

occurs during a home visit, the Contractor's staff shall make an attempt to notify the COR or designee of the refusal during the home visit.

10. All reissued HME equipment delivered shall be cleaned/sanitized/disinfected by approved methods and shall be in first-class operating condition in accordance with the manufacturer's recommendations. In the event that a piece of unserviceable HME equipment is delivered or the delivery is incomplete as determined by the COR or designee, (i.e., all components not delivered) subsequent trips shall be made without additional cost to the government. Subsequent trips must be made within 1 day of the COR or designee's incomplete determination. In **all cases** when a bed is to be reissued, a new mattress and mattress cover will be provided to the contractor by the VA Medical Center except Group 2 & 3 specialty mattresses. The Contractor shall not re-issue or distribute used mattress covers to veteran beneficiaries.
11. **Natural Disaster Emergency.** The contractor will provide point of contact information to the patient or caregiver and instructions on actions to take to receive service during an emergency or natural disaster. An Emergency Preparedness Plan must be written and updated as required, to include the actions to take place in the event of any disaster.

C. DELIVERY, SET-UP, AND PATIENT EDUCATION OF HIGH END AND SPECIALTY EQUIPMENT

1. The contractor shall have an ATP certified technician available for expanded services. On occasion, special seat fittings and assembly of equipment for patient specific applications will be performed by the contractor.
2. Contractor will provide VA with documentation of services that will include a picture and fitting report in addition to the normal documentation as indicated in section B of this document. Clinical documentation from VA will be available upon request.
3. The purchase order will specify when ATP services are required. This is a contingency requirement only and it is not anticipated to require a full time employee.

D. GEOGRAPHICAL SERVICE AREA

1. For all one-way trips ordered under this solicitation, the Contractor shall receive the base rate quoted above. The base rate shall constitute full compensation for one-way trips, no mileage or radius will be used.