

A.2 ABBREVIATIONS AND DEFINITIONS

As used through this solicitation/contract the following abbreviations, words or terms are used as defined.

Abbreviations

AAA	American Academy of Audiology
ACH	Automated Clearinghouse
ACO	Administrative Contracting Officer
ADR	Alternative Dispute Resolution
ANC	Alaska Native Corporation
ANSI	American National Standards Institute
APHAB	Abbreviated Profile of Hearing Aid Benefit
ARO	After Receipt of Order
ASHA	American Speech-Language-Hearing Association
BA	Business Associate
BAA	Business Associate Agreement
BICROS	Bilateral Contralateral Routing of Signal
BLE	Bluetooth Low Energy
BOP	U.S. Bureau of Prisons
BTE	Behind-the-Ear
CD-ROM	Compact Disc, Read-Only Memory
CE	Continuing Education
CEU	Continuing Education Unit
CFR	Code of Federal Regulations
CHA	Custom Hearing Aid
CI	Cochlear Implant
CIC	Completely-in-the-Canal
cc	Cubic Centimeter (same as cm ³)
CCR	Central Contractor Registration
CLIN	Contract Line Item Number
cm	Centimeter
cm ³	Cubic Centimeter
CPS	Contractor Performance System
CROS	Contralateral Routing of Signal
CUF	Customer User Fee
DAI	Direct Audio Input
DLC	Denver Logistics Center
dB	Decibel
DI	Directivity Index
DIG	Designated Industry Group
DM	Digital Modulation
DMIC	Directional Microphone
DoD	U.S. Department of Defense
DoDSSP	Department of Defense Single Stock Point
DUNS	Data Universal Numbering System
EA	Each
EDI	Electronic Data Interchange
EO	Executive Order
EPA	U.S. Environmental Protection Agency
EPHI	Electronic Protected Health Information
EFT	Electronic Funds Transfer
eSRS	Electronic Subcontracting Reporting System
FAR	Federal Acquisition Regulation
FDA	U.S. Food and Drug Administration
FOB	Free on Board
FFT	Fast Fourier Transform

FISMA	Federal Information Security Management Act
FM	Frequency modulation
FPMR	Federal Property Management Regulations
FSC	Federal Supply Class
FSC	Financial Services Center
FSG	Federal Supply Group
GAO	U.S. Government Accountability Office
GSA	U.S. General Services Administration
HFA	High Frequency Average
HFA-SPLITS	High Frequency Average SPL for Inductive Telephone Simulator
HHS	U.S. Department of Health and Human Services
HIMSA	Hearing Instrument Manufacturer's Software Association
HIPAA	Health Insurance Portability and Accountability Act
HL	Hearing Level (ANSI S3.6-2010)
HUBZone	Historically Underutilized Business Zone
Hz	Hertz
IDIQ	Indefinite Delivery Indefinite Quantity
IEEE	Institute of Electrical and Electronics Engineers
IHS	U.S. Indian Health Service
IIC	Invisible in the canal
IIHI	Individually-Identifiable Health Information
I/O	Input/Output
IRC	Internal Revenue Code
IROS	Ipsilateral Routing of Signal
IRS	U.S. Internal Revenue Service
ISO	International Standards Organization
ISM	Industrial Scientific Medical Band
ISR	Individual Subcontract Report
IT	Information Technology
ITC	In-the-Canal
ITE	In-the-Ear
KEMAR	Knowles Electronics Manikin for Auditory Research
kHz	Kilohertz
L&D	Loss and Damage
m	Meter
m ³	Cubic Meter
mA	Milliamps
GHz	GigaHertz
MHz	MegaHertz
MIH	Microphone in helix
mm	Millimeter
ms	Millisecond
NAICS	North American Industry Classification System
NAL	National Acoustic Laboratories (Australia)
NAEL	National Association of Earmold Labs
NASA	U.S. National Aeronautics and Space Administration
NIST	U.S. National Institute of Standards and Technology
NFMI	Near Field magnetic Induction
OEM	Original Equipment Manufacturer
OF	Open Ear Fitting (BTE)
OFCCP	U.S. Office of Federal Contract Compliance Programs
OGA	Other Government Agencies
OMB	U.S. Office of Management and Budget
ORCA	Online Registrations and Certifications Application
PAN	Personal Area Network
PC	Personal computer

PHI	Protected Health Information
PII	Personally Identifiable Information
PPIRS	Past Performance Information Retrieval System
PO	Post Office or Purchase Order
Pub. L.	Public Law
RF	Radio Frequency
RFP	Request for Proposal
RIC	Receiver-in-the-Canal
RITE	Receiver-in-the-Ear
R&D	Research and Development
ROES	Remote Order/Entry System, Version 3
RTG	Reference Test Gain
SAV	Select-a-Vent
SB	Small Business
SBA	U.S. Small Business Administration
SDB	Small Disadvantaged Business
SDVOSB	Service-Disabled Veteran-Owned Small Business
Sec	Second
SF	Standard Form
SIG	Special Interest Group
SII	Speech Intelligibility Index
SPL	Sound Pressure Level
SSR	Summary Subcontract Report
STL	Standard Tessellation Language
THD	Total Harmonic Distortion
TIC	Targeted Industry Classification
TIN	Taxpayer Identification Number
TV	Television
US	United States
USB	Universal Serial Port
USC	United States Code
VA	U.S. Department of Veterans Affairs
VAAR	Veterans Affairs Acquisition Regulation
VA DLC	See DLC
VAMC	VA Medical Center
VSD	Veterans Service Division (see DLC)
VIP	Vendor Information Pages
VOSB	Veteran-Owned Small Business
Wi-Fi	Trademarked Term Meaning IEEE 802.11x
WOC	Without Compensation
WOSB	Women-Owned Small Business
WTO GP	World Trade Organization Agreement on Government Procurement

Definitions

Adaptive – any *variable* change in a hearing aid's settings, frequency response or directional characteristics that results from acoustic input to the instrument's environment that are made in order to improve the quality of signal presented to the listener (e.g., variable polar plots that shift based on the relative locations of signal and noise sources, variable amount of noise suppression or compression applied a hearing aid's output based on the input levels to the instrument). Adaptive changes are typically automatic.

Automatic – any engagement or disengagement of a feature in a hearing aid based on a preset criteria for specific environmental factors (e.g., on/off of directional microphones, t-coil activation in magnetic field). Automatic characteristics are typically on or off and not variable (See Adaptive).

Adjustment – Component changes within the same option package.

Band – See Channel.

Behind-the-ear (BTE) – A hearing aid designed to fit on or behind the pinna and is coupled to the ear by an earmold.

Bluetooth - wireless technology standard for exchanging data over short distances (using short-wavelength UHF radio waves in the Industrial Scientific Medical (ISM) band from 2.4 to 2.485 GHz[3]) from fixed and mobile devices, and building personal area networks; managed by the Bluetooth Special Interest Group (SIG), which has more than 30,000 member companies in the areas of telecommunication, computing, networking, and consumer electronics.

Bluetooth Low Energy (BLE) - wireless personal area network (PAN) technology designed and marketed by the Bluetooth Special Interest Group (Bluetooth SIG). Bluetooth Low Energy is intended to provide considerably reduced power consumption and cost while maintaining a similar communication range and the same 2.4 GHz radio frequencies as classic Bluetooth, which allows dual-mode devices to share a single radio antenna. BLE uses a simpler modulation system.

Channel – Definable frequency region with independently controlled acoustic properties such as gain or compression. Properties of channels are usually under the control of the audiologist by use of programming software. For the purposes of this contract, the term “band” is synonymous with the term “channel”.

Circuit – Combination of electronic components carrying an electric current.

Classification – Uniform method of describing hearing aids by channels, memories, programmable functions, and other features.

Commercial item – For the purpose of this contract, commercial items is any item, other than real property, that is of a type customarily used by the general public or by non-government entities for purposes other than governmental purposes, and (i) has been sold, leased, or licensed to the general public; or (ii) Has been offered for sale, lease, or license to the general public.

Completely-in-the-canal (CIC) – A hearing aid designed to fit deeply into the ear canal but is distinct in design from the in-the-canal (ITC) instrument. For the purposes of this contract, deep fitting or “invisible” in the canal hearing aids will be considered to be a variant of completely-in-the-canal (CIC) hearing aids.

Custom – A hearing instrument where the component parts, at minimum consisting of a microphone, amplifying circuit, and receiver, are contained within a shell designed from a cast or mold made from an individual ear. Instruments designated as “Custom” will fit only one ear of one individual.

Custom Hearing Aid – For the purposes of this contract, a custom hearing aid (CHA) includes the following form factors: full shell (including low profile and half shell variants), canal (including mini-canal variants), and completely-in-the-canal (CIC) hearing aids (including deep fitting or “invisible” variants).

Data logging – Internal tracking and storage of data on such things as total daily use, average daily use, use of different programs or features, changes in gain or programs, or sound levels of various listening environments.

Digital Modulation – Digital modulation is similar to analog modulation, but rather than continuously changing analog amplitude, frequency, or phase of the carrier, the modulation changes discrete values of these attributes that correspond to digital (binary) code.

Dummy Aids/Devices – any hearing device that is an empty shell and not functional and therefore not considered a medical device.

Electronic data interchange (EDI) – As used in this solicitation/contract, means a technique for electronically transferring and storing formatted information between computers utilizing established and published formats and codes, as authorized by the applicable Federal Information Processing Standards.

Extra Component – Interfaces and components that are offered in the packages and for which the Government may place individual orders following the expiration of the 180-day trial period, during the new aid warranty.

Far Field connectivity - for the purposes of this contract, Far Field Connectivity is a means of delivering signals to a device (either directly to a hearing aid or to the hearing aid via an intermediary NFMI conversion device – See Near Field Connectivity) over a distance greater than 2 meters. This is accomplished by using a radio frequency (RF) transmitter connected to the originating source to convert the signal to the appropriate RF signal for receiving by the hearing aids or intermediary device. The

signal being transmitted may be a converted acoustic or other information carrying (e.g., programming) signal to be used by the hearing instrument.

Feedback Suppression – Circuitry that attempts to reduce feedback oscillation using gain-frequency response control (e.g. digital filters or automatic search and destroy algorithms), phase control or phase shifting algorithms, feedback path cancellation algorithms, or frequency shifting algorithms.

Form Factor – For the purposes of this contract, form factors for custom hearing aids (CHA) are full shell (including low profile), half shell, canal (including mini-canal), and completely-in-the-canal (including deep fitting or invisible in the canal).

Frequency Modulation – Frequency modulation involves modulation of a carrier wave frequency by the information frequency.

Full Product Line – For the purposes of this contract, full product line refers to form factors within the custom hearing aid (CHA) product line. At a minimum, the CHA product line shall include the following form factors: full shell, half shell, canal, and completely-in-the-canal (CIC).

Full Shell – A hearing aid designed to fit within the ear canal that completely fills the concha and ear canal. For the purposes of this contract, low profile will be considered a variant of full shell.

Group – A group is a categorization of hearing aid characteristics or form factor defined by the physical aspects of the device such as size, casing, configuration, technology, or signal routing properties. For the purposes of this contract, groups are defined as follows: Group 1 (custom hearing aids), Group 2 (behind-the-ear hearing aids, including open-ear BTE hearing aids), Group 3 (receiver-in-the-ear hearing aids), Group 4 (wireless systems), Group 5 (earmolds), Group 6 (simple wireless remote controls), and Group 7 (CROS, BICROS, Multi-CROS hearing aids).

Half Shell – A hearing aid designed to fit within the ear canal but does not completely fill the concha-

—— **HIMSA** – Hearing Instrument Manufacturers' Software Association (HIMSA) is a privately owned company, founded in 1993 with the objective of developing, marketing and supporting Noah, which provides one standard for integrated hearing care software.

HI-PRO – Universal hardware interface for programming hearing instruments. HI-PRO includes HI-PRO, HI-PRO USB, and HI-PRO 2.

Individually-Identifiable Health Information – subset of health information, including demographic information collected from an individual, that is created or received by a health care provider, health plan, or health care clearinghouse; relates to the past, present, or future condition of an individual and provision of, or payment for, health care; and identifies the individual or a reasonable basis exists to believe the information can be used to identify the individual.

In-the-canal (ITC) – A hearing aid designed to fit within the ear canal but does not extend into the concha. Also known as canal hearing aids.

In-the-ear (ITE) – A hearing aid designed to fit into the concha and ear canal. Includes full-shell and low profile styles.

Wireless Connectivity – Technology that connects a hearing aid through wireless (e.g. Bluetooth, magnetic induction, or proprietary RF) interface to other devices.

Interface – Device or circuit that links dissimilar technologies (e.g., t-coil, direct audio input boot, Bluetooth™ mediated devices, near field magnetic induction, RF).

ISO-9000 – Quality Management Standards, International Standards Organization. For the purpose of this solicitation/contract, ISO-9000 and/or ISO 13485 refers to the ISO-9001-2008 (or most current) standard and/or the most current standard of ISO 13485.

Low Profile – A hearing aid designed to fit within the ear canal and fills the concha but has a slimmer case design than the standard full shell. For the purpose of this contract, a low profile hearing aid is considered to be a variant of a full shell hearing aid.

Mic-in-Helix – A variant of the in-the-canal hearing aid where the microphone is located outside the body of the hearing aid. The body of the hearing aid is located within the ear canal.

Mild Hearing Loss – Hearing loss where the air conduction thresholds fall within the range of 26 dB and 40 dB HL, referenced to ANSI S3.6-2010.

Mini-canal – A variant of the in-the-canal hearing aid.

Model – A manufacturer's commercial designation of a hearing aid. For contracting purposes, two instruments containing the same features and form factor (e.g., BTE) that differ only in gain and/or output characteristics are considered to be two separate models if they are commercially advertised as such.

Model Change – A model package change, when indicated in the 180-day trial period, when the originally ordered model is identified as not suitable for the selected fitting.

Moderate Hearing Loss – Hearing loss where the air conduction thresholds fall within the range of 41 dB and 60 dB HL, referenced to ANSI S3.6-2010.

Near Field connectivity – for the purposes of this contract, Near Field Magnetic Induction (NFMI) and Near Field Connectivity will be used interchangeably. This is a means of delivering signal over a short distance (1 meter or less). For situations other than a “looped” room or environment, the hearing instrument user is required to wear an intermediary device that generates the NFMI signal that is transmitted to it via Bluetooth™ or other radio frequency generating devices (see Far Field Connectivity). The signal being transmitted may be a converted acoustic or other information carrying (e.g., programming) signal to be used by the hearing instrument.

Noah --. Certified software system developed by HIMSA, designed specifically for the hearing care industry. Serves as a common platform for exchanging data between proprietary hearing aid software and provides hearing care professionals with a unified system for performing client-related tasks.

Noah Link Wireless Programmer- industry-standard programming interface based on the Bluetooth Low Energy (BLE) standard, which provides wireless programming between a computer and BLE enabled hearing instruments.

Noise Reduction – Circuitry that attempts to optimize signal to noise ratio by attenuating steady state low level noise in the environment.

Non VA Care – Health care services purchased from non-VA providers. Non-VA Medical Care was called “fee care” or “fee basis care” in the past.

Open Ear Fitting BTE – A hearing instrument where the component parts are contained within a behind-the-ear casing and coupled to the ear via a tube and non-occluding ear tip or bud. The casing may be fit to either ear. The tubing/ear tip combination may be designated for left or right ears. Casing and coupling tubing/tips are not custom designed for specific individual ears unless a custom earmold is ordered for the patient.

Package – The combination of compatible primary and secondary features that may be contained within a single device order. Not all features need to be included in an order.

Package Price – Includes all primary feature pricing for one hearing aid.

Personally Identifiable Information (PII) – Any information which can be used to distinguish or trace an individual's identity, such as their name, Social Security Number, biometric records, etc., alone, or when combined with other personal or identifying information that is linked to a specific individual, such as date and place of birth, mother's maiden name, etc.

Primary Features – Features that primarily define the hearing aid: circuit, components (switches, buttons), interfaces (T-coils, remote controls, direct audio input), microphones, and charging units. Note: rechargeable hearing aid charging units are considered primary features and are included in the package price at half of the offered price as reflected on Attachment D-1.

Profound Hearing Loss – Hearing loss where the air conduction thresholds fall at or above 91 dB HL, referenced to ANSI S3.6-2010.

Power Hearing Aid – A hearing aid which has a matrix at or above a maximum power output (MPO) of 125 dB SPL and maximum gain of 60 dB SPL.

Programmable – Programmable digital hearing aids are devices whose electroacoustic characteristics are determined by modification of the settings of the unit using a computer system, wireless programmers and a software program. The programmable function allows adjustment of the frequency response, gain, output, and other characteristics (e.g., compression) and replaces trimmers. Some acoustic or user functions may be controlled manually with buttons, switches and/or remote controls.

Programming Parameters – Acoustic properties or user functions of the hearing aid controlled by programming software.

Protected Health Information (PHI) – is individually-identifiable health information held by a covered entity or by a business associate acting on its behalf. PHI excludes education records covered by the Family Educational Rights and Privacy Act, as amended, 20 U.S.C. § 1232g, records described at 20 U.S.C. § 1232g(a)(4)(B)(iv), and employment records held by a covered entity in its role as employer. Within VA, VHA is the only covered entity. Certain other VA components, such as OIT, are business associates of VHA.

Receiver-in-the-Canal – Any hearing aid where the receiver is located in the ear canal. The remaining chassis may be located anywhere on or behind the pinna. Includes receiver-in the-ear (RITE) hearing aids.

ROES– Remote Order Entry System is the hearing aid ordering and decision support system used by VA audiologists ordering through DLC.

Secondary Features – Features to customize the hearing aid: shell color, shell and faceplate options, volume controls, venting, dexterity options, shell retention, comfort seals, wax protection, and microphone protection.

Sensitive Personal Information – Information maintained by VA or its authorized contractors including education, financial transactions, medical history, criminal or employment history, and information that can be used to distinguish or trace the individual's identity, including: name, social security number (SSN), date of birth, mother's maiden name, or biometric records. Also known as individually-identifiable information.

Severe Hearing Loss – Hearing loss where the air conduction thresholds fall within the range of 61 dB and 90 dB HL, referenced to ANSI S3.6-2010.

Shell – Casing in which circuitry is housed.

Speech Processing – Mathematical algorithm that attempts to separate speech from competing noise. May incorporate a separation algorithm based on statistical patterns in incoming sounds, e.g. speech microstructure, spectral and temporal patterns (modulation), speech feature algorithms, speech recognition, or frequency transposition.

Standard Tessellation Language (STL)- A file format native to the stereolithography CAD software created by 3D Systems. This file format is supported by many other software packages; it is widely used for rapid prototyping and computer-aided manufacturing (additive manufacturing or 3D printing). STL files describe only the surface geometry of a three dimensional object without any representation of color, texture or other common CAD model attributes. The STL format specifies both ASCII and binary representations.

Wireless Programmability – Wireless communication between the programming interface device and hearing aids. For the purpose of this contract, wireless programming does not include NOAHLink™, which allows wireless communication between PC and the programming unit but has wired connections between the programming interface and the hearing aids.

Wireless FM Receiver – A wireless receiver is a device that receives signals (e.g. DM/FM) from a wireless transmitter.

Wireless System – A system designed to interface to hearing aids through any wireless technology, including but not limited to Bluetooth™, 900 MHz Industrial Scientific Medical (ISM) band, 2.4 GHz ISM, or proprietary RF.

Wireless FM System - A system designed to interface to hearing aids through any wireless technology, including but not limited to Bluetooth™, 900 MHz Industrial Scientific Medical (ISM) band, 2.4 GHz ISM, or proprietary RF.

Wireless FM Transmitter – Device that converts a sound signal, either acoustic or electric representation, to a wireless signal and transmits it to hearing aids, either directly or through a wireless adaptor.

Year – For this contract, 365 calendar days.

SECTION B – CONTINUATION OF SF 1449 BLOCK

B.1 CONTRACT ADMINISTRATION

(a) The contractor shall contact the Contract Specialist or Contracting Officer on all matters pertaining to administration. Only the contracting officer is authorized to make commitments or issue changes that will affect the price, quantity, delivery or terms of the contract.

(b) The contractor shall designate a primary or primary/alternate person to serve as the contract administrator for the contract. The contract administrator is responsible for overall compliance with contract terms and conditions. The contract administrator is also the responsible official for issues concerning the Contractor's Report of Sales and Customer User Fee (CUF). The contractor's designation of representatives to handle certain functions under this contract does not relieve the contract administrator of responsibility for contract compliance.

(c) All contract administration matters will be handled by the following individuals:

(1) Contractor. Contractor must maintain a letter designating primary or primary/alternate points of contact(s) with contractual authority to be contacted for prompt contract administration. Designation should be on company letterhead with the following information:

- (i) Date
- (ii) Contract number
- (iii) Name and title of designee(s)
- (iv) Address
- (v) Phone and fax number
- (vi) Email address

Any changes to the designated individual(s) must be provided to the Contracting Officer, in writing, with the proposed effective date of the change.

(2) Government. The following individuals are the Government contract administrators:

Agency: VA DLC
 Address: PO Box 25166, Denver, CO 80225
 Overnight Delivery: 555 Corporate Circle, Golden, CO 80401
 Primary: Contract Specialist
 Phone: 303-273-6205 Fax: 303-215-9074
 Email: DALCAcquisition@va.gov
 Alternate: Contracting Officer
 Phone: 303-273-6205 Fax: 303-215-9074
 Email: DALCAcquisition@va.gov

Changes to Contracting Officer and/or Contract Specialist information will be provided in writing.

B.2 ACKNOWLEDGEMENT OF AMENDMENTS

The offeror acknowledges receipt of amendments to the solicitation numbered and dates as follows:

Amendment No.	Date
_____	_____
_____	_____
_____	_____
_____	_____

B.3 DUN AND BRADSTREET NUMBER / TAX IDENTIFICATION NUMBER

- (a) Offeror shall provide their Dun and Bradstreet Number _____.
- (b) Offeror shall provide their Tax Identification Number _____.

B.4 AFFILIATED COMPANIES RESTRICTION

Only one company from a group of affiliated companies shall be allowed to receive an award for the commodities required under this solicitation. "Affiliated" is defined, for the purpose of this solicitation, as: Any business concerns, organizations or individuals are affiliated with each other if, directly or indirectly, (a) either one controls or has the power to control the other or (b) a third-party controls or has the power

to control both. Indicia of control include, but are not limited to, interlocking management or ownership, identity or interests among family members, shared facilities, equipment, and common use of employees. This restriction extends to novation agreements after award.

B.5 BACKGROUND

The Department of Veterans Affairs (VA) has identified Digital Hearing Aids, Simple Wireless Remotes, Wireless Systems, and Hearing Aid Earmolds as uniform preferred products for consolidated contracting through the VA National Hearing Aid Program. The consolidated contracting is to obtain user uniformity and quality products at lower than current contract and open-market prices. In the past, Denver Logistics Center (DLC) has purchased these devices using multiple awards of indefinite-delivery indefinite-quantity, fixed-price contracts.

B.6 PURPOSE AND OBJECTIVE

(a) The purpose of this schedule is to define the requirements for the VA National Hearing Aid Program managed by the VA DLC to provide a complete wireless communication system for Veterans with hearing loss. The system includes various types of digital hearing aids rechargeable and non-rechargeable, wireless systems and types/styles of earmolds. Optional items are digital wireless CROS transmitters, simple wireless remotes and CI compatible devices.

(b) The purpose of the schedule is to provide the contracted items for VA Audiology and Speech Pathology Services at the VA Medical Centers (VAMCs) as a primary source. Other Government agencies, authorized by the VA DLC, may use the contracts as a source.

(c) The objective is to award no more than six (6) fixed price indefinite delivery indefinite quantity (IDIQ) contracts to cover the various needs of the Government.

(d) Another objective is to ensure availability and consistency of products for national usage and to obtain volume-based pricing.

B.7 SCOPE

(a) This schedule covers the following types of digital hearing aids: custom (CHA), behind-the-ear (BTE); and receiver-in-the-canal (RIC). It also includes wireless systems that require a hearing aid in order to function; various types/styles of earmolds; digital wireless CROS transmitters; simple wireless remotes; rechargeable hearing aids; CI compatible devices; primary and secondary features, extra components, programming software and training related to the devices covered within the schedule.

(b) The schedule will result in no more than six multiple fixed priced IDIQ contracts for the period of November 1, 2019 through October 31, 2020, with four (4) one-year options to be exercised at DLC's discretion.

(1) Base Year – November 1, 2019 through October 31, 2020

(2) Option Year I – November 1, 2020 through October 31, 2021

(3) Option Year II – November 1, 2021 through October 31, 2022

(4) Option Year III – November 1, 2022 through October 31, 2023

(5) Option Year IV – November 1, 2023 through October 31, 2024

(c) Contracts will be used as a primary source by VA medical facilities. Other Government agencies, authorized by the VA DLC, may use the contracts as a source. Authorized agencies are as follows: Department of Defense (DoD), Indian Health Services (IHS), Health & Human Services (HHS), and Bureau of Prisons (BOP). Upon mutual agreement between the Contractors and Government, other Government agencies (OGAs) may be added to the contract by modification.

(d) Hearing aids, wireless systems, earmolds and simple remotes will be ordered from time to time as such quantities as needed to fill agency requirements in accordance with current applicable supply procedures. Orders will be in accordance with Federal Acquisition Regulation, agency procurement policy and requirements specified within the contract. Items will be for delivery worldwide,

f.o.b. destination. The Contractor will be obligated to deliver all items that may be ordered during the term of the contract. There is no expressed or implied guarantee that the quantities will be ordered regularly.

B.8 PRICING

(a) Devices are purchased with a package price for model and components offered with the package.

(b) Changes within the package can be made during the trial period, if applicable (See Section B.15). Changes to a hearing aid, which moves the selection(s) into a different model, would require the difference in price to be charged or credited accordingly. During the trial period only three (3) changes within a package can be made at no cost.

(c) After the trial period, any extra components must be ordered separately. The extra component pricing shall be used for those changes. There will be no credit issued for items removed from a device that was procured during the trial period. Extra components can only be added during the new device warranty period.

B.9 DELIVERY INFORMATION

(a) Delivery is f.o.b. destination, worldwide.

(b) Delivery time frame after receipt of order (ARO) is 10 calendar days. Any items not received within the agreed period will be considered delinquent.

(c) Delivery will be to multiple destinations. No orders placed under this contract shall be sent directly to a patient.

(d) Other Government agencies may place their delivery order directly with contractors. The instruments will be shipped to the facility address on the contractor provided form.

(e) Expedited Delivery. When the contract delivery schedule does not meet the urgent need of the ordering activity, the Government reserves the right to request accelerated deliveries under this contract. In the event the Government desires expedited delivery, the ordering activity shall telephonically contact the contractor and inquire into the feasibility of obtaining accelerated delivery. The contractor shall respond to the inquiry within one (1) business day. If the contractor agrees to an accelerated delivery schedule acceptable to the ordering activity, no additional shipping charges will be incurred as a result of the accelerated delivery.

B.10 INSTRUCTIONS FOR PRICING

This requirement is for "package pricing". Only a single price for each form factor will be considered for Group 1 Category 1 (CHA Non-Rechargeable). Only a single price for each category will be considered for Group 1 Category 2 (CHA Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 2 Category 2 (BTE Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC Rechargeable), Group 5 (Earmolds), Group 7 Category 1 (CROS Non-Rechargeable), and Group 7 Category 2 (CROS Rechargeable). Pricing for Group 4 Category 1 (Wireless Systems), Group 4 Category 2 (Wireless FM Systems), Group 8 Category 1 (CI Compatible Hearing Aids), and Group 8 Category 2 (CI Compatible Wireless Systems) will be for each item offered within that Group. In order to receive and/or maintain a contract, Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable), Group 4 Category 1 (Wireless Systems), and Group 5 (Earmolds) must be offered and receive an award under this solicitation. Group 4, Category 2 (Wireless FM Systems), Group 6 (simple wireless remote controls), Group 7 (wireless CROS transmitters) and Group 8 (CI Compatible Devices) are optional. Pricing shall be provided for base and all option years for Groups offered in order to be considered.

(a) Pricing for Group 1 Category 1, Custom Digital Hearing Aids Non-Rechargeable.

(1) There is one price for all models and components offered in each Form factor (shell type). Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for CHA devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(b) Pricing for Group 1 Category 2, Custom Digital Hearing Aids Rechargeable.

(1) There is one price for all models and components offered in Group 1 Category 2. Pricing includes the cost of the charging unit and battery as applicable. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for CHA devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(c) Pricing for Group 2 Category 1, Behind-the-Ear Digital Hearing Aids Non-Rechargeable.

(1) There is one price for all models and components offered in Group 2 Category 1. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for BTE devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(d) Pricing for Group 2 Category 2, Behind-the-Ear Digital Hearing Aids Rechargeable.

(1) There is one price for all models and components offered in Group 2 Category 2. Pricing includes the cost of the charging unit and battery as applicable. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for BTE devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(e) Pricing for Group 3 Category 1, Receiver-in-the-Canal Digital Hearing Aids Non-Rechargeable.

(1) There is one price for all models and components offered in Group 3 Category 1. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for RIC devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(f) Pricing for Group 3 Category 2, Receiver-in-the-Canal Digital Hearing Aids Rechargeable.

(1) There is one price for all models and components offered in Group 3 Category 2. Pricing includes the cost of the charging unit and battery as applicable. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for RIC devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(g) Pricing for Group 4, Wireless Systems.

(1) Each item offered will be priced separately. One price for all items offered does not apply to this Group and Categories. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for wireless system devices following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-5 Wireless System Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-4 Wireless System Classification Instructions.

(h) Pricing for Group 5, Earmolds.

(1) There is only one price for all earmolds offered in Group 5 (Earmolds in Group 5 are those purchased after the 180-day trial period). Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for earmolds following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each earmold using Attachment D-7 Earmold Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-7 Earmold Classifications Instructions.

(i) Pricing for Group 6, Simple Wireless Remote Controls.

(1) There is one price for all remote controls. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered prices and commercial prices for remote controls following instructions in Attachment D-1 Price Submission Instructions and Forms.

(j) Pricing for Group 7 Category 1, Wireless CROS Transmitters Non-Rechargeable.

(1) There is one price for all models and components offered in Group 7 Category 1. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered price and commercial prices for devices offered following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(k) Pricing for Group 7 Category 2, Wireless CROS Transmitters Rechargeable.

(1) There is one price for all models and components offered in Group 7 Category 2. Pricing includes the cost of the charging unit and battery as applicable. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered price and commercial prices for devices offered following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) Classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(l) Pricing for Group 8 Cochlear Implant (CI) Compatible Devices

(1) Each item offered will be priced separately. One price for all items offered does not apply to this Group and Categories. Items offered shall be by commercial name only.

(2) Provide an Excel spreadsheet showing offered price and commercial prices for devices offered following instructions in Attachment D-1 Price Submission Instructions and Forms.

(3) For Group 8, Category 1 - classify each model using Attachment D-3 Hearing Aid Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-2 Hearing Aid Classification Instructions.

(4) For Group 8, Category 2 - classify each model using Attachment D-5 Wireless System Classification Submission Form that correlates with the item being offered. Classification codes shall conform to instructions in Attachment D-4 Wireless System Classification Instructions

(m) DO NOT include the Customer User Fee (CUF) in the prices submitted in your proposal. A 4.0% CUF will be added by the Contracting Officer, if receiving an award, to the agreed upon price, which will become the contract price.

B.11 SCHEDULE OF ITEMS

Hearing Aids – Digital custom (CHA), behind-the-ear (BTE), receiver-in-the-canal (RIC) These items correspond to Group 1, Group 2, Group 3 and Group 8, Category 1, respectively.

Simple Remote Controls – Remote controls are compatible with hearing aids in Groups 1-3, and Group 7, if offered.

Wireless Systems – Wireless systems consist of a full suite of transmitters, receivers, adaptors, and interfaces designed to function with hearing aids as an integrated system to optimize communication in various listening environments and interface various devices such as TV, telephones, and computers to the hearing aids. Wireless systems shall be compatible with at least one device in Groups 1-3 if offered.

Earmolds – Earmolds are integral parts of the hearing aid (Group 2, 3, and 7).

CROS transmitters – A transmitter that is designed to send the signal from one hearing aid to another for the purpose of creating a CROS, BICROS, or Multi-CROS system. The transmitter does not use any adaptors (such as boots or audio shoes) to achieve this function. The transmitter may be compatible with other wireless devices.

Cochlear Implant (CI) Compatible Device – A device designed to route a signal to a CI processor.

Models – Offerors shall designate models of their hearing aids on the basis of their commercial designation. Detailed explanation may be found in B.12 Product Technical Requirements Section XI Models.

Estimated Quantities – Estimated quantities are based on average annual total quantities and thus reflect quantities to multiple vendors. Estimated quantities noted represent the VA and OGAs noted within the Scope.

Instructions – In addition to completing this section, refer to Attachment D-1 Pricing Submission Instructions and Forms for additional pricing requirements. Worksheets for offered Groups must be completed and submitted with proposal.

Contract Periods – The contract performance periods are below. The designation for each contract period is noted within the paraphrases to help designate the pricing for each year.

BASE (B): November 1, 2019 through October 31, 2020

OPTION I (OI): November 1, 2020 through October 31, 2021

OPTION II (OII): November 1, 2021 through October 31, 2022

OPTION III (OIII): November 1, 2022 through October 31, 2023

OPTION IV (OIV): November 1, 2023 through October 31, 2024

Group 1 Category 1 – Custom (CHA) Digital Hearing Aids Non-Rechargeable Power (Required – Minimum of 1, Maximum of 4)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
1	Full Shell. HCPCS – V5256. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-1	45,828	\$ _____	\$ _____
	OI-1	45,828	\$ _____	\$ _____
	OII-1	40,766	\$ _____	\$ _____
	OIII-1	40,306	\$ _____	\$ _____
	OIV-1	39,845	\$ _____	\$ _____
	Model Names:			

Group 1 Category 1 – Custom (CHA) Digital Hearing Aids Non-Rechargeable Power (Required – Minimum of 1, Maximum of 4)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
2	Half Shell. HCPCS – V5256. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-2	52,080	\$ _____	\$ _____
	OI-2	52,080	\$ _____	\$ _____
	OII-2	47,018	\$ _____	\$ _____
	OIII-2	46,558	\$ _____	\$ _____
	OIV-2	46,097	\$ _____	\$ _____
	Model Names:			

Group 1 Category 1 – Custom (CHA) Digital Hearing Aids Non-Rechargeable Power (Required – Minimum of 1, Maximum of 4)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
3	Canal. HCPCS – V5255. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-3	40,152	\$ _____	\$ _____
	OI-3	40,152	\$ _____	\$ _____
	OII-3	35,090	\$ _____	\$ _____
	OIII-3	34,629	\$ _____	\$ _____
	OIV-3	34,169	\$ _____	\$ _____
	Model Names:			

Group 1 Category 1 – Custom (CHA) Digital Hearing Aids Non-Rechargeable Power (Required – Minimum of 1, Maximum of 4)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
4	CIC. HCPCS – V5256. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-4	23,940	\$ _____	\$ _____
	OI-4	23,940	\$ _____	\$ _____
	OII-4	23,940	\$ _____	\$ _____
	OIII-4	23,940	\$ _____	\$ _____
	OIV-4	23,940	\$ _____	\$ _____
	Model Names:			

Group 1 Category 2 – Custom (CHA) Digital Hearing Aids Rechargeable Power (Optional - Maximum of 8)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
5	CHA. HCPCS – V5256. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-5	0	\$ _____	\$ _____
	OI-5	0	\$ _____	\$ _____
	OII-5	15,187	\$ _____	\$ _____
	OIII-5	16,567	\$ _____	\$ _____
	OIV-5	17,948	\$ _____	\$ _____
	Model Names:			

TOTAL – GROUP 1 (CLINs 1-5) Base and Options \$ _____

Group 2 Category 1 – Behind-the-Ear (BTE) Digital Hearing Aids Non-Rechargeable Power (Required – Minimum 2 Power, Maximum of 8)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
6	BTE. HCPCS – V5257. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-6	70,310	\$ _____	\$ _____
	OI-6	68,130	\$ _____	\$ _____
	OII-6	66,008	\$ _____	\$ _____
	OIII-6	63,944	\$ _____	\$ _____
	OIV-6	61,935	\$ _____	\$ _____
	Model Names:			

Group 2 Category 2 – Behind-the-Ear (BTE) Digital Hearing Aids Rechargeable Power (Optional - Maximum of 8)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
7	BTE. HCPCS – V5257. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-7	8,690	\$ _____	\$ _____
	OI-7	9,290	\$ _____	\$ _____
	OII-7	9,863	\$ _____	\$ _____
	OIII-7	10,409	\$ _____	\$ _____
	OIV-7	10,930	\$ _____	\$ _____
	Model Names:			

TOTAL – GROUP 2 (CLINs 6-7) Base and Options \$ _____

**Group 3 Category 1 – Receiver-in-the-Canal (RIC) Digital Hearing Aids Non-Rechargeable Power
(Required – Minimum 2 Power, Maximum 8)**

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
8	BTE. HCPCS – V5257. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-8	344,500	\$ _____	\$ _____
	OI-8	337,875	\$ _____	\$ _____
	OII-8	330,847	\$ _____	\$ _____
	OIII-8	323,403	\$ _____	\$ _____
	OIV-8	315,529	\$ _____	\$ _____
	Model Names:			

**Group 3 Category 2 – Receiver-in-the-Canal (RIC) Digital Hearing Aids Rechargeable Power
(Required - Maximum of 8)**

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
9	BTE. HCPCS – V5257. *Pricing Includes Five Year Warranty			
	Pricing:			
	B-9	185,500	\$ _____	\$ _____
	OI-9	202,725	\$ _____	\$ _____
	OII-9	220,565	\$ _____	\$ _____
	OIII-9	239,037	\$ _____	\$ _____
	OIV-9	258,160	\$ _____	\$ _____
	Model Names:			

TOTAL – GROUP 3 (CLINs 8-9) Base and Options \$ _____

Group 4 Category 1 – Wireless Systems (Required – No Maximum)

Estimated quantities based on multiple vendors and various types of wireless systems.

CLIN	BASE	OPTION I	OPTION II	OPTION III	OPTION IV
10	136,000	138,720	141,494	144,324	147,211

For each device offered list the model name, HCPCS code, and pricing for base and all options. Use the following format for each model offered. If you need additional CLINs, please use the format below and note on additional paper. Include additional pricing within this section.

*Pricing Includes Two Year Warranty

CLIN-10a	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10a Unit Price \$ _____	
	OI-10a Unit Price \$ _____	
	OII-10a Unit Price \$ _____	
	OIII-10a Unit Price \$ _____	
	OIV-10a Unit Price \$ _____	
CLIN-10b	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10b Unit Price \$ _____	
	OI-10b Unit Price \$ _____	
	OII-10b Unit Price \$ _____	
	OIII-10b Unit Price \$ _____	
	OIV-10b Unit Price \$ _____	
CLIN-10c	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10c Unit Price \$ _____	
	OI-10c Unit Price \$ _____	
	OII-10c Unit Price \$ _____	
	OIII-10c Unit Price \$ _____	
	OIV-10c Unit Price \$ _____	
CLIN-10d	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10d Unit Price \$ _____	
	OI-10d Unit Price \$ _____	
	OII-10d Unit Price \$ _____	
	OIII-10d Unit Price \$ _____	
	OIV-10d Unit Price \$ _____	
CLIN-10e	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10e Unit Price \$ _____	
	OI-10e Unit Price \$ _____	
	OII-10e Unit Price \$ _____	
	OIII-10e Unit Price \$ _____	
	OIV-10e Unit Price \$ _____	
CLIN-10f	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-10f Unit Price \$ _____	
	OI-10f Unit Price \$ _____	
	OII-10f Unit Price \$ _____	
	OIII-10f Unit Price \$ _____	
	OIV-10f Unit Price \$ _____	

Group 4 Category 2 – Wireless FM Systems (Optional)

Estimated quantities based on multiple vendors and various types of wireless FM systems.

CLIN	BASE	OPTION I	OPTION II	OPTION III	OPTION IV
11	4,400	4,488	4,578	4,669	4,763

For each device offered list the model name, HCPCS code, and pricing for base and all options. Use the following format for each model offered. If you need additional CLINs, please use the format below and note on additional paper. Include additional pricing within this section.

*Pricing Includes Two Year Warranty

CLIN-11a	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11a Unit Price \$ _____	
	OI-11a Unit Price \$ _____	
	OII-11a Unit Price \$ _____	
	OIII-11a Unit Price \$ _____	
	OIV-11a Unit Price \$ _____	
CLIN-11b	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11b Unit Price \$ _____	
	OI-11b Unit Price \$ _____	
	OII-11b Unit Price \$ _____	
	OIII-11b Unit Price \$ _____	
	OIV-11b Unit Price \$ _____	
CLIN-11c	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11c Unit Price \$ _____	
	OI-11c Unit Price \$ _____	
	OII-11c Unit Price \$ _____	
	OIII-11c Unit Price \$ _____	
	OIV-11c Unit Price \$ _____	
CLIN-11d	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11d Unit Price \$ _____	
	OI-11d Unit Price \$ _____	
	OII-11d Unit Price \$ _____	
	OIII-11d Unit Price \$ _____	
	OIV-11d Unit Price \$ _____	
CLIN-11e	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11e Unit Price \$ _____	
	OI-11e Unit Price \$ _____	
	OII-11e Unit Price \$ _____	
	OIII-11e Unit Price \$ _____	
	OIV-11e Unit Price \$ _____	
CLIN-11f	Model Name: _____	HCPCS Code: _____
	Pricing:	
	B-11f Unit Price \$ _____	
	OI-11f Unit Price \$ _____	
	OII-11f Unit Price \$ _____	
	OIII-11f Unit Price \$ _____	
	OIV-11f Unit Price \$ _____	

TOTAL – GROUP 4 (CLINs 10-11) Base and Options \$ _____

Group 5 – Earmolds for Hearing Aids (Required)

***Pricing is for earmolds purchased after the trial period**

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
12	Earmolds. HCPCS Code _____			
	Pricing:			
	B-12	100,000	\$ _____	\$ _____
	OI-12	100,000	\$ _____	\$ _____
	OII-12	100,000	\$ _____	\$ _____
	OIII-12	100,000	\$ _____	\$ _____
	OIV-12	100,000	\$ _____	\$ _____
	Model Names:			

TOTAL – GROUP 5 (CLIN 12) Base and Options \$ _____

Group 6 – Simple Wireless Remote Controls (Optional)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
13	Simple Remote Controls.			
	HCPCS Code _____			
	*Pricing Includes Two Year Warranty			
	Pricing:			
	B-13	70,000	\$ _____	\$ _____
	OI-13	71,400	\$ _____	\$ _____
	OII-13	72,828	\$ _____	\$ _____
	OIII-13	74,285	\$ _____	\$ _____
	OIV-13	75,770	\$ _____	\$ _____
	Model Names:			

TOTAL – GROUP 6 (CLIN 13) Base and Options \$ _____

Group 7 Category 1 – Wireless CROS Transmitters Non-Rechargeable Power (Optional)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
14	Wireless CROS transmitters.			
	HCPCS Code _____			
	*Pricing Includes Five Year Warranty			
	Pricing:			
	B-14	9,345	\$ _____	\$ _____
	OI-14	9,425	\$ _____	\$ _____

OII-14	9,504	\$ _____	\$ _____
OIII-14	9,583	\$ _____	\$ _____
OIV-14	9,661	\$ _____	\$ _____

Model Names: _____ HCPCS Code: _____

Group 7 Category 2 – Wireless CROS Transmitters Rechargeable Power (Optional)

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
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15 Wireless CROS transmitters.

HCPCS Code _____

*Pricing Includes Five Year Warranty

Pricing:

B-15	1,155	\$ _____	\$ _____
OI-15	1,285	\$ _____	\$ _____
OII-15	1,420	\$ _____	\$ _____
OIII-15	1,560	\$ _____	\$ _____
OIV-15	1,705	\$ _____	\$ _____

Model Names: _____

HCPCS Code: _____

TOTAL – GROUP 7 (CLINs 14-15) Base and Options \$ _____**Group 8 Category 1 – CI Compatible Devices – Hearing Aids (Optional)**

Estimated quantities based on multiple vendors and various styles of CI compatible hearing aids.

CLIN	BASE	OPTION I	OPTION II	OPTION III	OPTION IV
16	200	200	200	200	200

For each device offered list the model name, HCPCS code, and pricing for base and all options. Use the following format for each model offered. If you need additional CLINs, please use the format below and note on additional paper. Include additional pricing within this section.

*Pricing Includes Five Year Warranty

CLIN-16a Model Name: _____ HCPCS Code: _____

Pricing:

B-16a	Unit Price	\$ _____
OI-16a	Unit Price	\$ _____
OII-16a	Unit Price	\$ _____
OIII-16a	Unit Price	\$ _____
OIV-16a	Unit Price	\$ _____

CLIN-16b Model Name: _____ HCPCS Code: _____

Pricing:

B-16b	Unit Price	\$ _____
OI-16b	Unit Price	\$ _____
OII-16b	Unit Price	\$ _____
OIII-16b	Unit Price	\$ _____
OIV-16b	Unit Price	\$ _____

CLIN-16c

Model Name: _____

HCPCS Code: _____

Pricing:

B-16c	Unit Price	\$ _____
OI-16c	Unit Price	\$ _____
OII-16c	Unit Price	\$ _____
OIII-16c	Unit Price	\$ _____
OIV-16c	Unit Price	\$ _____

CLIN-16d

Model Name: _____

HCPCS Code: _____

Pricing:

B-16d	Unit Price	\$ _____
OI-16d	Unit Price	\$ _____
OII-16d	Unit Price	\$ _____
OIII-16d	Unit Price	\$ _____
OIV-16d	Unit Price	\$ _____

CLIN-16e

Model Name: _____

HCPCS Code: _____

Pricing:

B-16e	Unit Price	\$ _____
OI-16e	Unit Price	\$ _____
OII-16e	Unit Price	\$ _____
OIII-16e	Unit Price	\$ _____
OIV-16e	Unit Price	\$ _____

CLIN-16f

Model Name: _____

HCPCS Code: _____

Pricing:

B-16f	Unit Price	\$ _____
OI-16f	Unit Price	\$ _____
OII-16f	Unit Price	\$ _____
OIII-16f	Unit Price	\$ _____
OIV-16f	Unit Price	\$ _____

Group 8 Category 2 – CI Compatible Devices – Wireless Systems (Optional)

Estimated quantities based on multiple vendors and various styles of CI compatible wireless systems.

CLIN	BASE	OPTION I	OPTION II	OPTION III	OPTION IV
17	100	100	100	100	100

For each device offered list the model name, HCPCS code, and pricing for base and all options. Use the following format for each model offered. If you need additional CLINs, please use the format below and note on additional paper. Include additional pricing within this section.

*Pricing Includes Two Year Warranty

CLIN-17a

Model Name: _____

HCPCS Code: _____

Pricing:

B-17a	Unit Price	\$ _____
OI-17a	Unit Price	\$ _____
OII-17a	Unit Price	\$ _____
OIII-17a	Unit Price	\$ _____
OIV-17a	Unit Price	\$ _____

CLIN-17b

Model Name: _____

HCPCS Code: _____

Pricing:

B-17b	Unit Price	\$ _____
OI-17b	Unit Price	\$ _____
OII-17b	Unit Price	\$ _____

	OIII-17b	Unit Price	\$ _____	
	OIV-17b	Unit Price	\$ _____	
CLIN-17c	Model Name: _____			HCPCS Code: _____
	Pricing:			
	B-17c	Unit Price	\$ _____	
	OI-17c	Unit Price	\$ _____	
	OII-17c	Unit Price	\$ _____	
	OIII-17c	Unit Price	\$ _____	
	OIV-17c	Unit Price	\$ _____	
CLIN-17d	Model Name: _____			HCPCS Code: _____
	Pricing:			
	B-17d	Unit Price	\$ _____	
	OI-17d	Unit Price	\$ _____	
	OII-17d	Unit Price	\$ _____	
	OIII-17d	Unit Price	\$ _____	
	OIV-17d	Unit Price	\$ _____	
CLIN-17e	Model Name: _____			HCPCS Code: _____
	Pricing:			
	B-17e	Unit Price	\$ _____	
	OI-17e	Unit Price	\$ _____	
	OII-17e	Unit Price	\$ _____	
	OIII-17e	Unit Price	\$ _____	
	OIV-17e	Unit Price	\$ _____	
CLIN-17f	Model Name: _____			HCPCS Code: _____
	Pricing:			
	B-17f	Unit Price	\$ _____	
	OI-17f	Unit Price	\$ _____	
	OII-17f	Unit Price	\$ _____	
	OIII-17f	Unit Price	\$ _____	
	OIV-17f	Unit Price	\$ _____	

TOTAL – GROUP 8 (CLINs 16-17) Base and Options \$ _____

SEPERATELY PRICED ITEMS

CLIN	Description	Est. Qty.	Unit Price	Est. Total Price
18	Ear Scan (Optional)			
	HCPCS Code _____			
	Pricing:			
	B-13	550,000	\$ _____	\$ _____
	OI-13	561,000	\$ _____	\$ _____
	OII-13	572,220	\$ _____	\$ _____
	OIII-13	583,664	\$ _____	\$ _____
	OIV-13	595,338	\$ _____	\$ _____
	Model Names:		HCPCS Code:	
	_____		_____	
	_____		_____	
	_____		_____	
	_____		_____	
	_____		_____	
	_____		_____	
	_____		_____	
	_____		_____	

TOTAL – SEPERATELY PRICED ITEMS (CLIN 18)**Base and Options**

\$ _____

B.12 PRODUCT TECHNICAL REQUIREMENTS**I. GENERAL**

(a) Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable), Group 4 Category 1 (Wireless Systems), and Group 5 (Earmolds) are required. These Groups must be offered or the offer will not be considered. Group 1 Category 2, Group 2 Category 2, Group 4 Category 2, Group 6, Group 7 and Group 8 are optional.

All hearing aids in Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable) must be compatible with one or more wireless systems in Group 4 Category 1, unless not technologically feasible (i.e. the hearing instrument is too small to accommodate the necessary components for the wireless technology). Note: For the purposes of this solicitation/contract, the term “not technologically feasible” means that a feature is impractical due to physical size of the hearing aid or not consistent with industry standards. “Not technologically feasible” is not due to vendor’s design or marketing decisions.

(b) All hearing aids, wireless systems, wireless FM systems and simple wireless remote controls shall be serialized.

(c) Any device that requires FDA pre-market (510K) approval shall have such approval at the time of submission to the Government for consideration of award and/or modification(s).

(d) Shipping containers and presentation cases will not include advertising, surveys or questionnaires, cross-selling literature, or insurance offers.

(e) Each device shipment shall include a barcode which provides the make, model and serial number of the devices included in the shipment when scanned.

(f) Specific group requirements are listed below. Any exceptions will be noted under the group requirements.

(g) All batteries supplied by vendor shall be mercury-free.

(h) Smartphones will not be provided as part of this contract.

II. DESCRIPTION OF HEARING AIDS

(a) All hearing aids shall be fully programmable. Circuits shall include true digital processing. Analog devices will not be considered. All hearing aids must be wireless unless otherwise specified under the group description.

(b) Minimum shade/color availability shall be dark, medium, and light skin colors for all groups below. Other colors may be provided.

(c) The following items (1-4) shall be included in packaging:

(1) Cleaning tool/cloth (at least one).

(2) Soft and hard carrying case.

(3) Literature specific to the enclosed instrument/s and its features.

(4) Packaging list/invoice.

(5) Items that allow the patient to maintain or use the instruments effectively (e.g., cleaning tools, wax prevention kits, replacement ear tips, battery doors, fixed length slim tubing, phone magnets) and/or educational materials about the hearing instrument provided and/or general information about hearing loss may be provided.

(6) Small tote bags may be included with the device for the patient’s use to carry the device(s), supplies, and literature home.

(7) Items that will assist the clinician in fitting or instructing the patient in the use of the instrument (vent plugs, color chips, various size domes/ear tips, tubing lengths) may be included with the instrument(s).

(d) Up to 8 mercury-free batteries per order may be provided at the vendor's option. (Note: VA Clinics provide initial supply of batteries.) Hearing aids in Groups 1-3, 7 and 8 shall be designed to use batteries that are commercially and readily available for acquisition by the DLC from various contractors.

(e) In accordance with current FDA regulatory standards 21 CFR 801.420, hearing aids shall be clearly and permanently marked with the name of manufacturer or distributor, the model name or number, the serial number, and the year of manufacture. A "+" symbol to indicate the positive connection for battery insertion, unless it is physically impossible to insert the battery in the reversed position. It is preferred that serial numbers begin with the year of manufacture.

(f) These requirements apply to all hearing aids.

(g) Information shall be provided in the hearing aid shipment regarding the battery status of rechargeable hearing aids to include the standard charge of the battery when shipped, the battery life estimates for the hearing aid when on the shelf (i.e. drain rate) and the battery life estimates when amplifying sound and when both amplifying sound and streaming.

III. GROUP 1 – CUSTOM HEARING AID (CHA) DIGITAL PRODUCTS (REQUIRED)

(a) Physical Characteristics: For the purpose of this solicitation/contract, the term CHA includes full shell, half shell, canal and completely-in-the-canal (CIC) form factors. Group 1 hearing aids shall be available in the required minimum colors in addition to red/blue. Exception: Shells for Group 1 hearing aids that are made of other than standard materials (e.g., hypoallergenic material, titanium) are not required to be available in all of these colors.

(b) Product Line: At minimum, the contractor shall offer the following form factors: full shell, half shell, canal, and CIC. For the purposes of this solicitation/contract, variants of the full shell device (e.g., low profile) shall be considered to be a full shell device. Variants of the canal device (e.g., mini canal, microphone in helix) shall be considered to be a canal device. Variants of CIC devices (e.g. deep fitting or invisible-in the-canal designs) shall be considered to be a CIC device.

Note: Due to size/technology limitations, IIC devices are exempt from the wireless requirements.

GROUP 1 – CATEGORY 1 – NON-RECHARGEABLE POWER (REQUIRED)

(a) Minimal Technical Requirements for Group 1 CHA Products:

- (1) Five or more channels.
- (2) Three or more programs.
- (3) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.
- (4) Adaptive signal processing.
- (5) Noise reduction strategies for steady state and transient noise.
- (6) Wireless programmability, except IIC.
- (7) Programs accessible by the on the aid or with a remote control, except for IIC.
- (8) Active feedback suppression.
- (9) Data logging.
- (10) Wireless communication between hearing aids, of a binaural set, except IIC.
- (11) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%. Refer to Attachment D-8 and D-9.

(12) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB. Refer to Attachment D-8 and D-9.

(13) The contractor shall have a range of models appropriate for mild, moderate, and severe hearing losses. See definition list for definitions of mild, moderate, and severe.

(b) Contractors shall offer at least one model in each form factor (i.e. full shell, half shell, canal, and CIC) and as many models for variants as they wish, up to maximum four models per form factor. Contractors must have a minimum of two (2) power hearing aid models.

GROUP 1 -CATEGORY 2 – RECHARGEABLE POWER (OPTIONAL)

(a) Minimal Technical Requirements for Group 1-Category 2 CHA Products:

- (1) For the purposes of this contract rechargeable power refers to any hearing aid that utilizes a lithium ion battery or solid-state battery that requires an external charging unit.
- (2) Five or more channels.
- (3) Three or more programs.
- (4) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.
- (5) Adaptive signal processing.
- (6) Noise reduction strategies for steady state and transient noise.
- (7) Wireless programmability.
- (8) Programs accessible by the user.
- (9) Active feedback suppression.
- (10) Data logging.
- (11) Wireless communication between hearing aids, of a binaural set.
- (12) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%.
- (13) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB.
- (b) Include "-R" at the end of the model name.
- (c) Contractors must ship the charging unit with hearing aids, not in a separate shipment.
- (d) Replacement charging units must be ordered as an accessory.
- (e) At the time of each technology refresh cycle, consistent with the contractual schedule, a Word document or .pdf file shall be submitted to the Contracting Officer. This report must include the following information regarding the rechargeable battery used in hearing aids: (1) average terminal life of battery; (2) number of inoperable hearing aids (at time of initial fitting) as a result of a defective power supply; (3) safety data regarding the battery or the coupling of the battery to the device; and (4) any recall information regarding the battery or the charger.
- (f) Contractors may have a maximum of eight (8) models. Note: The Government reserves the right to change the minimum and maximum number of models in this category based on changes to commercial availability.

IV. GROUP 2 – BEHIND-THE-EAR (BTE) HEARING AIDS (REQUIRED)

(a) Physical Characteristics: Group 2 includes those instruments whose chassis, which contains the microphone, amplification circuitry and receiver, sits upon and behind the pinna and is coupled to an earmold or ear tip via hollow tubing through which the amplified sound is transmitted.

GROUP 2 - CATEGORY 1 – NON-RECHARGEABLE POWER (REQUIRED)

- (a) Minimal Technical Requirements for Group 2 BTE Products:
- (1) Five or more channels.
 - (2) Three or more programs.
 - (3) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.
 - (4) Adaptive signal processing.
 - (5) Noise reduction strategies for steady state and transient noise.
 - (6) Wireless programmability.
 - (7) Programs accessible by the user.
 - (8) Active feedback suppression.
 - (9) Data logging.
 - (10) Wireless communication between hearing aids, of a binaural set
 - (11) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%. Refer to Attachment D-8 and D-9.

(12) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB. Refer to Attachment D-8 and D-9.

(13) All power models shall have T-coil capability whether or not such features are ordered, except when not commercially available or not technically feasible.

(14) Contractors shall have a range of models appropriate for mild, moderate, severe, and profound hearing losses. See definition list for definitions of mild, moderate, severe, and profound.

(b) Contractors may have a maximum of eight (8) models. Contractors must have a minimum of two (2) power hearing aid models. Note: The Government reserves the right to change the minimum and maximum number of models in this category based on changes to commercial availability.

(c) Earmolds and ear tips for BTE instruments: Earmolds must meet requirements listed under Group 5. Contractors shall provide varying sizes of ear tips, domes, or sleeves for optimum fitting options from occluded to open non-occluding design. These ear tips or inserts do not require ear mold impressions from the audiologists.

GROUP 2 -CATEGORY 2 – RECHARGEABLE POWER (OPTIONAL)

(a) Minimal Technical Requirements for Group 2-Category 2 BTE Products:

(1) For the purposes of this contract rechargeable power refers to any hearing aid that utilizes a lithium ion battery or solid-state battery that requires an external charging unit.

(2) Five or more channels.

(3) Three or more programs.

(4) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.

(5) Adaptive signal processing.

(6) Noise reduction strategies for steady state and transient noise.

(7) Wireless programmability.

(8) Programs accessible by the user.

(9) Active feedback suppression.

(10) Data logging.

(11) Wireless communication between hearing aids, of a binaural set.

(12) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%.

(13) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB.

(14) Contractors shall have a range of models appropriate for mild, moderate, severe, and profound hearing losses. See definition list for definitions of mild, moderate, severe, and profound.

(b) Include “-R” at the end of the model name.

(c) Contractors must ship the charging unit with hearing aids, not in a separate shipment.

(d) Replacement charging units must be ordered as an accessory.

(e) At the time of each technology refresh cycle, consistent with the contractual schedule, a Word document or .pdf file shall be submitted to the Contracting Officer. This report must include the following information regarding the rechargeable battery used in hearing aids: (1) average terminal life of battery; (2) number of inoperable hearing aids (at time of initial fitting) as a result of a defective power supply; (3) safety data regarding the battery or the coupling of the battery to the device; and (4) any recall information regarding the battery or the charger.

(f) Contractors may have a maximum of eight (8) models. Note: The Government reserves the right to change the minimum and maximum number of models in this category based on changes to commercial availability.

(g) Earmolds, ear tips, and tubing for open ear fitting BTE instruments: Earmolds must meet requirements listed under Group 5. Contractors shall provide varying sizes of ear tips, domes, or sleeves for optimum fitting options from occluded to open non-occluding design. These ear tips or inserts do not require ear mold impressions from the audiologists.

V. GROUP 3 – RECEIVER-IN-THE-CANAL (RIC) (REQUIRED)

(a) Physical Characteristics: For the purpose of this contract, RIC hearing aids include any free form instrument where the receiver of the hearing aid is located in the patient's ear canal. The remaining chassis of the hearing aid may be located above or behind the pinna of the patient.

(b) Product Line: Contractors shall have a range of receivers appropriate for mild, moderate, and severe hearing losses. See definition list for definitions of mild, moderate, and severe. Contractors must have a minimum of two (2) models which have matrices at or above an MPO of 125 dB SPL and maximum gain of 60 dB SPL. At least one model in Group 3 must utilize the Noah Link wireless programmer.

GROUP 3 - CATEGORY 1 – NON-RECHARGEABLE POWER (REQUIRED)

(a) Minimal Technical Requirements for Group 3-Category 1 RIC Products:

- (1) Five or more channels.
- (2) Three or more programs.
- (3) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.
- (4) Adaptive signal processing.
- (5) Noise reduction strategies for steady state and transient noise.
- (6) Wireless programmability.
- (7) Programs accessible by the user.
- (8) Active feedback suppression. Refer to Attachment D-8 and D-9.
- (9) Data logging.
- (10) Wireless communication between hearing aids, of a binaural set.
- (11) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%. Refer to Attachment D-8 and D-9.

(12) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB. Refer to Attachment D-8 and D-9.

(b) Contractors may have a maximum of eight (8) models. Contractors must have a minimum of two (2) models compatible with receivers with matrices at or above a maximum power output of 125 dB SPL and maximum gain of 60 dB SPL. Note: The Government reserves the right to change the minimum and maximum number of models in this category based on changes to commercial availability.

(c) Earmolds and ear tips for open ear fitting RIC instruments: Earmolds must meet requirements listed under Group 5. Contractors shall provide varying sizes of ear tips, domes, or sleeves for optimum fitting options from occluded to open non-occluding design. These ear tips or inserts do not require ear mold impressions from the audiologists.

GROUP 3 - CATEGORY 2 – RECHARGEABLE POWER (REQUIRED)

(a) Minimal Technical Requirements for Group 3-Category 2 RIC Products:

- (1) For the purposes of this contract rechargeable power refers to any hearing aid that utilizes a lithium ion battery or solid-state battery that requires an external charging unit.
- (2) Five or more channels
- (3) Three or more programs.
- (4) Adaptive directional microphone technology, unless not technologically feasible due to the size of the instrument.
- (5) Adaptive signal processing.
- (6) Noise reduction strategies for steady state and transient noise .
- (7) Wireless programmability.
- (8) Programs accessible by the user.
- (9) Active feedback suppression.

- (10) Data logging.
- (11) Wireless communication between hearing aids, of a binaural set.
- (12) Average total harmonic distortion (THD) calculated by averaging the values measured at 500 Hz, 800 Hz, and 1600 Hz according to the procedures specified in ANSI/ASA S3.22-2014 shall be less than 8%.
- (13) Equivalent input noise level measured according to the procedures specified in ANSI/ASA S3.22-2014 shall not exceed 29 dB. For power instruments, the equivalent input noise level measured according to these procedures shall not exceed 32 dB.
- (b) Include “-R” at the end of the model name.
- (c) Contractors must ship the charging unit with hearing aids, not in a separate shipment.
- (d) Replacement charging units must be ordered as an accessory.
- (e) At the time of each technology refresh cycle, consistent with the contractual schedule, a Word document or .pdf file shall be submitted to the Contracting Officer. This report must include the following information regarding the rechargeable battery used in hearing aids: (1) average terminal life of battery; (2) number of inoperable hearing aids (at time of initial fitting) as a result of a defective power supply; (3) safety data regarding the battery or the coupling of the battery to the device; and (4) any recall information regarding the battery or the charger.
- (f) Contractors may have a maximum of eight (8) models. Note: The Government reserves the right to change the minimum and maximum number of models in this category based on changes to commercial availability.
- (g) Earmolds and ear tips for open ear fitting RIC instruments: Earmolds must meet requirements listed under Group 5. Contractors shall provide varying sizes of ear tips, domes, or sleeves for optimum fitting options from occluded to open non-occluding design. These ear tips or inserts do not require ear mold impressions from the audiologists.

VI. GROUP 4 – WIRELESS SYSTEMS (REQUIRED)

GROUP 4 - CATEGORY 1 – WIRELESS SYSTEMS (REQUIRED)

- (a) For the purpose of this contract, wireless systems include transmitters, adaptors, interfaces, and receivers designed to function with the vendor's hearing aids as an integrated system to optimize communication in various listening environments and interface various devices such as TV, telephones, and computers to the hearing aids. Wireless systems contain single or multi-frequency wireless devices that interface with hearing aids and have one or more transmitter options. Contractor shall provide a user guide for each device whenever available.
- (b) Wireless systems require a hearing aid in order to function. All hearing aids in Groups 1-3 shall be compatible with one or more wireless systems in this group. **Devices that can operate without a hearing aid will not be considered.**
- (c) Wireless systems do NOT include the following device categories:
 - (1) “Dedicated” wireless CROS transmitters.
 - (2) Wireless assistive listening devices (ALD).
 - (3) Wireless hearing aid programming devices.
 - (4) Wireless simple remote controls for hearing aids (see Group 6).
- (d) Wireless transmitters must contain the following minimum characteristics:
 - (1) External inputs (accomplished via direct coupling, Bluetooth or other wireless capabilities, or any combination) for other devices such as TV, stereo, PC or external microphone. Dedicated wireless microphone transmitters are exempt from this requirement.
 - (2) Include charger unit, rechargeable battery or power cord/transformer (if required) for transmitter and cables needed to connect to external devices (e.g., TV, PC, as intended).
 - (3) Latency of transmission shall not exceed 100 ms for transmitters connected to audio-visual devices (e.g. TV, external microphone) or if it functions as a dedicated wireless microphone.
- (e) Devices in this category utilize near field or far-field wireless connectivity, or a combination of both, to convert a sound signal, either acoustic or electric representation, to a wireless signal and transmit it to hearing aids. This category may include, but is not limited to 3-15 MHz Near Field Magnetic Induction

(NFMI), 900 MHz Industrial Scientific Medical (ISM) band, or 2.4 GHz ISM. Transmitters must be proprietary wireless technology and not dependent upon the use of hearing aid telecoil.

(f) There is no cap on the number of systems that may be offered in this Group.

(g) Contractors will complete Attachment D-5 showing the name of each wireless system device, wireless technology classification (e.g. Bluetooth™), and compatibility with each model offered using the instructions in Attachment D-4.

(h) Contractor is to specify compatible intermediary device if required for proper function of the transmitter (e.g. neck-worn or clip on streamer)

GROUP 4 CATEGORY 2 – WIRELESS FM SYSTEMS (OPTIONAL)

(a) If a contractor offers wireless FM, they must also offer one or more systems in Group 4, Category 1.

(b) Wireless FM Systems include universal or integrated receivers and wireless FM transmitters.

Transmitters must include the following:

(1) Inputs for other devices such as TV, stereo, PC or external microphone. Dedicated wireless FM microphone transmitters are exempt from this requirement.

(2) Include charger unit, rechargeable battery or power cord/transformer (if required) for transmitter.

(3) Range of transmission – minimum of 7 meters between transmitter and receiving interface of hearing aids.

(4) Latency of transmission shall not exceed 100 ms for transmitter and connected to audio-visual devices (e.g. TV, external microphone) or if it functions as a dedicated wireless microphone.

NOTE: Compatibility of items in Group 4, Category 2 with other contractors may be achieved through adapters/boots.

VII. GROUP 5 – EARMOLDS (REQUIRED)

(a) An earmold is an integral part of a hearing aid and shall be offered within Group 2, Group 3, Group 7 and Group 8 model packages, if applicable.

(b) When part of the initial order, Contractors shall ship the earmold with the hearing aid, not in separate shipments.

(c) An earmold may be procured at the time of the initial order, subsequent to an initial order where an earmold was not ordered (e.g. ordering an occluding earmold for a BTE initially ordered with an open fitting), or as a replacement for an existing earmold.

(d) An earmold may be ordered from a contractor for any make or model of hearing aid currently or previously offered in Groups 2, Group 3, Group 7 or Group 8 of the manufacturer's contract. Earmolds may be ordered for traditional BTE hearing aids of any make or model, regardless of whether they were purchased from another manufacturer's contract, self-purchased by the patient, or procured from other Government agencies.

(e) Earmolds are a Primary Feature under Components when procured with the initial hearing aid order or during the 180-day trial period. The commercial name on the contract "Publication Sheets" will identify the type of earmold. All selectable earmold features such as the types of materials or colors may be noted within the data file in one of the Secondary Feature categories.

(f) Earmold styles, material, venting options, tubing options, and other design specification will be identified in Attachment D-7 using the instructions in Attachment D-6.

(g) Minimum Technical Requirements for Group 5 Earmolds:

(1) Earmolds shall have R/L demarcations that are defaulted to the red/blue dot, respectively.

(2) Styles. The contractor shall provide a minimum of the following styles. Additional styles may be offered.

(i) Standard (Full Shell)

(ii) Skeleton

(iii) Canal

(iv) Shell (Half Shell)

(v) Non-occluding

(3) Materials. The contractor shall provide a minimum of the following materials. Additional materials may be offered.

(i) Acrylic

(ii) Silicone

(4) Colors. The contractor shall provide a minimum of the following colors: clear, tan, pink, light brown, medium brown, and dark brown. Additional colors may be offered. Colors may not be available in all materials.

(5) Venting Options. The following venting options shall be provided. Additional venting options may be offered.

(i) Pressure (approx. 1 mm)

(ii) Small

(iii) Standard (approx. 1.6 mm)

(iv) Selectable vent (e.g. SAV)

(6) Tubing Options. The contractor shall provide a range of tubing sizes, thicknesses, and colors.

Standard NAEL Tubing Sizes

Size/Type	Inside Diameter	Outside Diameter
9	2.4mm	4.1mm
12	2.2mm	3.2mm
13 Standard	1.9mm	2.9mm
13 Medium	1.9mm	3.2mm
13 Thick Wall	1.9mm	3.3mm
13 Double Wall	1.9mm	3.6mm
14	1.7mm	2.9mm
15	1.5mm	2.9mm
16 Standard	1.3mm	2.9mm
16 Standard	1.3mm	2.9mm
16 Thin	1.3mm	2.2mm

VIII. GROUP 6 – SIMPLE REMOTE CONTROLS (OPTIONAL)

(a) Simple remote controls are those devices that wirelessly communicate with hearing aids in order to control the instruments' function. Simple remote controls are able to adjust volume and/or program settings of an instrument. These devices may control two hearing instruments of a binaural set jointly (i.e., same command function is sent to both instruments simultaneously) or control each hearing instrument independently. They may also have the ability to switch between joint and independent instrument control.

(b) The contractor must indicate which hearing aids are compatible with which remote controls.

(c) Remote controls that also have the capability of receiving and transmitting acoustic information to and from telephones or other devices shall be classified as Group 4 Category 1.

(d) Simple Wireless Remote Controls shall contain the following minimum characteristics:

(1) Power source shall be rechargeable, long-life or commercially available batteries.

(2) Control buttons shall be clearly marked for user identification of function and be raised or have sufficient tactile difference to allow for identification of its function.

(3) Remote control shall be made of a durable material.

(4) Devices that require programming, initiation or pairing with hearing instruments through software must be compatible with Noah. Clinics will be supplied with necessary cabling for connecting devices to computers upon request if not included as part of standard commercial packaging of the device.

(e) Contractors may offer up to five (5) remote controls for this contract at least one (1) model must have raised controls for visually impaired patients.

IX. GROUP 7 – CROS TRANSMITTERS (OPTIONAL)

GROUP 7 – CATEGORY 1 – NON-RECHARGEABLE (OPTIONAL)

(a) For the purposes of this contract a CROS transmitter refers to a device designed to route a wireless signal to a digital hearing aid. The system may be compatible with wireless accessories. The combination of transmitter and hearing aid may be in any CHA form factor, BTE, and RIC combination.

(b) In order to be considered for this Group, contractors must have devices in all the required Groups [Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable),

Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable), Group 4 Category 1 (Wireless Systems), and Group 5 (Earmolds)].

(c) There is no cap on the number of systems that may be offered in this category.

GROUP 7 – CATEGORY 2 – RECHARGEABLE (OPTIONAL)

(a) For the purposes of this contract rechargeable power refers to any hearing aid that utilizes a lithium ion battery or solid-state battery that requires an external charging unit.

(b) For the purposes of this contract a CROS transmitter refers to a device designed to route a wireless signal to a digital hearing aid. The system may be compatible with wireless accessories. The combination of transmitter and hearing aid may be in any CHA form factor, BTE, and RIC combination.

(c) In order to be considered for this Group, contractors must have devices in all the required Groups [Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable), Group 4 Category 1 (Wireless Systems), and Group 5 (Earmolds)].

(d) Include “-R” at the end of the model name.

(e) Contractors must ship the charging unit with hearing aids, not in a separate shipment.

(f) Replacement charging units must be ordered as an accessory.

(g) At the time of each technology refresh cycle, consistent with the contractual schedule, a Word document or .pdf file shall be submitted to the Contracting Officer. This report must include the following information regarding the rechargeable battery used in hearing aids: (1) average terminal life of battery; (2) number of inoperable hearing aids (at time of initial fitting) as a result of a defective power supply; (3) safety data regarding the battery or the coupling of the battery to the device; and (4) any recall information regarding the battery or the charger.

(h) There is no cap on the number of systems that may be offered in this category.

X. GROUP 8 – COCHLEAR IMPLANT (CI) COMPATIBLE DEVICES (OPTIONAL)

For the purposes of this contract a CI Compatible Device refers to a device designed to route a signal to a CI processor. In order to be considered for this Group, contractors must have devices in all the required Groups [Group 1 Category 1 (CHA Non-Rechargeable), Group 2 Category 1 (BTE Non-Rechargeable), Group 3 Category 1 (RIC Non-Rechargeable), Group 3 Category 2 (RIC-Rechargeable), Group 4 Category 1 (Wireless Systems), and Group 5 (Earmolds)].

GROUP 8 - CATEGORY 1 – HEARING AIDS (OPTIONAL)

(a) For the purposes of this contract a CI Compatible Hearing Aid is a hearing aid that wirelessly routes a signal to a CI processor. The hearing aid may be compatible with wireless accessories and may be offered in any CHA, BTE or RIC form factor.

(b) There is no cap on the number of systems that may be offered in this Category.

GROUP 8 - CATEGORY 2 – WIRELESS SYSTEMS (OPTIONAL)

(a) For the purposes of this contract a CI Compatible Wireless System refers to an accessory that can route a signal to a CI processor wirelessly or via direct auditory input.

(b) There is no cap on the number of systems that may be offered in this Category.

XI. MODELS

Models designate hearing aids on the basis of their commercial designation. VA will not accept any device that is not commercially available. For contracting purposes, two instruments containing the same features and form factor (e.g., full shell) that differ only in gain and/or output characteristics are considered to be two separate models if they are commercially advertised as such. Hearing aids in Group 2 that can be configured as conventional and open fit BTE are considered one model, if it is named as such commercially.

B.13 CHARGE AND NO-CHARGE PRIMARY AND SECONDARY FEATURES (HEARING AIDS ONLY)

(a) The following items are primary or secondary features as defined in Remote Order Entry System (ROES) for hearing aids, only:

(1) Primary Features.

- (i) Circuits.
- (ii) Interfaces (e.g., T-coils).
- (iii) Microphone (omnidirectional, directional, adaptive directional).
- (iv) Components (earmolds and features controlled by buttons, switches and/or remote controls, and RIC receivers).

(2) Secondary Features.

- (i) Shell color.
- (ii) Faceplate color.
- (iii) Shell options. Includes boiled shell or similar processes, hypoallergenic shells, and clear coats or shells, or similar features.
- (iv) Analog or digital volume controls. Includes stacked or raised volume controls and screw-set volume controls.
- (v) Venting options. Includes probe vents, trench vents, IROS or semi-IROS, pressure vents, variable vents or adjustable vent plugs or filters (select-a-vent).
- (vi) Dexterity options. Includes removal handles, notches, strings, filaments, or lines.
- (vii) Battery options (battery size, battery door).
- (viii) Wax prevention. Includes wax guards, springs, traps, baskets, extended receiver tubes, or similar features.
- (ix) Canal length.
- (x) Shell retention. Includes retention wings, canal locks, helix locks, safety loops or chain loops, or similar features.
- (xi) Comfort seal. Includes soft coats, flex tips, soft seals, soft tips, or similar features.
- (xii) Microphone protection. Includes wind screens, hoods, or similar features.
- (xiii) Open Fit Items (slim tube, adaptors, tips and domes)
- (xiv) RIC Items (tips, domes, sleeves, and tubing)
- (xv) Miscellaneous.

(b) The contractor may designate an extra component price for the following primary feature items if there is a commercial charge:

- (1) Features controlled by button or switch.
- (2) Interfaces (T-coils).
- (3) Microphones.
- (4) RIC receivers

Note: The items in (b) above shall be included in the package price. After the 180-day trial period, the contractor may charge for these items at the extra component price.

(c) The contractor shall not charge for the following secondary feature items, whether or not there is a commercial charge:

- (1) Shell or faceplate finishes or colors (including matte finish and gold cases).
- (2) Battery door options.
- (3) Boiled shell or similar processes.
- (4) Hypoallergenic shells.
- (5) Clear coats or shells, or similar features.
- (6) Soft tips, soft seals, soft coats, or similar features.
- (7) Flex tips or canals, or similar features.
- (8) Monogram engraving.
- (9) Volume controls including stacked or raised volume controls.
- (10) Screw-set volume controls.
- (11) Vent options for hearing aids

(12) Retention wings, canal locks, helix locks, safety loops or chain loops, or similar features.

(13) Removal handles, notches, strings, filaments, or lines.

(14) Wax guards, springs, traps, baskets, or similar features.

(15) Wind screens, hoods, or similar features.

(16) Canal bells.

(17) Extended receiver tubes.

B.14 EXTRA COMPONENTS (HEARING AIDS ONLY)

(a) Extra components are items that are offered in the hearing aid model packages and for which the Government may place individual orders after the 180-day trial period and prior to the expiration of new aid warranty. Extra components are primary features only and must be offered as part of the initial package. They are not secondary features.

(b) Earmolds may be ordered, for a charge, any time after the 180-day trial period, or for any item authorized on a patient's record.

(c) RIC receivers shall be considered an extra component when ordered outside the 180-day trial period.

(d) Only those extra components designated as primary features may be charged. (Refer to "Charge and No-Charge Primary and Secondary Features.")

(e) Extra component orders will generate a new hearing aid purchase order number.

B.15 TRIAL PERIOD

(a) The contractor agrees to a 180-calendar day trial period based on the ship-date during which a determination will be made whether the device received provides the patient with the desired improvement in hearing. If within the 180-calendar day period, the audiology clinic determines that the device is inadequate or that modifications are required, the device will be returned to the contractor for modification or credit.

(b) **VADLC Orders Only.** During the trial period, needed modifications will be done using the original delivery/purchase order. This includes model changes done within the trial period.

(c) A maximum of three changes within the package can be done during the trial period.

(d) Any changes made during the trial period will maintain the original order ship date as the start date of the trial period.

(e) Changes in RIC receivers shall be considered a covered change during the trial period. A change from a dome or eartip to an occluding earmold shall be considered a covered change. Changes in RIC receivers following the trial period throughout the warranty period will be at no charge if the change is equal to or a less expensive style (i.e., integrated receiver to regular receiver with dome).

B.16 PROGRAMMING SOFTWARE

(a) Any software, software module or contractor's proprietary interface provided by the contractor to the Government shall conform to the following requirements for software and software support.

(b) The contractor shall provide a HIMSA-certified version of programming software to the DLC no later than September 1 and March 1 for the fall and spring software refresh, respectively. HIMSA certifies that the version interfaces with Noah. Noah-certified software shares the Noah native database with all other programming software modules that are installed. The contractor shall provide a version of the programming software that meets VA specifications for automated installation using the Microsoft

Configuration Manager (CM) architecture. The required file format is .msi. The .msi will be used for remotely installing Noah modules and the file should be able to be installed in silent mode (See Attachment D-18 for additional instructions). For the purposes of this contract, Noah refers to Noah, Version 4.

(1) The resulting software using the MSI file must support usage as a fully silent within the CM model, requiring no user interaction and presenting no visual display (progress meter, etc.)

(2) Vendors can also provide an alternate option that launches execution upon a user's double-click and includes visual features, but the fully silent mode for CM is a requirement. For any configurable settings, the preferred setting (or VA-specified standard setting) must be available in MSI installation procedure as an MST file, a set of command-line switches, etc.

(3) If the software includes an auto-update feature, it should be disabled or not installed.

(4) A vendor shall prepare an MSI that is comprised of only the programming software. If a vendor's software has external prerequisites or dependencies, they must be excluded from the MSI file (e.g., .NET framework). The vendor, however, must provide a list of prerequisites in the installation instructions, which will be reviewed by the VA team to determine if they are already present in the VA's audiology workstation baseline, or if the prerequisite can be accommodated by an alternate means.

(5) A standalone database option or desktop version should not be part of the software package

(c) Contractor shall certify in writing to DLC that the software and software upgrades have been tested for functional stability and are free from defects, bugs, and application errors. A copy of HIMSA-certification shall be provided with the proposal, otherwise offer will not be considered.

(d) Contractor shall obtain HIMSA certification compliance before making the software available to any Government entity.

(e) Contractor shall confirm that software is compatible with the Noah Link wireless programmer.

(f) Contractor shall agree to provide a basic level of service in support of their software, to include:

(1) One or more point(s) of contact from the contractor to ask questions, obtain information, or report problems related to the software.

(2) Preliminary response to questions and problem notifications within 1 business day.

(3) Problem resolution within five (5) business days or explanation as to why resolution cannot be accomplished within that time frame and what action is being taken (explanation to be provided to the government office who reported the problem and to the contracting officer).

B.17 ISO 9000 and/or ISO 13485

(a) The contractor's facility and manufacturing facility(s) shall be ISO 9000 and/or ISO 13485 registered. For the purpose of this Contract, ISO-9000 and/or ISO 13485 means ISO-9001-2000 (or most current standard) and/or the most current standard of ISO 13485. The Government will accept either or both ISO registrations.

(b) If the manufacturing facility is not ISO 9000 and/or ISO 13485 registered at the time of proposal submission, the contractor shall provide evidence that the facility will be compliant on the date of contract award.

(c) A valid copy of the certification(s) or evidence that the facility(s) will be compliant on the date of award shall be provided with the proposal in order to be considered.

(d) After award, it is the Contractor's responsibility to provide the Contracting Officer with updated valid copies of facility(s) certification, prior to their expiration date.

B.18 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

(a) All contractors must comply with the provisions of Health Insurance Portability and Accountability Act (HIPAA).

(b) Under no circumstances will a contractor contact any patient by any means or allow any business associate with whom the contractor has a business relationship and with whom the contractor

has shared protected patient information to contact any patient by any means. Exception: Contractors may communicate directly to patients only when the contact is initiated by the VA or other Government provider. The provider shall be physically present at the time of the encounter.

(c) The contractor will adopt measures to ensure that any personally identifiable information (PII) and protected health information (PHI) associated with individual patients is adequately protected from loss, misuse, or unauthorized disclosure. This applies to any PII or any PHI provided by VA and OGAs and necessary for the performance of the contract. The Contractor agrees to protect PII and PHI in accordance with measures and controls submitted with proposal.

(d) The contractor will ensure that the transmission of all electronic data will be secure and confidential per HIPAA guidelines. PII and PHI can only be physically stored in or communicated to systems that are located within a jurisdiction subject to the laws of the United States. The VA employs a variety of technologies to provide for the security of electronic transmissions. The DLC and the VA FSC Electronic Commerce Division (Austin, TX) can provide options and details on the technologies that can be used to secure electronic transmissions.

(e) Security and Privacy Training. All contractors, subcontractors that are involved in provision of services to the government under this contract are required to complete VA Privacy and Information Security and Rules of Behavior and Privacy and HIPAA Focused Training annually. These courses shall be obtained through self-registration at the website **TBD**. All such employees must complete the training within two weeks prior to the effective date of the contract and new employees will be required to complete the training prior to assignment to duties related to the contract. All trainings shall be completed annually. Failure to do so will result in removal of access to the contract. This requirement is in addition to any other training that may be required of contractors, or subcontractors. Contact the Contracting Officer to obtain the name(s) and location(s) of current security and privacy training course(s) that conforms to the VA security/privacy training requirements since these may change over the course of time.

(f) New Federal Rules. The Contractor shall comply with new and revised Federal rules regarding privacy and security by the compliance date given in the Federal Register.

B.19 CONTRACT PRODUCT TRAINING

(a) Purpose: The purpose of conferences, symposia, seminars, sessions, or similar events, is to receive training on products or services available under this contract or to present or exchange substantive information concerning a subject of mutual interest to a number of parties and is specifically allowed in accordance with 41 CFR, Parts 304-1 through 304-9. TRAINING IS CONSIDERED TO BE PART OF THIS CONTRACT AND IS NOT CONSIDERED TO BE A GIFT. Attendance and/or travel is subject to the approval of attendee's facility director or designee. Government personnel may monitor training sessions. The Office of the Inspector General may audit the contractor regarding any training provided.

(b) Definitions of On-site Training and In-house Training:

(1) **On-site** training means a Government facility sponsors the training program. Government facility, regional group of Government facilities, or a network of Government facilities hosts the training at a Government facility or pays for the cost of the hotel space.

(2) **In-house** training means the vendor sponsors the program. Vendor hosts the training at its own facility or an authorized hotel and pays for the cost of the hotel space.

(c) Content:

(1) **Promotional activity of any kind is strictly prohibited under this contract.**

(2) Training shall be focused only on the contractor's proprietary contract items. Training on products that have been submitted for inclusion on contract may not exceed 20% of the training timeframe. The contractor shall provide a disclaimer if the products being discussed have not yet been approved for inclusion on their contract.

(3) The training shall be within the context of professional education designed to enhance the effective utilization of technology or technology that the Government has purchased, not for the purposes of sales promotion.

(4) Contractors shall make time available on the agenda for DLC personnel, if requested.

(5) In-house training programs shall offer continuing education (CE) hours from an

approved Audiology professional organization. For the purposes of training, one CE hour equals 0.1 CE Unit (CEU).

(6) Topics related to tinnitus management shall be limited to the use of hearing devices, accessories, and proprietary smartphone or computer applications with tinnitus management features. The vendor may provide a limited amount of introductory material on tinnitus such as epidemiology of tinnitus and tinnitus treatment, but the content shall not be exclusively devoted to professional education on tinnitus; nor shall the vendor sponsor any training for the sole purpose of providing professional education on tinnitus.

(d) Training Program: The Contractor must offer a minimum of one in-house training program per year that provides training to a minimum of 25 eligible attendees per year. The maximum number of eligible attendees who may attend an in-house training will be set by the contractor based on the capacity of the training location. Contractors may offer one (1) in-house training after each technology refresh. The same material covered in the in-house training may be repeated at different locations across the country, not to exceed a maximum of four (4) in-house training sessions. All sessions of a given program must be completed within the contract year. For contractors that have multiple product lines, only one (1) in-house training will be allowed (with a maximum of four (4) sessions) thus the contractor may include both product lines, if applicable. Training programs provided at Government or other professional meetings including but not limited to the Joint Defense Veterans Audiology Conference (JDVAC), the American Academy of Audiology (AAA), and conferences or symposia held by the VA National Center for Rehabilitative Auditory Research (NCRAR), and the Defense Hearing Center of Excellence (HCE) are excluded from the (2) in-house training program maximum. A sign-in sheet which conveys an accurate log of actual attendees for each in-house training must be submitted to contracting no later than 30 days following the in-house training. Contractors will offer a minimum of (1) e-learning training opportunity per contract year. Contractors shall make maximum use of e-learning techniques including, but not limited to, recorded or interactive web-seminars, commercial internet resources such as Audiology Online, training sessions downloaded from the contractor's website.

(e) Annual Training Plan:

After award, a training plan will be negotiated between the contractor and government prior to implementing any type of training. A new plan shall be submitted and approved for each option year exercised under the contract. An approved training plan becomes a contract requirement. Contractors are required to provide training for all devices on contract. Annual training plans shall clearly state that in-house training will be provided by company representatives and feature the products of that company alone. Contractors shall create training plans consistent with their stated educational philosophy that meet the training needs of Government audiologists and health technicians. The Contractor is responsible for submitting a training plan with a reasonable mix of training options sufficient to meet the needs of Government audiologists and health technicians. Trainings should be specifically designed for either health technicians or audiologists. Health technicians should not attend an in-house training designed for audiologists. If a contractor submits a plan that includes in-house, on-site, and/or e-learning training opportunities, the Contractor shall offer the training. If the projected attendance at an announced in-house training program is not economical, the Contractor can cancel the training session. Cancellations of training programs due to lack of interest will not be held against the Contractor, however the contractor is responsible for sending a report to the Contracting Officer of any cancelled training sessions explaining the reason for the cancellation. Any changes to approved training plans, such as additional training dates or changes to locations must be submitted to the Contracting Officer for approval. Training plans for contract option years may be submitted after the contractor has received the VA's notice of intent to exercise the option year. This is normally provided to the contractor approximately 60 days prior to expiration of the current contract year. Training plans will be approved at the same time or soon after the modification to exercise the option year is approved by the Contracting Officer. Per the contract, this is within 30 days of expiration of the current contract year. Once the training plan is approved, manufacturers may register VA employees for training. Prior to approval of training plans, manufacturers may notify VA employees of their planned training dates as "save the date" notifications and allow them to unofficially reserve a seat, but it should be made clear that the training event is subject to award of the option year and approval of the training plan.

(1) The training plan for Government audiologists and health technicians shall include and describe the following:

a. Company's professional education philosophy and training resources including in-house or vendor-sponsored training programs, and seminars.,.

b. Content of training.

c. Electronic or online training. Electronic or online training is defined as web-based or distance learning education provided through an e-learning modality such as web-based courses, telecourses, tele-seminars, or tele-conferences, web-based seminars, interactive web sessions, use of commercial web-based training resources, and downloaded pre-recorded training sessions.

(f) Restrictions:

(1) The contractor shall not attempt to unduly or inappropriately influence Government audiologists or healthcare technicians or suggest, implicitly or explicitly, that the Government should purchase such products and services. Training shall not seek to influence Government audiologists on what they should buy, but rather to educate audiologists on technical issues.

(2) Promotional activities of any kind are specifically prohibited. *Promotional activity* includes any activity where a non-Federal source introduces, presents, represents, compares, discusses, demonstrates, or otherwise markets products or services **not on contract** unless otherwise specified in this contract.

(g) Location: Contractors are encouraged to provide training at Government medical centers or by electronic means including recorded web seminars or telecommunication media (videoconference), or Internet-based distance learning. Training may be held at the contractor's facility, business office, or hotel. *Facility* means the contractor's home office, manufacturing plant, or a wholly owned subsidiary facility where customer service personnel are located. Contractors shall provide at least one training session per contract year at DLC for DLC personnel at no expense to the Government.

(h) Authorized Expenses for In-house Training:

(1) The contractor is authorized to cover only travel mode (airfare, bus or train), transportation to and from airport/hotel and hotel/restaurant (where meals provided by the contractor will be served), accommodations, and meals. Excluded expenses or extras include hotel incidentals, transportation to and from home/airport, car rental, mileage (gas), baggage fees, entertainment of any kind, cruises, tours, or tickets to any form of entertainment (5 CFR §2635.202 and §26356.203; 41 CFR, Part 304-1). In-house training is limited to the contiguous 48 states unless regional training is conducted for Government facilities located outside the continental United States. Regional training outside of the contiguous 48 states requires approval by the Contracting Officer.

(2) Beverages and snacks may be provided during training breaks, as long as the total expenses do not exceed the total *per diem* expenses as specified in (g) (5) below. Welcome receptions are allowed. **Alcohol shall not be provided by the contractor.**

(3) Class room supplies e.g. pens, note pads may be provided to attendees; however, hearing aid parts accessories, or supplies used during training shall remain in the class room and shall not be given to Government audiologists or health technicians as gifts. No other expenses or extras of any kind shall be provided to Government employees during training activities. No items, regardless of cost, may be provided as gifts to Government audiologists or health technicians. The *de minimus* exception in 5 CFR 2635.204(a) shall not apply to this contract.

(4) The contractor shall provide reasonable accommodation, if requested by government participants with disabilities.

(5) *Per diem* expenses shall not exceed 150 percent Government per diem rates. Government per diem rates can be located at website: www.gsa.gov. Prior to sending authorized attendees training registration information, a letter of "in-kind" noting the date(s) of training, location, expenses covered and amounts (by day) shall be provided to the Contracting Officer.

(6) Transportation between the airport and hotel will be provided no farther out than one day before and one day after the vendor's training event. The exception would be if the participant is attending vendor training in conjunction with JDVAC or a similar conference. In that case, airport transportation would be provided as follows: if the vendor's training and the conference are being held at the same hotel and the participant is only attending one contractor training, the contractor may provide transportation both ways (i.e., airport to hotel before vendor training and hotel to airport after JDVAC). If the vendor's training and the conference are being held at the same hotel and the participant is attending two different contractor trainings (i.e., one before the conference and one after the conference), the Contractor shall only provide transportation between the airport and hotel that coincides with their

respective training. If the vendor's training and the conference are being held at different hotels, the vendor is obligated to provide transportation either to *or* from the airport, but not both, depending on whether their training is held before or after JDVAC. The vendor is also obligated to provide transportation between hotels after the first training event has concluded.

(7) Contractors shall extend the stay of an attendee up to 48 hours if there is a natural or man-made disaster that precludes the attendee from traveling home on the previously scheduled date. Contractors shall contact the Contracting Officer within 24 hours to report the occurrence.

(8) Government employee(s) who do not comply with the requirements stipulated above shall be reported by the contractor to the contracting officer, in writing, as soon as possible.

(i) On-Site Training. No meals, snacks, or refreshments may be provided by the vendor during on-site training. No items of any kind, regardless of cost, may be provided as gifts to Government audiologists, trainees, or health technicians. The *de minimus* exception in 5 CFR 2635.204(a) shall not apply to this contract. The contractor shall check with the chief or supervising audiologists on applicable facility policies pertaining to business relationships with vendors, including registration with facility police and access to clinic areas.

(j) Attendees:

(1) Only Government audiologists, healthcare technicians, students, interns, trainees, or fellows who are on paid traineeships or otherwise considered to be employees shall be allowed to attend training at the discretion of their medical centers. Unpaid (WOC) students who are completing a full year, 4th year externship at a VA facility may be allowed to attend vendor sponsored in-house training sessions as well as on-site training sessions at VA Facilities at the discretion of their medical centers.

(2) Contracted audiologists **who provide hearing aid services on site**, and who are credentialed at a VA Medical Center, will be considered to be Government employees for the purpose of this clause. The credentialing process indicates that the professional has an official position with the VA Medical Center, is enrolled in the system as a provider, and is, in essence, an extension of the clinical staff. Audiologists who provide services on a contractual or non-VA care (fee for service) arrangement *off site* may attend training offered to VA audiologists, however the terms of this contract will not be used to fund travel for audiologists who do not meet one of the conditions above to be considered a Government employee. They may attend training at their own expense, or at the vendor's expense through a commercial account.

(3) A maximum of four (4) DLC Logistics Supply Management representatives may attend each Audiology and/or Audiology Health Tech training session. These DLC representatives are identified as DLC's ROES Trainer, Contracting Officer/Contract Specialist, Hearing Aid Coordinator, Veterans Service Division (VSD) supervisors/team leaders and Hearing Aid Repair Coordinator. Two additional representatives from DLC VSD may attend training sessions designed for Audiology Health Techs. This is in addition to the two DLC representatives highlighted previously. DLC representatives are not authorized to attend training presented in conjunction with other professional meetings.

Exception: The Contracting Officer/Contract Specialist may attend any training session, if necessary, for contract administration reasons.

(4) Spouses or partners of audiologists, healthcare technicians, or trainees shall not be allowed to attend training or other official activities.

(k) Rules of Behavior: The purpose of the Rules of Behavior document is to identify what is covered and not covered by the contract, plus attendee's responsibilities if they decide to register for training. (Refer to Attachment D-11 Rules of Behavior.) (NOTE: This form is currently available in ROES under the Reports Module.) The contractor shall include a copy of the Rules of Behavior document, along with the invitation/notification of training. A completed/signed copy of the document shall be received by the contractor, prior to registering and/or making travel arrangements for an attendee. Contractor shall maintain on file the completed Rules of Behavior documents. It is the Contractor's responsibility to report any issues, incidents, or violations of these obligations, along with copy of signed Rules of Behavior, to the Contracting Officer.

(l) Topics for Health Technicians:

(1) Vendors may provide education or training that is within the scope of practice of a hearing health technician as outlined in VA guidelines. The following topics are appropriate:

(i) Ordering/packaging/special instructions.

(ii) Modifications (shell/grinding/buffing/types of stones and glues/debonder).

- (iii) Anatomy, to include otoscopy relevant to form factors and earmolds.
- (iv) Basic repair.
 - (A) Filters.
 - (B) Microphone covers.
 - (C) Additions of removal lines/notches/cords.
 - (D) Battery doors.
 - (E) Waxtraps
 - (F) RIC Receivers
- (v) Venting per original order by audiologist.
- (vi) Wireless trouble shooting.
- (vii) Ordering supplies.
- (viii) Programming interfaces.
- (ix) How to set up the hearing aid for programming.
- (x) Capabilities of the hearing aid (features).
- (xi) Instrument cleaning for patient education and in-clinic problem resolution.
- (xii) Pairing of hearing aids to cellular telephones and wireless accessories
- (xiii) How to set up and utilize smartphone applications

(2) Vendors shall not provide training or education on:

- (i) How to select a hearing aid.
- (ii) Diagnosis or audiogram interpretation.
- (iii) How to program a hearing aid. Exceptions: (1) Hearing aid programming

may be offered at site visits only and only when approved by the chief or supervising audiologists; (2) initial reading/first fit if the health technician is setting up the instruments for the audiologist at a fitting; and (3) restoring settings that were saved on the clinic computer to instruments received from repair that could, but did not, have the settings restored at the factory.

- (iv) Electroacoustic or probe tube measurements to verify gain or performance;

Exception: ANSI tests to verify functioning of hearing aid upon receipt.

- (v) Otoscopy related to diagnostics.

- (vi) Cerumen management.

- (vi) Any procedure or service deemed to represent the health technician as

practicing as an audiologist.

(3) Vendors shall not allocate time in the training schedule for presentations or discussion of non-training topics by groups or organizations. This restriction does not preclude or prevent in any way a vendor from contributing to a private associate or group or sponsoring training sessions in association with meetings of such groups, provided that group meetings and training programs are held at separate times or dates.

(4) If training is offered to health technicians, vendors shall submit a separate training plan describing the content of training in accordance with subparagraph (d) of this section.

(m) Restrictions on Vendors and Attendees

(1) Vendors will not provide any travel-related services for non-participants (for example, booking airline tickets or providing transportation to or from an airport).

(2) Vendors will not provide room upgrades to accommodate non-participants if an extra cost will be incurred. The vendor is only obligated to provide standard room accommodations, unless special accommodations are required due to a medical condition of the participant.

(3) Vendors will not provide meals to non-participants.

(4) Vendors will not provide alcohol during training events. This includes providing tickets or vouchers for drinks.

(5)

(6) Vendors cannot provide any gifts of any value during training events.

(7) Vendors must abide by facility policies for registering vendors and vendor-access to patient areas.

(8) Vendors are prohibited from providing gifts or refreshments during trainings held at medical centers.

B.20 VETERAN ENGAGEMENT AND INTERACTIONS

(a) The contractor shall have a dedicated customer service department to provide direct assistance to customers (Government audiologists, health technicians, and DLC staff members). For the purpose of this contract, customer service means direct assistance to customers including, but not limited to, technical assistance and support, assistance with fitting problems, and assistance with customer orders. The contractor shall provide the Government the customer support in the same manner as it provides its commercial customers.

(b) OPTIONAL - The Contractor may provide consumer technical support directly to Veterans regarding issues related to the functionality of wireless devices, Bluetooth pairing of equipment, connecting and troubleshooting communication between a Veteran's devices and their personal electronics such as smart TVs, cell phones, home theater sound systems, etc. Under no circumstances shall any audiological consultation information be given to Veterans during these calls. This includes referencing fitting information, type of devices that a Veteran may or may not have been provided by VA, or any other comments that refer to a treatment plan. Any questions regarding this level of assistance must be referred back to the Veteran's fitting audiologist/clinic. All consumer technical support telephone numbers that will be provided to Veterans must be reported to the Contracting Officer.

(c) Contractor websites and Veteran-specific information

- (1) Vendors may have an information area targeted to Veterans.
- (2) Vendors may state their products are on the VA contract and indicate which products are on contract.
- (3) Vendors shall not state or in any way imply that VA endorses their products or they have a special or long-term relationship with VA.
- (4) Vendors shall not make inaccurate, misleading, or inappropriate statements about the effectiveness or benefits of their products (following FTC and FDA guidance).
- (5) Vendors shall not include statements or testimonials from Veterans about their products.
- (6) Vendors shall direct inquiries about eligibility or health care services provided by to the VA facility nearest the Veteran's home.
- (7) Vendors shall not use the Veterans' website to steer Veterans to private audiologists or hearing aid dealers or to company-owned provider networks.
- (8) Vendors will not use the Veterans' website to promote or market any product that is not on VA contract.
- (9) Vendors shall not collect any information from Veterans on their website.
- (10) Vendors may provide notice of the website with hearing aid shipments.

(d) Apps and Innovations

- (1) Applications that are provided through the Internet by Contractors and can be downloaded by Veterans to their personal electronic devices shall not collect any personal health information specific to the Veteran utilizing the application.
- (2) Additionally, this is a place holder in the solicitation/contract to address requirements pertaining to emerging technology related to hearing aids and wireless devices that is available to be accessed through personal electronic devices applications by Veterans. As new technology is introduced in the commercial market place, VA shall review these applications/innovations for conformance to VA regulations and consideration for inclusion into this contract.

B.21 CONTRACTOR-SUPPLIED MATERIALS

(a) Within 2 weeks prior to the effective date, contractor shall forward items identified in this section to each VA Hearing Aid Clinic, DLC Electronics Lab and other Government agencies that order through DLC.

(1) Pre-paid shipping labels, shipping boxes, and order forms for the duration of the contract. Do not provide ordering forms to clinics that will be ordering through DLC using ROES. Non-ROES clinics will request order forms.

(2) The contractor shall provide technical specifications and HIMSA-certified programming software at no cost to the Government.

(3) As requested by an audiology clinic, a starter kit for open ear fitting BTE and RIC instruments shall be supplied on a one-time basis at no cost to the government. Contractors shall provide variable tubing lengths to couple with buds, domes, sleeves, tips or inserts. Starter kits will not contain RIC receivers.

(4) Contractors are required to provide proprietary wireless programming interfaces at no cost to the Government. The Noah Link Wireless programmer can be considered proprietary for hearing instruments with Bluetooth, BLE 4.0 or higher or related specifications determined by HIMSA. Upon request, the contractor shall provide programming cables to a VA facility. Contractors shall not provide HI-PRO or similar programming devices to VA clinics; however, Contractors may provide a Noah Link wireless universal programmer as applicable for devices which can only be programmed in that manner.

(5) When new devices are added, the Contractor shall provide, upon request, a list of all replacement and repair parts that will be needed within seven business days after the request.

(6) Contractors shall not provide any materials as defined in this section to non-VA care clinics or practices that provide hearing aid services to VA on a fee for service or contract basis unless aligned with commercial practices.

(b) Other Government agencies that do not order through DLC will contact the contractor and request the supplies and information. Upon notification, the contractor shall provide the items within 10 calendar days.

(c) Demonstration samples are not permitted under this contract with the exception of the Anchorage, Alaska VA Facility. Contractors may provide to the Anchorage, Alaska VA facility only, at no cost to the Government, functional demonstration samples of any or all devices on contract. Demonstration models shall be marked as "DEMO-NOT FOR ISSUE" or "DEMO." "Dummy aids/devices" (see definition) may be used for patient orientation only.

(d) No vendor shall supply or loan to any VA Medical Center or clinic any equipment or computer hardware or programming equipment other than that specified in this contract.

(e) The contractor shall not provide free Noah software to VA or DoD audiology clinics. If the contractor sells Noah software to a Government facility it shall provide technical support for Noah software. Under the terms of this contract, the contractor is not obligated to support Noah software sold or otherwise provided to a Government facility from another source, but it may do so.

(f) Contractors shall provide technical specifications, battery types, battery drain and earhooks, if applicable, for each model. Refer to Attachment D-12 BATTERY / EARHOOK INFORMATION.

NOTE: The Government will consider technical information such as circuit diagrams and schematics required by DLC, as "confidential".

B.22 CONTRACTOR BUSINESS RELATIONSHIPS

The contractor shall comply with all local medical center policies on business relationships, access to medical centers or other clinical facilities, vendor registration, and visitation.

B.23 GIFT POLICY

(a) Contractors shall not provide **any item, regardless of cost**, as gifts to Government audiologists or health technicians. This includes providing pens/paper/etc. for health fairs or outreach events. Prohibited items include **any item** that displays the contractor's brand or logo. The *de minimus* exception in 5 CFR 2635.204(a) shall not apply to this contract. Prohibited gifts also include meals, snacks, candy, or refreshments that may be provided by the vendor during on-site training. This prohibition does not include the following items covered elsewhere in this contract:

- (a) Fitting software and programming interfaces
- (b) Patient educational materials

- (c) Pre-paid shipping labels and shipping boxes
- (d) Product specifications
- (e) Demonstration devices to the Anchorage, Alaska VA facility
- (f) Dummy aids which are defined as nonfunctional hearing aids
- (g) Color swatches
- (h) Travel mode (airfare, bus or train), transportation to and from airport/hotel and

hotel/restaurant (where meals provided by the contractor will be served), accommodations, and meals subject to *per diem* limits set in Section B.19 Contract Product Training, paragraph (g)(1) associated with an authorized in-house training activity.

(i) No employee of a contractor shall offer to purchase meals or drinks for a government employee during a training activity or at a public meeting related to this contract unless the meal is otherwise authorized in this contract. Employees shall not solicit or accept meals or drinks from a contractor employee unless the meal is otherwise authorized in this contract.

B.24 ETHICS TRAINING

All contractor employees and subcontractors under this contract are required to complete the contractor's internal ethics training at least annually. Training shall include an examination on course content. The contractor shall have the training within two weeks prior to the effective date of the contract if not otherwise required of employees. All new employees will be required to complete ethics training prior to assignment. Contractors shall provide a description of the ethics training, and a certification that all employees who have any contact with government accounts have completed the required training and passed the required examination to the Contracting Officer within two weeks prior to the effective date of this contract and annually thereafter prior to option years being exercised.

B.25 ELECTRONIC DATA INTERCHANGE – VA DENVER ACQUISITION & LOGISTICS CENTER (ONLY)

(a) Electronic Data Interchange (EDI) according to the ANSI X.12 standard, v.4010 (or later versions) is required for the exchange of authorized purchase orders and change orders, as well as invoices and credit memos. Invoices and credit memos must be transmitted in accordance with the "810 Invoice Transaction Set". Purchase orders must be transmitted in accordance with the "850 Purchase Order Transaction Set" and include a corresponding 855 acknowledgement. Change orders must be transmitted in accordance with the "860 Purchase Order Change Request-Buyer Initiated Transaction Set" and include a corresponding 865 acknowledgement. In addition, all transmissions must be acknowledged by the ANSI X.12 "997 Functional Acknowledgement" in order to track and identify specific transmission problems; use of the 997 will be governed by EDI best practices (see Attachment D-13, Electronic Data Interchange Guidelines). In addition to the Electronic Data Interchange Guideline (Attachment D-13), the DLC and the VA FSC Electronic Commerce Division acting as the DLC's intermediary affiliate provide additional guidance on formats and implementation of the EDI transactions to the vendors as needed. Vendors should refer to the Electronic Data Interchange Guidelines to find contacts for the DLC EDI Technical team and VA FSC Electronic Commerce Division. The Electronic Commerce Division is empowered to partner with vendors to implement EDI solutions which support VA/DLC mission.

(b) VA/DLC uses the "860 Purchase Order Change Request-Buyer Initiated Transaction Set" to send changes that result in the addition/deletion of devices (models), primary features, and changes which result in a monetary adjustment to the purchase order. Other small changes, e.g., Veteran name change, are not conveyed through the use of the "860 Purchase Order Change Request" or any other structured EDI transactions. Changes of this nature may be conveyed through standard communication methods in existence between the DLC and the Contractor. The Contractor shall implement their EDI solution to accommodate this pattern of usage.

(d) This EDI requirement must be implemented within six months of the contract effective date. Contractors subjected to this EDI requirement in previous VA contracts must meet this EDI requirement as of the contract effective date. Contractors who have not implemented this EDI requirement should: 1)

review the Electronic Data Interchange Guidelines (D-9) and 2) contact DLC and VA FSC Electronic Commerce Division employees early in this six month period to arrange for end to end EDI testing. If requested by the Contractor, paper documents (order / invoices) may be used on an interim basis during this six month implementation period.

(e) The DLC reserves the right to consider and suggest alternative EDI methodologies as technology advances and VA capabilities warrant, for example, future X.12 version upgrades, enhanced security methodologies, expanded use of these transaction sets, implementation of additional transaction sets if needed, as well as alternatives to X.12.

B.26 HEARING AID DATA TEXT FILE – VA DENVER LOGISTICS CENTER (AUG 2014)

Contractors are required to submit their product data for Groups 1, 2, 3, 7 and Group 8, Category 1 to the DLC in a text file as described below. Any variations to this format will cause the data extract program to abort and the contractor will be asked to correct and resubmit the file. Contractors are encouraged to submit their data file **as soon as possible but no later than October 17, 2019** to the DLC IRM Division. Text file data should match the publication sheets exactly (except secondary features which are not included on the publication sheets.) Manufacturers may not use the text file to add or remove options or features or change prices of any devices unless that change has been approved by the contracting officer.

This data should be compiled into a single text file and should adhere to the following rules:

1. The data must be submitted in a text file (.txt extension) with data fields delimited by the up caret (“^”) character. The file name will follow this format:

(CONTRACT NUMBER-VENDOR NAME) HA FILE FOR (MONTHYYYY).TXT

Example: **VA791P1234-ADVANTAGE HA FILE FOR NOV2014.TXT**

2. Model names and component ROES codes should match the publication sheets exactly, including case.

3. Data entered into price fields should not contain commas or dollar signs.

4. ROES codes, where required, should match exactly to those in the publication sheets.

5. The word “SHELL” causes problems with Department of Defense computer systems. Please abbreviate “SHELL” to “SHLL”.

6. The following characters are not allowed in primary and secondary feature names:

Semicolon ;

Colon :

Back slash \

Forward slash /

Single quotation ‘

Double quotation “”

At sign @

Ampersand &

7. The maximum number of characters allowed for a segment must be adhered to.

8. There should be no blank lines in the file. **The last line in the file should contain an EOF indicator.**

9. 9. Simple Remote Controls, included in Group 6, should be included in the text file as an individual model and also in the "REM" segments to indicate that a remote is compatible with a hearing aid model. Only use segments 1-5 and 11 for remote controls.

10. Earmolds, included in Group 5, should NOT be included in this data file. These items will be submitted in a separate data file.

11. Wireless Systems, included in Group 4, should be included in the file as individual models. Use the "SC" category for color choices. There are currently no other feature categories that apply to wireless systems. Only use segments 1-5, 11, 13, 14, 15 and 16 for wireless systems.

12. Rechargeable Hearing Aids. The charging unit should be included as a miscellaneous component (COM) using the ROES code specified by the contracting officer.

NOTE: Extra spaces before or after words make a difference! Please check to make sure there is only one space between the feature name and the standard "[STD]" designation in the flat file. Make sure you are entering data in to the correct piece of the string.

E-mail the data file to **TBD**.

Description of Data Segments

The data in the first 8 segments of the string contains the information specific to the model.

The data contained in segments 9-12 is the circuit data. A hearing aid model may have multiple circuits, however ROES will allow only one circuit to be selected for each device ordered.

Primary and secondary feature data must be duplicated for each circuit available on the aid, even if the information is the same.

Segments 13-19 can be either primary features (components, interfaces and microphones), secondary features, remote controls that are available for that device, matrices or fitting formulas. Segment 13 may contain the code "COM" for "miscellaneous component", "INT" for "interface", "MIC" for "directional microphone", "REM" for "remote control", "MTX" for matrix, "FIT" for fitting formula or one of 16 secondary feature codes. The data in segments 14-19 will vary depending on the code entered in segment 13.

The inclusion of fitting formulas is optional.

Primary features include directional microphones, interfaces and components. The cost included with primary features only applies if the feature is ordered after the 180-day trial period. This set of data is related to the specific model/circuit combination. There may be multiple items for each primary feature. The code in parentheses (COM, MIC, INT), found in segment 13, is used to build the appropriate drop down lists in ROES. Primary features will be displayed in ROES in the order listed in the flat file.

Secondary features include items that may be added to a hearing aid but will incur no extra charge. These are often called "no-charge items". Vendor codes for one and two year warranty options are also included in the secondary features section. Some aids may not have any items that fit into one or more categories of secondary features. Secondary features will be displayed in ROES in the order listed in the flat file.

NOTE: The secondary feature category “Earmold Options” (EO) has been removed. A change has been made to the way that earmolds are selected in ROES. See the section following this one for information on putting together a flat file for earmolds and earmold options.

The following table contains a detailed description of the hearing aid data required by the DLC.

Explanation of Data Fields	
Model Information - segments 1-8	
Data Element	Description of Data Element
1 - Make	Name of the make (vendor) appearing on the aid.
2 - Model	Exact model name as it is listed on the publication sheets.
3 - Model Price	Contract price of the model.
4 – 3rd Year Warranty Price	Price of the optional year warranty for the model. If there is no charge for the optional year warranty, enter a zero in this field.
5 – Group/Fit	<p>Group as indicated on the contract and should be entered as a numeric 1,2,3,4,7,8. Groups are as follows:</p> <p>Group 1 – Custom (CHA) Digital Hearing Aids</p> <p>Group 2 – Behind-the-Ear (BTE) Digital Hearing Aids</p> <p>Group 3 – Receiver-in-the-Canal (RIC) Digital Hearing Aids</p> <p>Group 4 – Wireless systems</p> <p>Group 7 – CROS wireless transmitters</p> <p>Group 8 – CI Compatible Devices</p> <p>Fit applies to BTE aids only. “S” for “standard fit”, “O” for “open fit”, and “B” for “both”. Follow the Group number with a forward slash (“/”) and the code letter for the fit (i.e. 2/O)</p>
6 - Channel	This field should contain the actual number of channels, 0-99.
7 - Memory	This field should contain the actual number of memories, 0-99.
8 - Shell Type	<p>The shell type will be “FS” for full shell, “HS” for half shell, “CAN” for canal, “CIC” for completely in the canal or “BTE” for behind the ear. Variants of the full shell (e.g., low profile) will be classified as “FS”. Variants of the canal (e.g., mini or micro-canal) will be classified as “CAN”.</p> <p>RICs should be classified as “BTE”.</p> <p>NOTE: “Low-profile”, “mini-canal” or “micro-canal” specifications can be made in the secondary feature category “miscellaneous”.</p>
Circuits - segments 9-12	
Data Element	Description of Data Element
9 - Circuit ROES Code	ROES code for the circuit as it appears on the publication sheets.
10 - Circuit Name	Contractor's proprietary name for the circuit. (1-40 characters)
11 – Specification page name	<p>This is the name of a vendor supplied specification page that will be linked to the ROES ordering page for viewing by the clinician. The actual pages should be attached to an email and sent to TBD. Please include the file extension (i.e. .html, .pdf). Limit to 60 characters.</p> <p>IMPORTANT: To link the PDF file to the model selected in ROES, please ensure that the file name in this field matches the name of the file sent in the email.</p> <p>The specification page name need only be included on one line for the model/circuit combination.</p>
12 – Additional flags	<p>These flags are used by the search feature in ROES to find models that meet specific criteria as selected by the audiologist. Flags should be separated with the pipe character “ ”. Use a zero for “no” or “off” and a 1 for “yes” or “on” (i.e. 1 0 1). There are currently 3 flags set in this field for the search feature. More may be added in the future.</p> <p>Current flags:</p> <p>Slim tube compatible – set this flag to 1 if the device is slim tube compatible.</p> <p>Binaural synchronization – set this flag to 1 if the device is capable of binaural synchronization.</p> <p>Bluetooth compatible – set this flag to 1 if the device is Bluetooth compatible.</p>

Primary Features, Matrices, Fitting Formula and Remote Controls- segments 13-19	
Data Element	Description of Data Element
13 – Segment type code (MIC,INT,COM, REM, MTX,FIT)	This code indicates the category of the data to follow. IT IS NOT THE ROES CODE. MIC=microphone, INT=interface, COM=misc. component, REM=available remote controls, MTX=available matrices, FIT=vendor proprietary fitting formulas (ROES automatically puts NAL-R, NAL-NL1, Berger, POGP, POGO II, Libby, Cox, DSL, IHAFF and Fig. 6 in the list).
14 - Component ROES Code	ROES code for the component according to the publication sheets. This field should be left blank for remote controls, matrices and fitting formulas.
15 - Component proprietary name	Contractor's proprietary name for the component or remote control. This segment is also used to hold the available matrices or fitting formulas. (1-40 characters) This name may be followed by an internally used manufacturer code in parenthesis and either followed by a designation of standard "[STD]" or prefixed by a factory default designation of an "*". For example, the entry "EXTENDED RECEIVER TUBE (ER) [STD]" would indicate a manufacturer code of "AC" and an option that is standard for that model/circuit combination. The entry *EXTENDED RECEIVER TUBE would be displayed as the first item in the drop down list and be automatically selected for the user. The user may de-select a factory default. Standard items are automatically included on the order and cannot be de-selected by the user. IMPORTANT: Do not assign a [STD] designation to a primary feature that is a single selection field! Factory defaults are automatically included on the order if the user does not select something else from that category. A feature designated with an "*" will be the first feature in the drop down list. Otherwise, features will be in the order that they are received in the flat file. This will allow you to keep like items grouped together. Matrices should be entered in the format output/gain/slope or just output/gain. The value for slope is optional. Multiple sets of matrices may be sent with each set on a separate line. Matrices are a mandatory field. Fitting formulas that are proprietary may be included here. These will be displayed in a drop down list in ROES along with the standard fitting formulas (NAL-R, NAL-NL1, Berger, POGO, POGO II, Libby, Cox, DSL, IHAFF, Fig.6.) To default a particular fitting formula, prefix it with an asterisk "*".
16 - Component Price	Contract price of the component when ordered after the 180-day trial period. If it is a no-charge component, you may enter a zero or leave the field blank. Leave this segment blank for available remote controls, matrices and fitting formulas.
17 – Incompatibility characters	You may assign incompatibility characters to a primary feature to indicate that it may not be selected along with another primary feature or secondary feature. You must assign the same character to all of the features that are incompatible. You may use only the following characters to assign incompatibility: Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9. * () { } & \$ % 1 2 3 4 5 6 7 8 9 For example, if a specific directional microphone and a specific telecoil are incompatible, select an incompatibility character and enter it in segment 17 for both options. If the directional microphone is also incompatible with a miscellaneous component, assign it a second incompatibility character and assign that same character to the miscellaneous component. You may assign up to 10 characters to one primary feature. Do not separate the characters with commas or spaces. Segment 17 for a feature with multiple incompatibility characters may look like this: {28*& This segment should be left blank for remote controls, matrices and fitting formulas. NOTE: It is not necessary to use incompatibility characters to keep the user from selecting two telecoils because ROES already checks for this and alerts the user. ROES will only allow one telecoil to be selected unless the "allow two telecoils" flag is set (see below).
18 – Compatibility characters (implemented for Nov. 2014)	You may also assign compatibility characters to a primary feature to indicate that it should be selected along with another primary feature or secondary feature. You must assign the same

	<p>character to all of the features that are compatible. You may use only the following characters to assign compatibility: Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9. * () { } & \$ % 1 2 3 4 5 6 7 8 9</p> <p>For example, if a specific directional microphone and a specific telecoil are recommended together, select a compatibility character and enter it in segment 18 for both options. If the directional microphone is also recommended with a miscellaneous component, assign it a second compatibility character and assign that same character to the miscellaneous component. When one of the features is selected the user will get a message that tells them that a second feature is recommended.</p> <p>You may assign up to 10 characters to one primary feature. Do not separate the characters with commas or spaces. Segment 18 for a feature with multiple compatibility characters may look like this: {28*&</p> <p>This segment should be left blank for remote controls, matrices and fitting formulas.</p>
19 – Allow two telecoils	<p>A “1” in this segment indicates that 2 telecoils are allowed for the circuit in segment 9 (otherwise ROES will only allow the user to select one.) You only need to enter this indicator on one “INT” line for each circuit listed.</p>
Secondary Features - segments 13-16	
Data Element	Description of Data Element
13 - Secondary feature type code	<p>Secondary feature item names are unique to each manufacturer and should be listed as they would appear on a printed order form. If an item applies to only the left side or only the right side, follow the item description with the pipe character “ ” and an “L” or “R”. For example, “*RED (002) R” and “*BLUE (003) L” to indicate a default of a red shell color for the right and a blue shell color for the left. ROES gives the user the ability to copy over the primary and secondary feature selections from one ear side to the other. Features labeled as left or right will not be able to be copied. Other features, however, will copy over.</p> <p>Shell Color (SC) – User may select one. Shell Options (SO) – User may select multiple items. Faceplate Color (FC) - User may select one. Volume Control (VC) - User may select one. Venting (VN) - User may select one. Dexterity Options (DO) - User may select multiple items. Battery Options (BO) - Battery names should be listed in the following terms: ZA5, ZA10, ZA13 User may select multiple items. Wax Prevention (WP) - User may select multiple items. Canal Length (CL) - User may select one. Shell Retention (SR) - User may select one. Comfort Seal (CS) - User may select one. Mic Protection (MP) - User may select one. RIC Items (RI) – User may select multiple items. Open Fit Items (OF) – User may select multiple items. Miscellaneous (MI) - This category may be used for any items that do not fit into the above categories. User may select multiple items. Warranty codes (WY) – Although not actually a secondary feature, manufacturer internal codes for mandatory and optional warranties can be included in this category. Leave segment 14 blank and use segments 15 and 16 to indicate the warranty codes. These codes should be in parenthesis. These codes only need to be provided if the manufacturer would like them printed on the order form.</p>

14 - Secondary feature name	This is the description of the secondary feature such as PINK, BROWN, RETENTION HOOK, WINDSCREEN, etc. An "*" <i>before</i> the name of the feature (*PINK) indicates a factory default. A designation of a space plus "[STD]" <i>after</i> the feature (HYPOALLERGENIC [STD]) indicates that the feature is a standard feature. If the contractor has an internal code for the feature that they would like to print out on the printed order form, it may be enclosed in parenthesis and follow the name of the feature (*PINK (P)). The standard and default designations do not apply to warranty codes. 1-50 characters.
15 – Mandatory period warranty code	This segment may be used to indicate the manufacturer's internal code for the mandatory warranty period (two or five years depending on the group) if the secondary feature category is "WY".
16 – Optional period warranty code	This segment may be used to indicate the manufacturer's internal code for an optional warranty period (two or three years depending on the group) if the secondary feature category is "WY".
17 – Incompatibility characters	You may assign incompatibility characters to a secondary feature to indicate that it may not be selected along with another secondary feature or primary feature, or with an earmold feature. You must assign the same character to all of the features that are incompatible. You may use only the following characters to assign incompatibility: Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9. * () { } & \$ % 1 2 3 4 5 6 7 8 9 For example, if a specific shell option and a wax protection option are incompatible, select an incompatibility character and enter it in segment 17 for both options. If the shell option is also incompatible with a second wax protection option, assign it a second incompatibility character and assign that same character to the second wax protection option. You may assign up to 10 characters to one secondary feature. Do not separate the characters with commas or spaces. Segment 17 for a feature with multiple incompatibility characters may look like this: {28*&
18 – Compatibility characters (implemented for Nov. 2014)	You may also assign compatibility characters to a secondary feature to indicate that it should be selected along with another secondary feature or primary feature, or with an earmold feature. You must assign the same character to all of the features that are compatible. You may use only the following characters to assign compatibility: Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9. * () { } & \$ % 1 2 3 4 5 6 7 8 9 For example, if a specific shell option and a specific wax prevention option are recommended together, select a compatibility character and enter it in segment 18 for both options. If the shell option is also recommended with a second wax prevention option, assign it a second compatibility character and assign that same character to the wax prevention option. When one of the features is selected the user will get a message that tells them that a second feature is recommended. ROES will not force the user to select compatible features. You may assign up to 17 characters to one secondary feature. Do not separate the characters with commas or spaces. Segment 18 for a feature with multiple compatibility characters may look like this: {28*&

B.27 EXAMPLE DATA FILE

Below is an example of the text file format for a typical ITE. The 13th data element (delineated by "^") is the indicator of the type of data represented on the remainder of the line. If printed on a color printer or viewed on-line, the hearing aid and circuit data are shown in blue. Lines shown in red contain additional data for the primary features, including the cost of each item after the trial period. Lines shown in bright pink include the name of the available remote controls for the device. Lines shown in teal are additional fitting formulas that the vendor would like presented in ROES. Lines shown in light blue are the matrices available for the device. Lines shown in green contain secondary features, which have no cost.

Incompatibility characters are shown in black and compatibility characters in orange. The “Allow two telecoils” indicator is shown in bright green on the second “INT” line.

This file section indicates that the “MEM/S” is incompatible with the “SWM” directional microphone and also with the “SOFT SEAL COAT” secondary feature. The volume control is recommended with the extended receiver tube and the canal lock.

In cases where there are additional circuits available on the same device, add an additional section like the one below with the different circuit ROES code, proprietary name and HTML file name. Primary and secondary features must be included for each circuit.

Below is an example of a data file for a typical ITE hearing aid.

```
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^BESTFS2.pdf^0|1|1^INT^DAI^AUDIO INPUT
(AI)^23.18
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^INT^TCA^TOUCHLESS TELECOIL (TTC)^24.30^^^1
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^INT^TAP^TELECOIL W/SWITCH (TWS)^22.00
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^COM^MEM/S^MEMORY SWITCH (MS)^36^$%^
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MIC^SWM^DIRECTIONAL IMAGING W/SWITCH
(DS)^70.30^$
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MTX^^102/40
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MTX^^114/55
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^REM^^A1 REMOTE CONTROL
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^REM^^A2 REMOTE CONTROL
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^FIT^^OUR OWN FF1
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^FIT^^OUR OWN FF2
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SO^^HYPOALLERGENIC [STD]
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^WY^^(O)^(Y)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SC^*PINK (V)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SC^TAN (W)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SC^CLEAR (H)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^FC^*PINK (V)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^FC^TAN (W)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^VC^*VOLUME CONTROL (VC)^^^&{
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^VC^NO VC (NC)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^VN^PROBE VENT (PT)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^VN^*PRESSURE VENT (PR)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^VN^NO VENT (NV)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^DO^REMOVAL STRING/FILAMENT (RF) [STD]
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^BO^ZA13 (13) [STD]
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^WP^*WAX SPRING (WS)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^WP^PUSH IN WAX GUARD SYSTEM (PW)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^WP^BELL CANAL (BC)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^WP^EXTENDED RECEIVER TUBE (ER)^^^&{
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^CL^LONG CANAL (LC)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^CL^*MEDIUM CANAL (MC)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^CL^CANAL LENGTH AS MARKED (MK)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SR^CANAL LOCK (CA)^^^&
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^SR^RETENTION RING (RR)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^CS^SOFT SEAL/COAT (SS)^^^%
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MP^WINDHOOD (WN)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MP^*WINDSCREEN (WS)
ABC HEARING^BEST FS^422.00^0^1^4^4^CIC^WDRC15^FOCUS 2 (F2)^^^MI^EARHOOK (E)
EOF
```

Below is an example of a data file entry for a wireless system device. You may assign a default color but incompatibility characters do not apply. Use only the following segments for wireless systems:

1,2,3,4,5,11,13,14,15 and 16.

```
ABC HEARING^BEST WR^100^20^4^^^^^^BEST WR.pdf^^SC^*PINK (V)
ABC HEARING^BEST WR^100^20^4^^^^^^SC^SILVER (W)
ABC HEARING^BEST WR^100^20^4^^^^^^SC^AQUA (H)
ABC HEARING^BEST WR^100^20^4^^^^^^SC^CAMO (V)
ABC HEARING^BEST WR^100^20^4^^^^^^SC^BLUE (W)
ABC HEARING^BEST WR^100^20^4^^^^^^WY^(O)^(T) ;indicates 1 year and 2 year warranty codes
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B.28 EARMOLD DATA TEXT FILE – VA DENVER ACQUISITION & LOGISTICS CENTER (AUG 2014)

Contractors are required to submit their earmold data for Group 5 to the DLC in a text file as described below. Any variations to this format will cause the data extract program to abort and the contractor will be asked to correct and resubmit the file. Contractors are encouraged to submit their data file **as soon as possible but no later than October 17, 2019** to the DLC IRM Division.

This data should be compiled into a single text file and should adhere to the following rules:

1. The data must be submitted in a text file (.txt extension) with data fields delimited by the up caret (“^”) character. The file name will follow this format:

(CONTRACT NUMBER-VENDOR NAME) EM FILE FOR (MONTHYYYY).TXT (abbreviate the month to 3 alphas)

Example: **VA791P1234-ADVANTAGE EM FILE FOR NOV2019.TXT**

2. Data entered into price fields should not contain commas or dollar signs.

3. The word “SHELL” causes problems with Department of Defense computer systems. Please abbreviate “SHELL” to “SHLL”.

4. The following characters are not allowed in any feature name:

Semicolon ;

Colon :

Back slash \

Forward slash /

Single quotation ‘

Double quotation “”

At sign @

Ampersand &

5. The maximum number of characters allowed for a segment must be adhered to.

6. There should be no blank lines in the file.

NOTE: Extra spaces make a difference! Please check to make sure there is only one space between the feature name and the standard “[STD]” designation in the flat file. Make sure you are entering data in to the correct piece of the string.

E-mail the data file to **TBD**.

Description of Data Segments

The first five pieces of the data string will be the style name of the earmold, the earmold ROES code, the earmold type, a flag to indicate if the receiver is replaceable in the clinic and the cost of that specific style. These pieces will be duplicated on each line that follows with the features (previously these were Earmold Options (EO)) for that style. The feature code will be in piece 6, followed by the feature name in piece 7, the receiver price in piece 8, the receiver ROES code in piece 9, feature incompatibility characters in piece 10 and compatibility characters in piece 11. Piece 12 will hold the name of the technical specifications page. It is required on one line only. There is no limit to the number of features that you may include.

Feature names in any one category will be displayed in ROES in the order that they are listed in the flat file unless one is marked as a default. The ROES system will automatically insert "Select one" or "Select multiple" as the initial entry in the drop down list unless there is a default indicated. If a default is indicated, that item will be the first item in the list.

Each earmold style must have an entry for RIC, BTE and open fit BTE types of hearing aids.

The feature name "USE IMPRESSION ON FILE" is automatically inserted into the "Miscellaneous" category for each earmold in the text file. You do not need to add this feature to your file.

Explanation of Data Fields	
Earmold Information - segments 1-8	
Data Element	Description of Data Element
1 – Earmold Style	Can be a proprietary name and can be up to 50 characters long. You may have the same style 3 times in this file, each with a different type (see segment 3). Each entry would have a different set of features, specific to that style and form factor. The name of the earmold style should match the earmold on the publication sheets. There will be a charge for the earmold unless ordered before the device is shipped from the manufacturer.
2 – Earmold ROES code	This is the "EM" code for this style from the publication sheets. It should be the same for all hearing aid models.
3 - Earmold Type	1=RIC, 2=traditional BTE, 3=open fit BTE
4 – Field replaceable receiver flag	Place a 1 in this piece if the receiver is integrated and not field replaceable, otherwise leave blank
5 – Price of earmold	Price for this earmold style. Do not include commas or dollar signs.
6 – Feature code	The feature code may be any of the following: "ET" – Tubing – user can select 1 "EM" – material – user can select 1 "EV" – venting – user can select 1 "EB" – bore – user can select 1 "EC" – color – user can select 1 "EW" – wax prevention – user may select multiple "ED" – dexterity options – user may select multiple "EL" – canal length – user may select 1 "EI" – miscellaneous – user can select multiple "ER" – list the receivers that are selectable for this earmold. There will be a charge for this receiver if the device is past the trial period or if not purchased through DLC. User may select 1.
7– Feature name	The name of the feature may be proprietary. Limited to 50 characters including the code in parenthesis. You may have as many features as you want in each of these categories. An "*" <i>before</i> the name of the feature (*ACRYLIC) indicates a factory default. If the contractor has an internal code for the feature that they would like to print out on the printed order form, it may be enclosed in parenthesis and follow the name of the feature (*ACRYLIC (AC)).

8 – Receiver price	This is the price of the receiver, if chargeable. Do not include dollar signs or commas. Leave blank if this feature is not a receiver.
9 – Receiver ROES code	This is the code assigned to this receiver on the publication sheets. It should start with “REC” followed by a number and should be the same for all aids. Leave blank if this feature is not a receiver.
10 – Incompatibility characters	<p>You may assign incompatibility characters to an earmold feature to indicate that it may not be selected along with another earmold feature or hearing aid feature. You must assign the same character to all of the features that are incompatible. You may use only the following characters to assign incompatibility:</p> <p>Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9.</p> <p>* () { } & \$ % 1 2 3 4 5 6 7 8 9</p> <p>For example, if a specific venting option and a material option are incompatible, select an incompatibility character and enter it in segment 9 for both options.</p> <p>If the venting option is also incompatible with a second material option, assign it a second incompatibility character and assign that same character to the second material option.</p> <p>You may assign up to 17 characters to one earmold feature. Do not separate the characters with commas or spaces. Segment 9 for a feature with multiple incompatibility characters may look like this: {28*&</p>
11 – Compatibility characters	<p>You may also assign compatibility characters to a secondary feature to indicate that it should be selected along with another secondary feature or primary feature, or with an earmold feature. You must assign the same character to all of the features that are compatible. You may use only the following characters to assign compatibility:</p> <p>Asterisk, open parenthesis, close parenthesis, open curly braces, close curly braces, ampersand, dollar sign and percent sign, plus the numbers 1 through 9.</p> <p>* () { } & \$ % 1 2 3 4 5 6 7 8 9</p> <p>For example, if a specific earmold material and a specific wax prevention option are recommended together, select a compatibility character and enter it in segment 10 for both options.</p> <p>If the material is also recommended with a second option, assign it a second compatibility character and assign that same character to the second option. When one of the features is selected the user will get a message that tells them that a second feature is recommended.</p> <p>ROES will not force the user to select compatible features.</p> <p>You may assign up to 17 characters to one secondary feature. Do not separate the characters with commas or spaces. Segment 18 for a feature with multiple compatibility characters may look like this: {28*&</p>
12 - Specification Page name	<p>This is the name of a vendor supplied specification page that will be linked to the ROES ordering page for viewing by the clinician. The actual pages should be attached to an email and sent to TBD. Please include the file extension (i.e. .html, .pdf). Limit to 60 characters.</p> <p>IMPORTANT: To link the PDF file to the model selected in ROES, please ensure that the file name in this field matches the name of the file sent in the email.</p> <p>The specification page name need only be included on one line for each earmold/type combination.</p>

Below is an example of an Earmold Data file. Each feature category is shown in a different color if you are viewing this on-line or printing on a color printer. The incompatibilities and compatibilities are shown in red. In this example, the “hard acrylic” and the “bell bore” are incompatible and the “hard acrylic” is also incompatible with the “canal lock”. The material “silicone” and the color “clear” are compatible features.

SLIMTIP EARMOLD^EM2^1^1^32^ET^SLIM TUBE SIZE 1^~^~^RICSLIMTIP.PDF
 SLIMTIP EARMOLD^EM2^1^1^32^ET^SLIM TUBE SIZE 2
 SLIMTIP EARMOLD^EM2^1^1^32^EM^HARD ACRYLIC^~^~&{
 SLIMTIP EARMOLD^EM2^1^1^32^EM^SILICONE^~^~^2

SLIMTIP EARMOLD^EM2^1^1^32^EV^LARGE VENT
 SLIMTIP EARMOLD^EM2^1^1^32^EV^MEDIUM VENT
 SLIMTIP EARMOLD^EM2^1^1^32^EV^SMALL VENT
 SLIMTIP EARMOLD^EM2^1^1^32^EC^PINK
 SLIMTIP EARMOLD^EM2^1^1^32^EC^TAN
 SLIMTIP EARMOLD^EM2^1^1^32^EC^BROWN
 SLIMTIP EARMOLD^EM2^1^1^32^EC^CLEAR^^^2
 SLIMTIP EARMOLD^EM2^1^1^32^EB^OPEN BORE
 SLIMTIP EARMOLD^EM2^1^1^32^EB^HALF BORE
 SLIMTIP EARMOLD^EM2^1^1^32^EB^BELL BORE^^&
 SLIMTIP EARMOLD^EM2^1^1^32^EW^EXT REC TUBE
 SLIMTIP EARMOLD^EM2^1^1^32^EW^WAX TRAP
 SLIMTIP EARMOLD^EM2^1^1^32^EW^SMARTGUARD
 SLIMTIP EARMOLD^EM2^1^1^32^EL^LONG
 SLIMTIP EARMOLD^EM2^1^1^32^EL^MEDIUM
 SLIMTIP EARMOLD^EM2^1^1^32^EL^SHORT
 SLIMTIP EARMOLD^EM2^1^1^32^ED^REMOVAL NOTCHES
 SLIMTIP EARMOLD^EM2^1^1^32^ED^REMOVAL STRING
 SLIMTIP EARMOLD^EM2^1^1^32^EI^CANAL LOCK^^{
 SLIMTIP EARMOLD^EM2^1^1^32^EI^DOME 6MM
 SLIMTIP EARMOLD^EM2^1^1^32^EI^DOME 8MM
 SLIMTIP EARMOLD^EM2^1^1^32^EI^DOME 10MM
 SLIMTIP EARMOLD^EM2^1^1^32^EI^SOFT COAT
 SLIMTIP EARMOLD^EM2^1^1^32^ER^HIGH POWER RECEIVER - SIZE 0^39^REC2
 SLIMTIP EARMOLD^EM2^1^1^32^ER^HIGH POWER RECEIVER - SIZE 1^39^REC3
 SLIMTIP EARMOLD^EM2^1^1^32^ER^HIGH POWER RECEIVER - SIZE 2^39^REC4
 SLIMTIP EARMOLD^EM2^1^1^32^ER^SUPER POWER RECEIVER - SIZE 0^42^REC5
 SLIMTIP EARMOLD^EM2^1^1^32^ER^SUPER POWER RECEIVER - SIZE 1^42^REC6
 SLIMTIP EARMOLD^EM2^1^1^32^ER^SUPER POWER RECEIVER - SIZE 2^42^REC7
 SLIMTIP EARMOLD^EM2^1^1^32^ER^STANDARD RECEIVER - SIZE 0^35^REC8
 SLIMTIP EARMOLD^EM2^1^1^32^ER^STANDARD RECEIVER - SIZE 1^35^REC9
 SLIMTIP EARMOLD^EM2^1^1^32^ER^STANDARD RECEIVER - SIZE 2^35^REC10
 SLIMTIP EARMOLD^EM2^2^32^ET^SLIM TUBE SIZE 1^^^BTESLIMTIP.PDF
 SLIMTIP EARMOLD^EM2^2^32^ET^SLIM TUBE SIZE 2
 SLIMTIP EARMOLD^EM2^2^32^EM^HARD ACRYLIC^^&{
 SLIMTIP EARMOLD^EM2^2^32^EM^SILICONE
 SLIMTIP EARMOLD^EM2^2^32^EV^LARGE VENT
 SLIMTIP EARMOLD^EM2^2^32^EV^MEDIUM VENT
 SLIMTIP EARMOLD^EM2^2^32^EV^SMALL VENT
 SLIMTIP EARMOLD^EM2^2^32^EC^PINK
 SLIMTIP EARMOLD^EM2^2^32^EC^TAN
 SLIMTIP EARMOLD^EM2^2^32^EC^BROWN
 SLIMTIP EARMOLD^EM2^2^32^EC^CLEAR
 SLIMTIP EARMOLD^EM2^2^32^ED^REMOVAL NOTCHES
 SLIMTIP EARMOLD^EM2^2^32^ED^REMOVAL STRING
 SLIMTIP EARMOLD^EM2^2^32^EB^BELL BORE^^&
 SLIMTIP EARMOLD^EM2^2^32^EL^LONG
 SLIMTIP EARMOLD^EM2^2^32^EL^MEDIUM
 SLIMTIP EARMOLD^EM2^2^32^EL^SHORT

SLIMTIP EARMOLD^EM2^2^32^EI^CANAL LOCK^^{

SLIMTIP EARMOLD^EM2^2^32^EI^SOFT COAT

SLIMTIP EARMOLD^EM2^2^32^EI^UNFILTERED TONE HOOK

SLIMTIP EARMOLD^EM2^3^32^ET^SLIM TUBE SIZE 1^^^OFBTESLIMTIP.PDF

SLIMTIP EARMOLD^EM2^3^32^ET^SLIM TUBE SIZE 2

SLIMTIP EARMOLD^EM2^3^32^EM^HARD ACRYLIC^^&{

SLIMTIP EARMOLD^EM2^3^32^EM^SILICONE

SLIMTIP EARMOLD^EM2^3^32^EV^LARGE VENT

SLIMTIP EARMOLD^EM2^3^32^EV^MEDIUM VENT

SLIMTIP EARMOLD^EM2^3^32^EV^SMALL VENT

SLIMTIP EARMOLD^EM2^3^32^EC^PINK

SLIMTIP EARMOLD^EM2^3^32^EC^TAN

SLIMTIP EARMOLD^EM2^3^32^EC^BROWN

SLIMTIP EARMOLD^EM2^3^32^EC^CLEAR

SLIMTIP EARMOLD^EM2^3^32^ED^REMOVAL NOTCHES

SLIMTIP EARMOLD^EM2^3^32^ED^REMOVAL STRING

SLIMTIP EARMOLD^EM2^3^32^EB^BELL BORE^^&

SLIMTIP EARMOLD^EM2^3^32^EW^EXT REC TUBE

SLIMTIP EARMOLD^EM2^3^32^EW^WAX TRAP

SLIMTIP EARMOLD^EM2^3^32^EW^SMARTGUARD

SLIMTIP EARMOLD^EM2^3^32^EL^LONG

SLIMTIP EARMOLD^EM2^3^32^EL^MEDIUM

SLIMTIP EARMOLD^EM2^3^32^EL^SHORT

SLIMTIP EARMOLD^EM2^3^32^EI^CANAL LOCK^^{

SLIMTIP EARMOLD^EM2^3^32^EI^SOFT COAT

SLIMTIP EARMOLD^EM2^3^32^EI^DOME 6MM

SLIMTIP EARMOLD^EM2^3^32^EI^DOME 8MM

SLIMTIP EARMOLD^EM2^3^32^EI^DOME 10MM

SKELETON EARMOLD^EM4^1^1^28^ET^SLIM TUBE - SIZE 1^^^RICSKELEM.PDF

SKELETON EARMOLD^EM4^1^1^28^ET^SLIM TUBE - SIZE 2

SKELETON EARMOLD^EM4^1^1^28^EM^HARD ACRYLIC^^&{

SKELETON EARMOLD^EM4^1^1^28^EM^SILICONE

SKELETON EARMOLD^EM2^1^1^28^EV^LARGE VENT

SKELETON EARMOLD^EM2^1^1^28^EV^MEDIUM VENT

SKELETON EARMOLD^EM2^1^1^28^EV^SMALL VENT

SKELETON EARMOLD^EM4^1^1^28^EC^PINK

SKELETON EARMOLD^EM4^1^1^28^EC^TAN

SKELETON EARMOLD^EM4^1^1^28^EC^BROWN

SKELETON EARMOLD^EM4^1^1^28^EC^CLEAR

SKELETON EARMOLD^EM4^1^1^28^EB^BELL BORE^^&

SKELETON EARMOLD^EM4^1^1^28^EB^OPEN BORE

SKELETON EARMOLD^EM4^1^1^28^EW^EXT REC TUBE

SKELETON EARMOLD^EM4^1^1^28^EW^SMARTGUARD

SKELETON EARMOLD^EM4^1^1^28^EW^WAX TRAP

SKELETON EARMOLD^EM4^1^1^32^EL^LONG

SKELETON EARMOLD^EM4^1^1^32^EL^MEDIUM

SKELETON EARMOLD^EM4^1^1^32^EL^SHORT

SKELETON EARMOLD^EM4^1^1^28^EI^CANAL LOCK^^{

SKELETON EARMOLD^EM4^1^1^28^EI^SOFT COAT

SKELETON EARMOLD^EM4^1^1^28^ER^HIGH POWER RECEIVER - SIZE 0^39^REC2
 SKELETON EARMOLD^EM4^1^1^28^ER^HIGH POWER RECEIVER - SIZE 1^39^REC3
 SKELETON EARMOLD^EM4^1^1^28^ER^HIGH POWER RECEIVER - SIZE 2^39^REC4
 SKELETON EARMOLD^EM4^1^1^28^ER^SUPER POWER RECEIVER - SIZE 0^42^REC5
 SKELETON EARMOLD^EM4^1^1^28^ER^SUPER POWER RECEIVER - SIZE 1^42^REC6
 SKELETON EARMOLD^EM4^1^1^28^ER^SUPER POWER RECEIVER - SIZE 2^42^REC7
 SKELETON EARMOLD^EM4^1^1^28^ER^STANDARD RECEIVER - SIZE 0^35^REC8
 SKELETON EARMOLD^EM4^1^1^28^ER^STANDARD RECEIVER - SIZE 1^35^REC9
 SKELETON EARMOLD^EM4^1^1^28^ER^STANDARD RECEIVER - SIZE 2^35^REC10

[SECOND SECTION FOR SKELETON EARMOLD – BTE]

[THIRD SECTION FOR SKELETON EARMOLD – OF BTE]

B.29 ORDERING PROCEDURES

(a) VA Denver Logistics Center Only -- VA Audiology Clinics and Other Government Agencies using ROES.

(1) New Hearing Aid and/or Simple Wireless Remote Controls Orders

(i) Audiology Clinics placing orders with the DLC must enter audiological requirements in ROES. Ear impression(s) or Standard Tessellation Language (STL) file(s) will be provided to the Contractor.

(A) If an earmold is needed, it should be procured at the time of the initial hearing aid order or during the trial period at no cost.

(ii) DLC purchase orders will be sent electronically or faxed to the Contractor. Clinicians are responsible for sending or faxing the ROES order form to the vendor. Orders submitted electronically will include audiological requirements. Faxes may be requested during the 6-month EDI implementation period as specified in Electronic Data Interchange – VA Denver Logistics Center (Only).

(iii) The Contractor will match the audiological requirements and ear impression(s) or STL file(s) with the purchase order from DLC

(iv) Upon receipt of the purchase order (electronic or paper) from the DLC, the Contractor shall fabricate the hearing aid and earmold, if applicable.

(v) Prior to shipment, the Contractor will program the hearing aid(s) to the audiogram submitted by the clinic if pre-programming was selected in ROES. If a simple remote control was order on the same purchase order, it will be paired to the hearing aids prior to shipment.

(vi) The items on the purchase order(s) will be packaged together and shipped to the facility, enclosing one copy of either a packing slip or invoice. If purchase orders for hearing aids and wireless devices are received in the same batch, and the wireless device order references the hearing aid purchase order number, both orders shall be packaged and shipped together. Purchase order(s) items shall be received within 10 calendar days, after receipt of the order. No devices will be sent directly to a patient.

(vii) The 180-day trial period starts from the ship date on the invoice. Warranty and loss and damage timeframes begin 30 days after the ship date on the invoice. Earmolds will not be covered under these warranty guidelines.

(viii) A hearing aid will be purchased with a package price for a model and components.

(ix) All hearing aid orders will be patient specific, with a purchase order number(s) and serial number(s) for that patient. Contractors will not give Audiology Clinics permission to switch hearing aids designated for one patient to another patient.

(A) Adjustments. Component changes within the same option package. Clinics are allowed a maximum of three changes within an option package at no additional cost during the trial period.

(B) Audiology Clinics will place their adjustment orders with DLC and, if necessary, requirements to the Contractor by faxing a ROES Service Request form. The contractor will use the original purchase order number from the DLC. Upon receipt of the adjustment order from the DLC, the Contractor shall make the requested change/modification and ship to the address on the adjustment order, enclosing one copy of either a packing slip or invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of the option package.

(C) Model Changes. Audiology Clinics will place their model change orders with the DLC and then submit their requirements to the Contractor electronically or on a ROES Service Request form. The contractor will use the original purchase order number from the DLC. Upon receipt of the model change order from the DLC, the Contractor shall make the requested change/modification and ship the instrument to the facility on the adjustment order, enclosing one copy of either a packing slip or invoice.

(D) Earmolds. Ordered within hearing aid model package may be returned once for changes due to a poor fitting. Changes to earmolds due to poor fit can be accomplished by filling out, printing and faxing the "Earmold Remake Form" from the ROES Desk Top Entry page. Earmold adjustments may also be entered with a model change which is also done as an adjustment through the ROES Service Request module. Earmold adjustments and remakes are allowed one time only. Audiology Clinics will use the same shipping container labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures.

(E) Extra Component Orders – Any extra component must be ordered separately from the original purchase order. Orders for extra components can be placed only after the 180-day trial period and during the new aid warranty period. Only options available within the package for the specific hearing aid can be ordered as an extra component. Audiology Clinics will place their extra component orders with the DLC and then submit their requirements to the Contractor electronically or on a ROES Service Request form. Upon receipt of the purchase order from the DLC, the Contractor shall modify the hearing aid and ship the instrument to the facility on the purchase order, enclosing one copy of either a packing slip or invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of an option package. Circuits will not be considered an extra component.

(F) Loss and Damage (L&D) Requests – The loss and damage replacement of hearing aids ordered under this contract and issued by VA or other Government agencies shall only be requested by an authorized Government facility. The Audiology Clinics shall place their L&D requests with DLC and then submit the request to the Contractor electronically or via a ROES Service Request form. The contractor shall use the original purchase order number from the DLC. Twenty-four (24) hours after receipt of the L&D request from the DLC, the Contractor shall ship the replacement hearing aid to the facility on the L&D request, enclosing one copy of either a packing slip or invoice.

(G) In Warranty Repairs – All hearing aids on this contract shall be covered by OEM manufacture warranty for five (5) years from date of order (See Section C – Clauses, 52.212-4(o) (TAILORED) – WARRANTY). The following criteria outlines the government's expectation for the minimum conditions that any repair under the new warranty period should cover. All components (not including earmolds) sent in and listed on the repair order are returned and are in new condition. The serial number must be a permanent part of the device as required by FDA labeling requirements. The hearing aid passes the S3.22-2009 or newer ANSI test and results are included with shipment. Program settings will be annotated (patient, Audiometric, full gain, etc.) as well as the indication of serial number change, if applicable. Rechargeable devices will have an adequate charge from the vendor so that the device can be tested without requiring an initial charge. If a rechargeable device charger was sent in, the VA will be notified if the charger needs to be replaced.

(2) New Wireless System Orders.

(i) Audiology Clinics placing orders with DLC will submit a ROES Order form to the Contractor.

(ii) DLC purchase orders will be sent electronically to the Contractor.

(iii) The order will be shipped to the facility address on the Order Form, enclosing packing slip or invoice. No devices will be sent directly to a patient.

(iv) The 180-day trial period starts from the ship date on the invoice. Warranty and loss and damage timeframes begin 30 days after the ship date on the invoice.

(v) A wireless device will be purchased with a package price.

(3) Earmold (Only) Orders after the trial period expiration.

(i) Ear impression(s) or STL file(s) will be provided to the Contractor.

(ii) DLC purchase orders will be sent electronically or faxed to the Contractor.

Clinicians are responsible for sending or faxing the ROES Service Request Form to order the earmold to the vendor.

(iii) The Contractor will match the ear impression, STL file, or the scanned impression on file with the contractor with the purchase order from DLC

(iv) Upon receipt of the purchase order (electronic or paper) from the DLC, the Contractor shall fabricate the earmold. The earmold will be shipped to the facility on the purchase order, enclosing copy of either a packing slip or invoice. No items will be sent directly to a patient.

(v) Earmolds may be returned once for changes due to a poor fit. Earmold style, venting, or material changes are permitted. Changes to earmolds due to poor fit can be accomplished at no charge by filling out, printing and faxing the "Earmold Remake Form" from the service request detail page. If the contractor determines that the earmold must be changed to a different style, the clinician is responsible for entering an adjustment through the ROES Service Request module. Earmold adjustments and remakes are allowed one time only. Clinics will use the same shipping container labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures. Earmold orders with a charge can only be cancelled prior to the shipment by the contractor of the earmold.

(b) Other Government Agencies Placing Orders With DLC (Manual Orders).

(1) New Hearing Aid and/or Simple Wireless Remote Controls Orders

(i) Other Government agencies that place their orders with DLC customer support will submit a Contractor provided form to the Contractor to support secondary feature changes. If an earmold is needed, it should be procured at the time of the initial hearing aid order or during the trial period at no cost.

(ii) DLC purchase orders will be sent electronically or faxed to the Contractor.

Orders submitted electronically may include audiological requirements.

(iii) The Contractor will match the audiological requirements and ear impression(s) with the purchase order from DLC

(iv) Upon receipt of purchase order from the DLC, the Contractor shall fabricate the items (individually identified), if applicable and ship the item(s) to the facility address on the purchase order, enclosing one copy of either a packing slip or invoice.

(v) Prior to shipment, the Contractor will program the hearing aid(s) to the audiogram submitted by the clinic if pre-programming was selected in ROES. If a simple remote control was order on the same purchase order, it will be paired to the hearing aids prior to shipment.

(vi) If purchase orders for hearing aids and wireless devices are received in the same batch, and the wireless device order references the hearing aid purchase order number, both orders shall be packaged and shipped together. Items will be shipped to the facility address on the hearing aid order form and received within 10 calendar days after receipt of the order. No items will be sent directly to a patient.

(vii) The 180 calendar day trial period begins on the ship date on the invoice. Warranty and loss and damage timeframes begin 30 days after the ship date on the invoice. Earmolds will not be covered under these warranty guidelines.

(viii) A hearing aid will be purchased with a package price for a model and components.

(ix) All hearing aid orders will be patient specific, with a purchase order number(s) and serial number(s) for that patient. Contractors will not give Audiology Clinics permission to switch hearing aids designated for one patient to another patient.

(2) Changes to Orders during the 180-day Trial Period

(i) Adjustments. Component changes within the same option package. Other Government agencies are allowed a maximum of three changes within an option package at no additional cost.

(ii) These agencies will place their adjustment orders with the DLC and then submit their requirements to the Contractor electronically or via a VA hearing device service request form. The contractor will use the original purchase order number from the DLC. Upon receipt of the adjustment order from the DLC, the Contractor shall make the requested change/modification and ship to the address

on the adjustment order, enclosing one copy of either a packing slip or invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of the option package.

(iii) Model changes. Other Government agencies will place their orders with the DLC and then submit their requirements to the Contractor on contractor provided form by fax. The Contractor will use the original purchase order number from the DLC. Upon receipt of the model change order from the DLC, the Contractor shall make the requested change/modification and ship the instrument to the facility on the adjustment order, enclosing one copy of either a packing slip or invoice.

(3) Earmolds may be returned once for changes due to a poor fitting. Changes to earmolds due to poor fit can be accomplished by filling out, printing and faxing the "Earmold Replacement Form" from the ROES Desk Top Entry page. Earmold adjustments may also be entered with a model change which is also done as an adjustment through the ROES Service Request module. Earmold adjustments and remakes are allowed one time only. Clinics will use the same shipping container labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures.

(4) Extra Component Orders - Any extra component must be ordered separately from the original purchase order. Orders for extra components can be placed only after the 180-day trial period and during the new aid warranty period. Only options available within the package for the specific hearing aid can be ordered as an extra component. Audiology Clinics will place their extra component orders with the DLC and then submit their requirements to the Contractor electronically or on a ROES Service Request form. Upon receipt of the purchase order from the DLC, the Contractor shall modify the hearing aid and ship the instrument to the address on the purchase order, enclosing one copy of either a packing slip or invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of an option package. Circuits will not be considered an extra component.

(5) Loss & Damage (L&D) Requests - The loss and damage replacement of hearing aids ordered under this contract and issued by VA or other Government agencies shall only be requested by an authorized Government facility. The Audiology Clinics shall place their L&D requests with DLC and then submit the request to the Contractor electronically or via a hearing device service request form. The contractor shall use the original purchase order number from the DLC. Twenty-four (24) hours after receipt of the L&D request from the DLC, the Contractor shall ship the replacement hearing aid to the facility on the L&D request, enclosing one copy of either a packing slip or invoice.

(6) In Warranty Repairs – All hearing aids on this contract shall be covered by manufacture warranty for five (5) years from date of order (See Section C – Clauses, 52.212-4(o) (TAILORED) – WARRANTY). The following criteria outlines the government's expectation for the minimum conditions that any repair under the new warranty period should cover. All components (not including earmolds) sent in and listed on the repair order are returned and are in new condition. The serial number must be a permanent part of the device as required by FDA labeling requirements. The hearing aid passes the S3.22-2009 or newer ANSI test and results are included with shipment. Program settings will be annotated (patient, Audiometric, full gain, etc.) as well as the indication of serial number change, if applicable. Rechargeable devices will have an adequate charge from the vendor so that the device can be tested without requiring an initial charge. If a rechargeable device charger was sent in, the VA will be notified if the charger needs to be replaced.

(7) New Wireless System Orders (Adaptors/Transmitters).

(i) Other Government agencies that place their orders with DLC will submit a Contractor provided form to the Contractor.

(ii) DLC purchase orders will be sent electronically to the Contractor.

(iii) The Contractor is required to match the wireless device system order with the hearing aid order for the same patient that is placed within one business day, if applicable.

(iv) Upon receipt of purchase order from DLC, the Contractor shall match the wireless device(s) purchase order with the hearing aid order referenced on the order. Both orders should be shipped to the facility address on the Order Form, enclosing packing slip or invoice. No devices will be sent directly to a patient.

(v) The 180-day trial period starts from the ship date on the invoice. Warranty and loss and damage timeframes begin 30 days after the ship date on the invoice.

(vi) A wireless device will be purchased with a package price.

(8) New Earmold (Only) Orders after the trial period expiration.

(i) Other Government agencies that place their orders with DLC will submit a Contractor provided form to the Contractor. Ear impression(s) or STL files will be provided to the Contractor.

(ii) DLC purchase orders will be sent electronically or faxed to the Contractor. Clinicians are responsible for sending or faxing the ROES Service Request Form to order the earmold to the vendor.

(iii) The Contractor will match the ear impression, STL file, or the scanned impression on file with the contractor with the purchase order from DLC

(iv) Upon receipt of the purchase order (electronic or paper) from the DLC, the Contractor shall fabricate the earmold. The earmold will be shipped to the facility on the purchase order, enclosing copy of either a packing slip or invoice. No items will be sent directly to a patient.

(v) Earmolds may be returned once for changes due to a poor fitting. Earmold style, material, or venting change are permitted. Changes to earmolds due to poor fit can be accomplished by filling out, printing and faxing the "Earmold Replacement Form" from the ROES Desk Top Entry page. If the contractor determines that the earmold must be changed to a different style, the clinician is responsible for entering an adjustment through the ROES Service Request module. Earmold adjustments may also be entered with a model change which is also done as an adjustment through the ROES Service Request module. Earmold adjustments and remakes are allowed one time only. Clinics will use the same shipping container labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures. Earmold orders with a charge can only be cancelled prior to the shipment by the contractor of the earmold.

(c) Other Government Agencies Placing Orders Directly With Contractor.

(1) New Hearing Aid and/or Simple Wireless Remote Controls Orders

(i) Hearing aid orders placed by authorized agencies, other than DLC, will be sent directly to the Contractor citing the contract number on the order. Orders must include a delivery/purchase order number. If an ear mold is needed, it may be procured at no cost at the time of the initial hearing aid order or during the 180-day trial period.

(ii) The hearing aid and earmold, if applicable, will be shipped to the facility address on the order and received within 10 calendar days after receipt of the order. A copy of the invoice will be enclosed. No items will be sent directly to a patient.

(iii) Prior to shipment, the Contractor will program the hearing aid(s) to the audiogram submitted by the clinic if pre-programming was requested on the purchase order. If a simple remote control was order on the same purchase order, it will be paired to the hearing aids prior to shipment.

(iv) The 180-day trial period starts from the ship date on the invoice. Warranty and loss and damage timeframes begin 30 days after the ship date on the invoice.

(v) A hearing aid will be purchased with a package price for a model and components. A maximum of three changes are allowed within an option package at no additional cost.

(vi) Changes will be submitted by the ordering agency to the Contractor. The Contractor shall make the requested change/modification and ship the item to the agency, enclosing one copy of invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of an option package.

(vii) Model changes. Changes will be submitted by the ordering agency to the Contractor. The Contractor shall make the requested change/modification and ship the instrument to the agency, enclosing one copy of the invoice.

(2) Earmolds may be returned once for changes due to a poor fitting. Earmold changes that require a style, venting or material change are permitted. Changes to earmold shall be handled directly between the clinic and contractor. The contractor will provide instructions to the clinic for ordering changes and any necessary forms. Clinics will use the same shipping containers labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures.

(3) Extra Component Orders – Any extra component must be ordered separately from the original purchase order. Orders for extra components can be placed only after the 180-day trial period, and during the new aid warranty period. Only options available within the package for the specific hearing aid can be ordered as an extra component. The order will be submitted by the ordering agency to the Contractor. The Contractor shall modify the hearing aid and ship the instrument to the agency,

enclosing one copy of invoice. No credit will be issued for items removed from the aid(s) that were originally ordered as part of an option package. Circuits will not be considered an extra component.

(4) Loss and Damage (L&D) Requests – Other Government agencies will place their L&D requests directly with the Contractor. Upon receipt of the L&D request from the agency, the Contractor shall ship the replacement hearing aid to the address on the L&D request, enclosing one copy of either a packing slip or invoice.

(5) In Warranty Repairs – All hearing aids on this contract shall be covered by manufacture warranty for five (5) years from date of order (See Section C – Clauses, 52.212-4(o) (TAILORED) – WARRANTY). The following criteria outlines the government's expectation for the minimum conditions that any repair under the new warranty period should cover. All components (not including earmolds) sent in and listed on the repair order are returned and are in new condition. The serial number must be a permanent part of the device as required by FDA labeling requirements. The hearing aid passes the S3.22-2009 or newer ANSI test and results are included with shipment. Program settings will be annotated (patient, Audiometric, full gain, etc.) as well as the indication of serial number change, if applicable. Rechargeable devices will have an adequate charge from the vendor so that the device can be tested without requiring an initial charge. If a rechargeable device charger was sent in, the VA will be notified if the charger needs to be replaced.

(6) New Wireless System Orders (Adaptors/Transmitters).

(i) Wireless system orders placed by authorized agencies, other than DLC, will be sent directly to the Contractor citing the contract number on the order. Orders must include a delivery/purchase order number.

(ii) The order should be shipped to the facility address on the Order Form, enclosing packing slip or invoice. No devices will be sent directly to a patient.

(iii) The 180-day trial period starts from the ship date on the invoice. Warranty and lost and damage timeframes begin 30 days after the ship date on the invoice.

(iv) A wireless device will be purchased with a package price.

(7) New Earmold (Only) Orders.

(i) Earmold orders placed by authorized agencies, other than DLC, will be sent directly to the Contractor citing the contract number on the order. Orders must include a delivery/purchase order number.

(ii) Ear impression(s) will be submitted to the Contractor.

(iii) Upon receipt of the purchase order and ear impression from the agency, the Contractor shall fabricate the earmold. The earmold will be shipped to the facility on the purchase order, enclosing copy of either a packing slip or invoice. No items will be sent directly to a patient.

(v) Earmolds may be returned once for changes due to a poor fitting. Earmold changes that require a style, venting, or material change are permitted. Changes to earmolds due to poor fit can be accomplished by filling out an Earmold Replacement Form, available from the contractor. If the contractor determines that the earmold must be changed to a different style, the clinician is responsible for entering an adjustment. Earmold adjustments may also be entered with a model change which is also done as an adjustment. Earmold adjustments and remakes are allowed one time only. Clinics will use the same shipping container labels, or airborne delivery as used for hearing aids, unless the contractor provides different shipping procedures. Earmold orders with a charge can only be cancelled prior to the shipment by the contractor of the earmold.

B.30 INVOICING PROCEDURES

(a) Invoicing Procedures for Denver Logistics Center (DLC) Orders.

(1) The DLC is designated as the billing office as defined in paragraph 52.212-4 (i) for purposes of determining date of receipt of hearing aids delivered under the term of this contract. An original invoice must be transmitted electronically in accordance with the "810 Invoice Transaction Set" within 10 days of receipt of the order. Contractors will be given six months from the contract effective date to implement electronic invoicing requirements. During the transaction period all paper invoices should be mailed to DLC at the following address:

VA Denver Logistics Center
Finance Division (001AL-M1C)
PO Box 25166

Denver, CO 80225-0166

(2) Invoice requirements for new orders (groups 1-9), model change orders, and extra component orders should include (Requirements identified in Section C.1 (g) do not apply to VADLC orders):

- (i) Contractor's invoice number.
- (ii) Contractor's name and address.
- (iii) Invoice date.
- (iv) Purchase Order Number (13) digits).
- (v) Ordering Clinic (Station number for electronic invoices).
- (vi) Veteran's last name or first letter of veteran's last name and last four of social security number.

- (vii) Total invoice amount.
- (viii) Model name as designated in contract model (EXCEPT on extra component orders).

- (ix) Unit Price.
- (x) Hearing instruments components - extra component order ONLY.
- (xi) Ear Designation (EXCEPT on BTEs/remotes/wireless devices and Earmolds). NOTE: If BTE model requires ear designation and it's a binaural order, ALWAYS send left aid first on the invoice.

- (xii) Battery Type (Exception: 1) Battery can only be replaced by the contractor or not applicable 2) Credit Memos). See Attachment D-14, Invoicing Requirement for Battery Designation, for correct VA designation.

- (xiii) Serial Number (EXCEPT Earmold).
- (xiv) Purchased Warranty.
- (xv) Date Contractor shipped hearing instrument (EXCEPT on Credit Memo).
- (xvi) Certification statement as follows: This certifies that the foregoing hearing aids were shipped on date note above and receipted by "insert mail carrier" (i.e., USPS, FedEx), "Signature of company officer, title".

- (xvii) DO NOT put warranty date on invoice.

(3) Change to Orders – During the trial period.

- (i) Adjustments. Modifications that do not change the model require no invoice.
- (ii) Model Changes. If there is a model change, a credit memo is required for the original aid(s) and a new invoice is required referencing the original purchase order for the replacement new model aid(s).

(4) Extra Component Order – After the trial period any extra components will be ordered with a new purchase order and require a new invoice.

(5) Prompt Pay Requirements –

- (i) Invoices will be processed with the Prompt Payment Act (31 U.S. C. 9303) and office of Management and Budget (OMB) Circular A-125, prompt Payment.

- (ii) The time frames for any discount terms and other prompt payment act provisions will begin with the later of:

- (A) Receipt of a proper invoice at DLC, or
- (B) Certification of receipt of goods.

(6) Credit Memos –

- (i) Credit memos for aids returned to Contractor require the same information as indicated for the billing invoice.

- (ii) Must reference the applicable original purchase order number.
- (iii) The Contractor shall issue a credit memo within 10 days after receipt of DLC cancellation notice. DLC will automatically take the appropriate credit using the original invoice number for reference 45 days after notification by clinic or return of aid(s) to vendor regardless of receipt of vendor credit memo.

(7) DLC will cancel the order if an invoice is not received with 180 calendar days from the date of the order. For earmold only orders, DLC will cancel the order if an invoice is not received within 90 calendar days from the date of the order

(8) Invoices mailed or faxed to DLC Finance Division in response to the Delinquent Hearing Aid Invoice Report, will be attached to the report and stamped "Delinquent".

(9) Invoices sent to DLC Finance Division, subsequent to the original invoice, must be stamped 2nd request and mailed or faxed to DLC Finance Division.

(b) Invoice Procedures for other Government agencies (OGA) orders.

(1) All invoices from the Contractor shall be mailed to the billing address noted on individual delivery order(s).

(2) Invoices submitted for payment shall be in accordance with FAR 52.212-4(g).

(3) Invoice shall be submitted in arrears as supplies are ordered.

(c) Invoicing/Payment Administration VA Acquisition & Logistics Center (Only) The following individuals will handle all invoicing and payment questions and concerns:

(1) Contractor: Offerors must maintain a letter designating primary or primary/alternate point of contract(s) to be contacted for prompt invoicing/payment contract administration with the Contracting Officer. Designation should be on company letterhead with the following information: Name(s); Title(s); Address: Email Address(es) and Phone and Fax Numbers.

(2) Government Agency:

Agency: Department of Veterans Affairs / Denver Acquisition & Logistics Center

Address: PO Box 25166, Denver, CO 80225-0166

Federal Express Address: 555 Corporate Circle, Golden, CO 80401

Primary: Linda Hofferica, Senior Accountant

Phone: 303-273-6233

Email: linda.hofferica@va.gov

Fax No: 303-215-9140

B.31 PROCEDURES FOR REPORTING DISCREPANCIES AND SERIAL NUMBER CHANGES TO DLC

(a) Hearing Aids and Wireless Devices Returned for Credits by VA Clinics. If a cancellation of a hearing aid(s) or wireless device(s) order is processed by the DLC and the contractor does not receive the aid(s) from the VA clinic, the contractor shall notify the DLC Finance Division. This will prevent the issuance of an "auto credit" by the DLC. If and when the aid(s) are received a credit memo will be created and sent to the DLC for processing. The point of contact is Linda Hofferica, Senior Accountant (phone number 303-273-6233 or email linda.hofferica@va.gov). Do not report cancels created by the DLC due to no invoice. Notification shall be submitted in the following format, only.

Purchase Order #	Serial Number	Model	Clinic
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(b) Hearing Aids and Wireless Devices Returned Not Cancelled by DLC. If a hearing aid(s) is returned by a VA clinic to the contractor, but the contractor does not receive a cancellation of the order from DLC, the contractor shall notify the DLC Veterans Service Division. The DLC Veterans Service Division can be contacted by phone at 303-215-5244 or by email at DALCADJ@va.gov. Notifications should be submitted using the following format, only.

Purchase Order #	Serial Number	Model	Clinic
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(c) Serial Number Changes. When the serial number of a device is changed, the contractor shall notify the DLC Veterans Services Division, providing the old and new serial number and the reason for the change. The contact information is noted above in paragraph (b). This notification is to be submitted in a text file, either comma or "A" delimited, using the following format only.

Purchase Order #	Old Serial #	New Serial #	Reason for Change ("L" for "L&D" or "R" for "Repair")
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(d) The above-mentioned notifications are to be submitted, via email, to email address identified above in paragraph b not later than the 5th business day of the month. Negative notifications are required when there are no actions to report. Non-compliance with the above reporting/notification requirements are considered a performance issue.

B.32 MODIFICATION

(a) Prior to effective date of contract. The contractor may request a "technology refresh" between the award date and effective date of the contract. Contractor may offer technology update products for products within the Groups they have been awarded, provided they meet the technical

requirements in Section B.12. Optional Groups and/or contract line item numbers (CLINs) that were not awarded will not be considered. The request must include technical literature for updated products that demonstrates compliance with the technical requirements of solicitation VA791-14-R-0001 in order to be considered. In order to ensure the technology update products are effective on or before contract award date, a complete request must be received by the contracting officer at least two months prior to the effective date of the contract.

(b) After effective date of contract. The contractor may request a contract modification by submitting a request to the Contracting Officer for approval, as noted below. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s). Modifications to add and/or delete products will be implemented on Nov 1 and May 1 using the time frames noted within this Section. Optional Groups and/or contract line item numbers (CLINs) that were not included at the time of initial contract award may be added during these modification periods.

(c) Types of modifications.

(1) Additional items. When requesting additions, the following information must be submitted.

(i) Technical specifications and supporting documentation, in sufficient detail to allow the Government to determine whether or not the new item(s) meet the minimum technical requirements, as stated with the schedule. Electronic copies of specifications are preferred. (Refer to Section B.12) to ensure your technical information addresses the minimum requirements. Requests that do not demonstrate the minimum requirements are met, will be rejected and returned to the contractor. Time permitting, a revision may be submitted by the contractor.

(ii) Production point(s) for the new item(s) must be submitted if required by 52.215-6, Place of Performance.

(iii) Attachment D-3 Hearing Aid Classification Form for each new hearing aid model.

(iv) Attachment D-5 Wireless Systems Classification Submission Form for each new wireless adaptor/receiver and/or transmitter.

(v) Attachment D-7 Earmold Classification Submission Form for each new earmold.

(vi) HIMSA certification, if contractor's programming software is changed and certification statement.

(vii) ISO 9000 and/or ISO 13485 certification of manufacturing facility(s), if other than those already on file.

(ix) Attachment D-12 Battery/Earhook Information for each model submitted in the request.

(x) Attachment D-1 Price Submission Format for each new item offered.

(xi) Current commercial price list which notes new items being offered.

(xii) Outline of compatibility of items offered and items on contract.

(xiii) Dealers / Suppliers. If other than the manufacturer, the Contractor must submit a letter of commitment from the manufacturer, which assures the Contractor source of supply sufficient to satisfy the Government requirements for the duration of the period, to include base and options. The letter must be from the manufacturer on company letterhead, noting the commitment by the product name, brand, and origin of the product. It should also provide an overview of how this business relationship will work between the Dealer and Supplier. Requests from dealer/suppliers that do not submit the letter of commitment with all the information noted above will be rejected.

(xiv) Directivity Index for models offered in Groups 1, 2, 3.

(xv) Model Name Format (Attachment D-19)

(xvi) A statement signed by the manufacturer certifying that models being submitted for addition to the contract are commercially available at the time the modification request is submitted.

(xvii) Contractors shall provide a compatibility sheet to the DLC contracting officer stating which new hearing aid models are compatible with previous hearing aid models. The contractor shall also state which new models do not have a compatible previous model. Compatibility with previous and current models provides the Government the ability to add extra components to previous models still within the new aid warranty.

(2) Deletions. The contractor shall provide an explanation for the deletion. The Government reserves the right to reject any subsequent offer of the same item or a substantially equal item at a higher price during the contract period.

(3) Price Reductions. The contractor may offer the Contracting Officer a voluntary Government-wide price reduction at any time during the contract period. A price reduction will go into effect at the beginning of a month and requires at least two weeks advance notice to implement the modification and make the necessary changes. Price reductions will stay in effect the remaining life of the contract.

(d) Programming software upgrades needed to implement any modification to the contract must meet the Programming Software requirements such as HIMSA certified for use with Noah and contractor's statement certifying the software has been tested for functional stability and are free from defects, bugs, and application errors.

(e) Time Lines. The following modification time lines will apply, except for Price Reductions.

(1) The modification request shall be submitted at least two months prior to the effective modification periods. The effective modification periods are November 1 and May 1; therefore, due dates for submission are September 1 and March 1.

(2) The subsequent contract modification will be executed one month prior to effective date.

Note: The Government reserves the right to add additional categories to the various Groups due to technology advancement within the duration of the contract.

B.33 PRODUCT MODIFICATION, REMOVAL OR RECALL

If any product awarded under this solicitation requires modification, is removed or recalled by the contractor or manufacturer due to defects in the product or potential dangers to patients, or if any required modification, removal or recall is suggested or mandated by a regulatory or official agency, the following steps will immediately be taken by the contractor or manufacturer:

(a) Notify the Contracting Officer (791/003A4D-1), VA Denver Logistics Center, PO Box 25166, Denver, CO 80225-0166, in writing, by the most expeditious manner possible. Provide two copies of the notification, which shall include, but not be limited to the following:

(1) Complete item description and/or identification, order numbers from customers and the contract number assigned as a result of an award on this solicitation.

(2) Reasons for modifications, removal or recall.

(3) Necessary instructions for return for credit, replacement or corrective action.

(b) A copy of the notification in (a) above shall be provided to:

Manager, Product Recall Office
National Center for Patient Safety
Veterans Health Administration
24 Frank Lloyd Wright Drive, Lobby M
Ann Arbor, MI 48106

(c) Provide the information in (a) above to all agencies and VA facilities who purchased the product.

(d) Contracting Officer (791/003A4D-1,) shall be provided a copy of the notification in (c) above, and a list of all agencies and/or VA facilities notified.

B.34 CONTRACTOR'S REPORT OF SALES

(a) The contractor must furnish quarterly the dollar value (in U.S. dollars and rounded to the nearest whole dollar) of all sales under the contract during the preceding three (3) month periods, to include any partial month. The quarterly reporting periods are Oct-Dec (1st Quarter); Jan-Mar (2nd Quarter); Apr-Jun (3rd Quarter); and Jul-Sep (4th Quarter). The sales must be reported by contract line

item number and agency, excluding sales directly to the VA DLC. A copy of the Contractor's Report of Sales will be provided to the contractor, after award. The dollar value of a sale is the contract price paid by the agency for items on a contract delivery order, as recorded by the contractor. The contract price includes the customer user fee. (Refer to Customer User Fee below.)

(b) Reports are due in the office specified below 30 days following the completion of the reporting period. The contractor must provide a closeout report within 90 days after the expiration date of the contract. The closeout report must cover all contract sales and reconciled all errors and credits on the final quarterly report, then show zero sales in the closeout report. A report is required even when no sales occur during the reporting period.

(c) The Government reserves the right to inspect without further notice, such records of the contractor as pertained to sales under the contract. Willful failure or refusal to furnish the required reports or falsification thereof may be cause for Government contractual remedies under FAR 52.212-4 Contract Terms and Conditions – Commercial Items.

(d) The report shall be forwarded to the following address:

Regular Mail

Finance Division (001AL-M1C)
VA Denver Acquisition & Logistics Center
PO Box 25166
Denver, CO 80225-0166

Overnight Address

Finance Division (001AL-M1C)
VA Denver Acquisition & Logistics Center
555 Corporate Circle
Golden, CO 80401

B.35 CUSTOMER USER FEE

(a) The contractor must pay the Department of Veterans Affairs, a Customer User Fee (CUF), in U.S. dollars, at the end of each quarter identified in Contractor's Report of Sales, above. The Contractor must remit the CUF at the same time the Contractor's Report of Sales is submitted. The amount of the contractor's remittance equals 3.846% of total sales reported on the Contractor's Report of Sales. This represents 4.0% CUF embedded within the contract price. (Example: Contract sales of \$1,000 have a 4% CUF (\$40) embedded in the contract price/sales. Remittance = \$1,040 x 3.846% = \$40). The CUF reimburses the VA for the costs of operating the VA National Hearing Aid Program and recoups its operating costs from ordering activities. The CUF is included in the contract prices and reflected in the total amount charged to ordering activities.

(b) Any ordering activity, except DLC, utilizing the pricing terms of this contract shall be charged the full contract prices, which includes the CUF. For purchases made under this contract by the DLC, the amount of the CUF (3.846% of contract price) will be deducted from the invoice when payment is made. The contractor will not report these sales on the quarterly report of sales nor remit the CUF for these purchases.

(c) The CUF amount due must be paid by check or electronic funds transfer through Credit Gateway to the VA. For electronic funds transfer through Credit Gateway use the following numbers:

Routing – 021030004

Account – 36001200

If the payment invoice involves multiple contracts, the contractor may consolidate the CUFs into one payment. To ensure that the payment is credited properly, the contractor should identify the check or electronic transmission as a "Customer User Fee" and include the following information: contract number(s); report amount(s); and report period(s). If the contractor makes payment by check, provide this information on the check, check stub, or remittance material, and forward the check to the following address:

Regular Mail

Finance Division (001AL-M1C)
VA Denver Acquisition & Logistics Center
PO Box 25166
Denver, CO 80225-0166

Overnight Address

Finance Division (001AL-M1C)
VA Denver Acquisition & Logistics Center
555 Corporate Circle
Golden, CO 80401

(d) If the full amount of the CUF is not paid within 30 calendar days after the end of the applicable reporting period, it shall constitute a contract debt to the United States government under the terms of FAR 32.6. The Government may exercise all rights under the Debt Collection Act of 1982, including withholding or setting off payments and interest on the debt (See Far 52.232-17, Interest).

(e) Failure to submit sales reports, falsification of sales report, and/or failure to pay the CUF in a timely manner may result in termination or cancellation of this contract in accordance with FAR 52.212-4 Contract Terms and Conditions – Commercial Items.

B.36 ADDITIONAL ANNUAL CONTRACT DISCOUNTS APPLICABLE TO AGGREGATE SALES

(a) An additional discount of 0% is offered to the Government which will be applied to the actual sales for all items under each year of the contract which exceed the following base figure \$0.00. The base figure includes sale to the VA DLC and other Government agencies. The CUF will not be included in this figure.

(b) The contractor agrees to apply the additional discount percentage at the end of the base and optional years, if applicable, to the Government-wide aggregate sales realized under this contract which exceed the base figure.

(c) The Contractor agrees to furnish the Government's Contract Administrator, within 30 calendar days after the end of the base or optional year, a statement certifying the annual aggregate dollar value of sales made under this period. Payment of additional annual-contract discounts shall not be made until the contractor receives a written notification for the Government's Contract Administrator stating the amount due. Within 30 calendar days after receipt of the notification, the amount due shall be paid by check payable to the Department of Veterans Affairs. The check shall include the words "Discount on aggregate sales under Contract No _____" (insert contract number) and be addressed to:

Finance Division (001AL-M1C)
VA Denver Logistics Center
PO Box 25166
Denver, CO 80225

(d) Any amount not paid within 30 calendar days after the receipt of the notice shall bear interest at the rate established by the Secretary of Treasury pursuant to Public Law 92-41, 85 Stat. 97.

B.37 GUARANTEED MINIMUM

(a) The minimum amount of supplies that the Government agrees to order per contract is \$500,000. If option periods are exercised, the contract will be deemed to be extended by the terms of the option and there will be no change to the stated guaranteed minimum. In the event that the minimum is not ordered, by the expiration date of the contract, the Government will pay (upon request) the difference between the amount ordered and the \$500,000. Request for payment of any amount due shall be submitted in writing to the Contracting Officer within 30 calendar days after the end of the contract period.

(b) The guaranteed minimum does not apply if the contract is terminated for cause.

(c) The sole purpose of the funds provided in the accounting data in block 25 of the SF1449 is to fund the guaranteed minimum of \$500,000 as stated herein.

B.38 CONTRACT CEILING AMOUNT

The maximum value of supplies that the Government may order during the contract period, including all options if exercised, will be \$2,000,000,000. The contract ceiling amount for each individual contract award will be \$1,500,000,000.

B.39 LIMITATIONS ON SUBCONTRACTING – MONITORING AND COMPLIANCE (JUN 2017)

This solicitation includes FAR 52.219-4 Notice of Price Evaluation Preference for HubZone Small Business Concerns. Accordingly, any contract resulting from this solicitation will include this clause. The contractor is advised in performing contract administration functions, the CO may use the services of a support contractor(s) retained by VA to assist in assessing the contractor's compliance with the limitations on subcontracting or percentage of work performance requirements specified in the clause. To that end,

the support contractor(s) may require access to contractor's offices where the contractor's business records or other proprietary data are retained and to review such business records regarding the contractor's compliance with this requirement. All support contractors conducting this review on behalf of VA will be required to sign an "Information Protection and Non-Disclosure and Disclosure of Conflicts of Interest Agreement" to ensure the contractor's business records or other proprietary data reviewed or obtained in the course of assisting the CO in assessing the contractor for compliance are protected to ensure information or data is not improperly disclosed or other impropriety occurs. Furthermore, if VA determines any services the support contractor(s) will perform in assessing compliance are advisory and assistance services as defined in FAR 2.101, Definitions, the support contractor(s) must also enter into an agreement with the contractor to protect proprietary information as required by FAR 9.505-4, obtaining access to proprietary information, paragraph (b). The contractor is required to cooperate fully and make available any records as may be required to enable the CO to assess the contractor's compliance with the limitations on subcontracting or percentage of work performance requirement.

(End of Clause)

B.40 SUBCONTRACTING PLAN – MONITORING AND COMPLIANCE (JAN 2017)

This solicitation includes FAR 52.219-9, Small Business Subcontracting Plan, and VAAR 852.219-9, VA Small Business Subcontracting Plan Minimum Requirement. Accordingly, any contract resulting from this solicitation will include these clauses. The contractor is advised in performing contract administration functions, the CO may use the services of a support contractor(s) to assist in assessing the contractor's compliance with the plan, including reviewing the contractor's accomplishments in achieving the subcontracting goals in the plan. To that end, the support contractor(s) may require access to the contractor's business records or other proprietary data to review such business records regarding the contractor's compliance with this requirement. All support contractors conducting this review on behalf of VA will be required to sign an "Information Protection and Non-Disclosure and Disclosure of Conflicts of Interest Agreement" to ensure the contractor's business records or other proprietary data reviewed or obtained in the course of assisting the CO in assessing the contractor for compliance are protected to ensure information or data is not improperly disclosed or other impropriety occurs. Furthermore, if VA determines any services the support contractor(s) will perform in assessing compliance are advisory and assistance services as defined in FAR 2.101, Definitions, the support contractor(s) must also enter into an agreement with the contractor to protect proprietary information as required by FAR 9.505-4, obtaining access to proprietary information, paragraph (b). The contractor is required to cooperate fully and make available any records as may be required to enable the CO to assess the contractor compliance with the subcontracting plan.

(End of Clause)