

Statement of Work Courier Services for Bay Pines VA Healthcare Systems

I. GENERAL: The Bay Pines VA Healthcare System (BPVAHCS) intends to award a contract for the provision of courier services between the main facility C.W. Bill Young VA Medical Center (CWBYVAMC), Bay Pines, Florida, Lee County Healthcare Center (LCHCC), Cape Coral, Florida and its outlying facilities including its Community Based Outpatient Clinics (CBOC's) located in Palm Harbor, St. Petersburg, Bradenton, Sarasota, Port Charlotte, Naples and Sebring Florida, Patient Financial Services (PFS), Largo Florida, Home Based Primary Care (HBPC) , Largo Florida, Fee Basis, Largo Florida, Business Office Service (BOS), Largo Florida and VISN 8 Office/Carillon, St. Petersburg, Florida.

Services shall be provided Monday through Saturday, excluding Government Observed Holidays with possible extended days and hours. In addition to the scheduled weekday pickup/delivery, there may be other non-scheduled deliveries between these VA locations. Pick-up and drop-off locations may vary based upon the needs within the CWBYVAMC. Occasionally an unscheduled delivery not to exceed 4 per calendar year may be requested to a location other than a VA facility.

II. SCOPE OF WORK: The successful offeror shall provide all vehicles, gasoline, insurance, personnel, directional materials and supervision necessary to accomplish same day pickup/delivery services.

I. Cargo: All items must be transported in accordance with all local, state and federal regulations including any specified regulations for bio-hazardous materials. All efforts shall be made to ensure the integrity of all items delivered will not be compromised without spoilage/damage due to improper temperature conditions, rough handling and/or negligence.

Items to be transported will include but are not limited to:

- Laboratory specimen containers. The lockable containers specifically designed for blood transportation will be provided by Pathology & Laboratory Medicine Services (P&LMS). These containers will be marked "Bio-hazard" and tagged for identification in accordance with regulatory requirements. **Courier will not be provided a key.** Laboratory specimens, i.e. body fluids (blood, urine, stool and tissue) will be properly packaged in accordance with local, state and federal regulations by CWBYVAMC personnel.
- Inter-office mail
- Dental Supplies
- Sensitive/Confidential documents
- Medical Supplies and Instruments to include reusable medical equipment (RME)
- Office Supplies
- Electronic and portable media devices
- Boxes of less than 20 lbs
- Pharmacy supplies

These items may be packed for pickup/delivery during the Monday – Saturday work week. The cargo may contain bio-hazardous material and dangerous goods. The Contractor shall certify that all individuals involved in shipping clinical specimens have been trained and tested as specified in the training requirements of 49 CFR Part 172, Subpart H. Written statement documenting Universal Precautions training, Hazardous Materials training and training that meets and laws and regulations of the US Department of Transportation and the Centers for Disease Control governing the transport of clinical specimens shall be provided to the Contract Officer Representative (COR) annually.

2. Schedule: Timely pick-up and delivery of laboratory specimens/supplies and Sterile Processing Service (SPS) are key elements. Failure to maintain the required schedule may be consideration for termination of the contract.

- **CWBYVAMC (Main Facility)**
10000 Bay Pines Blvd
Bay Pines, FL 33744

A laboratory and SPS morning pick-up of items to be delivered to the various CBOC’s, to include Lee County, is required prior to the CBOC’s and Lee County pickup-delivery. Times may be set by contractor to accommodate route schedule. Exact time will be identified in the courier route plan of the Request for Quotation (RFQ).

Pick-up areas will be:	Laboratory SPS	Building 100 2 nd floor room 2B-110 Building 100 1 st floor room 1C-114
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Delivery areas will be:	Laboratory SPS	Building 100 2 nd floor room 2B-110 Building 100 1 st floor room 1C-102
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- (a) **Lee County Healthcare Center (LCHCC)**
2489 Diplomat Parkway East
Cape Coral, FL 33909

Provide courier services between the Lee County Health Care Clinic, Cape Coral, Florida and CWBYVAMC, Monday through Saturday (excluding Government Observed Holidays). Pick-up times will be twice daily Monday, Tuesday, Thursday and Friday at 10:15am and 3:30pm at the LCHCC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively. Wednesday pick-up times 10:15am and 4:45pm at the LCHCC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively. Saturday pick-up time will be 11:15am with delivery time to CWBYVAMC no later than 1:15pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up areas will be:	Laboratory Warehouse SPS Room 2B192
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Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(b) Palm Harbor CBOC
35209 US Hwy 19 N
Palm Harbor, FL 34684

Provide courier services between the Palm Harbor CBOC, Palm Harbor Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Pick-up times will be twice daily at 11:45am and 2:30pm at the Palm Harbor CBOC and delivery time to the CWBYVAMC no later than 1:00pm and 5:00pm respectively. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(c) Port Charlotte CBOC
4161 Tamiami Trail Suite 401
Port Charlotte, FL 33952

Provide courier services between the Port Charlotte CBOC, Port Charlotte, Florida and CWBYVAMC, Monday through Saturday (excluding Government Observed Holidays). Pick-up times will be twice daily Monday, Tuesday, Thursday, Friday at 10:45am and 4:30pm at the Port Charlotte CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively. Wednesday pick-up times 10:45am and 5:15pm at the Port Charlotte CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively.

Saturday pick- up time will be 11:45pm with delivery time to CWBYVAMC no later than 12:30pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(d) Sarasota CBOC
5682 Bee Ridge Rd, Suite 100
Sarasota, FL 34233

Provide courier services between the Sarasota CBOC, Sarasota, Florida and CWBYVAMC, Monday through Saturday (excluding Government Observed Holidays). Pick-up times will be twice daily Monday, Tuesday, Thursday, Friday at 11:30am and 3:30pm at the Sarasota CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:00pm respectively. Wednesday pick-up times 11:30am and 5:30pm at the Sarasota CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively. Saturday pick- up time will be 11:15am with delivery time to CWBYVAMC no later than 12:30pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288

and the Sterile Processing Service (SPS) department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(e) Sebring CBOC
3760 US Highway 27 S
Sebring, Florida 33870

Provide courier services between the Sebring CBOC, Sebring, Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Pick-up times will be daily at 4:00pm at the Sebring CBOC and delivery time to the CWBYVAMC no later than 7:30pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(f) St. Petersburg CBOC
840 Dr. MLK Jr. Street N
St. Petersburg, FL 33705

Provide courier services between the St. Petersburg CBOC, St. Petersburg, Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Pick-up times will be daily at 12:30pm and 3:30pm at the St. Petersburg CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(g) Bradenton CBOC
5520 State Road 64, Suite 101
Bradenton, FL 34208

Provide courier services between the Bradenton CBOC, Bradenton, Florida and CWBYVAMC, Monday through Saturday (excluding Government Observed Holidays). Pick-up times will be twice daily Monday, Tuesday, Thursday, Friday at 11:30am and 4:00pm at the Bradenton CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:00pm respectively. Wednesday pick-up times 11:30am and 6:00pm at the Bradenton CBOC and delivery time to the CWBYVAMC no later than 1:15pm and 7:30pm respectively. Saturday pick- up time will be 11:45am with delivery time to CWBYVAMC no later than 12:30pm. Delivery points at the

CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up areas in Bradenton will be:

- Laboratory
- Audiology
- Dental
- Eye

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(h) Naples CBOC
2685 Horseshoe Dr.
Suite 101
Naples, FL 34104

Provide courier services between the Naples CBOC, Naples, Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Pick-up times will be daily at 3:00pm on Monday, Tuesday, Thursday, Friday at the Naples CBOC and delivery time to the CWBYVAMC no later than 7:30pm. Wednesday pick-up time will be at 4:15pm with delivery to the CWBYVAMC no later than 7:30pm. Delivery points at the CWBYVAMC will be the laboratory (for laboratory specimens), BLDG 100 2nd floor room 2B-110, the warehouse (for mail only), BLDG 110, room 1E288 and the SPS department (medical instruments) BLDG 100, room 1C-102

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(i) 8550 Ulmerton Road
Largo, Florida 33771

Provide courier services between the Patient Financial Services (PFS), Home Based Primary Care (HBPC), Business Office Service (BOS) and Fee Basis, Largo, Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Items to be transported include envelopes and boxes of less than 20 lbs and medical records sealed with tamper-proof tape. Pick-up times will be daily at 12:00 noon at the PFS off-site location and delivery time to the CWBYVAMC no later than 4:00pm.

- Patient Financial Services (PFS) – Suite 140
- Home Based Primary Care – Suite 140
- Business Office Service (BOS) – Suite 140
- Fee Basis – Suite 250

Items being returned to the off-site location will be delivered on the next business day at the scheduled pick-up time. Delivery points at the CWBYVAMC will be the warehouse (for mail only), BLDG 110, room 1E288

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

(j) VISN 8 Office/Carillon
140 Fountain Parkway
St. Petersburg, Florida 33716

Provide courier services between the VISN 8 Network Office, Office of Regional Counsel, Office of Resolution Management and CWBYVAMC, Monday, Wednesday, Friday (excluding Government Observed Holidays) of each week. Items to be transported may include envelopes and boxes of less than 20 lbs.

Pick-up and Drop-Off will be Monday, Wednesday, Friday between the hours of 8am – 4pm at 140 Fountain Parkway, St. Petersburg, FL 33716 in the following Suites:

- VISN 8 Network Office - Suite 600
- Office of Regional Counsel – Suite 520
- Office of Resolution Management – Suite 620

Items being returned to the Fountain Parkway off-site location will be delivered on the next business day at the scheduled pick-up time. Delivery points at the CWBYVAMC will be the warehouse (for mail only) BLDG 110, room 1E288.

Pick-up (for mail only) from CWBYVAMC will be Monday, Wednesday, Friday at the warehouse, BLDG 110, room 1E288 between the hours of 8am- 4pm.

Times may be set by contractor to accommodate route schedule. Exact time will be identified in the courier route plan of the Request for Quotation (RFQ).

(k) CWBYVAMC - Dental
10000 Bay Pines Blvd
Dental Services BLDG 23 Room 116
Bay Pines, Fl 33744

Provide courier services between the Bradenton CBOC, Bradenton, Florida and CWBYVAMC, Monday through Friday (excluding Government Observed Holidays). Pick-up times will be daily at 10:00am at CWBYVAMC Dental Services Building 23, Room 116 and delivery time to the Bradenton CBOC laboratory no later than 11:30am. Pick-up from Bradenton CBOC laboratory delivery point at 11:30am with drop-off to CWBYVAMC Dental Services Building 23, Room 116 no later than 1:15pm.

(l) Southern Clinics

Provide courier services pick-up from Sebring CBOC, Sebring, Florida, Port Charlotte CBOC, Port Charlotte, Florida, Naples CBOC, Naples, Florida to LCHCC, Travel Office Room 1A-209 and SPS, Room 2B-192 (medical instruments) Cape Coral, Florida; Provide pick-up from LCHCC, Room 1A-209 to CWBYVAMC Fiscal Services BLDG 37, 3rd floor Room 334 with drop-off time no later than 4:30p Monday through Friday (excluding Government Observed Holidays). Pick-up times from CBOC's may be set by contractor to

reach final designation CWBYVAMC Fiscal Services BLDG 37, 3rd floor, Room 334 no later than 4:30p. Pick-up time may not be any earlier than 8am.

Pick-up areas will be: Front desk at each CBOC
 Laboratory-Port Charlotte (Audiology-medical instruments)
 SPS Lee County

(m) Lee County/CBOC

Provide courier services pick-up from LCHCC, SPS, Room 2B-192 (medical instruments) to Port Charlotte CBOC, Port Charlotte, Florida, Audiology, Room 104, Naples CBOC, Naples, Florida and Sebring CBOC, Sebring, Florida Monday through Friday (excluding Government Observed Holidays). Pick-up time may be set by contractor to reach final designations no later than 4:30p. Pick-up time may not be any earlier than 8am.

Summary of pick/delivery times:

(a) Lee County	Date	Pick-time	Delivery
	Mon, Tues, Thur, Fri	10:15 am	1:15 pm
		3:30 pm	7:30 pm
	Wed	10:15 am	1:15 pm
		4:45 pm	7:30 pm
	Sat	11:15 am	1:15 pm

(b) Palm Harbor	Date	Pick-time	Delivery
	Monday - Friday	11:45 am	1:00 pm
		2:30 pm	5:00 pm

(c) Port Charlotte	Date	Pick-time	Delivery
	Mon, Tues, Thur, Fri	10:45 am	1:15 am
		4:30 pm	7:30 pm
	Wed	10:45 pm	1:15 pm
		5:15 pm	7:30 pm
	Sat	11:45 am	1:15 pm

(d) Sarasota	Date	Pick-time	Delivery
	Mon, Tues, Thur, Fri	11:30 am	1:15 pm
		3:30 pm	7:00 pm
	Wed	11:30 am	1:15 pm
		5:30 pm	7:30 pm
	Sat	11:15 am	12:30 pm

(e) Sebring	Date	Pick-time	Delivery
	Monday – Friday	4:00 pm	7:30 pm

(f) St Pete	Date	Pick-time	Delivery
	Monday - Friday	12:30 pm	1:15 pm
		3:30 pm	7:30 pm

(g) Bradenton	Date	Pick-time	Delivery
	Mon, Tues, Thur, Fri	11:30 am	1:15 pm
		4:00 pm	7:00 pm
	Wed	11:30 pm	1:15 pm
		6:00 pm	7:30 pm
	Sat	11:45 am	12:30 pm

(h) Naples	Date	Pick-time	Delivery
	Mon, Tues, Thur, Fri	3:00 pm	7:30 pm
	Wed	4:15 pm	7:30 pm

	Date	Pick-time	Delivery
(i) Patient Financial Services	Monday - Friday	12:00 pm	4:00 pm
Fee Basis			
Home Based Primary Care			
Business Office Service (BOS)			

	Date	Pick-time	Delivery
(j) VISN 8 Office Office of Regional Counsel Office of Resolution Management	Mon, Wed, Fri	Times may be set by contractor to accommodate route schedule. Exact time will be identified in the courier route plan of the Request for Quotation (RFQ).	Between hours of 8am – 4pm

(k) Dental	Date	Pick-time	Delivery
Bay Pines	Monday - Friday	10:00 am	11:30 am
Bradenton	Monday - Friday	11:30 am	1:15 pm

	Date	Pick-time	Delivery
(l) Southern Clinics	Monday - Friday	Times may be set by contractor to accommodate route schedule. Exact time will be identified in the courier route plan of the Request for	No later than (NLT) 4:30pm

		Quotation (RFQ).	
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	Date	Pick-time	Delivery
(m) Lee County/CBOC	Monday - Friday	Times may be set by contractor to accommodate route schedule. Exact time will be identified in the courier route plan of the Request for Quotation (RFQ).	No later than (NLT) 4:30pm

3. Government Observed Holidays: There are ten (10) Federal holidays set by law (U.S.C. Title 5 Section 6103)

- New Year’s Day
- Martin Luther King’s Birthday
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans’ Day
- Thanksgiving Day
- Christmas
- Any other day specifically declared by the President of the United States to be a national holiday.

III. CONTRACTOR RESPONSIBILITIES

The contractor shall be required to sign a Business Associate Agreement with the VA. A signed copy of the Business Associate Agreement (BAA) shall be returned to the Contractor for their files.

If the Contractor’s proposal includes the use of a subcontractor, there must be a separate matching agreement and subcontracting plan included with the RFQ.

The Contractor is completely responsible for all actions of their employees. All contractor personnel, to include subcontractors employed in the performance of this contract must comply with all Veterans Administration (VA) building regulations, policies and guidelines while on the premises.

Evidence of Responsibility: Contractor must:

- Currently be an established courier service within the State of Florida
- Have a minimum of five years of experience in blood/bodily fluid transportation and handling reusable medical equipment, be financially responsible and possess all the necessary equipment, licenses, and manpower necessary to perform the work specified in this statement of work.
- Submit two references with RFQ.
- Submit a courier route plan with the RFQ.

Insurance Requirements: Contractor shall MEET ALL Federal, State and Local codes regarding operation of this type of business and furnishes the required Insurance Certificates. The contractor shall carry a minimum of \$1,000,000 liability insurance. Evidence of proof should be submitted with RFQ.

Confidentiality:

The Contractor shall ensure the confidentiality of all patient information and records being transported and will be held liable in the event of a breach of confidentiality.

The Contractors and any subcontractors shall comply with the provisions of the Federal Privacy Act of 1974 (Public Law 93-579) and Public Law 104-191, Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards and VA Directives and Handbooks as VA and VA personnel regarding information.

Contractor must submit a copy of required Privacy, Information Security and HIPAA training on each employee to the COR within 30 days of award and annually thereafter. Training is currently located in the VA TMS Education Program. Access to the training will be given to the contractor by the COR within 10 days of award. The two courses are:

- Privacy and HIPAA Training
- VA Privacy and Information Security Awareness and Rules of Behavior

IV. TRANSPORT

Vehicle:

All vehicles used in performance of this contract shall be registered, licensed and meet the minimum vehicle requirements as mandated by the Department of Transportation. The Government reserves the right to inspect the vehicles and investigate the responsibility of contractor to perform the work outlined in the contract. The Contractor shall provide all vehicles needed to perform this effort.

Each vehicle shall have some type of identification representing the contractor and be prominently displayed. Each vehicle shall be adequately stocked with at least one up-to-date complete "SPILL KIT" for a bio-hazard cleanup in case of leakage or accidental discharge.

The Contractor shall maintain proper temperature in vehicles to preserve laboratory specimens and medical supplies. There shall be climate control in the vehicles, so that the internal vehicle temperature can be maintained at a temperature between 65°F and 85°F. The vehicle shall meet the requirement that all efforts shall be made to assure that all items are delivered upright, without spoilage/damage from temperature conditions, rough handling and/or negligence.

The courier who is to transport must place the secured, locked container in a secured, confined area in the vehicle, for instance, the trunk. Avoid situations/conditions where the container can be a projectile object in case of sudden breaking of the vehicle.

The vehicles shall not be abandoned between transports from facility to destination. All items will not be left in an unsecured vehicle at any time.

Under no circumstances shall any items transported under this contract be left in the vehicle overnight.

It is recommended that vehicles are equipped with helpful carrying devices such as hand trucks or other suitable apparatus to assist with transporting items under this contract. These items will not be provided by the government.

Drivers:

All drivers shall have attained legal age (the age of 18 years) and shall maintain neat, clean and professional appearance. Drivers must be able to speak, understand and write English. All couriers transporting specimens under this contract shall possess a valid driver's license, vehicle insurance, and registration and have two-way radios, cell phones, or pagers for communication purposes. Drivers shall be licensed in accordance with the State of Florida, to include any special licensure required for the transporting required items.

Under no circumstances shall any person other than the driver assigned ride in a vehicle or handle items being transported. Driver shall not make non-emergent stops, for any reason, during the transport of items under this contract.

No pets and no smoking is allowed in vehicle when transporting items under this contract.

All drivers shall present a neat appearance and be easily recognized as contractor employees by wearing appropriate identification which identifies them by name, title and job performed.

Inclement Weather and Emergency Provision:

The contractor shall contact the COR or designee if conditions exist which may affect their ability to perform contract requirements. The contractor must have an established contingency plan for problems which may be experienced in the transport time frame (i.e. breakdown, accident, inclement weather)

If there is a delay within 15 minutes of the time-frames established, COR or designee must be notified immediately. The Contractor must arrange alternative transportation for delivery of specimens, mail and supplies in the event the driver is unable to complete deliveries.

The contractor shall provide a list of driver's names and names of alternate drivers for each route, in case of emergency. Included in the list shall be contact phone numbers or pagers names of each driver. Updated lists shall be provided to the COR annually and when changes have occurred.

Emergency is defined as vehicle breakdown, traffic and/or accident.

V. QUALITY CONTROL AND ASSURANCE:

Contractor Responsibility:

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

The CO shall be notified at the earliest time available, but no later than the next business day, via phone of Contractor's 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. For example, union strikes, vehicle problems, licenses, or anything that might jeopardize the terms and conditions of this contract should be reported to the CO.

The contractor shall make all reasonable provisions to protect items being transported against loss, such as placing items in a secure area until delivery has been accomplished. Should an item be lost or stolen while in the Contractor's possession, the Contractor shall reimburse the CWBYVAMC for the cost.

Should any items be lost, damaged or broken, the contractor shall be required to submit a written report to the CO within twenty-four (24) hours explaining the circumstances. Failure to provide the report with the specific time-frame will cause further review by the Government to determine if the infraction may warrant suspension/termination of the contract.

Quality Assurance and Surveillance Plan (QASP)

The Government will evaluate the contractor's performance using customer complaints, periodic on-site inspection, and may, at the Government's discretion, inspect each task to verify conformance and acceptance prior to payment.

The Government will periodically evaluate the contractor's performance in accordance with the following Quality Assurance Plan.

Performance Objective	Performance Threshold
<p>Basic Courier Services Timeliness</p>	<p>All locations have 2 or less customer valid complaints for the month.</p>
<p>Basic Courier Services Conditions of transported items</p>	<p>All locations have 2 or less customer valid complaints for the month.</p>
<p>Annual Training for Courier</p> <ul style="list-style-type: none"> • Privacy and HIPAA Training • VA Privacy and Information Security Awareness and Rules of Behavior 	<p>100% Copies of certificates sent to COR from contractor-reviewed annually</p>
<p>List of drivers and Route</p>	<p>100% Submit to COR annually or upon change-reviewed annually</p>
<p>Training in transporting bio-hazardous materials</p>	<p>100% documentation of staff training sent to COR annually. Will provide copy of training upon request.</p>
<p>Periodic Courier Services Calls for special one-time deliveries</p>	<p>All locations have 2 or less customer valid complaints for the month.</p>

- The standard overall is two or less customer complaints per month in each area. The COR shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items or the appropriate Inspection of Services clause, if any of the above service areas exceed two customer complaints per month.
- Contractor must submit a copy of required Privacy, Information Security and HIPPA training on each employee to the COR within 30 days of award and annually thereafter. Training is currently located in the VA TMS Education Program. Access to the training will be given to the contractor by the COR within 10 days of award.

Any VA employee that observes unacceptable performance should immediately contact the COR. The COR will complete appropriate documentation to record the complaint. The COR will determine if the customer complaint is valid. The COR will inform the customer of the approximate time the unacceptable performance will be corrected and ask the customer to contact him/her if not corrected. The Contractor will be given two hours after verbal notification to address the unacceptable performance. If the contractor disagrees with the complaint after investigation and challenges the validity of the complaint; the Contractor will notify the COR. The COR will retain documentation for his/her files. If after investigation the COR determines the complaint as valid, the COR will inform the Contracting Officer and the Contracting Officer will determine what action is to be taken based on the requirements of the contract.

Contract Monitoring: This contract will be monitored monthly by the COR regarding timeliness of pick-ups, deliveries, invoicing, quality of care, and customer satisfaction.

VI. ISO SECURITY CHECK: Certification and Accreditation (C&A) does not apply. VA Handbook 6500.3 Certification and Accreditation.