

STATEMENT OF WORK

GENERAL PROCEDURE:

The purpose of this requirement is to furnish 24-hour ambulance transportation service for the beneficiaries of the San Diego VA Medical Center. This will involve trips to and from any location within the Primary Service Area (PSA) of the San Diego VA Medical Center and beyond, as appropriate. Trips are generally confined to within the PSA; however, they may encompass travel to points as far away as, Imperial County, Yuma City and South Riverside County or beyond, if necessary.

A. Tasking:

1. NUMBER OF PATIENTS:

It is understood and agreed that only ONE patient will be transported on a trip unless specifically authorized or requested by the VA. When, pursuant to Department of Veterans Affairs authorization, more than one patient is transported concurrently on a trip, reimbursement shall be made only at the rates contained in the schedule of costs for transporting a single patient. Regardless of the number of patients transported concurrently on a single trip within San Diego County limits, the Contractor shall be reimbursed for only the Base day /night Rate for one trip. Regardless of the number of patients transported concurrently on a single trip beyond San Diego County limits, the Contractor shall be reimbursed for the Mileage Rate for only one trip to the longest distance traveled with any one patient on that particular trip.

2. TRIP TIME AND DISTANCE

Transportation shall arrive at the destination **within 45 minutes** from the time the transport is arranged, provided that place of transport is within a thirty-mile (30) radius or within the area outlined as city limits.

- a. City limits for the purpose of this contract represents all areas within a thirty (30) mile radius. Trip mileage traveled beyond the 30-mile radius of the VA Medical Center, San Diego or the Community Based Outpatient Clinics (CBOCs) shall be one way only and trip mileage shall be determined by the latest edition of the Rand McNally Standard Mileage Guide, the Thomas Guide, or one of the mutually acceptable computer-based map programs. Mileage begins at point of pick-up. In the case of an incomplete pick-up beyond the 30-mile radius of the VA and its clinics, mileage can be charged as indicated in the Prices/Costs Schedule, under Trip Charge for Incomplete Pick-up. No fee shall be charged to the Government if cancellation order is received prior to arrival of vehicle at point of pick-up.

3. LOCATIONS TO PICK UP AT OR DROP OFF

Contractor shall provide service to Veterans from San Diego County, Imperial County, Yuma City and South Riverside County under the clinical jurisdiction of the VASDHS and the Community Based Outpatient Clinics:

Mission Valley Outpatient Clinic 8810 Rio San Diego Drive San Diego, CA	North County Vista CBOC 1830 West Drive Vista, CA 92083
Escondido CBOC 815 Pennsylvania Ave Escondido, CA 92026	Chula Vista (Southbay) CBOC 835 3 rd Ave., Ste. B Chula Vista, CA 92191

4. WAITING TIME

For time lost in waiting at either or both ends of a trip due to causes beyond the Contractor's control, the Contractor will be reimbursed per quarter hour as quoted in the schedule for each quarter hour or fraction thereof in excess of one-quarter hour for the time reported to the designated VA personnel. If the pick-up point is other than the VA Medical Center; the Contractor will call the Travel Clerk first, (xxx) xxxxxxxx or Supervisor, Patient Support Unit (xxx) xxxxxxxx extension xxx during administrative hours (8:00AM through 4:30PM, Monday through Friday) or the Administrative Officer of the Day (AOD) at (xxx) xxx - xxx on duty during -administrative hours (during evenings, nights, weekends, and holidays) as soon as it is anticipated that a delay may develop for which the Contractor expects to claim reimbursement. This call is only for the purpose of verifying the arrival time at the pick-up point and is not necessary if the Contractor anticipates no delay for which reimbursement will be claimed. The Contractor's failure to notify the travel section when waiting beyond the grace period shall result in non-payment for waiting time.

5. RESPONSE TIME

The Contractor shall be charged for each occurrence that a beneficiary is late or is rescheduled for an appointment as a result of being late. This cost shall be the same as the Government charge for an incomplete trip in the Schedule of Prices/Costs. Appropriate deductions from Contractor's invoices shall be made for such charges. Patients shall not wait longer than 45 minutes for BLS services or 45 minutes for ALS services upon services being ordered.

6. COMPLETED TRIP

When ambulance service under the terms of this contract involves pick-up of a patient who is to be brought to this medical center or to another hospital and/or clinic for hospitalization or treatment, the trip will be considered complete when the patient is delivered by ambulance personnel to the admitting/evaluation unit, a specified ward or unit, or to the location specified at the time the trip is requested. Contractor shall not release the patient from his/her custody, unless custody is released to charge nurse on duty at the facility patient is being transported, or to a designated point of contact at the patient's residence. Contractor shall take every reasonable measure to assure the wellbeing of the patient to their destination. Patients brought in by ambulance for

a scheduled clinic appointment shall be delivered directly to the specific clinic, released to the custody of clinic personnel, and picked up, as ordered, in the clinic after the appointment by the ambulance crew

7. NON-PICKUP OF PATIENT

When ambulance service involves a trip to or from this medical center, patient's residence or patient refusal, but due to unforeseen circumstances the patient is not available for pick-up, the Contractor will collect for the trip at the rates applicable under the schedule portion of this contract. The VA reserves the right to substitute patients in these instances to prevent the "no-load" situation.

8. NON-ARRIVAL OF PATIENT

When ambulance service involves the pick-up of a patient scheduled to arrive by air and the ambulance driver finds such patient does not arrive as scheduled, the ambulance driver will contact the Travel Clerk, Supervisor, Patient Support Unit, or the AOD and inquire as to the status of the arrival. If appropriate, waiting time may be authorized for time lost in waiting in accordance with the rate applicable under the schedule of costs of this contract. If Contractor reported as scheduled and no patient is transported, Contractor will be reimbursed at the rates applicable under the schedule of costs of this contract.

9. REPORTING (PICK-UP, DELIVERY, and DEPARTURE)

All drivers are required to report to the Travel Clerk or Administrative Officer on Duty (AOD) at time of pick-up, delivery, or departure is made. Drivers are required to assist patients to/from vehicle as necessary.

10. ROAD EMERGENCIES AND ACCIDENTS

In the event of an accident involving the Contractor's equipment and/or personnel with a beneficiary on board, the Contractor shall be responsible to return the Veteran beneficiary immediately, if the situation permits, to the emergency room of the VASDHS for evaluation by VA Staff. If the patient refuses to be returned to the VA, driver shall notify his supervisor so that appropriate VA personnel may be notified. An incident report detailing date, time, beneficiary, driver involved and description of incident with end result shall be sent to the COTR no later than twenty-four (24) hours from incident.

All Contractor personnel shall be cognizant in the handling of all types of road emergencies and a copy of the Contractor's procedures manual must readily available.

11. ORDERING

Requests for service shall be made either in writing or by fax by the COTR or other authorized VASDHS official. The Government shall provide Contractor with patient's pick-up delivery points, appointment time, location, and vehicle requirements. A list of authorized ordering personnel shall be made available upon award contract. Employees may be added or deleted from the list during the term of the contract at the discretion of VASDHS. The Contractor shall be notified of changes as they occur. To the extent possible, transportation requests shall be made 24 hours in advance; however, contractor must be able to accept requests for same day service and to schedule them in a manner that meets the arrival time needs.

12. AUXILLERY SERVICE

Contractor shall be required to transport items including, but not limited to, patient's luggage, medical records, medication, and comfort items from pick-up point to destination at no additional cost to the Government. Luggage to be transported shall be restricted to one (1) suitcase and 1 valise type.

B. Administration:

13. RATES

Day rates shall apply to any trip between the hours of 6:01 am and 6:00 pm. Night rates shall apply to any trip between the hours of 6:01 pm and 6:00 am. The time the ambulance departs on the trip carrying a patient shall determine whether the day or night rate applies. For all one way trips ordered under the contract, the Contractor shall receive the base rate awarded for any trip within a 30 mile radius of the VASDHS and/or its CBOCs. The Contractor shall also receive the mileage charge awarded for any one way trip that exceeds the 30-mile radius.

14. INVOICING AND PAYMENTS

Payment in arrears are authorized monthly following the period in which services were rendered. Contractor shall submit invoice and must be itemized to include the following information:

- (a) Beneficiary name and last-four digits of Social Security number.
- (b) Date and time of service and pick-up/delivery address
- (c) Mode of transportation used and when ALS the trip rate for appropriate personnel.
- (d) Base rate plus any applicable mileage allowable.
- (e) Name of authorized VA personnel ordering services
- (f) The contract number and any additional numbers required by Patient Travel.

Note: A post award meeting may be scheduled by the Contracting Officer with VA personnel to review correct ordering and invoicing procedures.

15. LINEN

Contractor shall furnish all clean linen required for patient transport at no additional cost to the government. Linen shall not be exchanged with linen belonging to VASDHS.

16. COMMUNICATION SYSTEM

The contractor's communication system shall have the following but not limited to:

a. Telephone System

(1) Contractor shall have sufficient telephone capacity to ensure immediate communication access between the VASDHS and the Contractor's facility for the purposes of canceling trip requests and handling other emergencies.

(2) The Contractor shall have telephone coverage to accept calls from VASDHS seven (7) days a week twenty-four (24) hours a day.

b. Vehicle Communication

Contractor shall ensure the availability of mobile radio and /or cellular telephone communication with all vehicles providing transportation service at all time.

17. CONFIDENTIALITY AND SECURITY

Contractor shall ensure the confidentiality and security of all patient information and shall be held liable in the event of breach of confidentiality. The Contractor shall comply with the provisions of the Privacy Act of 1974 (5 USA 522a), Confidentiality of Drug Abuse, Alcohol Abuse, Sickle Cell Anemia and HIV/AIDs Treatment Records (38 USC 7332) and Confidentiality of Medical Quality Assurance Records (38 USC 5705). The Contractor shall comply with all pertaining confidentiality and security statutes. 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 termination.

18. CHANGES

Only those services specified herein are authorized. Before performing any service of a non-contract nature, the Contractor shall advise the Contracting Officer of the reasons for the additional work. Changes to the resulting contract are not authorized, unless approved in writing by the Contracting Officer

19. AMBULANCE EQUIPMENT SPECIFICATIONS

Each ambulance shall have patient compartment facilities, oxygen and suction systems and environmental climatic supplies as required by Federal Specification for Ambulances.

- i. All ambulances shall meet the standards of KKK-A-1822F.
- ii. Contractor shall ensure that all stretchers receive a quarterly safety inspection of all working parts including belts and straps. Contractor shall provide and maintain records of safety inspections and shall provide copies of documentation to the Contracting Officer Technical Representative (COTR).
- iii. The ambulance (emergency medical care vehicles) under the terms of this contract shall be licensed and meet the minimum vehicle requirements for basic life support as mandated by Federal, State and local authorities pertaining to ambulance service.
- iv. Federal specifications are mandatory as minimal requirements for such vehicles, but chassis or compartment modifications are permissible when they clearly exceed the minimal specifications.
- v. The contractor shall only provide stretchers that have at least three functioning safety belts. The VASDHS reserves the right to refuse services from the contractor if the stretcher does not meet this minimum specification. VASDHS shall not incur any cost associated with the contractor providing inadequate or faulty equipment.
- vi. Equipment shall consist of the following, but not limited to:

(1) Contractor shall ensure that all access doors are capable of being opened from the inside, and shall remain closed and secure during travel.

(2) Contractor shall ensure equipment have a functioning speedometer indicating speed in miles per hour and a functioning odometer correctly indicating distance in tenths of a mile.

(3) Ambulance shall be equipped with operational air conditioning/heating systems. If the air conditioning system becomes inoperable during a day when the high temperature is forecast to reach 80 degrees or more, the vehicle shall be immediately pulled from service at the termination of the current trip and shall not be used again for service under this contract until the air conditioning system has been repaired.

(4) Ambulance exterior shall be free of grime, oil or other substances and free from cracks, breaks, dents and damaged paint that noticeably detract from the overall appearance of the vehicle.

(5) Ambulance shall be equipped with hubcaps or wheel covers.

(6) Ambulance shall have all body molding in place, or if removed, holes must be filled and painted.

(7) Ambulance shall have passenger compartment that shall be clean of dirt and free from torn upholstery or floor coverings, damaged or broken seats protruding sharp edges and vermin or insects.

(8) Ambulance shall have unobstructed vision on all sides.

(9) Ambulance shall be equipped with an operable two-way mobile radio and/or cellular telephone communication system, which affords contact with the vehicle during all hours of operation. Beepers are not an acceptable substitute.

(10) Ambulance shall meet all safety and mechanical standards established by State and Federal statutes and regulations.

(11) Ambulance shall have windows and doors, which can be opened and closed in accordance with manufacturer standards.

(12) Ambulance shall not have leaks of any kind.

(13) Ambulance shall be equipped with a functioning horn.

(14) Ambulance shall have operable seat belts on all seats

(15) Ambulance shall have fully charged, certified and non-expired fire extinguisher.

The Contractor shall provide the COTR with a list of all vehicles used to provide services under this contract, including vehicle identification numbers, and insurance certificates prior to initiating services. An updated list shall be provided to the COTR monthly.

- vii. Violations shall result in partial or withheld payment for services rendered by the VASDHS until an updated list is provided. All vehicles shall be made available for inspection at any time ordered by VASDHS discretion. Any vehicle found not in conformity with the above standards or any vehicle receiving two (2) or more complaints within a five (5) day period concerning cleanliness or other deficiencies shall be removed from service immediately until subsequent inspections verify correction of deficiencies. VASDHS reserves the right to remove from service any vehicle not in compliance of standards referenced. Failure to comply with this requirement may result in withheld compensation for services rendered in the violating vehicle.

C. Drivers and Staff

20. RECORDS

Contractor shall maintain employee records which shall include: documented evidence of the physical capabilities of performing the duties of an ambulance driver, and a current and valid driver's license. Records shall be available upon VASDHS request.

21. DUTIES

Contractor shall ensure that drivers can demonstrate all, but not limited to the following:

- a. Perform their duties with due regard for the safety, comfort and convenience of customers and their property.

- b. Comply with all applicable Federal and State laws, regulations and licensing requirements, including drug testing.
- c. Possess a current driver's license, valid in the State of California, with less than five (5) current points, none of which were assessed for "Reckless Driving."
- d. Notify the Contactor's dispatcher before leaving the destination when driver has encountered problems such as customer(s) not being ready, incorrect addresses or addresses which are inaccessible to wheelchairs.
- e. Wear clothing that is clean and neat in appearance and display Contractor's name and driver's name.
- f. Ensure that there is no playing of audio/visual equipment in vehicles without the approval of all customers aboard.
- g. Allow a relative (when in the best interest of the beneficiary) to accompany the patient at no extra charge.

22. DRIVER CONDUCT

The following acts are prohibited by contractor personnel, which shall include, but not be limited to, the following:

- a. Use of intoxicating liquors, narcotics or controlled substances of any kind (excluding doctors' prescriptions which do not impair driver's driving ability) while on duty or reporting for duty.
- b. Gambling in any form.
- c. Carrying of pistols, firearms or concealed weapons.
- d. Smoking and other uses of tobacco while on duty.
- e. Resorting to physical violence to settle a dispute with a fellow employee, customer(s) or the general public while on duty.
- f. Spitting in prohibited places or any other unsanitary, offensive or insensitive practices or behavior.
- g. Use of loud, indecent or profane language and/or making threatening or obscene gestures toward customers or other employees.
- h. Stopping for personal business, including use of restroom facilities, while vehicle is occupied by a passenger. The driver shall not leave the vehicle with the key in the ignition at any time.

- i. Engaging customer in a verbal confrontation in an attempt to settle a disagreement. Should a disagreement arise, the driver shall contact his dispatcher/supervisor via the radio system.
- j. Soliciting or accepting tips from customer, companions or others at any time.
- k. Driver shall not use a cell phone while driving veteran beneficiaries.

23. EMERGENCY MEDICAL TECHNICIAN (EMT):

Contractor Emergency Medical Technicians (EMTs) who perform emergency services on ambulances servicing the VASDHS and CBOCs are required to have the following qualifications but not limited to:

- a. Have completed training in accordance with the standards set by the Department of Health and Human Services (DHHS) with a minimum curriculum of 81 hours or “equivalent” including an in-hospital training period. Such training shall be acceptable under the regulatory requirements for the State of California local regulations governing such. Evidence of the equivalent training programs successfully completed by the EMT shall be readily available..
- b. The EMT shall be certified, licensed by the Local, State, or Regional Government or public entity where the emergency ambulance service is operated, or by which it is governed.
- c. Each contractor shall be required to furnish a list of EMTs who shall transport Veteran beneficiaries and contractor shall provide a copy of the certifications and licensing.
- d. The EMT shall be enrolled periodically in “refresher” continuing education, advanced training programs as required by the Local or State government entity in which the service is rendered to Veterans, and shall not be less frequently than every three years. Such “refresher” training must be equivalent of that developed by the Department of Transportation, National Highway Safety Administration. Proof of such refresher training shall be submitted to the Contracting Officer.

24. PARAMEDICS:

Paramedics providing emergency services on ambulances servicing the VASDHS and CBOCs are required to have the following qualifications but not limited to:

- a. Complete training in accordance with the standards published by the Department of Health and Environmental Control (DHEC), and shall have a minimum of 424 hours of training licensed in the state California.

- b. The paramedic shall be certified, licensed by the local, state, government or public entity where the emergency ambulance service is operated, or by which it is governed. Proof of such certification shall be submitted to the Contracting Officer.

The paramedic shall be enrolled periodically in “refresher” continuing education, or advanced training programs as required by the local or state government entity in which the service is rendered to Veterans, but in no instance shall this be less frequently than every three (3) years. Such “refresher” training must be equivalent to that developed by the Department of Transportation, National Highway Safety Administration. Proof of such refresher training must be submitted to the Contracting Officer.

25. ADVANCED LIFE SUPPORT TEAM:

The Advanced Life Support (ALS) team shall have a minimum, two (2) EMT. Notification for the additional Licensed Critical Care Nurse and Licensed Respiratory Therapist shall be given at time order is placed. Each team shall have all required equipment available to ensure the safe and rapid transport of patients requiring close monitoring and possible advanced life support intervention as direct by qualified VA personnel. The ALS team must be able to be assembled and on station within a 45-minute time span or sooner from time order is placed.