

PERFORMANCE WORK STATEMENT

**COURIER SERVICE FOR THE OVERTON BROOKS VA MEDICAL CENTER
SHREVEPORT LA**

Index	
AQL	Acceptable Quality Level
As Needed Trip	As needed trips are unscheduled round trips between facilities
BAA	Business Associate Agreement
CBOC	Community Based Outpatient Clinic
CO	Contracting Officer
COR	Contracting Officer Representative
Excusable Delay	Delays, other than Government caused, that are beyond the control of the and without the fault or negligence of the contractor such as acts of God or weather
FAR	Federal Acquisition Regulation
NLT	Not Later Than
Government Caused Delay	Delay caused by an action or inaction of the Government causing the Contractor to arrive late for a pickup or delivery
OBVAMC	Overton Brooks VA Medical Center
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
Scheduled Trip	Scheduled trips are regularly scheduled daily round trips between facilities
VA	Department of Veterans Affairs
VAAR	VA Acquisition Regulation

PART I: GENERAL INFORMATION

1. **Introduction:** This requirement is for consolidated courier services between the OBVAMC and all satellite facilities operated by Overton Brooks VA Medical Center (OBVAMC). The two types of services required will be for “scheduled trips” and “as needed” trips. Occasional deliveries may be required to non-VA medical facilities (within five miles of each VA facility).

2. **Background:** OBVAMC presently receives courier services under two separate contractual agreements. The first contract provides courier services within the Shreveport/Bossier City metropolitan area. The second contract provides service between OBVAMC and each CBOC located in Monroe, LA, Texarkana, AR, and Longview, TX. The agency seeks to achieve higher operational efficiencies and reduce administrative and actual costs by consolidating each requirement into a single contract.

3. **Scope of Work:** The contractor shall provide all supervision, labor, equipment, vehicles, licensing and insurance required to provide courier services between the OBVAMC, and all facilities identified in this Performance Work Statement. Services shall also be provided between OBVAMC and three Community Based Outpatient Clinics (including service to local non-VA medical facilities within the same town as the CBOC). This service will be of two types, "scheduled trips" and "as needed trips (unscheduled)" trips. All services must be within scope of the contractors GSA contract under SIN 451-3 and conform to the advertised NAICS.

The Contractor shall pickup, transport and deliver items up to 50 pounds each. The geographical footprint of OBVAMC includes Shreveport, LA, Bossier City, LA, Monroe, LA, Texarkana, AR, and Longview, TX. Facility addresses are as follow:

- Buckner Square 1800 Buckner Square, Shreveport, LA
- Knight Street 3000 Knight St, Bldg. 5, Shreveport, LA RM 77, - Shreveport, LA
- Shreveport Vet Center 2800 Youree Dr., Shreveport, LA
- Monroe CBOC 1691 Bienville Dr. Monroe, Louisiana 71201
- Texarkana CBOC 910 Realtor Ave. Texarkana, Arkansas 71854
- Longview CBOC 1005 N. Eastman Rd. Longview, Texas 75601

The following items shall be transported under this contract. The Contractor is agrees this is not an exhaustive list and delivery of other items may be required provided that such items meet the stated weight limitations and shall be at no additional cost to the Government.

- a. Interoffice correspondence
- b. Pharmaceutical items and medications
- c. Boxes or various sizes and shape
- d. Office supplies
- e. Medical supplies
- f. Laboratory specimens and samples
- g. X-Rays
- h. Patient records
- i. Oxygen tanks-single tanks, portable
- j. Sterile instruments
- k. Small portable compressed nitrogen cylinders
- l. Blood and urine specimens packed in a rolling ice chest
- m. Various types of medical equipment
- n. Computer equipment to include laptops, monitors and desktops
- o. Trash cans
- p. Posters, pictures and frames
- q. Sharps containers (NO NEEDLES)
- r. Signage

- s. Bottled water by the case
- t. Packaged food items
- u. Sand Bags up to stated weight limit
- v. Hand sanitizer

4. **Contract Monitoring and Administration:** The Contracting Officer will minimally appoint one COR to assist with the contract monitoring requirements. The COR(s) will monitor performance for quality, timeliness of performance, customer service and inspecting deliveries for damage. Performance monitoring will be in accordance with the Quality Assurance Surveillance Plan (QASP).
5. **Changes:** In accordance with FAR 52.212-4(c) only the Contracting Officer has the authority to make changes to the contract.
6. **Contracting Officer Representative (COR):** In accordance with VAAR 852.270-1 the CO will appoint one or more COR(s) by written delegation to furnish technical guidance, advice and monitor work performed under this contract. The COR(s) may be employees of either the Logistics Service and or Primary Care Service within OBVAMC. The COR may authorize additional quantities of delivery services up to the maximum authorized by this contract provided that the COR first submit written confirmation to the CO that funds are available for the additional amounts.

In accordance with FAR 1.601 (a) Contracts may be entered into and signed on behalf of the Government only by contracting officers.”; therefore, a COR may not modify the stated terms of the contract, including extending the length of the contract period.

7. **Pickup / Delivery:** Courier Drivers shall sign-in upon arrival at each facility. At sign in drivers shall indicate the date and time of arrival. The contractor shall ensure all pickups and deliveries are made on time. Times listed in the delivery schedule are central time. If the courier is directed to make an “as needed” trip the pickup and delivery time will be extended by one (1) hour, and will not be considered late. Except for delays outlined in Part I, paragraph (8) – *Delays*, late pickups and deliveries shall be considered non-conforming services and remedies as outlined in the Quality section of the PWS.
8. **Delays:** The Contractor shall document all Government caused delays and excusable delays by notating the date, time and cause of the delay on the monthly invoice and performance reports. Deducts outlined under the Quality section of the PWS will not apply to Government caused delays, or excusable delays; all other delays shall be subject to deducts outlined in the Quality section and QASP.
9. **Excusable Delays:** Excusable delays are performance delays caused by events beyond the control of the and without the fault or negligence of the contractor shall be considered

excusable. All other delays may be subject to deducts and will be addressed on a case by case basis.

10. **Parking:** is available near the rear entrance of each CBOC. Parking for OBVAMC is located in the rear loading dock area. The courier vehicles should park in the area marked "for small trucks" at the loading dock. If the space is occupied, the courier vehicle may park in the area marked for "Vendors and Contractors". The COR will provide additional guidance on parking as needed due to ongoing construction projects at each facility.

PART II: PERFORMANCE REQUIREMENTS

1. **Performance Period:** The period of Performance shall include (1) base period and four (4) twelve (12) month option periods. The base period will be less than 12 months.
 - Base Period: Date of Award – September 30, 2017
 - Option Period 1: October 1, 2017 – September 30, 2018
 - Option Period 2: October 1, 2018 – September 30, 2019
 - Option Period 3: October 1, 2019 – September 30, 2020
 - Option Period 4: October 1, 2020 – September 30, 2021
2. **Invoices and Payment for Services:** Invoices shall be submitted within ten (10) days following the last day of the month in which the Contractor rendered services. The quantities provided in the schedule are estimated amounts and therefore not guaranteed numbers. Except for minimum ordering requirements identified elsewhere in the contract, the Government shall only be charged for services actually performed. Any identified discrepancy(s) in billings shall be cause for extending provisions of this paragraph until such time as the billing discrepancy or other identified problem with the invoice is remedied. Invoices shall:
 - a. Be electronically prepared and submitted in accordance with FAR 52.212-4(g)
 - b. Clearly state the terms of any discounts offered
 - c. Include the current fiscal year and purchase order number
 - d. Include the period of performance covered by the invoice
 - e. Clearly identify the number of scheduled trips made
 - f. Clearly identify the number of "as needed" trips made
 - g. Clearly segregate "scheduled" and "as needed" trips
 - h. Include the unit price and monthly total for each line item
 - i. Be prepared following guidelines of *this paragraph*, or otherwise rejected
 - j. Once verified as "conforming services" by the COR, be certified for payment within 30 days of receipt.

3. **Reports:** The Contractor shall attach and submit a monthly summary report with each invoice. The report shall include:
 - a. Total number of scheduled trips
 - b. Total number of as-needed trips provided
 - c. Number of late deliveries – listing each by date, delivery time and location
 - d. Percentage of scheduled trips delivered on-time
 - e. Percentage of scheduled trips delivered late
4. **Electronic Records:** The contractor shall maintain electronic records and make those available to the Government upon request. All records shall be compatible with the Microsoft Office Suite. The Government reserves the right to request any records associated with this contract at any time. The Contractor shall comply with records request within 2 business days.
5. **Management Approach:** The Contractor shall ensure adequate management is in place to maintain oversight all operational aspects of the contract. . The management shall also be responsible for ensuring requirements are met concerning implementation, key personnel, staffing, and quality.
6. **Implementation Plan:** The contractor shall provide an implementation plan detailing how post-award implementation will be successfully accomplished. The plan shall demonstrate how the Contractor will communicate implementation status to the Government.
7. **Contingency Plan:** The contractor shall maintain a contingency plan to ensure service continuity is maintained if equipment failure or staffing issues arise.
8. **Key Personnel:** The Contractor shall designate a Program Manager and alternate contact responsible for daily operational oversight. The individuals shall be competent to oversee all operations. Telephone numbers, email addresses, facsimile numbers and a business address shall be provided for each individual. The business address shall not be a post office box. The Contractor shall identify all key personnel in the QASP and provide written notice to the Contracting Officer and COR if these individuals change during the performance period. Because the QASP is part of the contract, a contract modification shall be required if key personnel changes occur.
9. **Staffing Plan:** The Contractor shall maintain a staffing plan that ensures staffing levels are sufficiently maintained to meet performance objectives throughout the performance period. The plan shall account for recruiting efforts, overlapping assignments, vacations

and sick leave.

10. **Contractor Employees:** Contractor employees shall not be considered Government employees for any purposes. The Government may require background investigations for any employee that will have or may have access to patient information.
 - a. Contractor shall ensure background checks and screening are performed for all drivers working under this contract.
 - b. Contractor employees shall maintain a clean, neat, and well-groomed appearance and exhibit professional conduct at all times.
 - c. Contractor employees shall wear uniforms.
 - d. All drivers must maintain a valid driver's license appropriate for the type and size of the vehicle operated.
 - e. The Contractor's employees shall be able to read, write, speak and understand fluent English.
 - f. The Contractor shall utilize only qualified personnel..
 - g. Contractor employees shall wear company identification badgers above the waste clearly identifying themselves as Contractor employees.
 - h. The VA reserves the right to restrict Contractor employee from entering Government facilities or performing services under this contract that violate federal regulations or are identified as a potential threat to the security, safety, health or the mission of the VA and its Veteran population.
 - i. Drivers are strictly prohibited from opening any package or container being transported.

11. **Contractor Vehicles:** Contractor employees shall not use personal vehicles in performance of this contract. Vehicles shall prominently display signage identifying them as Contractor vehicles. The Contractor shall use enclosed cargo type vehicles able to secure and protect articles from open exposure, theft and plain view. Vehicles shall be configured to assure cargo can be safely and securely stowed during transport.
 - a. Vehicles shall be clean, free of rust and dents, well maintained and in good mechanical condition at all times.

- b. Vehicles shall meet all licensing, insurance and inspection requirements of the State of LA. The contractor shall also comply with insurance requirements of contract clause CL-120-Supplemental Insurance Requirements.
12. **Inspection:** The COR will review a random sample of 10% of monthly trip tickets to assure timeliness and quality in delivery and pick-up of goods. The COR will notify the Contractor via email of any instances of non-conforming services no later than the 15th business day of each month. The VA reserves the right to inspect any vehicle or facility used in performance of this contract without advance notice.
13. **Acceptance:** The Contractor shall not begin invoicing, nor will the COR approve invoices before written acceptance has occurred. Acceptance shall not occur until after the kickoff meeting has occurred and the contractor demonstrates all resources are in place to successfully begin uninterrupted service delivery. Completion of the kick-off meeting does not commit the Government to acknowledge acceptance; however, if the Government determines the Contractor to be fully mission capable at the conclusion of the kick-off meeting, acceptance may occur at that time. The acceptance certification shall be signed by the authorized contractor representative, the COR and the Contracting Officer.
14. **Trips:** The Contractor shall maintain accurate electronic records of all trips. Scheduled trips are regularly scheduled daily round trips between facilities. As needed trips are unscheduled round trips between facilities.
- a. Scheduled trips: Shall be in accordance with the delivery schedule
- b. As needed trips:
1. Contractor shall maintain accurate records of as needed trips
 2. ***Shall only be provided when scheduled by the COR(s) or COR designee.*** The COR(s) may authorize one alternate individual from the main facility (OBVAMC) and two individuals from each CBOC to schedule as needed trips provided that advance written notice is given to the Contractor identifying the alternate(s). Designated individuals shall only be authorized to schedule as needed service for their respective facility. Designation shall remain effective until changed by the COR(s).
 3. Designated individuals shall be identified by their official job title(s).
 4. If the Contractor provides services requested by anyone other than the COR(s) or COR(s) designee, they shall not be entitled to payment for such services.

5. May be scheduled by telephone or email. The Contractor shall maintain accurate log for "as needed trips" and shall submit a copy of the log with the monthly invoice. The log shall include the name and title of the person requesting the as needed trip, requesting facility, date and time of the request and pickup.
 - c. Unscheduled trips for delivery of medicine from the pharmacy or lab specimens in direct support of patient care, along with trips to and from other labs and medical centers do not require be pre-approved.
 - d. The Contractor shall report any Courier Services provided after normal business hours, to the COR(s) on the next business day after service delivery and identify the VA employee requesting the service.
15. **Trip Price:** The "scheduled" and "as needed" round trip cost per trip price shall be all-inclusive rates. No additional payment will be made for services provided. The trip price shall include:
 - a. Round trip service between OBVAMC and each CBOC
 - b. Round trip service between OBVAMC and Knight Street
 - c. Round trip service between OBVAMC and Buckner Square
 - d. Round trip service between OBVAMC and non-VA medical facilities in the Shreveport-Bossier metropolitan area or in the vicinity of any CBOC
 - e. Any CBOC and non-VA medical facility within a five mile radius of the CBOC
 - f. Round trip price between OBVAMC and any other facility identified in the PWS.
16. **Pickup:** Designated pick-up points at OBVAMC are:
 - a. Pharmaceuticals (from OBVAMC): Pharmaceuticals shall be picked up from OBVAMC room 1E95 located on the first floor of building 1. The contractor shall sign for and maintain security of pharmaceuticals at all times until delivered and signed for by a designated VA employee at the delivery location.
 - b. Non-Pharmaceuticals: The warehouse located in the basement of building 1 room BE21 is the pickup point for non-pharmaceutical items.

17. **Delivery:** Upon return from the CBOC's, delivery to the OBVAMC shall be made at the following locations
- a. Items marked "MAILROOM" shall be delivered to the Mailroom, Room 1W25
 - b. Items marked "PHARMACY" shall be delivered to the Pharmacy location in paragraph N above.
 - c. Containers marked "LABORATORY" shall be delivered to the second floor Laboratory, Room 2N8
 - d. Remaining items shall be delivered to the Administrative Officer of the Day (AOD), located in the Emergency Room 1N.
18. **Departures and Arrival Times:** The contractor shall ensure all pickups and deliveries are made on time. All times listed in the delivery schedule are central time. If the courier is directed to make an as needed trip; one (1) additional hour shall be allowed for the pick and delivery times. Remedies for late deliveries shall be addresses as outlined in the QASP.
19. **Quality:** The Contractor shall maintain a quality control program that ensures services conform to all contract performance objectives. The Contractor shall implement oversee procedures to track, identify and cure non-conforming services. The Contractor shall implement a communication plan to accept and resolve complaints, performance issues and notify the COR of problem resolution.

The Acceptable Quality Level (AQL) for on-time delivery shall be 95% for scheduled deliveries. Except for excusable delays or government caused delays, any late delivery causing the AQL to fall below 95% shall be considered to be non-conforming services; an amount equal to the cost of one (1) round trip will be deducted for each scheduled delivery that is late below the AQL.

20. **Training:** All contractor employees shall complete the following training, all training to be completed at Contractors expense with no additional cost to the Government:
- a. Privacy and Information Security Awareness with Rules of Behavior at <https://www.tms.va.gov/plateau/user/login.jsp>
 - b. Dangerous Goods training to insure that the drivers are protected while transporting lab specimens. This training shall be completed annually by all drivers.
<http://www.mayomedicallaboratories.com/education/online/dangerousgoods/index.html>
 - c. The contractor shall provide to the Contracting Officer and COR a copy of the training certificates and employee before performing any services under this contract and annually before October 31st thereafter. Failure to complete the initial and mandatory annual training shall be ground for contract termination.

- d. Drivers shall be trained in procedures on how to process specimen spills and leaks in accordance with OSHA standard 29 CFR 1910.1030.
- e. All training shall be at no additional cost to the Government.

21. **Business Associate Agreement:** In accordance with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the contractor shall be required to enter into a Business Associates Agreement (BAA) with the Department of Veterans Affairs, unless a previously executed BAA is on file. The BAA is an instrument that will hold the contractor liable for any release of confidential medical information by any of its employees.