

**Statement of Work  
Patient Transportation Services  
VA Palo Alto Health Care System**

**Section 1: General Information**

1.1 General: This is a non-personnel services contract to provide patient transportation services for the VA Palo Alto Health Care System (VAPAHCS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government. The contractor shall perform to the standards in this contract.

1.2 Period of Performance: August 1, 2015 to July 31, 2016.

1.3 Place of Performance: The contractor shall provide transportation service to the following locations which are referred to as “standard” locations in the price schedule:

VAPA to/from San Jose Airport  
VAPA to/from SF Airport  
VAPA to/from Stanford Univ.  
VAPA to/from Menlo Park  
VAPA to/from San Jose OPC  
VAPA to/from Livermore VA

VAPA  
3801 Miranda Ave  
Palo Alto, CA 93404

Menlo Park  
795 Willow Road  
Menlo Park, CA 94025

Livermore VA  
4951 Arroyo Road  
Livermore, CA 94550

San Jose OPC  
80 Great Oaks Blvd.  
San Jose, CA 95119

Stanford University  
450 Serra Mall  
Stanford, CA 94305

Other locations will be paid per mile at a rate that will be referred as “non-standard” locations in the price schedule. The overall geographic area covered by this contract will be Palo Alto, Menlo Park, Livermore, San Jose, Monterey, Capitola, Fremont, Stockton, Modesto, and Sonora.

1.4 Estimated Workload: The quantities in the price schedule are estimated quantities. The contractor will be paid for actual trips paid by the unit prices in resulting contract.

1.5 Hours of Operation: The contractor shall be available for service 24 hours a day, 7 days a week. Typically afterhours calls will be in the event an urgent need for lab work transport is required.

1.6 Type of Contract: The government will award a Firm Fixed Price contract.

1.7 Invoicing: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: [VA.Registration@Tungsten-Network.com](mailto:VA.Registration@Tungsten-Network.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto:vafscshd@va.gov)

## **Section 2: Definitions & Acronyms**

### **2.1 Definitions:**

*Contractor.* A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

*Subcontractor.* One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

*Work Day.* The number of hours per day the Contractor provides services in accordance with the contract.

### **2.2 Acronyms:**

AOD	Administrator of the Day
COR	Contracting Officer Representative
VA	Veterans Affairs
VAPA	Veterans Affairs Palo Alto

VAPAHCS  
VHA

Veteran Affairs Palo Alto Health Care System  
Veterans Health Administration

### **Section 3: Government Furnished Property, Equipment, and Services**

None

### **Section 4: Contractor Furnished Items and Services**

The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract.

### **Part 5: Specific Tasks**

#### **5.1 Qualifications**

- A. Offers shall be considered only from contractors who are regularly established in the business called for and are financially responsible and have the necessary equipment and personnel to furnish service in the volume required under this contract. Contractors shall have been in the hired car (taxi) service business for at least two years. The awardee shall meet any and all requirements of Federal, State or City codes regarding operations of this type of service.
- B. DRIVER: Record of each employee as to character and physical capabilities of performing the duties of driver must be maintained by the contractor and made available for inspection by the Government upon request.

#### **5.2 Vehicle Requirements**

- A. The hired cars under the terms of this contract shall be licensed and shall meet the minimum vehicle requirements as mandated by the State of California Vehicle Code.
- B. Smoking, drinking of alcohol or alcohol on the breath of drivers and the use of profanity is prohibited when transporting Veterans.
- C. Contractor shall ensure all vehicles used to transport veterans are air conditioned, clean and in proper operational condition.

#### **5.3 Number of Patients**

It is understood and agreed that only Veteran beneficiaries will be transported during a service call. When more than one beneficiary is transported on a trip from one location to the same

destination, reimbursement will be made at the rate not exceeding the cost of transporting a single beneficiary. Contractor is required to have PRIOR approval if more than one veteran is to be transported at one time in one vehicle. In some instances an attendant at no additional charge may accompany beneficiaries.

#### 5.4 Waiting Time

For time lost in waiting at either end or both ends of a trip due to causes beyond contractor's control, the contractor will be reimbursed at the rate established for waiting time in the Price Schedule. The first 15 minutes will be included in the base charge. The contractor will call the VA Travel Clerk or his designee when he anticipates that a delay may develop for which he expects to claim reimbursement. This call is only for the purpose of verifying his arrival time at the pickup point.

#### 5.5 Stops Between Destinations

Stops between VA authorized destinations are not allowed at any time under this contract.

#### 5.6 Rates

- A. Rates for hired car services are established in the Price Schedule of this solicitation and shall be at a firm fixed price.
- B. Gratuity/Tips will not be authorized on vouchers/invoices under the terms of this contract. Drivers shall be instructed they may not solicit gratuity/tips under any circumstances.
- C. Waiting time charges must appear on the trip vouchers/invoices at the time of submission to VA representative for approval. Subsequent requests to "add on" costs will NOT be allowed.

#### 5.7 Orders

- A. The VA Travel Clerk will fax a list of authorized Veterans requiring hired car service by the close of business the previous day.
- B. Verbal request for hired car services will be made by telephone by the Travel Clerk or designee. The VA employee will issue instructions regarding the beneficiary's pick-up location and destination. Requests for taxi service for VA beneficiaries made by VA Palo Alto Health Care System Administrator of the Day (AOD) are authorized. These requests will be reported to the VA Travel Clerk or designee the next working day. VA will not pay for any hired car services that have not been authorized.
- C. The contractor agrees to provide all services specified in this contract for any person determined eligible by the Travel Clerk, or designee, regardless of the race, color, religion, sex, sexual orientation, diagnosis, or national origin of the person for whom such services are ordered.

- D. The contractor further warrants that he will not resort to subcontracting as a means of circumventing this provision.

#### 5.8 Response Time

- A. Contractor shall be in route to destination within 30 minutes of a request to transport. The VA will be the sole judge in determining a reasonable waiting time, depending on destination requested, time, and weather conditions. In no instance will the contractor be required to furnish more than five (5) vehicles at one time.
- B. Drivers are required to give light assistance to patients when transferring in and out of wheelchairs. They are also required accompany patients to their destination, into buildings or into their home, as appropriate.

#### 5.9 Quality Assurance

The Government will measure the standards of this contract by customer complaints/comments regarding the cleanliness of cabs, courtesy of drivers and timeliness of service. Service will be considered satisfactory with no more than four complaints per month. Contractor shall resolve all complaints with the COR in writing within three business days. If four or more complaints are received in any given month the VA will deduct 10 percent from the monthly invoice.

#### 5.10 Insurance

Before award of contract, the Contractor shall furnish the Contracting Officer with a Certificate of Insurance. This certificate shall contain an endorsement to the effect that cancellation of, or any material change in the policies which adversely affect the interests of the Government shall not be effective unless a thirty (30) day written notice of cancellation or change is furnished to the Contracting Officer. Insurance must be carried at all times or contract shall be terminated.

#### 5.11 Contractor's Responsibility

It is the responsibility of the Contractor to obey all laws of the State of California regarding the California Vehicle Code; i.e., wearing of seat belts, speed limits, etc. This also includes California Vehicle Code items such as Limitation on Driving Hours, Taxicab Signs, True Mileage Driven and Operation with Nonfunctional Odometer.

#### 5.12 Medical Emergency

In case of a medical emergency as expressed by the patient or as observed by the driver, the driver is to proceed to the nearest hospital emergency room. Contractor is to inform emergency room personnel as to the nature of the emergency and contact VA Patient Travel at (650) 493-5000 ext 65686/65687.

## **Section 6: Attachments**

### **6.1 Wage Determination 2005-2061**