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# Humana – Conviva Rebranding Scope of Work

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## **Scope of Work**

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By Ian Mahan – Project Lead  
Field Services Unlimited  
1355 S. Colorado Blvd.  
Building C, Suite 801  
Denver, CO 80222

## About the Project

Conviva is undergoing a brand remodel! Conviva and Humana are joining under the Humana brand name and this is an exciting time for both companies. Thank you for being part of this project with Field Services Unlimited. Please read this entire SOW document as there are details about the project that you will find helpful as a surveyor.

The purpose of this project is to create floor plans for the re-branding projects for each location. This can happen in two different ways on this project:

1. Redline existing drawings (when available for the site), OR
2. Create new floor plan drawings (with a surveyor CAD), if no existing drawings are available.

Surveyors are required to provide information about existing finishes, lights, artwork and marketing materials on clinic walls.

Document all clinic rooms, fixtures, finishes, walls, windows, doors, built-in mill work with photos and hand drawings that tell the story of each area/room.

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## Required Deliverables for Humana Sites

Below you will find the deliverables required to successfully complete a Humana site:

1. AutoCAD DWG File
2. Field Documents
3. High Quality Digital Photos
4. 360 Degree Photos
5. Client Provided Site Survey Field Report

### AutoCAD DWG File – Saved in Version 2010 or Newer

- Base Plan – include walls, partial walls, columns, bump-outs, doors, windows, openings, soffits, headers, and the completed ceiling grid for the site.

### FIELD DOCUMENTS

Floor Plan Sketch (OR hard-copy of the client provided floor plan with surveyor red-line documentation)

- Walls, partial height walls (with AFF noted) and wall thickness
- Columns and bump-outs
- Doors, windows, openings, and pass-thru openings (with sill and header heights)
- Provide a note that explains the location of the customer parking in relation to the site to be surveyed. Explain the path of travel from accessible parking to the entrance of the site to be surveyed.

Reflected Ceiling Plan

- Ceiling type
- Ceiling height AFF in all rooms
- Suspended ceiling grid
- Soffits and headers with AFF for all soffits
- Exact placement of ceiling mounted elements
  - Light fixtures
  - Emergency lighting, fire strobes, and fire alarms
  - HVAC supply and return registers
  - Sprinkler heads and visible sprinkler lines
  - Exit signage
  - Speakers
  - Access panels

Finish Plan with Casework/Millwork

- Floor, wall and ceiling finishes in each room.
- Casework (fixed/built-in casework needs to be exactly placed). Dimensions of all built-in casework and furniture need to be provided (length, width, depth, and height above finished floor).
- Moveable furniture can be generally placed.

## MEP

- Exact location of thermostat(s)
- Exact location of electrical and data outlets
- Exact location of plumbing fixtures
- Exact location and size of any exposed piping

## Artwork Plan/Legend

- All branded artwork needs to be exactly placed and dimensioned. This assists in the re-brand for the facility.

NOTE: If drawings are provided, then redline existing building drawings to verify dimensions and placement of all items listed above.

## DIGITAL PHOTOS

Provide photos that meet the following:

- Exterior photos of the proposed space. If the clinic is a suite or part of a larger office building, please provide photos that indicate the path of travel.
- Interior photos that capture the entire site. If you aren't allowed in certain areas, please notify the office for directive.
- Parking lot that serves the clinic.
- Customer path of travel to the clinic (sidewalks, entrances, common area and elevators, corridors to the space).
- Existing signage of the building exterior and interior if applicable. This includes branded artwork signage for the interior of the space.
- All ingress/egress points to the clinic from the inside and outside.
- Exam rooms, physical therapy rooms, activity rooms, waiting and lobby areas, break room, and restrooms.
- Ceiling by area for the space.
- Photos to document answers
- Close-ups of:
  - Electrical equipment including panel boxes (with all markings-make, model, serial number, amps, volts, phase, wire on the boxes, all switches, and panel schedules.
  - Meters.
  - MPOE and demarc.
  - Utilities that service the clinic.

NOTE: Surveyors can take photos of clinic areas during open hours. If patients are in the area being photographed, they can be included in the photo, however, surveyors should endeavor to not take photos that show patients' faces or any medical identifying information in-order-to comply with HIPPA standards.

- Numbered by site number, hyphen, and 3-digit photo number (12345-001).
- Taken in landscape format.
- Presented in 1024 x 768 resolution.
- Exterior photos will be taken during daylight hours.
- Photos of MEP equipment will be visible items only without moving furniture and equipment.
- Photo key plan will be provided. Photo bubbles will not be individual photos, but identified in groups of photos.

### **360 DEGREE PHOTOS**

Provide high quality 360 Degree Photos (both for redline sites and hand-drawn sites) that depict:

- All entrances and exits to/from the office, showing views from inside and outside, clear spaces, and thresholds.
- All areas and rooms.

### **CLIENT PROVIDED SITE SURVEY REPORT**

Complete the client provided field report in its entirety. If information is not able to be gathered for the field report, the surveyor must provide a reason why. Blank information on the field report is considered incomplete. The field report is to be filled out electronically. If surveyor submits the field report by hand, a \$10.00/hour transcription fee will be charged to the surveyors site fee.

### **SURVEYOR CAD DRAWING**

Provide a base floor plan CAD drawing including walls, doors, windows, and ceiling grid.

### **IMPORTANT ITEMS OF NOTE FOR SURVEYORS:**

1. All deliverables are to be uploaded to Quickbase within 24 hours of completion of survey. Failure to meet this turnaround time will result in a site fee penalty administered by the database that will not be overridden. If more time is required on site, please contact the project lead to negotiate additional time.
2. Photos are to be of the highest quality. A \$2.00 penalty PER photo will administered for each photo that does not meet FSU Standards.
3. Exam rooms where a patient consultation is underway are not to be evaluated until that consultation is completed. If having to wait for access to that room begins to add additional time (more than 45 minutes), notify the project lead immediately to gain approval to either move on or for negotiated additional fees from the client.

### **SITE SURVEY FEE**



As sites range greatly in square footage site survey fees will vary by site for any site above 2,000 sq. ft. The project lead will advise of the site fees per site. From 0-2,000 sq. ft. the site survey fee will be \$235.00.

It is understood that travel is sometimes needed, and therefore will be discussed with, and provided at the discretion of the Project Lead. If travel is provided, an expense report will need to be filled out via Quickbase and receipts will need to be provided in-order-for the expenses to be approved.