

**STATEMENT OF WORK
SOUTH TEXAS VETERANS 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 twenty-four (24) hours a day pickup and delivery of routine and emergency reagents, blood and/or blood products, lab products and specimens to locations outlined in the Schedule of Delivery for the South Texas Veterans Health Care System.
- 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 year of 12 months and two (2) 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 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 PERSONNEL POLICY: The Contractor shall be responsible for protecting the personnel furnishing services under this contract. To carry out that responsibility, the Contractor will provide the following:

- Workers compensation
- Professional liability insurance
- Health examinations including: (a) Annual TB Skin Test and recent (within the last year) chest X~ Ray if there is a history of positive TB Skin Test, (b) Evidence of Hepatitis B immunity (hepatitis immune titer, if provider has had the series of shots; if no immunity, evidence that provider has started the Hepatitis B vaccination series), (c) Evidence of a Hepatitis C titer, (d) Varicella titer if provider has not had chicken pox.
- Income tax withholding, and
- Social Security Payment

It is noted that the Contractor, its employees, agents and subcontractors will not be considered VA employees for any purpose.

2.2 SERVICE PLAN: Offerors will provide as part of their quotation a proposed service plan: The Contractor's proposed service plan shall include outlining the methodology for meeting the requirements to provide pickup and delivery of routine and emergency reagents, blood and/or blood products, lab products and specimens. The plan should identify how the methodology proposed complies with all state, federal and local regulations and laws. Some items that should be covered as part of the plan are in compliance with Code of Federal Regulations (CFR) regarding Blood borne Pathogens, specific types of training provided to medical couriers, transportation safety training

specific to medical couriers, hazardous materials training, and compliance with the Health Insurance Portability and Accountability Act (HIPPA). **This plan will be one of the factors used to conduct evaluations as stated at FAR 52.212-2, therefore offerors not submitting a plan may be rejected and not considered for award.**

2.3 EQUIPMENT: Offerors will provide as part of their quotation a narrative of all proposed equipment, materials, and labor to be used for the services outlined herein. The narrative should also provide any special requirements for access, safety, and time required to perform the services outlined herein.

2.4 QUALITY PLAN: Offerors will provide as part of their quotation the Quality Plan utilized by their firm. The Government will utilize the Contractor(s) established Quality Plan; however, if the Contractor's Quality Plan does not cover the requirements outlined in the solicitation, then the Contractor must make the necessary adjustments to address the requirements. If the Contractor(s) does not currently have a Quality Plan, then it will be necessary for them to prepare and submit one as part of their quotation ensuring that the requirements outlined in the solicitation are included. The Quality Plan will be one of the factors used to conduct evaluations as stated at FAR 52.212-2, therefore offerors not submitting a plan may be rejected and not considered for award

2.5 IDENTIFICATION CARD: Contractor personnel are required to submit all required background paperwork and fingerprinting for the issuance of I.D. badges. Contractor personnel must be able to access Department of Veterans Affairs (VA) facilities and Department of Defense (DoD) facilities while in the performance of this contract. Access to DoD facilities may be by a pass granted by their visitor control center; requirements for entry (i.e., driver's license, proof of vehicle insurance); and length of pass may differ by location.

2.6 COURIER: All drivers must maintain a valid driver's license for the type of vehicle operated as required by the State of Texas. A record of each driver as to character and physical capabilities of performing the duties as a courier must be maintained and made available to the Contracting Officer for inspection upon request. The contract manager, drivers and alternates, must be able to read, write, speak and understand English. The name of this person, and an alternate, or alternates, who shall act for the Contractor when the manager is absent, shall be designated in writing to the Contracting Officer. An updated listing will be provided as changes in personnel occur.

3. TASK SPECIFICATIONS

3.1 All items must be transported in accordance with all local, state and federal regulations. All efforts shall be made to assure that all items are delivered without spoilage/damage from temperature conditions, rough handling and/or negligence.

3.2 WORK HOURS:

- a. The Contractor as defined herein shall furnish the services covered by this contract at the times specified.
- b. The following terms have the following meanings:
 - (I) Work Hours: Service is to be available twenty-four (24) hours per day, seven days per week.
 - (a) Normal Duty Hours are 8:00 AM to 4:30 PM CST
 - (b) After Duty Hours are 4:30 PM to 7:59 AM CST
 - (II) Contractor may be required to work on the National Holidays observed by the Federal Government, on an as needed basis. 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.

3.3 Policy and Procedures: Contractors will adhere to all hospital policies and procedures related to no smoking except in designated areas.

4. DELIVERY SCHEDULE

Line Item	Days	Pickup Point	Pickup Time	Destination	Drop-off Time	Unit of Issue	Est. Quantity
0001	M thru F	Wilford Hall Blood Bank 2200 Bergquist Dr.	0930	AMVH Laboratory 7400 Merton Minter	1030	JB	252
0002	M thru F	North Central Federal Clinic Laboratory 17440 Henderson Pass	1200	AMVH Laboratory 7400 Merton Minter	1400	JB	252
0003	M thru F	North Central Federal Clinic Laboratory 17440 Henderson Pass	1600	AMVH Laboratory 7400 Merton Minter	1800	JB	252
0004	M thru F	South Bexar Clinic 4610 E. Southcross.	1200	AMVH Laboratory 7400 Merton Minter	1300	JB	252
0005	M, T, Th, F	South Bexar Clinic 4610 E. Southcross.	1600	AMVH Laboratory 7400 Merton Minter	1700	JB	200
0006	Th	Lackland Blood Donor Center 2430 Ladd St.	0900	AMVH Blood Bank 7400 Merton Minter	1000	JB	51
0007	M thru F	Victoria VA OPC Laboratory 1908 Laurent St., Ste. 140 Victoria, Texas 77901	1400-1430	AMVH Laboratory 7400 Merton Minter	1900	JB	252
0008	7 days/week	San Antonio, Texas Various Laboratory Hospitals/Clinics	As Needed 7 days/week	AMVH Laboratory 7400 Merton Minter	As Needed 7 days/week	JB	600
0009	M thru F	Kerrville Division Laboratory 3600 Memorial Kerrville, Texas 78028	1700	AMVH Laboratory 7400 Merton Minter	1900	JB	260
0010	Saturday Sunday	Kerrville Division Laboratory 3600 Memorial Kerrville, Texas 78028	1300	AMVH Laboratory 7400 Merton Minter	1500	JB	104
0011	As Needed 7Days/Week	Kerrville Division Laboratory 3600 Memorial Kerrville, Texas 78028	As Needed M-F	AMVH Laboratory 7400 Merton Minter	As Needed 7Days/Week	JB	104
0012	M thru F	Balcones Heights Clinics 4522 Fredericksburg Rd. Suites A-10 and A-88	1130	AMVH Laboratory 7400 Merton Minter	1230	JB	504
0013	M thru F	Balcones Heights Clinics 4522 Fredericksburg Rd. Suites A-10 and A-88	1600	AMVH Laboratory 7400 Merton Minter	1700	JB	504

The VA reserves the right to change the pickup time and location, if it is beneficial to the government. Not all pick-up locations require service on observed holidays – see order line items.

4.1 ADDRESSES:

South Texas Veterans Healthcare System
Audie L. Murphy VA Hospital
7400 Merton Minter Blvd.
San Antonio, TX 78229-4404

Kerrville VA Hospital
3600 Memorial Blvd.
Kerrville, TX 78028-5768

North Central Federal Clinic
17440 Henderson Pass
San Antonio, TX 79232-1662

South Bexar Outpatient Clinic
4610 E. Southcross Blvd.
San Antonio, TX 78222-4911

Balcones Heights Clinics (Silver/Gold)
4522 Fredericksburg Rd., Ste. A-10 & A-88
San Antonio, TX 78201-6576

Victoria Outpatient Clinic
1908 N. Laurent St., Ste. 150
Victoria, TX 77901-5457

Wilford Hall Blood Center
2200 Bergquist Dr.
Lackland AFB, TX 78236-5310

Lackland Blood Donor Center
2430 Ladd St.
Lackland AFB, TX 78236-5310