

STATEMENT OF WORK

VA VISN 4 DIRECT DELIVERY OF MEDICAL/SURGICAL SUPPLIES

BACKGROUND:

Pharmacies within Veterans Integrated Service Network (VISN) 4 receive prescriptions for disposable medical supplies. There is a vast number of items potentially ordered (approximately 4,000 items) due to the highly variable and changing needs of patient care. Attachment 1 – Item List provides a list of anticipated required items. The contractor should be able to fulfill all item requirements contained within the list.

SCOPE:

This requirement is for a contractor to provide direct shipment of medical and surgical supplies for each participating healthcare facility within VISN 4, and prescribed Veteran patients' homes located within VISN 4's area of responsibility with addresses supplied as outlined below. This contract will serve as a back-up in order to prevent missed deliveries to patients and facilities when items are out of stock or not available from the Consolidated Mail Outpatient Pharmacy (CMOP) managed by VA.

REQUIREMENTS:

The contractor shall provide an extensive item catalog of available medical/surgical supplies with full item description, specifications, cost, size, orderable unit, etc. of disposable medical supplies such as, but not limited to ostomy bags, catheters, and wound care products for direct delivery to Veteran patient homes and delivery to all nine healthcare systems located within VISN 4's area of responsibility. Orders must be fulfilled and shipped to Veteran homes or VA facility within 2-3 business days after receipt of the order Monday through Friday except for government holidays.

The nine VISN 4 Sites are:

- Altoona VAMC, Altoona, PA
- Lebanon VAMC, Lebanon, PA
- VA Butler Healthcare, Butler, PA
- Philadelphia VAMC, Philadelphia, PA
- Pittsburgh Health Care System, Pittsburgh, PA
- Coatesville VAMC, Coatesville, PA
- Wilkes-Barre VAMC Wilkes-Barre, PA
- Erie VAMC, Erie, PA
- Wilmington VAMC, Wilmington, DE

Contractor shall accept online orders from the VA and provide a secure online/inventory ordering system allowing separate accounts for each healthcare system, each to include one master account to be maintained by the pharmacy chief. The pharmacy chief will approve and issue individual accounts to pharmacy staff authorized to place orders. This system must have the capability of restricting items that can be ordered based on the contracted list, have tracking information and reports such as monthly usage, backorder, fill rates, etc. The contractor's online ordering platform must be compliant with all laws, regulations and standards, PHI, HIPAA, etc.

Contractor shall stock the distribution center(s) intended to be used with one-hundred percent (100%) of the products required and at the appropriate inventory levels to ensure there are no disruption of services, such as back orders and/or cancellation of orders. An overall minimum of ninety-seven percent (97%) fill rate must be maintained by the Contractor.

Contractor shall not supply any product with a shelf life or bearing an expiration date with less than one (1) year remaining upon delivery to the patient, unless the COR authorizes, in writing, a product with a shorter shelf life.

Periodically, the VA will receive notice of products returned to the VA facility from the Veteran. Contractor shall provide a method/process to initiate the return of product. The process shall include the following:

- a. Written policy on return procedures.
- b. Provide a phone number and/or online method of processing a return.
- c. Process for the Veteran to return product.
- d. Process for VA Hospital to return product.

The Contracting Officer Representative (COR) also serves as the Facility Recall Coordinator (FRC) of this contract. The FRC is responsible for coordinating the VA response to recalls issued by the VA National Center for Patient Safety (NCPS) Product Recall Office (PRO) and to Patient Safety Alerts and Advisories issued by the VA Central Office (VACO) VHA Warning System which may involve products distributed under this contract. The Contractor shall provide data required to complete the recall or Patient Safety Alert or Advisory and ensure patient safety by sequestering affected products until disposition instructions are received. Data requirements could be limited to stock status (i.e., quantity in stock and quarantine status) or could be more inclusive and include data such as patient name; date shipped, lot number, etc.

The Contractor shall provide free or a flat shipping rate for each shipment to include a set rate for special and expedited services. Special /expedited services will only be utilized at the request of authorized pharmacy personnel. Every shipment requires the protection of PHI during the mailing process and shall include delivery confirmation (DelCon).

The Contractor shall submit monthly invoices to each facility for all line items filled to include, but not limited to the following information:

- a. Vendor name, invoice number, and date
- b. Remittance address (address where payment is to be issued)
- c. Complete purchase order number assigned by VA for goods or services.
- d. Itemized description of goods or services, quantity, and unit price
- e. Total dollar amount of invoice
- f. Discount or net terms

Each invoice must be able to be reconciled to the line item level and be separated as follows:

- a. Total product price
- b. Total shipping fee
- c. Invoice grand total

An itemized report shall be submitted to the COR once a month to include:

- a. Invoice number
- b. Invoice date
- c. Order number
- d. Contractor part #
- e. Manufacturer part #
- f. Description of item(s)
- g. Quantity
- h. Unit of measure
- i. Unit price
- j. Extended price
- k. Tracking number