

Performance Work Statement
Courier Services for Laboratory Test Specimens
VA Sierra Nevada Health Care System

Section 1: General Information

1.1 General: This is a non-personal services contract to provide courier services of laboratory test specimens for the VA Sierra Nevada Health Care System (VASNHCS). 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.

1.2 Period of Performance:

Base Year:	March 1, 2016 to February 28, 2017
Option Year 1:	March 1, 2017 to February 28, 2018
Option Year 2:	March 1, 2018 to February 28, 2019
Option Year 3:	March 1, 2019 to February 29, 2020
Option Year 4:	March 1, 2020 to February 28, 2021

1.3 Place of Performance:

Pickup Locations:

Lahonton Valley Outpatient Clinic 345 West A Street Fallon, NV 89406 64 Miles to Lab	Carson Valley Outpatient Clinic 925 Ironwood Drive, Ste 2102 Minden, NV 89423 46 Miles to Lab
East Campus 1201 Corporate Blvd. Reno, NV 89502 4 Miles to Lab	Winnemucca Rural Outreach Clinic 3298 Traders Way Winnemucca NV 89445 165 Miles to Lab

Drop off Location:

VA Sierra Nevada Health Care System Pathology and Laboratory Medicine Clinical Laboratory Building 1, Room 136 975 Kirman Ave. Reno, NV 89502

1.4 Hours of Operation: The contractor must perform the services close to the end of the clinic operations. Pick up times must be consistent with each site.

- A. Lahonton Valley, Carson Valley, operate Monday to Friday from 8:00 a.m. to 4:30 p.m. Pick up is required between 2:00 p.m. and 4:00 p.m. These clinics do not operate on Federal holidays.
- B. Winnemucca Rural Outreach Clinic will operate two days per week (Monday and Tuesday). Pick up is required between 2:00 p.m. and 4:00 p.m. This clinic does not operate on Federal holidays.
- C. East Campus laboratory operates Monday to Friday from 8:00 a.m. to 12:30 p.m. Pick up is required between 12:00 p.m. and 12:30 p.m. This clinic does not operate on Federal holidays.
- D. VASNHCS operates 24 hours a day, 7 days a week including holidays.

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

1.6 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
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: 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.

Work Week. Monday through Friday, unless specified otherwise.

2.2 Acronyms:

CFR	Codes of Federal Regulations
COR	Contracting Officer Representative
OSHA	Occupational Safety and Health Administration
VA	Veterans Affairs
VASNHCS	Veterans Affairs Sierra Nevada Health Care System

Section 3: Government Furnished Property, Equipment, and Services

3.1 VASNHCS will provide two coolers for each delivery.

- A. One large sized cooler (approximately 70 quart capacity) will be for refrigerated items targeting 2-8 degrees Centigrade, which will be considered routine refrigerator temperature.
- B. One smaller sized cooler (approximately 35 quart capacity) for frozen samples (less than 0 degrees Centigrade) and will require dry ice. The contractor will provide the dry ice as necessary to ensure that specimens remain at the proper temperatures during transport.

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation except as specified herein as government-furnished, necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

Section 5: Specific Tasks

5.1 Courier Services will consist of the following:

- A. The Courier will pick up the laboratory test specimens **in locked coolers**.
- B. The pickup/delivery must be performed within a 15 minute window. Pickup/delivery times greater than 15 minutes require a telephone call to the COR stating the reasons why this requirement was not met.
- C. Delivery must be made to the VASNHCS laboratory before 7:00 p.m.
- E. The Contractor can generally access the VASNHC building using the main entrance. In the event that the main entrance is closed, the contractor may access the building using the Emergency Room entrance located on Burns Street between Locust Street and Kirman Avenue.
- D. The condition of the laboratory test specimens will be checked at time of delivery.
- E. A daily tracking log will be provided by the clinics and will be completed and submitted to the VA Triage Clinic at time of delivery.
- F. The Courier will exchange the delivered coolers with two empty coolers to be used for the next regular work day pick up.

5.2 Days of Service (excludes federal holidays)

- A. Lahonton Valley, Carson Valley, and the East Campus will receive services Monday through Friday.
- B. Winnemucca Rural Outreach Clinic will receive services on Monday and Tuesday.

5.3 The items to be transported under this contract consist of biological specimens that will be transported to/from the locations listed in section 1.3. The specimens are a combination of room temperature, refrigerated, and/or frozen specimens.

5.4 Laboratory test specimens, i.e. body fluids (blood, urine and stool), will be properly packaged in inner containers and stored at the proper temperature by Government personnel.

5.5 Test specimens stored in the refrigerated cooler must remain upright during transportation. Test specimens that are stored at room temperature can be placed near the top of the refrigerated cooler during transport.

5.6 All specimens must be transported in accordance with all Department of Transportation and Occupational Safety and Health Administration (OSHA) Codes of Federal Regulations (CFR) 29 and 49. The Contractor shall ensure the confidentiality of all patient information being transported and will be held liable in the event of breach of confidentiality. The Contractor shall comply with the provisions of the Federal Privacy Act of 1974 (Public Law 93-579).

5.7 If the courier services cannot be performed due to inclement weather, the COR must be notified in advance.

5.8 The COR must be notified within two hours, by phone and confirmed through email, if the Contractor has 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.

5.9 In the event of a lost or broken specimen, the contractor must submit a written report to the COR within twenty-four hours explaining the circumstances. Failure to provide the report within this timeframe will be cause further review by the Government to determine if the infraction warrants suspension/termination of the contract.

5.10 The Contractor shall direct all questions and problems regarding this contract to the Contracting Officer and COR. The Contracting officer is the only authorized person on behalf of the Government, to modify the terms and conditions of the contract. All modifications must be in writing from the Contracting Officer to the Contractor.

5.11 The contractor must provide quality customer service at all times and shall not receive more than five complaints or referrals to the COR per year.

5.12 Contractor Responsibilities

- A. Must be licensed, bonded, and carry a minimum of \$1 million in liability insurance.
- B. Couriers must carry cell phones and pagers for communication purposes.
- C. Services must be performed with a company vehicle and a uniformed driver to transport laboratory specimens. The Contractor's personnel shall present a neat appearance and be easily recognized as a contract employee. The Contractor's employees shall wear identification tags that include the company's name/logo and employee name. Contractor's vehicle shall have the company name/logo prominently displayed.
- D. After award and prior to the start date, the contractor must provide the COR a copy their employee training certificates, drivers licenses, vehicle insurance, and vehicle registration.
- E. All couriers transporting laboratory test specimens must be trained in "Universal Precautions" in the handling of biohazard materials (specimens). Training must include using clinical procedures in case of biohazard spills and accidents

- F. All couriers must maintain a valid driver's license for the type of vehicle operated as required by the States of Nevada and California.
- G. 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 COR for inspection upon request.
- H. 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 COR. An updated listing will be provided as changes in personnel occur.

5.13 Quality Control

- A. The Contractor shall develop and maintain a quality control program that ensures courier services are performed in accordance with these specifications.
- B. The contractor shall develop and implement procedures to track, identify, prevent, remedy, and ensure non-recurrence of defective services.
- C. The contractor shall provide a method to accept and resolve customer complaints and notify the customer of the resolution.
- D. The contractor shall immediately notify the COR upon receipt of a customer complaint so joint validation may be accomplished.
- E. The contractor is responsible for quality control and specification compliance.

5.14 Quality Assurance will be performed by the Government who will evaluate the contractor's performance using customer complaint, periodic on-site inspection, and may at the Government's discretion, inspect each task to incur conformance and acceptance prior to payment.

Section 6: Attachments

Attachment #1 Quality Assurance Surveillance Plan

Attachment #2 Contractor Personnel Security Requirements

Attachment #3 Wage Determination 2005-2333

Attachment #4 Price Schedule in Excel Format for Contractor's Convenience (only for the solicitation)

Attachment #5 Past Performance Survey (only for the solicitation)