

**PERFORMANCE WORK STATEMENT
FOR
DURABLE MEDICAL EQUIPMENT SERVICES**

1. GENERAL: This is a non-personal service to provide pick-up, delivery, storage, assembly, set-up and patient/caregiver training of safe operation, cleaning, maintenance and proper storage of equipment. The Government shall not exercise any supervision or control over the contract service providers performing the services defined herein.
2. DESCRIPTION OF SERVICES: The contractor shall provide all equipment and transportation and supervision necessary to provide storage, delivery, assembly and set-up, on-site at contractor's facility or in-house at veteran residence or as otherwise specified on the purchase order including instruction and demonstration, and/or pickup of Department of Veteran Affairs (VA) furnished Durable Medical Equipment (DME) to include standard hospital beds with half rails, bariatric beds, standard mattresses, specialty beds and mattresses, trapezes, over bed tables, bedside commodes, power wheel chairs, scooters, manual chairs and patient lifts, toilet risers, vertical platform lifts, stair glides, vehicle lifts, ramps, and transfer chairs as requested by the VA for eligible veteran beneficiaries. Location of services include the Eastern Colorado Health Care System (ECHCS), Cheyenne VA Medical Facility, Grand Junction VA Medical Center, VA Montana Health Care System, VA Salt Lake City Health Care System, Sheridan VA Medical Center. The area of responsibility includes the geographic coverage regions of the participating medical centers as well as their clinical based outpatient clinics (CBOCs). The contractor shall have an established facility within the geographic area of performance for delivery; pick up, storing and maintaining DME. The Contractor shall be Joint Commission (JC) Accredited or equivalent in Home Care and shall maintain accreditation for the duration of the contract. If not JC accredited, the contractor shall establish a compliance program subject to VA inspection on the quarterly basis, or more frequently. The Contractor shall meet any applicable VA requirements and standards stated in this contract.
 - 2.1 Objectives: The objective is to provide a full service DME contract that provides requested services 24 hours per day, seven (7) days per week, including holidays.
 - 2.2 Scope: The contractor shall provide pick-up, delivery, storage and assembly of durable medical equipment to designated location given by the Contracting Officer's Representative (COR) or designee. All transportation of durable medical equipment shall be made with a company vehicle(s) and driver(s). The contractor shall also provide storage in a secure and contained storage area for all VA equipment and supplies.
3. REQUIREMENTS
 - 3.1 EQUIPMENT PICK-UP AND DELIVERY: The Contractor shall make delivery/pick up of all equipment, supplies, or services within the specified times listed below. If the Contractor is unable to deliver or pick up equipment or supplies for any reason, he must immediately notify the station's designated COR.
 - 3.1.1 The Contractor shall schedule all deliveries and pickups by Geographical areas, combining trips which would result in the most economical service to the VA. If it is determined that the Contractor did not schedule deliveries and pick-ups using the most economical method, an adjustment in payment may result.

- 3.1.2 The Contractor shall schedule pick-ups and/or deliveries to the veteran's residence by appointment, between 9:00 a.m. and 6:00 p.m., Monday through Friday. Exceptions will be made in the case of emergencies and patient availability which are both determined by the COR or his/her designee at the station for which services are required. Deliveries and/or pick-ups outside of the normal duty hours may be required (6:01 P.M. through 8:59 A.M.) in conjunction with weekends and/or holidays recognized by the federal government.
- 3.1.3 Scheduling of pickups will be left to the Contractor, but shall, as much as possible, adhere to the patient's needs.
- 3.1.4 The Contractor will be responsible for contacting the veteran or caregiver to establish a time between the hours of 9:00am and 6:00p.m Monday through Friday to render the requested services or equipment. Failure caused by the veteran or caregiver shall not be held against the Contractor. However; failures shall be documented by the contractor and the COR or designee shall be notified of the failed attempt. The Contractor shall not make deliveries when a patient or caregiver is not at their residence.
- 3.1.5 The equipment shall be assembled in area of the veteran's choice (Vehicle lifts are excluded from this rule).
- 3.1.6 The Contractor shall adequately prepare the site, unpack and assemble equipment. All packaging materials to include boxes shall be removed from the Veteran's premises by the Contractor after delivery and assembly.
- 3.1.7 The VA will pay a flat per job (One trip defined in section 6.12) for deliveries and/or pickups based on the zone that the contractor will be providing services within.
- Zone One (1): 1 – 50 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Two (2): 51 – 100 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Three (3): 101 – 150 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Four (4): 151 – 200 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Five (5): 201 – 250 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Six (6): 251 – 300 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Seven (7): 301 – 350 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Eight (8): 351 – 400 miles away from the contractor's storage facility to the veteran's residence.
 - Zone Nine (9): Beyond 401 miles from the contractor's storage facility to the veteran's residence.
- 3.1.8 The Contractor shall make every effort to consolidate multiple requests to veterans located within the same zone. The contractor shall be paid a flat 'per job' rate for each delivery.

- 3.1.9 The Contractor shall use MapQuest, Rand McNally and/or another VA approved web-based mapping tool to compute mileage from the address of the contractor's storage facility to the destination address. The Contractor is to be paid only for the agreed upon trips made in support of the contract.
- 3.2 Refusals of service: All Veterans have the right of refusal of service. In the event a beneficiary refuses service or orders the equipment to be removed from the home, the Contractor shall comply with the beneficiary's wishes. However; in addition to a written report the Contractor shall report the specifics of the refusal to VA Prosthetics by telephone within one (1) hour. If the refusal occurs during a home visit, the Contractor's staff shall make an attempt to notify VA Prosthetics of the refusal during the home visit. Contractor will still receive payment for a round trip if veteran refuses service after time was previously coordinated.
- 3.3 DELIVERY ORDERS: The Contractor shall not perform any work without authorization from the COR or delegated designee.
- 3.3.1 The Contractor shall use the assigned obligation/purchase order number received from the VA contracting staff, COR or authorized designee on all invoices submitted to the Prosthetics Staff at the station for which services are being rendered. The invoice and delivery ticket will show at a minimum:
- Patient Name
 - Purchase Order number
 - Date of Service
 - Proof of delivery that includes:
 - Description of each item(s) delivered/picked, including serial numbers
 - Verification that instruction in use/care of equipment were given to patient/caregiver
 - Verification that Patient's Rights and Responsibilities were given to patient/caregiver
 - Patients/caregiver signature
 - Charges assessed for the service(s)
- 3.3.2 Routine Delivery Orders: Orders placed by the VA for delivery/pick-up within Zones 1 and Zone 2 shall be completed within 48 hours of notification from the COR. Orders placed by the VA for delivery/pick-up for Zones 3 through 9 shall be completed within 3 calendar days of notification.
- 3.3.3 Emergency Delivery Orders: The contractor shall have a telephone number and standby personnel ready to provide 24-hour emergency service. Emergent orders placed for service for Zones 1 and 2 shall be identified as "emergent" and shall be completed within 12 hours of notification. Orders placed for service for Zones 3 – 9 shall be completed within 24 hours of notification. The COR or appointed designee must approve ALL emergency orders before delivery.

- 3.3.3.1 If the contractor is unable to provide delivery or pick-up within the specified time period, the contractor shall immediately notify the COR or appointed designee with an explanation as to why they are unable to perform service. Notification shall allow sufficient time for the COR or appointed designee to seek other alternatives and/or remedies necessary to complete the required services.
- 3.3.3.2 If the contractor fails to furnish services within specified time periods, after receipt of a delivery order, the VA reserves the right to obtain the required services from another source and to charge the contractor for all costs in excess of those contained within the price schedule.
- 3.3.3.3 Failure to provide services as set forth in this contract will be grounds for invoking default.
- 3.4 Receipt of VA orders: The contractor shall receive orders by means of one of the following;
 - 1. Faxed VA Purchase order (PO).
 - 2. Encrypted email message of the VA CPRS Consult Request Order or PO. The contractor shall be required to establish PKI encryption for email to and from the VA if necessary.
 - 3. Telephone request followed by a faxed or emailed VA CPRS Consult Request Order or PO.
- 3.5 Receipt of Equipment/Supplies: The contractor shall fax, hand deliver, mail (Only hand-delivery or mail will be accepted for ECHCS) or send an encrypted email of the following items to the COR or designee;
 - 1. Delivery Tickets/Packaging Slips of VA equipment received (on date of receipt)
 - 2. Invoice and charge slip within five (5) calendar days of services rendered
- 3.6 TRAINING: The Contractor shall provide patient/caregiver education (verbally and in writing) for equipment delivered. Instructions to patients and their caregivers shall include proper use of the equipment and supplies, proper care and cleaning of the equipment and safety precautions. Initial set-up of equipment will be accomplished by a qualified individual.
 - 3.6.1 Patient/Caregiver Education: The contractor shall provide instruction and demonstration of the safe operation of the equipment, cleaning, maintenance, storage, emergency preparedness and contact information. Education requires a return demonstration and/or assessment of veteran/caregiver understanding. Education must be given verbally and in writing. Initial set up of equipment will be accomplished by a qualified individual.
 - 3.6.2 Upon completion of delivery, set-up and training service, a manufacturer's instruction booklet shall be furnished to the client. The contractor is responsible for obtaining manufacturer's instructions for all equipment. The contractor shall provide instructions to the patient and/or caregiver on the safe and appropriate and safe use of the medical equipment being supplied. The contractor shall demonstrate proper usage and visually observe the veteran or caregiver properly using the equipment. The contractor shall also include verbal discussions on the storage and handling of the involved equipment, required maintenance and electrical safety.

- 3.7 **TRACKING:** The Contractor shall establish a tracking system for identifying and tracking VA orders by the purchase order numbers and by the veterans receiving the services. Upon request the Contractor must be able to provide the status for open orders which include the dates and times of appointments, names of individuals contacted, and estimated completion dates.
- 3.8 **STORAGE FACILITY:** The contractor shall provide storage space for all home medical equipment and supplies. The location of the contractor's storage facility shall not exceed the maximum number miles from the VA Medical Facility for which services are to be provided;

Facility	Maximum Distance	Unit
Cheyenne VA Medical Facility	No maximum distance	mi
Eastern Colorado Health Care System (ECHCS)	100	mi
Grand Junction VA Medical Center	No maximum distance	mi
VA Montana Health Care System	200	mi
VA Salt Lake City Health Care System	50	mi
Sheridan VA Medical Center	No maximum distance	mi

- 3.8.1 All VA owned home medical equipment shall be stored by the Contractor in an established warehouse until delivered to the veteran. Contractor is to provide a specified secure and contained storage area for storage of VA owned equipment and supplies picked up for reissue to authorized veterans of the VA. VA equipment cannot be mixed with the Contractor's equipment.
- 3.8.2 The contractor shall, at no time, commingle VA owned equipment and supplies with equipment or supplies from other non-VA activities. Devices and equipment that have been designated for particular patients should be clearly marked with the patient information below. No other patient identifying information shall appear on the tag;

- First initial of the individual's last name
- The last four (4) numbers of the patient's social security number
- The purchase order number used by the VA to purchase equipment
- The purchase order number used for the delivery of the equipment

- 3.8.3 Minimum Square foot requirements for each facility are as follows:

Facility	Minimum Storage Space	Unit
Cheyenne VA Medical Facility	1,000	sq. ft.
Eastern Colorado Health Care System (ECHCS)	2,000	sq. ft.
Grand Junction VA Medical Center	1,500	sq. ft.
VA Montana Health Care System	1,500	sq. ft.
VA Salt Lake City Health Care System	3,500	sq. ft.
Sheridan VA Medical Center	1,200	sq. ft.

- 3.8.4 Storage area must conform to all applicable state, local, and National Fire Protection Association (NFPA) codes. In addition, the storage area shall meet all State requirements for insurance and shall be insured against loss or damage of government property.
- 3.8.5 Clean storage area must be segregated from the dirty area by a physical barrier and both areas must be clearly identified. While in storage, all equipment and parts shall be maintained in separate locations denoting “clean/ready-to-use” and “contaminated/awaiting proper cleansing procedures.”
- 3.8.6 Contractor must have the ability to load/unload freightliners that may not have lift gates. This will require a docking area for receiving and forklift, and/or a scissor lift if they do not have a docking area that is accessible for the loading/unloading. The Cheyenne VAMC does not require this capability.
- 3.8.7 Prior to award of this contract, the Contractor’s facility shall be inspected by representatives of the VA Medical Center. Failure to provide acceptable storage will be cause for rejection of an otherwise successful offer. After award of the contract, the COR shall have access to the storage area during normal VA working hours from 8:00am to 4:30pm for the purpose of inspecting Government Furnished Property (GFP).
- 3.8.8 Contractor shall have written policies and procedures relating to the cleaning and storage of recovered/dirty equipment which addresses the following:
- Segregation of clean and dirty equipment;
 - Contaminated equipment storage separated by a physical barrier;
 - Delivery process;
 - Storage process;
 - Cleaning (detergent/disinfectant solution)
 - Non-contamination/clean storage area, items wrapped in plastic;
 - Labeling of clean equipment, indicate date and procedures;
 - Safety check of electrical equipment
- 3.9 VEHICLES: All vehicles used to transport DME equipment or supplies must be licensed and meet the minimum requirements as mandated by the Department of Transportation for the state in which services will be rendered, to include insurance. The vehicle shall possess an area to house clean/patient ready equipment, and a separate area to house unclean/dirty equipment. Clean equipment shall not be intermingled with dirty equipment and vice versa. All equipment shall be properly secured in its designated area before being transported. The contractor shall secure vehicles housing any VA inventory when left unattended. All delivery vehicles shall contain the following:
- Infectious Protective Equipment Kit that includes an apron, gloves and eye ware
 - First Aid Kit
 - Eye Wash Kit
 - Waterless Alcohol Based Hand Cleaning Solution
 - Infection/Hazard Bags
 - Fire Extinguishers (Optional)

- 3.10 GOVERNMENT FURNISHED PROPERTY (GFP): Government-furnished property shall include DME equipment that the VA purchases from third-party vendors or from other contracts. Upon request from the COR or designee, the Contractor shall pickup DME equipment from the VA facility and deliver it to the contractor's storage facility. The VA may choose to have equipment shipped directly to the Contractor's storage facility to expedite delivery to the veteran beneficiary.
- 3.10.1 Certification of training of technicians performing work on VA owned equipment will be required. VA reserves the right to include any DME items routinely provided for home care patients should they be deemed necessary. Offeror agrees to ensure technicians receive appropriate training on any equipment they currently are not certified to install or assemble, within 90 days of award of this contract.
- 3.10.2 When notified by the veteran and/or caregiver of equipment failure, malfunction, damage or other defect, the contractor shall instruct patient and/or caregiver to notify the COR or designee of the need for repair services. At no time shall the contractor make a repair without prior approval from the COR or designee.
- 3.10.3 The contractor shall provide an adhesive label with the VA Prosthetic and Sensory Aids Service (PSAS) name and telephone number shall be placed on the equipment in an obvious location so that the patient and/or caregiver knows where to call to report malfunctions.
- 3.11 Special Notifications: All accidents, malfunctions, injuries, death and equipment recalls related to the provision, delivery and use of durable medical equipment shall be immediately (within 24 hours of occurrence) reported to the COR or designee of the facility for which services are being provided.
- 3.12 Cleaning: The contractor shall wash equipment and/or supplies with hospital grade detergent/disinfectant, label equipment and/or supplies with tag indicating date of cleaning, bag equipment and/or supplies and return to a non-contaminated storage area for future reissue.
- 3.13 Reissue of Equipment: All equipment suitable for reissue will be disinfected, cleaned, tagged, bagged and returned to inventory within 2 business days. Equipment marked for reissue must be in excellent condition. The contractor shall separate returned, uncleaned equipment from clean equipment that is prepared for reissue. All returned equipment shall have an adhesive label that contains the following information;
- The first initial of the last name
 - Last four (4) numbers of social security number of veteran last assigned equipment
 - Pick-up date and purchase order number for pick-up
- 3.13.1 All returned equipment shall be cleaned and thoroughly rinsed and dried to prevent corrosion/rusting before reissue. An adhesive label documenting the date and name of servicing technician shall be affixed to each item.

- 3.13.2 In cases where a bed is to be reissued, a new foam mattress shall be provided to the contractor by the medical center. The contractor shall not reissue or distribute used mattresses to veteran beneficiaries.
- 3.14 Disposal of Equipment: Items picked up, which are determined to be non-serviceable by the Contractor, must be tagged and stored separately for inspection and final determination by the COR. The VA will make final disposal of all items, although the Contractor will dispose of foam mattresses and wheelchair cushions at no additional cost to the Government as these items are not available for reissue. If bedbugs are identified by the contractor during pick-up, the contractor must contact the COR immediately to let them know as no VA equipment containing bedbugs will be picked up from veteran's residence.
- 3.15 Contaminated Equipment: Standard precautions shall be used at all times when handling contaminated equipment equipment/items. Gloves shall be worn when handling items soiled with blood and/or body fluids. Hands shall be washed before and after visiting each patient's residence and when gloves are removed. Contaminated equipment will be separated from clean equipment.
- 3.16 TRANSITION PERIOD: When there is a change in Contractors, it is the duty and responsibility of the new Contractor to pick up all Government-owned equipment and other related supplies from the previous Contractor's storage location within seven business days after contract award, at no cost to the Government. These items are to be stored within the place of business of the new Contractor.
- 3.17 SITE VISITS: Quarterly, unscheduled on-site visits will be made by the COR or his/her designee to monitor the Contractor's performance under this contract.
- 3.17.1 The Contractor agrees to make available all records and documentation during the monitored visit.
- 3.17.2 The Government reserves the right to inspect Contractor's premises, vehicles and equipment to be used in the performance of contract work to ensure conformance with requirements of this contract.
- 3.17.3 Contractor agrees to visits by a VA representative accompanied by the COR or his/her designee to review the contract services provided to the VAMC at no extra cost to the Government.
- 3.18 PERSONNEL: The contractor shall provide all qualified personnel to perform services described within the performance work statement.
- 3.18.1 The prices established in the schedule of items and/or services shall include services of the Contractor's qualified driver(s) and/or technician(s). The prices quoted in the schedule are the prices that will be paid per zone for the type of equipment being serviced for assembly, delivery, and/or pick up.
- 3.18.2 Contractor employees performing services under the terms and conditions of this contract shall have a current and valid vehicle operator's license/commercial driver's license issued by the Department of Transportation in the state in which services are being performed.

3.18.3 The driver shall be manufacturer certified to perform the following services on all DME:

- Assembly, disassembly, maintenance and operation of all inventoried equipment
- Training, to include offering clear and concise instructions and demonstration on maintenance and operation of equipment to veteran beneficiaries and/or caretakers

3.18.4 All technicians performing service under this contract will dress professionally and wear a picture identification badge and/or shirt with the Contractor's name and employee's name in plain sight.

3.18.5 Personnel must provide equipment deliveries in company vehicles clearly marked with company logo.

3.18.6 Contractor shall provide and document employee orientation, ongoing employee education and ongoing assessment of employee competency for all employees involved with the services covered under this contract. He/she must be able to demonstrate a high level of competence to assure proper assembly of equipment.

3.18.7 Contractor shall provide and document orientation programs for all employees involved in the delivery of services under this contract within 30 days of employment. Thorough evaluation and documentation of the employee's ability to properly adhere to the requirements of the services established herein shall be included.

3.19 INVENTORY: Contractor shall be required to maintain equipment inventory on all VA owned equipment and supplies to ensure that the specified equipment and services are always readily available. Depending on the station, a weekly, monthly or bi-monthly report of VA owned equipment and/or supplies in storage shall be faxed to the COR by 4:30PM MST on the 1st and 3rd Tuesday for the Cheyenne VAMC and the VASLCHCS; the 1st Tuesday of every month for the Grand Junction VAMC, VA Montana and the Sheridan VAMC; and every Tuesday for ECHCS showing the inventory on hand at the close of business on the preceding Friday. The inventory will include item description and serial numbers of both new and reissued equipment. Each VA Facility will establish an initial stock level of all equipment and supplies and a re-order point where the Contractor is required to immediately notify the COR for stock replenishing. Inventory shall be faxed to each facility as stated below:

Facility	Inventory Report Frequency	Fax Number
Cheyenne VAMC	Bi-monthly	307-778-7578
ECHCS	Weekly	303-283-9830
Grand Junction VAMC	Monthly	970-244-7724
VA Montana HCS	Monthly	406-447-7948
VASLCHCS	Bi-monthly	801-584-2536
Sheridan VAMC	Monthly	307-675-3910

3.19.1 Inventory reports shall include all receipts, deliveries, pickups of VA equipment (identified by veteran identification of last name, first initial, last 4 of social security number); purchase order of obligated services, date of services provided and equipment identification to include manufacturer, make, model, serial and lot numbers as applicable, and condition as to whether equipment was new or used.

- 3.19.2 Upon commencement of the contract, an inventory of equipment stocked at the current Contractor's storage areas will be conducted jointly by the COR or his/her designee and the contractor. All inventory shall be verified by the signatures of the COR or designee and the contractor. This inventory shall include items, conditions thereof and the approximate total value of equipment.
- 3.19.3 The contractor shall establish and maintain a system of control to protect and preserve all Government property. The contractor shall have established written procedures to deliver, recover, receive, clean and when appropriate sterilize reusable items. Such procedures shall address the separation of clean and unclean equipment in the storage area, delivery and recovery of DME items.
- 3.19.4 The contractor shall be responsible for the security of all inventory received by the VA. Loss, misuse or destruction of any materials issued by the contractor shall subject the contractor to a damages claim equal to the full cost of repair or replacement by the VA.
- 3.19.5 Source of Information: The Contractor awarded a contract in response to this solicitation will conduct business only with the COR or delegated designee of the VA Medical Center requesting services and in no circumstances deal directly with or solicit veterans of the VA without prior authorization from the COR or his/her designee.
- 3.19.6 Electrical Requirements: It is the responsibility of the Contractor to follow manufacturer guidelines with regards to electrical requirements for equipment. The Contractor shall notify VA Prosthetics of any issues with electrical services found at the home of a veteran that prevents safe use of the equipment and/or supplies.
- 3.19.6.1 The contractor shall perform visual electrical safety inspections on all VA equipment, in accordance with manufacturer's instructions.
- 3.19.6.2 The contractor shall visually inspect the physical integrity of the power cord on all VA equipment, the attachment plug and the strain relief for damage. In instances where the physical integrity of power cords and/or attachment plugs are determined unsafe, the contractor shall notify the COR or designee prior to delivery to veteran beneficiary. If the COR is not previously notified of defective equipment before it is delivered to veteran beneficiary, the contractor is to repair or replace such components at their expense.
- 3.20 PATIENT RIGHTS AND RESPONSIBILITIES: The Contractor shall furnish each patient with a written statement of Patient's Rights and Responsibilities. The patient or caregiver will sign the form provided by the Contractor reflecting that rights and responsibilities are understood.
- 3.21 NOTIFICATION SYSTEM: The Contractor shall maintain a log of all equipment delivered to veterans to allow for immediate notification of veterans place of residence and identification in the event of equipment recall. The Contractor shall have a system of notification for all equipment hazards, defects and recalls and an effective recall plan. This plan shall be housed at the contractor's main office, the storage facility and one (1) copy must be submitted to the COR.
- 3.21.1 Contractor shall have a policy and procedure for reporting and resolving patient complaints, which will include a file of the complaints, the steps taken to resolve the complaint and subsequent follow-up of the problem. The complaints registered and the Contractor's action to

resolve them shall be reported quarterly to the COR or his/her designee. A report of negative responses is required.

- 3.22 VA RECORDS: The contractor shall ensure that adequate security of material/information received from the participating medical facilities or from VA beneficiaries is in compliance with the Privacy Act of 1994 and Health Insurance Portability and Accountability Act (HIPPA). At a minimum, patient security shall consist of but are not limited to the following methods:
 - 3.22.1 Conducting screenings of employees so that the workforce consists of responsible, qualified and trustworthy personnel;
 - 3.22.2 Develop and maintain a current access list of personnel authorized to enter areas containing VA inventory;
 - 3.22.3 Develop a highly visible identification system which shall clearly differentiate between authorized and unauthorized personnel, for example, a system of controlled badges and/or uniforms;
 - 3.22.4 Develop and ensure the use of positive control systems such as logs or other recording devices that list manufacturer, make, model number, and/or serial number (if applicable). The use of these systems shall begin when inventory is received at the contractor's facility and continue until the inventory is returned to the Government or issued to the veteran beneficiary. Positive signature control shall be maintained at all steps of the process by the contractor.
 - 3.22.5 All VA records and administrative information shall be stored in a secure cabinet when the contractor is not present. When the information shall be stored. The contractor shall develop procedures to insure that all patient sensitive information and records are locked up. All VA records shall be kept out of customer's sight and separate from all other contractor records.
 - 3.22.6 The contractor shall immediately report any breakdown or breach in security procedures to the COR or designee.
- 3.23 INSPECTIONS: At any time during contract performance, the VA Inspection Team, Safety Engineers, or the Joint Commission may inspect the contractor's facilities to assess the condition and maintenance records of vehicles and equipment, as well as compliance with the contract requirements and recordkeeping.
- 3.24 ACCREDITATION REQUIREMENTS: The Eastern Colorado Health Care System (ECHCS) must be Joint Commission Accredited as equivalent standards are not permitted for this station. All other stations to include the Cheyenne VA Medical Facility, the Grand Junction VA Medical Center, the VA Montana Health Care System, the VA Salt Lake City Health Care System and the Sheridan VA Medical Center will permit standards equivalent to the JC standards. If not Joint Commission (JC) accredited, offerors are required to meet standards of the Joint Commission (JC) throughout the contract and shall demonstrate JC or equivalent compliance prior to contract award. The Government reserves the right to determine an offer ineligible for award based on offeror's failure to satisfactorily provide evidence of their ability to meet JC standards. If not JC accredited, the contractor shall establish a compliance program that will be

subject to VA inspection on a quarterly or more frequent basis.

4 QUALITY CONTROL

- 4.1 Quality Control Program: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with Performance Work Statement (PWS). The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirements of the contract. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to his QC system.

5 QUALITY ASSURANCE

- 5.1 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. The plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rates (s).
- 5.2 Performance Requirements Summary: The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

	Performance Objective	Standard	Performance Threshold	Method of Surveillance	Disincentive
1	Quality/Condition of equipment and or/supplies being delivered to veteran beneficiary.	Equipment delivered to veteran's homes shall be non-defective, working, clean and in very good condition. The contractor shall perform electrical safety inspections on all VA equipment prior to delivery to ensure physical integrity (See section 3.18.6.2).	No defective equipment is permitted to be delivered to veteran beneficiary.	Notification of equipment failure will be given by the veteran beneficiary and/or caregiver to the COR or designee (See section 3.9.2).	Defective equipment delivered to veteran beneficiary will be repaired and/or replaced at the contractor's expense.

2	Timeliness of Routine and Emergent Delivery Orders	Routine and emergent delivery orders must be acted upon within the timeframes specified in section 3.3.2. and 3.3.3.	Late deliveries are not permitted except in instances of excusable delays and/or prior approval from the COR or designee.	Submission of invoices and charge slips (See section 3.5)	Contractor's failure to furnish services within specified timeframes will result in being charged for all costs in excess of the pricing schedule. (See section 3.3.3.2 and 3.3.3.3)
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* These are critical elements that must be successfully performed. The government recognizes there are events beyond the contractor's control that may impeded or stop the performance, however, if the contractor does not immediately or as soon as practicable; notify the government of the delay or inability to perform, the contractor will be held to the disincentive above.

6 DEFINITIONS

- 6.1 Contracting Officer: The representative of the VA who has the authority to enter into, administrate, terminate, modify, approve changes, or otherwise represent and bind the VA in all matters arising under or relating to this contract.
- 6.2 Contracting Officer Representative (COR): Contracting Officer Representative is a VA staff person who serves as the point of contact for issues relating to the administration and coordination of services provided under this contract. The COR has no authority to make changes to the contractor terms which affect contract prices, quality, quantities or delivery terms and conditions.
- 6.3 COR Designee: An individual delegated by the COR to act in his/her place; A Prosthetic Purchaser.
- 6.4 Coordinated Delivery/Pick-up: Coordinated pick-up is defined as services previously coordinated with the veteran receiving services. If services are previously coordinated but the veteran refuses services after contractor arrives at the veteran's place of residence, contractor will still receive payment for services rendered. If visit uncoordinated with veteran beneficiary, payment will not be received for services.
- 6.5 Defective Equipment: Equipment that does not meet the standard listed within the Performance Work Statement.
- 6.6 Excusable Delays: Severe weather as evidenced by severe weather warnings by the National Weather Service along regular delivery route are excusable delays.
- 6.7 Federal Holidays: The following is a list of the federal holidays observed at the Veteran Affairs Medical Center (VAMC) and CBOCs.

New Year's Day
Dr. Martin Luther King's Birthday
President's Day

January 1st
3rd Monday in January
3rd Monday in February

Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

Last Monday in May
July 4th
1st Monday in September
2nd Monday in October
November 11th
4th Thursday in November
December 25th

It should be noted that if a holiday falls on a Saturday, it is observed on Friday. If a holiday falls on Sunday, it is observed on Monday.

- 6.8 Job (Price Schedule): The per job rate encompasses pick-up, delivery, and repairs into the unit price. This rate includes storage, staff, and any other elements to be considered when providing services for minor, moderate and major-type equipment in each of the zones. The unit price per job should be inclusive of everything required to complete the job.
- 6.9 Major-type Equipment: Delivery and set-up of major-type equipment includes vertical platforms lifts, stair glides, vehicle lifts, and ramps.
- 6.10 Minor-type Equipment: Delivery and set-up of minor-type equipment includes power wheel chairs, transfer chairs, trapezes, bedside commodes, over bed tables, scooters and toilet risers.
- 6.11 Moderate-type Equipment: Delivery and set-up of moderate-type equipment includes standard hospital beds with half rails, bariatric beds and specialty beds and mattresses.
- 6.12 One Trip: One trip is defined as picking up equipment from the contractor's storage facility, delivering it to the veteran's place of residence and returning to the contractor's facility; or picking up equipment from the veteran's residence and taking it back to storage and returning to the contractor's facility.
- 6.13 Qualified Personnel: An individual trained by the contractor in the assembly and function of durable medical equipment.
- 6.14 Refusal of Service: The veteran has the right to refuse the equipment or to have the equipment removed from his/her home.

Based on the PWS the following documents should be included in your technical proposal;

A. Contents of Delivery Packet to include;

- Patient Rights and Responsibilities
- Home Safety Check
- Patient Education and Instruction
- Patient Handouts

B. Policy & Procedure Manual to include;

- Employee Orientation Program and Competencies
- Recall System
- Infection Control
- Safety
- Sanitation
- Reporting and Resolving Patient Complaints
- Records Management
- HIPAA Compliance

C. Quality Control Program