begin on or about October 18, 2010 for the client agency Headquarter location in DC. Installation dates for other locations have not been determined yet.

Upon notification by the contractor that items covered by the BOM have been placed into production, IWACenter CO authorization for installation will be issued by the procuring activity, withholding an appropriate percentage, not to exceed 25%, to cover any exceptions noted in the statement of acceptance.

The space will be clear of all furniture at the time of installation. Other building tradesman may be in the area, but should not interfere with the installation of the furniture. There may not be space available to allow for staging or storage on the site for the furniture, in which case, delivery coordination and staging must be closely monitored. If space is available, product can be staged and stored on site. The contractor will work with voice/data cabling and electrical contractors in a coordinated fashion as the systems furniture is installed.

The contractor shall furnish all labor, supervision, materials, equipment, and related services necessary to perform the work required under this task order in an orderly and efficient manner, to the complete satisfaction of the Government.

The contractor will coordinate all deliveries and installation times with the client agency Project Manager/PBS Project Manager and GSA IWACenter Contracting Officer.

**For delays during any phase of installation, which are not due to the fault of the**

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**Government, the customer will assess the Contractor for actual damages.** The most current installation schedule signed by the contractor and customer will provide the basis for determining delays.

Completion of the installation requirement shall require the following minimal tasks:

1. Provide on-site management, coordination and technical assistance by a project manager working with the Government representative (the client agency or GSA) throughout the installation phase.
2. Meet all incoming delivery vehicles at the building entrance, unload deliveries, check for damages, and move furniture to the desired areas. Areas shall be clear and carpeted.
3. Contractor shall provide two copies of each of the following:
  - a. Product Warranties
  - b. Copies of final drawings with part numbers
  - c. Installation drawings (to include an electronic version of As Installed Drawings, if required)
  - d. Wire Management Plans
  - e. Installation Instructions
  - f. The contractor shall conduct two (2) post-installation orientation/training sessions for personnel to instruct users and assigned maintenance personnel how to maintain panels, worksurfaces, and components utilized in the project. The training shall include, but is not limited to the following: cleaning, repairs, assembly, disassembly, maintenance and rearrangement of panels, worksurfaces and components. Orientation/Training sessions may be videotaped by GSA IWAC for future use in orientation.
4. The Contractor shall arrange delivery to the client agency location in accordance with the Installation Schedule.
5. The Contractor shall be responsible for any damage to the building which occurs during delivery and installation. It is incumbent upon the successful contractor to identify any existing damage to the building by means of a Pre-Installation and Delivery Walk-Thru, and daily submissions of checklists to the designated agency representative on site. Proper measures (protective runners, pads, etc.) shall be provided and utilized by the contractor to protect the building (elevators, walls, floors, etc.).
6. The Contractor is responsible for compliance of all products and installation to the General Specifications in the Schedule 71 "Furniture", and with all applicable state, local and federal building codes, local ordinances and regulations. In addition, if a teaming arrangement is entered into the Prime contractor is responsible to ensure that the same applicable compliances are met by all contractors.
7. The contractor shall clean up and dispose of waste materials or rubbish in accordance with this paragraph and all applicable federal, state & local regulations, standards, codes & laws. The contractor shall make any necessary arrangements with private parties and with county officials pertaining to locations

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and regulations of such disposal. Any fees or charges for disposal of materials shall be the responsibility of the contractor. The contractor shall at all times keep the job site, including staging and storage areas used by the contractor, free from accumulations of waste material or rubbish. This material shall be removed on a daily basis to eliminate the accumulation of debris. Prior to completion of the work, the contractor shall remove from the vicinity of the work all shipping containers, packing, rubbish, unused materials, and other like material, belonging to the contractor or used under the contractor's discretion. Under no circumstance will eating and drinking be allowed on the installation site.

8. At least three weeks prior to the beginning of delivery and installation, the contractor's representative, supervisor, and members of the installation crew shall provide the following information to both the GSA IWACenter Contracting Officer and the client agency Project Manager:
  - a. Company Name, Address, Telephone Number
  - b. Supervisor's Name and Social Security Number
  - c. Name and Social Security Number of each individual installer
9. The Contractor shall be responsible for confining his crew and work to the designated project areas. Contractor shall also be responsible for ensuring that the installation personnel are identifiable.
10. Building Utilities: The contractor's work shall not interrupt building utility services without the prior written approval of the customer and the Construction Manager.

Installation supervision shall be handled by an experienced on-site supervisor trained by the manufacturer. The furniture system installers shall have the following qualifications:

1. A minimum of two (2) years of successful experience in the installation of the proposed furniture; and Certification and ongoing factory training by the manufacturer
2. Code Compliance: All products and installation shall comply with all state, local, and federal building codes, local ordinances, and regulations. The responsibility for determining and assuring compliance is that of the successful contractor.
3. Installation Hours: Conducted installation services during regular business hours to the maximum extent possible according to the schedule developed with Agency approval. If required to meet the approved installation schedule, evening and weekend hours may be necessary and determined in advance and with approval from IWACenter Contracting Officer as based on building requirements and/ or client time requirements.
4. Verification of Shipments: Parts are to be checked at factory prior to shipping to ensure order is complete and that installation shall not be delayed as a result of missing parts or an incomplete delivery.
5. Repairs: Correct at contractor's expense or pay the Government to repair any building damage caused by the installation team, including damage to walls, ceiling, and floors. Restore the building to the condition it was in at the start of furniture installation. If the contractor shall repair building damage, to repair the damage that meet the environmental specifications required in the construction contract.



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6. Touch-up all nicks and scratches on the furniture that occurs during installation.

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### Upon Completion of Installation

1. Protect all warranties by immediately correcting all omissions, mistakes, or damage.
2. Review the installation of the site with GSA IWACenter Contracting Officer, PBS Project Manager and the client agency Project Manager and prepare a punch list of any problems that shall be corrected.
3. Ensure installation conforms to the requirements of the Uniform Federal Accessibilities Standards [UFAS].
4. Unless directed otherwise by the GSA IWACenter representative, remove from the project site any defective product or material that has been delivered to the site in error.
5. Correct all minor deficiencies and make all minor adjustments as required for life safety within seventy-two (72) hours after completing the installation on each floor. Replace all damaged or missing products by means that shall eliminate or minimize installation delay. Assume replacement costs, including communications, shipping, and installation.
6. Correct all other punch list items, to the satisfaction of the GSA IWACenter Contracting Officer within ten (10) working days after completing the furniture installation.
7. Provide a professional installation that is square, plum and properly aligned with adjoining furniture.

### Post Installation Services

1. Coordinate disposal activities with the building owner. Remove all packing materials, debris, and cartons from the job site daily.
2. Do not dispose of or discard recyclables, packing materials or trash in building-provided recycling or trash containers or dumpsters.
3. Furniture Cleaning: Clean and dust furniture surfaces inside and out with a spray cleaner upon completion of installation of each floor. Use only approved non-toxic cleaners.

### Protection of New Building and Property

1. The contractor shall provide all material to protect all floors, carpeted areas, walls, carpeting, marble, etc. from damage and soil during the move and shall cover the floors with protective materials, i.e., masonite, plywood, or similar durable covering. The protective materials shall not be bolted, glued, or stapled to floors, carpeted areas, walls, ceilings, or doors but instead shall either be free standing or braced so as not to cause any damage. Any damage caused by the contractor shall be the responsibility of the contractor to repair or replace. The contractor shall establish and maintain this protection and maintain it throughout the full term of the task order
2. If masonite is taped to floors, the contractor is responsible for cleaning the marks left from the tape or other material that might adhere to the floor.
3. The contractor shall furnish furniture padding or other acceptable protective materials for the interior of the building, including, door frames, thresholds, and corners to which the property shall be moved under this task order. Under no

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circumstance shall adhesive tape be used to secure the protective padding. Protection is not required at existing buildings from which the items are being moved.

4. The contractor and a government representative shall conduct an installation walk-through before the installation date and prepare a list which annotates any pre-existing damage at the new location. The contractor and government representative (PBS Space Planner or IWACenter Contracting Officer) shall sign off on this list.
5. After the installation of each phase, the contractor and government representative shall jointly conduct a punch list and another walk-through and annotate any new damage at the new location. Any damage caused by the contractor will be the responsibility of the contractor to repair or replace at no additional cost to the Government.

### Responsibilities of the Government:

The Government agency receiving the furniture will cooperate with the contractor by providing space for staging of the furniture packaging, assembly of furniture, as required.

### Contractor's Supervision:

A Project Manager (or Project Superintendent) shall be on site at all times and shall have the authority to act for the contractor at all times.

### The main GSA project points of contact:

GSA IWACenter Contracting Officers:	TBD (primary) TBD (back-up)
GSA PBS Project Manager:	TBD

### THE FOLLOWING PROCEDURE SHALL BE STRICTLY ADHERED TO:

Any difficulties in reaching agreement or making progress on the design by either party should be reported to GSA IWACenter Contracting Officer. The Contractor's Project Manager or Representative shall be on site during the installation phase to address any problems and to ensure a smooth installation process.