

**Performance Work Statement
Ground Ambulance Services
Erie VA Medical Center
Erie, Pennsylvania**

1. SCOPE. The Contractor shall furnish 24-hour ground ambulance services to eligible veterans of the Department of Veterans Affairs, VA Medical Center, in Erie, Pennsylvania. It will be necessary for the Contractor to have a staff of State of Pennsylvania certified Paramedics to receive radio command medical orders from an appropriate hospital, thereby being able to render life-saving techniques to patients. The sole purpose of this contract is to provide cost effective, efficient, and expeditious transfer of patients (to include in-hospital pick-up and delivery) services.

The will be procured under the Test Program for Certain Commercial Items in accordance with FAR 13.5. This solicitation will result in the award of a firm-fixed price Requirements contract for one base year plus four – one year option periods.

a. The Contractor agrees to provide all services specified in the contract for any person determined to be eligible by the VA, regardless of race, creed, color, or national origin of the person for whom services are being ordered. Additionally, the Contractor warrants that sub-contracting shall not be used as a means of circumventing this provision.

b. Requests for services will be written or made via telephone by the VA's designated representatives. A list of authorized representatives will be provided upon award of the contract. Offerors are advised that the minimum number of ambulance vehicles that must be made available to the VA at any given time is three (3) medical taxis and wheelchair vans, two (2) emergency ambulances, and one (1) each ambulance with stretcher and Life Flight. Offerors must also be advised that the maximum number of ambulance vehicles that will be required to provide within a reasonable period of time is five (5) medical taxis and wheelchair vans, two (2) emergency ambulances, and one (1) each ambulance with stretcher and Life Flight.

c. Proposals will be considered only from offerors who are regularly established in ground ambulance services, and who are financially responsible to have all necessary equipment and personnel to furnish services in the volume required for herein. The successful offeror shall meet all requirements of the Federal, State, and City codes regarding operations of services in this solicitation. Each bidder must submit, along with a bid, a letter fully describing the make, model, and year of the vehicles which the offeror agrees to furnish under this proposal, including the location and telephone numbers of the establishment where calls are received and vehicles are immediately available for dispatch.

d. The Government will not be responsible for any loss, theft, or missing equipment belonging to the Contractor. The Contractor shall ensure all stretchers, restraint straps, wheelchairs, and blankets, etc. are permanently stenciled or taped making such property readily identifiable as belonging to the Contractor. The Contractor further agrees that his/her technicians and/or attendants will make all reasonable efforts to pick up any of his/her equipment immediately after completing the trip. Failure to do so will in no way require the Government to assume financial responsibility.

2. LOCATION OF WORK. For the purpose of this solicitation, local trip is defined as the VA Medical Center's primary service area which includes the following counties:

Erie, Crawford, Venango, Warren, Bradford, and Ashtabula. Long distance is defined as any area that is not within these listed counties in the state of Pennsylvania. The Contracting Officer will rely on the VA travel clerk on areas of any disputed mileage.

3. PERIOD OF PERFORMANCE. The anticipated Base Period of Performance for contract services will be 1 January 2015 through 31 December 2015. Contingent upon need and subject to the availability of funds, the government reserves the right to exercise four – 1 year option periods. The exercise of each option year is at the sole discretion of the government.

The First Option period will provide services from 1 January 2016 through 31 December 2016.

The Second Option period will provide services from 1 January 2017 through 31 December 2017.

The Third Option period will provide services from 1 January 2018 through 31 December 2018.

The Fourth Option period will provide services from 1 January 2019 through 31 December 2019.

4. DELIVERY SCHEDULE.

a. The Contractor shall ensure that transports are scheduled so that the total distance will result in the most economical means to the Government. The Contractor agrees that the rates charged herein are not to exceed those charged to the general public for the same services.

b. The VA Medical Center in Erie, Pennsylvania shall determine the type of vehicle to be ordered. The Contractor shall verify the specific type of patient-care vehicle and provide the same within the time period acceptable. If the vehicle is not provided within the acceptable time period, the VA reserves the right to order services from another source. Any additional charges incurred by the Government will be passed on to the Contractor.

c. Standard emergency transports that do not require specialized staff are expected to be provided within 15 minutes of notification. Transportation requiring specialized staff (i.e. RN) is expected to be provided within 30 minutes of notification. An RN is to be provided by VAMC. If transport can be accomplished by CCT-P, then CCT-P is to be provided by the Contractor.

d. In the event a vehicle must wait for a patient beyond the Contractor's control, reimbursement must be authorized and claimed. The payment will be at one-fourth (1/4) the negotiated hourly rate. Fractional times will be in ¼ hours (15 minute) increments.

e. The Contractor shall report any/all delays as soon as the driver is aware of the situation. For delays occurring between the hours of 8:00 am and 4:30 pm, the Contractor shall call the Travel Clerk at the VA Medical Center. For any delays occurring between the hours of 4:30 pm and 8:00 am, the Contractor shall call the MAA/Urgent Care Patient Service Assistant.

f. Ambulance services shall be available upon request twenty-four (24) hours a day, three hundred sixty-five (365) or sixty-six (366) days per year, including all National Holidays. National Holidays are: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day,

Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

5. APPLICABLE PERFORMANCE STANDARDS.

- a. Only one patient may be transported per trip by ambulance, unless specifically authorized in writing by the VA. More than one patient may be transported per trip in wheelchair vans, provided all requirements for patient comfort and safety are met, unless specifically instructed otherwise in advance by the VA, in writing. When more than one patient is transported on a trip, payment will be made at the rate not exceeding the cost of transporting a single patient; however, the Contractor may claim payment at the rate that would apply for the patient that is transported the greater distance. An authorized official of the VA may, when in the best interest of the veteran, allow a relative or caregiver to accompany the veteran. This will be done at no additional cost to the VA Medical Center.
- b. All patient charts and records transported with the patient are confidential and limited to a “need to know” basis for all Contractor personnel. Appropriate administration and medical information will be provided to the Contractor for patient transport. If the medical record is transported with the patient, it may be used as a source of information if the situation warrants. In all other instances, all documents will remain intact and secured. A veteran’s personal belongings may be transported with him/her. The belongings shall be handled with the utmost care and be in the same condition after transport as before.
- c. If the Contractor fails to furnish ambulance services in an emergency situation within 15 minutes after receiving a request or order, the VA reserves the right to obtain the services from another source and charge the Contractor any excess costs above the negotiated rates in the contract. The VA will be the sole judge in determining when to order services from another source.
- d. There are occurrences when a patient will be scheduled for appointments requiring transportation from the medical center, a nursing home, or a place of residence. Patients shall not wait more than 15 minutes beyond the scheduled pick-up time. Failure of the vehicle to arrive at the patient’s residence, medical center, or a nursing home within the time frame established without prior notification will result in cancellation of the trip. Any additional/excess charges incurred by the Government due to the delay will be forwarded to the Contractor for payment.
- e. The Government reserves the right to thoroughly inspect and investigate the establishment, facilities, business reputation, and other qualifications of any offeror and to reject any proposal irrespective of price that shall be administratively determined lacking in any of the essentials necessary to ensure acceptable standards of performance.
- f. The Contractor is required to immediately notify the COR of any incident that involves a VA beneficiary and follow-up in writing within eight (8) hours of notification.
- g. The Contracting Officer shall be notified in writing of any ambulance vehicles or equipment added after award of the contract. If any vehicles are added after inspection and subsequent award of contract, it shall be inspected and approved by the Contracting Officer or his/her designee before

being placed in use under this contract. In the event the above-mentioned statute changes or is updated, all current and appropriate Federal, State, and Local codes shall apply.

h. All vehicles shall be inspected prior to usage under this contract. The contractor shall notify the COR of any new vehicles purchased after award of this contract. Upon notification, the COR, CO, or designees will conduct inspection of said vehicles. The VAMC further reserves the right to make random inspection of said vehicles.

i. The successful bidder will provide a copy of current policy for chemical and physical restraints and protective devices. Documentation must be made in transport medical sheet indicating which devices and/or restraints were used and that use was in compliance with said policy.

j. Any and all equipment, machinery, linens, etc. taken with patients must be returned. The Contractor shall provide linens and those linens shall not be exchanged with VA linens.

k. System for Award Management (SAM). Federal Acquisition Regulation (FAR) requires that federal Contractors register in the System for Award Management (SAM) database at <http://sam.gov> and enter all mandatory information into the system. Award can not be made until the Contractor has successfully registered. Offerors are encouraged to ensure that they are registered in SAM prior to submitting their offer.

l. OIG/HHS. Office of Inspector General of the Department of Health and Human Services (OIG/HHS) has made a determination that prior to obligating VA contracts, purchase orders, task and delivery orders, and any purchase card orders paid with VA health care funds may not be entered into with any individual, entity, or organization that has been listed on the OIG/HHS Exclusionary List. VA does not have the burden of defending the merits of the OIG/HHS decision established under 42 U.S.C. 1320a7.

m. HIPAA Compliance. HIPAA compliance is required. The Contractor must adhere to the provisions of Public Law 104-191, Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the National Standards to Protect the Privacy and Security of Protected Health Information (PHI). As required by HIPAA, the Department of Health and Human Services (HHS) has promulgated rules governing the security, use, and disclosure of protected health information by covered entities, including the Department of Veterans Affairs (VA). HIPAA states that contractors may be required to enter into a Business Associate Agreement (BAA) with VA. However, VACO has recognized ambulance services as an entity that does not require a BAA with their Contractors as long as they are conducting health care on behalf of VA – ground ambulance program qualified as a medical service – therefore, no BAA is required.

n. Patient Confidentiality. The Contractor shall insure the confidentiality and security of all patient information and shall be held liable in the event of a breach of confidentiality. The Contractor shall comply with the provisions of the Privacy Act (5 U.S.C. 522a), Confidentiality of Drug Abuse, Alcohol Abuse, Sickle Cell Anemia, and HIV/AIDS Treatment Records (38 U.S.C. 7332 and 38 U.S.C. 4132) and Confidentiality of Medical Quality Assurance Records (38 U.S.C. 5705 and 38 U.S.C. 3305). The Contractor shall comply with all statutes pertaining to confidentiality and security. The Contractor shall be Health Insurance Portability and Accountability Act (HIPAA)

compliant. Failure to comply with statutes regarding confidentiality and security of patient health information/individually identifiable information may result in financial sanctions.

6. SPECIAL REQUIREMENTS.

a. Contractor Personnel. Upon award of the contract, the Contractor shall supply the VA with a complete listing of all employees, with their name, social security number, date of birth, place of birth, and a photo copy of their current PA driver's license. The VA police may conduct a Driver's Verification Background Check on all employees. The VA reserves the right to restrict the Contractor from using employees to transport veterans if the employee's record has non-favorable indicators. Records shall be updated every six (6) months.

b. Records of each employee, relating to character and physical capabilities of performing the services of a driver and/or attendant, must be maintained and shall be made available for inspection upon request. The Contractor shall maintain competency folders on all employees in accordance with current VA Education/Human Resource guidelines. The Contractor shall furnish the following education and/or training to all employees providing services under this contract:

1. Annual education training on Tuberculosis and OSHA's Blood-borne pathogen standards.
2. Annual screening for Tuberculosis (PPD by Mantoux).

These records are to be updated annually.

c. Emergency Medical Technicians providing emergency services under this contract must have the following qualifications:

1. Completed training in accordance with the standards published by the Department of Health and Human Services with a minimum curriculum of 81 hours or "equivalent" including in-hospital training period. Such training programs must be acceptable under the regulating requirements for local EMS systems by DHHS under PL93-154, 39 Federal Register 24-304 (1974).
2. Evidence of the "equivalent" training program successfully completed by the EMT. Evidence must be submitted with proposal.
3. Certification, license, or otherwise recognized by local, state, or regional government or public entity where the emergency ambulance service is operated or by which it is governed.
4. Enrolled periodically in a "refresher" continuing education, or advance training program as required by local or state government entities in which the service is rendered to veterans. In no instance shall this be less frequently than every two (2) years. Such refresher training must be equivalent to that developed by the Department of Transportation National Highway Safety Administrative under Contract F-11-11-7474 (Dunlap and Associated, March 1971). Evidence of successful completion of training must be submitted to the Contracting Officer at:

Erie VA Medical Center
Attn: Jennifer Callahan
135 East 38th Street
Building 9, 90C
Erie, PA 165604-1559

d. Registered nurses shall have all necessary training and certifications.

e. Reports. The Contractor must provide the following monthly reports:

1. Total cost billed to the VA
2. Total number of each trip ordered
3. Count of individuals transported
4. Count of destinations

f. Invoices. Monthly invoices shall contain the following information.

1. Contractor's Obligation number
2. Patient Name and Social Security number
3. Name of Representative requesting services
4. Name of Ambulance Operator
5. Pick-up Date and Time
6. Origin and Destination
7. Reason (i.e. eye exam, MRI, CAT scan, etc.)
8. Mileage
9. Charge
10. Summary page indicating total number of trips and costs

8. DEFINITIONS.

BCLS Vehicle: Ambulance equipped with Basic Cardiac Life Support System and qualified staff (in accordance with Specification KKK-A-1822C).

Basic Life Support (BLS): Staff with non-emergency drivers/attendants. Vehicles shall be dispatched immediately and arrive at the site within forty-five (45) minutes of calls for BLS ambulance.

ACLS Vehicle: Ambulance equipped with Advanced Cardiac Life Support System and qualified staff (in accordance with Specification KKK-A-1822C).

Advanced Life Support (ALS): Advanced Life Support Unit shall be staffed with Paramedics, ALS trained Registered Nurse (RN), and/or Certified Emergency Medical Technician 9EMT) with controlling capabilities for, but not limited to, Endotracheal Intubation, IV Therapy, Cardiac Monitoring, Defibrillation, and Intravenous and Cardiac Drug Therapy, to be used in and out of town. All EMS Personnel shall be provided by the Contractor.

ALS and BLS ambulance drivers shall assist the patient as necessary; including, but not limited to entering and exiting vehicles; entering, locating, and checking in at appropriate clinic areas upon arrival at destination. Vehicles transporting VA beneficiaries will be dedicated exclusively to VA transports. The contractor may not carry non-VA contract beneficiaries or private pay patients with VA beneficiaries.

COR: Contracting Officer's Representative

CO: Contracting Officer

MAA: Medical Administrative Assistant

9. SECURITY.

VA Privacy and Information Security Awareness & Contractor Rules of Behavior Training

The Contractor will be required to take the VA Privacy and Information Security Awareness Training and complete the Contractor Rules of Behavior prior to the delivery of services and annually thereafter.

The Contractor shall provide a copy of the completed training certificate(s) to the Contracting Officer's Representative (COR).

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

PERFORMANCE MEASURES: The Contractor's performance will be evaluated for each contract year. Documentation will be maintained by the Contracting Officer's Representative (COR) on the Contractor's compliance with the contract and performance measures. The performance measurements are:

1. The COR is contacted immediately for any patient incident.
2. A written incident report is received by the COR within 24 hours of incident.
3. Standard emergency transport requiring no staff is provided within 15 minutes of notification.
4. Standard emergency transport with staff is provided within 30 minutes of notification
5. Contractor provides evidence of State inspection for new vehicles added after inspection and/or contract award.
6. Contractor submits all reports in a timely manner.
 - a. Monthly Report. The following items are provided to the COR by the 15th of each month for the Monthly Report:
 - i. Total cost billed to VA
 - ii. Total quantity of trips ordered
 - iii. Total quantity of individuals transported
 - iv. Total quantity of destinations
 - v. Highest three (3) individual costs and destinations transported
 - b. Quarterly Report. Contractor provides aggregate quarterly report by 15 January, 15 April, 15 July, and 15 October.
 - c. Annual Report. Contractor provides annual report to COR by 1 May of each contract year.
7. Patients wait time for a pre-scheduled trip does not exceed 15 minutes.

8. Contractor provides an annual statement of the following:
 - a. Certification of State driving records, license verification, and insurance.
 - b. Statement that drivers are screened, trained, and competent to safely transport patients; shall include any advanced certification.
9. All contract employees are up-to-date on required VA trainings (VA Privacy and Awareness and Contractor Rules of Behavior).

Attached to this scope of work is an example of the Contractor's Performance Report. The Contractor's performance on the above-mentioned, three measures will be documented using this template on a yearly basis.

CONTRACTOR PERFORMANCE REPORT

GENERAL CONTRACT INFORMATION

DEPARTMENT:
CONTRACTOR:
BASE YEAR:
BRIEF DESCRIPTION Ambulance Services
OF SERVICE (PWS):
CURRENT YEAR:
AWARD FUTURE CONTRACTS?

TEAM:
CONTRACT #:
OPTION:
QUARTER:
☐ YES ☐ NO

RATINGS AND SUPPORTING DOCUMENTATION FOR RECOMMENDATION

| PERFORMANCE ELEMENTS | 1 | 2 | 3 |
|---|--------------------------|--------------------------|--------------------------|
| A. Quality of Service/record accuracy/clinical pertinence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Timeliness of performance/scheduling/consistency of visits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Customer Service/patient satisfaction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Business Relations/honors inquiries and requests for information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Key:

1. Performance DOES NOT meet SOME contractual requirements. The performance of the element being assessed reflects a problem for which the CONTRACTING OFFICE will address by corrective action request with follow-up to using service.
2. Performance meets contractual requirements with COR oversight. The contractual performance of the element being assessed contains minor problems to be addressed by the using service within the parameters designated by the delegation of the COR.
3. Performance meets contractual requirements The contractual performance of the element being assessed was accomplished with NO problems

| Performance Measure Description | Target/ Goal/ Contract Requirement | Current Data |
|---|---------------------------------------|--------------|
| (1) COR Contacted by Contractor for patient incidents | 100% of Incidents are Reported to COR | |
| (2) Written Incident Report received by COR within 24 hours of incident occurring | 100% Compliance | |
| (3) Emergency transport with no staff is provided within 15 minutes | 100% Compliance | |
| (4) Emergency transport with staff is provided within 30 minutes | 100% Compliance | |
| (5) All vehicles added after contract award are current with State Inspection | 100% Compliance | |
| (6) Contractor Reports, to include Monthly Reports, Quarterly Reports, and Annual Reports are submitted timely | 90% Compliance | |
| (7) Patient wait time does not exceed 15 minutes | 100% Compliance | |
| (8) Contractor Employees are up-to-date on annual training requirements to include VA Privacy and Information Security Awareness and Contractor Rules of Behavior | 100% Compliance | |

COR Comments:

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Signature of rating official _____ Date: _____

| FOR CONTRACT OFFICE USE ONLY | | | |
|------------------------------|--|-------|--|
| Reviewing Official: | | Date: | |
| CO Comments & Actions Taken | | | |

CONTRACTOR PERFORMANCE REPORT INSTRUCTIONS

“Outstanding Performance is measured by resourcefulness”

To be objective and fair in determining contract awards, we ask that you participate in our **Service Contract Performance Monitoring Program** by filling out this report on a quarterly basis. Completed reports should be returned to the **Contracting Office** by the end of the second week of the month following the end of the quarter. The completed reports can be sent hard copy or by email. It is important that the form be completed by the designated COR or an associate who is technically or professionally capable of rating the performance of the service being provided.

“Contract monitoring is only as effective as the diligence of the COR and/or designee”. Please read the definitions of the ratings and rate appropriately. You will notice that ratings 1 through 3 specify additional action that must be taken. A rating of 3 and 2 requires action by the using service/COR only. **A rating of 1 requires action by the contracting office based on valid documentation provided by the COR.** Applicable performance measures should be monitored and included in this report.

The data from your reports will be compiled into one quarterly report for the Medical Executive Council (MEC). It is important to take immediate action when performance issues are identified. Action taken and the effectiveness of that action should be included in this report.

Thank you for your cooperation and please do not hesitate to call with any questions and or concerns regarding this reporting form.

Erie VA
Contracting Office