

1. Scope of Work

The purpose of this contract is to obtain delivery services for dialysis treatment supplies, for direct delivery to patient homes. A number of patients have been selected to receive direct delivery of dialysis supplies under this contract. The number of patients covered by this contract may increase or decrease during the performance period and any exercised option periods.

2. Description of Services

- 2.1. To support the continued increase of patients receiving dialysis treatment in the privacy of their home, the Richmond VAMC will support delivery of dialysis treatment supplies. The contractor shall provide for the distribution of supplies identified in Contract/Solicitation Attachment A. Deliveries shall be made directly to patients, with all required information being provided by the Richmond VA Medical Center Pharmacy Service Ordering Officers. All activities associated with this contract shall comply with legal requirements for the protection of patient information.
- 2.2. The ordering and delivery process under this contract is comprised of the following tasks:
 - 2.2.1. Supplies identified in Contract/Solicitation Attachment A will be prescribed by physicians as needed. Workload estimates for each patient, per month, are provided in Section 4. of this Statement of Work.
 - 2.2.2. The Richmond VA Medical Center Pharmacy Service will fax the order (request for delivery) to the Contractor.
 - 2.2.3. The Contractor shall process the order within 48 hours, upon receipt of the order from the Pharmacy Service.
 - 2.2.4. All orders shall be delivered directly to patient's place of residence within 7 to 10 calendar days of request, or by the first of every month if supplies are scheduled for regular delivery. See Section 6. for performance objectives.
- 2.3. The contractor shall ensure that all patient information is protected within the guidelines of federal and state regulations, including HIPAA and the Privacy Act.

3. Performance Standards

- 3.1. Expedited shipping shall be available under this contract. For the purposes of this contract, expedited shipping is defined as delivery within 24 hours. Delivery on weekends (Saturday and Sunday) shall be available for the purposes of expedited deliveries.
- 3.2. The Contractor shall notify the VAMC Richmond of backordered items, at the time the backorder becomes apparent, and the anticipated availability date of the items.
- 3.3. Substitution of items is not authorized and shall only occur at the direction of the patient's care provider at the Richmond VA Medical Center.

- 3.4. All shipping costs shall be paid by the contractor for the delivery of the items in Contract/Solicitation Attachment A. However, overnight delivery may incur additional charges which shall be paid for by the Richmond VA Medical Center under a separate contract CLIN dedicated to overnight/expedited shipping costs. *Shipping charges shall not exceed \$250.00 per delivery under this contract and no single invoice shall request payment for shipping charges in excess of \$250.00.*
- 3.5. The contractor shall provide tracking information on all orders. The tracking information must be available to Veteran Affairs Medical Center Staff and Patients via electronic delivery.
- 3.6. Documentation of all deliveries made to patients shall be provided to the Richmond VAMC within 24 hours after the Contractor receives the documentation of delivery.
- 3.7. The requiring facility shall forward notification or provide carbon copy of electronic communications for all delivery requests and all deliveries made under the contract.

4. Historic and Projected Workloads

- 4.1. BASIS OF ESTIMATED USAGE: Currently, there are 6 patients receiving monthly home hemodialysis supplies. There are 3 patients schedule to be trained in the dialysis process. Up to 10 patients will be included in the program during the base period of performance. Up to 15 patients are anticipated for Option Year One.
- 4.2. ESTIMATED QUANTITIES: All quantities listed herein the contract are estimated annual quantities. Actual ordered quantities may vary during the performance period and any exercised options.

5. Reference Instructions and Publications

- 5.1. The contractor shall ensure that all patient information is protected within the guidelines of federal and state regulations, including HIPAA and the Privacy Act.

6. Performance Objectives

<u>Delivery Type</u>	<u>Terms</u>	<u>Fill-Rate</u>	<u>Note:</u>
Single delivery request (non-emergency)	Delivery within 7 to 10 days	100% (Guaranteed)	Government POC shall be informed of late delivery and cause within 4 hours after the cause becomes known or the shipment becomes late.
Single delivery request (emergency)	Delivery within 24 hours	100% (Guaranteed)	Government POC shall be informed of late delivery and cause within 2 hours after the cause becomes known or the shipment becomes late.
Regularly scheduled delivery	Delivery by the 1st of the month. [If delivery by the 1st cannot be met and delivery is not cancelled, delivery shall be made by the 8th with 100% fill-rate.]	100% (Guaranteed)	Government POC shall be informed of late delivery and cause within 4 hours after the cause becomes known or the shipment becomes late.

7. Deliverables

Weekly Deliveries Report -- Contractor shall provide weekly confirmation reports which include the veteran's name, account number, quantity ordered, quantity shipped, product cost, tracking numbers, date of service and order numbers. These reports can be viewed by authorized users. These reports are emailed at the end of each month to McGuire VAMC.

8. Government-Furnished Property

8.1. None.

9. Contracting Officer's Representative

A Contracting Officer's Representative has been assigned to this contract. Point of contact information will be provided separately.