

ATTACHMENT 1 - STATEMENT OF WORK (SOW)

1. COMMENCEMENT OF PERFORMANCE:

The Contractor shall not begin providing services under this contract on the date of contract award. Within five (5) days of contract award, the contractor shall furnish evidence of insurance-coverage, documentation of accreditation/certification of personnel and procedures in accordance with the SOW. The Contracting Officer will notify the contractor by letter and the contractor shall commence performance on the date indicated in that letter (estimated to be within thirty (30) days of the letter from the Contracting Officer). The contractor shall begin transporting the existing inventory of government-owned equipment from the previous contractor's facility (as noted in the letter) to its own facility in accordance with the letter.

Acronyms: SOW - Statement of Work, CO - Contracting Officer, COR - Contracting Officer Representative

2. DOCUMENTS:

The Contractor shall submit all required documents in hard copies and one (1) electronic copy in a format compatible with Microsoft Word 2000: In- the event a VA facility does not-have e-mail-access, the Contractor shall produce the document electronically, and provide that facility with a CD Rom disk and hard copy. The Contractor shall reference the contract number on all documents it submits to the government. The Contractor shall submit all documentation and reports, via e-mail, unless otherwise specified. Unless otherwise specified, the contractor shall submit all documents related to this contract to the COR. Unless otherwise specified, the Contractor shall submit one electronic copy of all documents to the Contracting Officer.

3. POINT OF CONTACT:

Unless specifically stated otherwise, the Contractor shall contact the COR and/or the Contracting Officer for all technical matters. The Contractor shall contact the Contracting Officer for all other matters related to this contract.

The Contractor shall designate a Contractual Point of Contact to administer the contract and to act as liaison between the Contractor and the government. The Contractor shall ensure that this Point of Contact is responsive to the government in all administrative matters. The Contractor shall submit the name, telephone number and email address of the Contractual Point of Contact to the Contracting -Officer within two (2) days after the date the government awards the contract. Should the Contractor change the Contractual Point of Contact, the contractor shall notify the Contracting Officer within one (1) day from the date of the change.

4. BILLING/INVOICES AND SAMPLES:

The Contractor shall submit all invoices in accordance with VA procedures and in electronic format (compatible with VA hardware and software) via e-mail. The Contractor shall produce the document electronically and provide the facility with an electronic copy. If the Contractor must include backup documentation, the Contractor shall send this documentation via USPS or FedEx first class along with a hard copy of the invoice that it sent electronically. The contractor

shall submit individual invoices immediately upon completion of assigned job once a purchase order has been received by the Government.COR

- a. The Contractor shall submit all bills/invoices.
- b. The Contractor shall itemize all bills/invoices: Purchase, Service, Repairs and Storage. The Contractor shall include the contract number, date of service, and the signature of the veteran caregiver.
- c. The Contractor shall include the following:
 1. Name, title, phone number and complete mailing address of the responsible official to whom the government will make payment.
 2. Name of the business.
 3. Name and address of the Veteran for whom the invoice pertains.
 4. Other substantiating documentation of information as required by the VA.
- d. The Contractor shall submit invoices -upon completion of assigned job once a purchase order has been received by the Government. The Contractor shall submit invoices to the following according to which site services are rendered:

VA CCHCS 570/121
2615 E. Clinton Ave,
Fresno, CA 93703
- e. The Contractor shall ensure that all billing has the veteran's signature as proof of delivery.

5. INVENTORY CONTROL PLAN:

The Contractor shall obtain prior approval of the COR before substituting items.

- a. The Contractor shall bear responsibility to pickup and store all government-owned equipment from the previous Contractor.
- b. The Contractor shall maintain all government-owned equipment, so that it is physically separated from that equipment which is the property of the Contractor.

OR

- d. The Contractor shall submit to the COR, a hard copy and electronic copy (in a format compatible with government software/hardware. Microsoft Excel 2007 or Microsoft Access 2007) using PKI, of the inventory report of all VA-owned equipment being stored by the Contractor. The Contractor shall submit this inventory by **the 5th day of each month during the contract award.**

The Contractor shall maintain and furnish to the VA at the time of Invoicing/Billing in the following manner:

- A. A current Inventory of all VA owned equipment and supplies stored by the contractor.

The Inventory list will be electronically-based, and submitted to the government in an electronic format compatible with government hardware and software and submitted in hardcopy or formatted to show type of equipment using PKI.

- B. The Contractor shall not substitute items on this contract without written consent from the government. The Contractor shall provide each patient with equipment/supplies that includes an adhesive label with the contractor's name, address and telephone number, as well as the telephone number of the local emergency response system. This adhesive label will be placed on locations agreeable to the patient, so that the patient and/or caregiver know where to report emergency malfunctions.

6. SET-UP ADJUSTMENT AND DELIVERY- INSTRUCTION PROCEDURE AND PLAN:

The Contractor shall train and educate patients or caregivers on new and VA owned equipment. The Contractor must be certified to set up adjust and operate all VA owned equipment. The Contractor shall ensure that all instruction on patient equipment/services is given in both verbal and written form to the patient and caregiver. The Contractor shall ensure that it instructs the user of the equipment regarding its use, care, safety, and infection control. The Contractor shall document this Instruction Procedure. The Contractor shall maintain a record system pertaining to this Instruction Procedure. The Contractor shall provide the VA a copy of the document in each case.

The Contractor is responsible for the training/education of the patient or caregiver. The Contractor shall sign and date the documentation of the Instruction Procedure. The Contractor shall ensure that this Instruction Procedure applies to and includes all equipment purchased and VA-owned and reissued equipment.

The Contractor shall set-up, adjust, and instruct in both verbal and written forms to the patient and caregiver in the use, care, safety and infection control of the equipment. The Contractor shall document this procedure. The Contractor shall maintain a record system pertaining to this procedure. The Contractor must sign and date the documentation of the set-up and instructions as noted above on all equipment delivered. The Contractor shall provide the VA a copy of the document.

7. DELIVERY:

- a. Delivery shall be FOB Destination.
- b. The Contractor shall make delivery within two (2) calendar days after receipt of a written order.

8. REISSUES AND DELIVERY OF VA PROPERTY:

- a. . In all cases, where a bed is to be reissued, the contractor shall ensure that it issues a **new mattress**. Under no circumstances shall the Contractor issue a used mattress. The Contractor shall be responsible for proper disposal of the returned mattresses.
- b. If the Contractor combines pickup and/or deliveries to two or more beneficiaries (veteran), the invoice shall reflect the amount noted in the schedule. Example: Contractor has

three (3) items to deliver to three (3) different beneficiaries. The Contractor shall charge mileage (round trip) beyond the 50 mile delivery area to beneficiary #1 to beneficiary #2 and mileage would be charged for the third delivery from beneficiary #1 to beneficiary #3.

c. ALL MILEAGE CHARGES ARE ROUND TRIP.

d. Contractor shall deliver or pickup reissued government-owned property in accordance with the terms and conditions of this contract. The Contractor shall perform all deliveries and pickups at such times and such quantities as are required by the order and in accordance with the terms and conditions herein. For VA-owned equipment that the Contractor shall deliver to or pick up on VA premises, the Contractor shall coordinate (including all documents) through the COR.

e. The Contractor shall ensure that normal delivery or pickup zone for the purpose of this contract is considered to be a 50 mile radius from the VA.

f. The Contractor shall ensure that when notified by the COR to pickup an item, it shall do so within two (2) workdays after the COR notifies the Contractor. Contractor shall make appointment with patient within 24 hours. Contractor shall document time of appointment and shall wait no longer than 30 minutes.

g. The Contractor shall inspect, disinfect, clean and return to first-class condition (like new) all equipment returned by patients before reissue. The Contractor shall complete this refurbishing immediately upon return. The Contractor shall complete all equipment reconditioning within 5 days of return by patient.

h. The Contractor shall ensure that a separate charge for mileage or set-up is not charged to the government when combining delivery of newly purchased items in Section B and VA owned equipment. All new equipment must be authorized by the COR and be issued a separate purchase order if new equipment is to be purchased by the Contractor.

i. The Contractor shall include all shipping, handling charges, packaging, wrapping, boxing, UPS/FedEX, or additional person for pick-up or delivery in the contract proposal.

9. EMERGENCY SERVICE SYSTEM AND PLAN:

The Contractor shall provide coverage to insure 24 hours, 7 days per week access to Emergency Service. The Contractor shall respond to Emergency requirements within four (4) hours of notification. An adhesive label with the Contractors Name, Address and Telephone Number shall be placed on the equipment or other obvious location, so that the patient or caregiver knows-where to call, to report emergency malfunctions.

a. The Contractor shall provide and maintain proper documentation as to written instruction to/for patients/caregivers for procedures to follow for obtaining emergency service in the event of a power failure for electrical equipment.

b. The Contractor shall provide and maintain proper documentation for an Emergency preparedness Plan. The purpose of this plan will address how the Contractor shall continue care or services to patients in the event of a natural or man-made emergency i.e.; blizzard, flood, earthquake, fire power outage, labor disputes or staff illness.

c. The Contractor shall provide 24 hours, seven (7) days a week emergency service and system and telephone number. The Contractor shall respond to the emergency notification within four (4) hours or twenty-four (24) hours for non-emergency service. Emergency is defined as “the immediate needs of a patient for durable medical equipment (and/or repairs) to facilitate and ensure a patient’s independence and health.”

10. INSTALLATIONS AND ELECTRICAL SAFETY INSPECTION AND PLAN:

No charges other than those in Section B of this contract will be authorized for the installation of any equipment under this contract. Should the Contractor feel that the equipment prescribed is inadequate or not safe in the residence, it shall submit a written report to the VA and not install the equipment. The patient/caregiver shall be advised of the reason and instructed to obtain the services of a California State Licensed Contractor for further consultation and/or corrections. The prescribing physician (VA) shall be notified as soon as possible, so that the patient and Contractor can be instructed as to what steps are to be taken. The Contractor shall be responsible for verifying the safety of the electrical outlets in the patient’s home prior to installing any electrical item. Electrical outlets shall be inspected and tested to insure that voltage level is adequate for the electrical equipment being installed, that polarity’s correct, ground is present and that the outlet is in safe physical condition. Any unsafe electrical conditions shall be immediately reported to the VA and the equipment shall not be installed or left in the patient’s home.

11. PICK-UPS AND HANDLING OF EQUIPMENT AND PLAN:

The Contractor agrees to pick-up equipment within two working days after notification by the VA Health Care System. The Contractor shall, at its facility, inspect these returned items and determine whether or not they can be issued or need repair. Items that are not reusable shall be held pending disposition instruction from the VA. Reusable items shall be cleaned, disinfected, calibrated. (Repaired if necessary) and placed in plastic bags and sealed. The equipment (in sealed plastic bag) shall be tagged with a 5 x 8 card. This card will identify the equipment by Manufacturer, Make, Model, Serial number and determine whether or not they can be re-issued or need repair. Reusable items shall be cleaned, disinfected, calibrated (repaired if necessary) and placed in plastic bags and sealed. Clean reusable items shall be stored in separate uncontaminated area. Contractor must submit an itemized repair estimate for items in need of repair. This estimate must be submitted to COR within 7 working days.

The Contractor shall comply and document the Standard Universal Precautions for cleaning, disinfecting, handling and storing all equipment, for the delivery, recovery, receiving, handling, cleaning and sterilizing of all equipment.

13. STORAGE AND STORAGE PLAN:

The Contractor shall provide a clean, separate and secure storage area for all VA owned equipment and supplied apart from all other contractor-owned equipment and supplies. The Contractor shall store all VA owned items in an orderly arrangement, to allow for ready access to any item. The Contractor shall divide VA storage space into four (4) areas with the following designations; 1. Pending Assessment, 2. Pending Repair, 3. Ready for Issue and 4. Junk/Scrap.

The Contractor shall affix a large 5” x 8” removable tag to each piece of government-owned property at the Contractor’s facility. The removable tag will be for the purpose of identification of equipment throughout processing, storage, inventories and when necessary manufacturer recalls.

The Contractor shall ensure that each tag contains the following information: 1. Manufacturer, 2. Make/Model, 3. Serial Number, 4. Date-of Repair/Service, and 5. Date of Disinfection. The government estimates that the Contractor shall require approximately 1,000 square feet of storage space to store VA owned equipment.

The Contractor shall ensure that the government determines what equipment is considered scrap or junk. Repair estimate must be submitted within seven (7) working days.

14. INVENTORIES AND INVENTORY PLAN:

The Contractor shall maintain and furnish to the VA at the time of Invoicing/Billing in the following manner:

a. A current Inventory of all VA owned equipment and equipment stored by the Contractor. The Inventory list will be electronically-based, and submitted to the government in an electronic format compatible with government hardware and software, TBD, and submitted in hardcopy and formatted to show type of equipment by manufacturer, model, serial number and condition of the equipment.

15. INSURANCE:

The Contractor shall submit to the Contracting Officer within 5 days of contract award and prior to commencement of performance of this contract, evidence of insurance for liability and protection of all government property against damage or destruction caused by fire, flood, theft, rain, and accident.

16. TITLE TO PROPERTY:

The Contractor shall ensure that it complies with FAR with regard to property and government owned property.

17. EXISTING INVENTORY TRANSFER REPAIR SERVICE PHASE IN/PHASE-OUT AND PLAN:

The Contractor shall be responsible for picking up and storing existing inventory of Government owned equipment from the previous contractor, at the contractor's expense, within seven (7) calendar days after commencement of performance of this contract.

A. Upon expiration or termination of this contract, the Contractor shall cooperate fully with the VA in scheduling and coordinating the orderly transfer of patients with equipment, to the follow-on Contractor or to a Contractor that the government identifies.

B. Contractor shall maintain a repair service for used Government equipment. The Contractor shall ensure that all repair personnel is certified by the manufacturer. Certificates of Training will be provided to the Contracting Officer and COR.

18. EMPLOYEES' REQUIREMENTS:

a. Identification Badges and Sample:

The Contractor shall wear identification badges, when providing services or making deliveries to patient's homes. The Contractor shall ensure that badges show the company name, employees name and the employee's picture, only Contractor's employees.

b. Employees' List

c. Contractor is responsible for employees' list updates at no cost to the government.

d. Only Contractor's employee on submitted list shall be allowed in patients' homes or VA facilities.

19. REGULATORY AGENCY REQUIREMENTS AND COMPLIANCE ASSURANCE PLAN:

The Contractor shall comply with all regulations, laws and procedural requirements of all federal agencies including the Department of Transportation, Food and Drug Administration and Occupational Safety and Health Administration and documented in a quarterly, written report to the VA.

20. INFECTION CONTROL AND PLAN:

The Contractor shall have a written policy and training procedure for all employees and patients. The Contractor shall ensure that the policy relates to the identification, handling and disposal of hazardous materials and waste in a safe and sanitary manner and in accordance with current laws and regulations. The Contractor shall comply with Universal Precautions in handling equipment and supplies. The Contractor shall have a written policy and documentation regarding the training of employees and patients. In addition, the Contractor shall document the training of employees and patients for every initial set-up and in the monthly Quality Assurance Reports. Contractor shall obtain patient's signature upon completion. This should include contractor's employee and patient's signature. Copy shall be attached to the monthly Quality Assurance Reports.

The Contractor shall clean and disinfect every piece of equipment that is recovered from a patient's home (VA). The Contractor shall ensure that the clean and disinfected equipment is bagged in a sterile plastic bag for placement in storage. The Contractor shall tag the equipment with a 5" x 8" card. The Contractor shall use this card to identify the equipment by manufacturer, make, serial number and date of disinfections, as well as, date of repair or service. The Contractor shall ensure that it has in its plan a means to ensure that contract personnel are free of communicable disease.

21. EQUIPMENT MALFUNCTION AND REPORTING PLAN:

The Contractor shall report all accidents, malfunctions and injuries, deaths and equipment recalls, related to the provision, delivery and use of equipment and supplies within 24 hours of occurrence. The Contractor shall report to the VA and the manufacturer of equipment. The Contractor shall document these and submit a report on a quarterly basis to the VA. The Contractor shall submit the report even to state no occurrences.

22. POLICY OF PATIENT'S RIGHTS AND RESPONSIBILITES AND PLAN:

The Contractor shall provide every patient with a written copy of the "Policy of Patients Rights and Responsibilities. The Contractor shall ensure that it explains the rights and responsibilities of

the patient, which pertain to the care and service of the patient. The Contractor shall ensure that its employees understand and practice this policy. The Contractor shall make this information available to any interested party.

23. SAFETY MANAGEMENT AND PLAN:

The Contractor shall develop and follow a written Policy for Safety Management. The purpose will be to describe safety measures in the- home; as well as, prevention for control of infections. The Contractor shall instruct itself as well as patients and caregivers. The Contractor shall maintain documentation on all employees and patients to demonstrate safety management. The Contractor shall ensure that its- plan includes- emergency service, electrical safety, fire response or exit form home, environmental safety for electrical cords, furniture layout and bathroom safety. The Contractor shall include information on general safety including the danger of smoking in the presence or oxygen, proper placement or location of oxygen equipment in the home, as well as, information on the proper and safe use of all equipment. The Contractor shall ensure that identification and handling/disposal of hazardous materials in a safe and sanitary manner, in accordance with public law and regulations, is included.

The Contractor shall provide a written policy and training program for “Safety Management’, and a plan for the measures to be taken to prevent, identify and control infections, i.e.; Instruction in personal hygiene for employees and patients or “Universal Precautions for Blood and Body Fluids”.

The Contractor shall advise verbally and in written form its employees and patients of all precautions to be taken for infection control and proper disposal of aspirated secretions.

24. QUALITY ASSURANCE AND PLANS:

The Contractor shall develop a written Contract Quality Assurance Plan, designed to objectively and systematically monitor and evaluate the quality of the performance of the contract, proactively identify and resolve identified problems and improve contract performance. The Contractor shall ensure that the Contract Quality Assurance Plan documents the monitoring system, as well as action taken. The Contractor shall ensure that the Contract Quality Assurance Plan addresses all aspects of the performance of the contract as well as contract administration. The Contractor shall submit a Contract Quality Assurance Report each 30 days.

25. EQUIPMENT MANAGEMENT AND PLAN:

The Contractor shall develop written procedures for receiving, cleaning and sterilizing reusable items. The Contractor shall ensure that this plan includes segregation of clean and dirty equipment, as well as, maintenance records, procedures and disposal of equipment. Any equipment that is to be scrapped or returned to the manufacturer for repair/service, shall be cleaned and-disinfected, as would be required for handling equipment contaminated by Infectious Disease.

The Contractor shall notify’ patients, prescribing physician, VA personnel and Contractor’s staff about equipment hazards, defects or manufacturers recall of equipment. The Contractor shall develop a system to trace all equipment, whether in patients’ homes or inventory to prevent un-sterilized equipment in inventory from being delivered to a patient.

The Contractor shall maintain equipment pick-up and delivery vehicles. The Contractor shall not use wood products in these vehicles.

The Contractor shall allow VA Personnel as well as Representatives of the Joint Commission to inspect premises and inventory at the discretion of the VA Contracting Officer or COR.

26. COMPLIANCE WITH JCAHO:

The Contractor shall meet or exceed all Joint Commission standards for all services provided herein. Contractor shall submit proof of meeting or exceeding these standards as part of its technical proposal. The Joint Commission standards may be accessed at www.jointcommission.org. Contractor shall be accredited by a nationally recognized organization and shall maintain that accreditation throughout the term of the contract.

27. CONTRACTOR'S EMPLOYEES:

Contractor shall submit employees' roster that include competency, training program, licenses and certification. When new drivers or employee are added, information shall be furnished to Contracting Officer and COR.

<u>Item</u>	<u>Description</u>	<u>Due</u>
1	Insurance Coverage	5 days after contract award
2	Contractual Point of Contact	2 days after contract award
3	Bills/Invoices	Every 30 days

28. INFORMATION SECURITY

Reference Attachment 2 – VA Handbook 6500.6 – Appendix C

The C&A requirements do not apply and the Security Accreditation Package is not required.