

**STATEMENT OF WORK
VA TEXAS VALLEY COASTAL BEND HEALTH CARE SYSTEM
MEDICAL COURIER SERVICES**

1. GENERAL

- 1.1 General: This is a non-personal services contract to provide medical courier services. The Government shall not exercise any supervision or control over the service providers providing the services described herein.
- 1.2 Description of Services/Introduction: The Contractor shall provide all personnel, transportation, equipment, supplies, facilities, supervision, and other items and non-personal services necessary to perform the medical courier services as defined in this Statement of Work. The Contractor assumes all liability risks for work performed under this contract. The Contractor must assume total liability for all contract employees. The Contractor shall perform to the standards of the contract.
- 1.3 Scope of Work: Contractor will provide all necessary labor, transportation, equipment, material and supplies for the pickup and delivery of routine medical items to include items such as blood and blood components, laboratory specimens, laboratory transport containers, patient records, medical supplies and other medical related items, on a scheduled and an as-requested basis.
- 1.4 Physical Security: The Contractor shall be responsible for safeguarding all government equipment, information and property provided to Contractor personnel while performing the services described herein.
- 1.5 Period of Performance: The period of performance shall be for one (1) base period of four (4) months and four (4) 12-month option years
- 1.6 Type of Contract: The government will award a firm fixed-priced contract
- 1.7 Service Contract Act: The Service Contract Act applies to this contract. Current Service Contract Act Wage Determinations for the service areas will be attached to the contract. Employees performing under this contract must be paid at least the pay and fringe benefits described therein.
- 1.8 Contracting Officer Representative (COR): The COR will be identified by a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. A letter of designation issued to the COR, a copy of which will be provided to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.
- 1.9 Contract Administration: The Contracting Officer is the only person authorized to approve changes or modify any of the requirements under this contract. The Contractor shall communicate with the Contracting Officer on all matters pertaining to contract administration. Only the Contracting Officer is authorized to make commitments or issue changes that will affect price, quantity or quality of performance of this contract. In the event the Contractor effects any such change at the direction of any person other than the Contracting Officer, the change shall be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in costs incurred as a result thereof. All

changes to the contract will be issued via an amendment and/or modifications in writing from the Contracting Officer to the Contractor.

- 1.10 Invoices: Invoices are to be submitted electronically; monthly, in arrears of the start of the services performed each month. Electronic invoices can be submitted at no additional cost at the VA Vendor Information System (VIS) website <https://www.vis.fsc.va.gov/login.aspx?ReturnUrl=%2fDefault.aspx> , or at <http://www.tungsten-network.com/us/en/veterans-affairs/> . The COR is responsible for acceptance of services and/or the processing of receiving reports for the services provided to the government.
- 1.11 Progress Meetings: The Contractor agrees to attend periodic progress meetings. The Contracting Officer, COR, and/or other government personnel, as deemed appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the Contracting Officer will appraise the Contractor of how the government views the Contractor's performance and the Contractor will apprise the government of problems, if any, being experienced. Appropriate action will be taken to resolve outstanding issues. The Contractor's attendance at these meetings will be at no additional cost to the government.
- 1.12 Work Stoppage/Delays: The Contracting Officer shall be notified at the earliest time available, but no later than the next business day, via phone of Contractor's knowledge of any conditions which may adversely affect the Contractor's ability to perform under the terms and conditions as stated in the specifications of this requirement. For example, union strikes, vehicle problems, licenses, or anything that might jeopardize the terms and conditions of this contract should be reported to the Contracting Officer.

2. CONTRACTOR QUALIFICATIONS

- 2.1 Past Performance: Contractor must have a minimum of three years of satisfactory courier services experience, be financially responsible, and possess all the necessary equipment, licenses, and manpower necessary to perform the work specified in this contract.
- 2.2 Insurance Requirements: The Contractor shall meet all Federal, State and City codes regarding operation of this type of business and furnish the required Insurance Certificates required to work on a Government installation.
- 2.3 Couriers: All drivers must be of legal age, possess valid licenses and maintain a neat, clean and professional appearance. Drivers must be able to speak, understand and write English. Drivers shall possess identification showing Contractor name and job title. Contractor is responsible for the actions and conducts of its employees and shall assure that they are consistently compliant with all VA building and parking regulations, policies and guidelines while conducting business on Government property and for VA. Drivers shall not make any personal stops in performance of duties under this contract nor shall any unauthorized passenger accompany the driver during contract work. Drivers shall observe the smoking policy of the VA and only smoke in designated areas. Drivers transporting laboratory specimens must be trained in Universal Precautions for handling of biohazard materials and include use of proper procedures in case of biohazard spills or accidents. This training shall also include mandatory Hazardous

Materials training and know and understand the handling of dry ice. Written statements documenting Hazardous Materials training and training that meets the laws and regulations of the US Department of Transportation and the Centers for Disease Control governing the transport of clinical specimens shall be provided to the Laboratory Manager annually or at the beginning of the Driver's employment.

2.4 Employees: Contractor employees shall not be considered government employees. The Contractor shall provide Workers Compensation, Professional Liability insurance, health examinations, Income Tax Withholding and Social Security Payments to its employees.

2.5 Vehicles: All vehicles used in performance of this contract shall be registered, licensed and meet the minimum vehicle requirements as mandated by the Department of Transportation. The Government reserves the right to inspect the vehicles and investigate the responsibility of bidder to perform the work outlined while in the performance of this contract.

3. TASK SPECIFICATIONS

3.1 The Contractor shall pick up and deliver items such as blood and blood components, laboratory specimens, laboratory transport containers, patient records, medical supplies and other related items from/to the locations listed in the delivery schedule on scheduled and on an as requested basis. Emergent/unscheduled pick-ups for all sites will be infrequent and only needed when a lab draw from a patient is performed after the regular lab pick-up and the specimen needs to be tested STAT or is unstable for storage until the next anticipated courier run. Scheduled route occurs Monday through Friday. There is no expectation that services would be needed on weekends or on Federal observed holidays. All as-needed services must be delivered before the facilities closing time of 4:30 PM, Monday through Friday.

3.2 Packing and Transportation: All specimens shall be properly packaged and labeled to indicate the general nature of the material being transported. Vendor will transport specimens in appropriate containers secured in the vehicle body to prevent movement. Laboratory specimens are to be transported in accordance with specified temperature requirements. Room temperature specimens will be transported inside a cooler and remain at temperature between 20-25°C Centigrade. Refrigerated specimens must be transported in a cooler with regular ice or cold packs and remain at temperature between 2-10° Centigrade. Frozen specimens will be transported in a cooler packed with dry ice and remain at temperature of -18°C or below Centigrade. Contractor must provide necessary ice, cold packs or dry ice to maintain temperatures required for specimen stability.

3.3 Dry Ice/Cold Pack: Contractor will provide and deliver dry ice, in an approved container for dry ice transport, to the VA Medical Center pathology laboratory and outlying sites upon request. The VA Laboratory and the Contractor will agree upon time of delivery and appropriate amount (measured in pounds) of dry ice to be provided. This dry ice is used for temporary storage of frozen medical specimens during transport. The requirement of dry ice is not required on all shipments. The estimated maximum amount of requested dry ice for an unscheduled delivery is five (5) pounds. The

cost/price of dry ice is not separately priced; the cost of dry ice shall be included in the line item pricing.

- 3.4 Shipment Tracking: Contractor must have the capability of tracking specimens and other items from pickup location to delivery location. Documentation of tracking must be presented to COR or COR designee upon request. All documentation for invoicing should include date, time and person requesting the pickup.
- 3.5 Shipment Records: The VA and/or the sending/receiving facility may request the courier's signature(s) as written documentation of pick-up and delivery by use of specimen/package track logs or other similar mechanism.
- 3.6 Confidentiality of Records: The Contractor shall assure the confidentiality of all patient information and records being transported and shall be held liable in the event of any breach of confidentiality. The Contractor shall comply with provision of the Federal Privacy Act of 1974 (Public Law 93-579).
- 3.7 Reportable Incidents: Contractor shall furnish a written report should any delivery incidents occur. This report shall be provided to the Contracting Officer within 24 hours of the incident. Incidents/actions involving blood components or laboratory specimens must be reported immediately to the Laboratory Supervisor or Laboratory Chief Technologist. Incidents/actions involving breach of patient records or patient identifiable information must be reported immediately to either the VA Information Security Officer or the VA Privacy Officer.
- 3.8 Quality Control: The Contractor shall develop and maintain a quality control program to assure the packaging and transport requirements are consistently met to include daily documentation of temperature checks for the three levels or temperature required in the transport of the diagnostic specimens in support of this contract. The Contractor must demonstrate the ability to immediately remedy any violations of the requirements. The government reserves the right to inspect the Contractor's quality plan should the courier services quality experience repeated problems or concerns.
- 3.9 Holidays: The Contractor is not required to work on a National Holiday observed by the Federal Government. The recognized federal holidays are: New Year's Day (1st), Martin Luther King Jr's Birthday (3rd Monday in January), Washington's Birthday (3rd Monday in February), Memorial Day (last Monday in May), Independence Day (4th of July), Labor Day (1st Monday in September), Columbus Day (2nd Monday in October), Veterans Day (November 11th), Thanksgiving Day (4th Thursday in November), Christmas Day (December 25th) and any other day specifically declared by the President of the United States to be a national holiday. When one of the designated holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the preceding Friday is observed as a holiday by U.S. Government agencies.

4. GOVERNMENT FURNISHED PROPERTY

The specimen containers utilized for the transportation of laboratory items will be provided by the government. The largest container that is used for transportation is approximately 36"L x 24"W x 24"H.

5. DELIVERY SCHEDULE

Pick-Up Location	Delivery Location	Scheduled Service	Estimated Quantity, Year
Laredo Outpatient Clinic 4602 N. Bartlett Ave. Laredo, TX 78041	McAllen Outpatient Clinic 901 E. Hackberry Ave. McAllen, TX 78503	11:30 AM, M-F Drop-off by: 3:00 PM	250
Laredo Outpatient Clinic 4602 N. Bartlett Ave. Laredo, TX 78041	Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	As Needed	10
Corpus Christi Sp. Clinic 205 Enterprise Parkway Corpus Christi, TX 78405	McAllen Outpatient Clinic 901 E. Hackberry Ave. McAllen TX 78503	As Needed	10
Corpus Christi Sp. Clinic 205 Enterprise Parkway Corpus Christi, TX 78405	Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	As Needed	10
McAllen Outpatient Clinic 901 E. Hackberry Ave. McAllen, TX 78503	Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	As Needed	33
McAllen Outpatient Clinic 901 E. Hackberry Ave. McAllen, TX 78503	Corpus Christi Sp. Clinic 205 Enterprise Parkway Corpus Christi, TX 78405	As Needed	10
Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	Corpus Christi Sp. Clinic 205 Enterprise Parkway Corpus Christi, TX 78405	As Needed	10
Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	McAllen Outpatient Clinic 901 E. Hackberry Ave. McAllen, TX 78503	As Needed	10
Harlingen VA OPC 2106 Treasure Hills Blvd. Harlingen, TX 78550	VA Health Care Center 2601 Veterans Drive Harlingen, TX 78550	As Needed	20