

**PERFORMANCE WORK STATEMENT
FOR WHEELCHAIR NON-EMERGENT VAN SERVICE
FOR
THE WJB DORN VA MEDICAL CENTER**

A.1 PURPOSE: The Contractor shall furnish the necessary personnel and vehicles required to provide IDIQ wheelchair van transportation services to the beneficiaries of the WJB Dorn Veterans Administration Medical Center (Dorn VAMC) and the following Community Based Outpatient Clinics (CBOCs): Anderson CBOC, Greenville CBOC, Spartanburg CBOC, Rock Hill CBOC, Florence CBOC, Sumter CBOC and Orangeburg CBOC. This is a non-emergency requirement that is needed for local and out of town transportation (24) twenty-four hours (7) seven days a week.

WJB Dorn VA Medical Center
6439 Garners Ferry Road
Columbia, SC 29209

Anderson CBOC
3030 N. Highway 81
Anderson, SC 29621

Sumter CBOC
407 North Salem Avenue
Sumter, SC 29150

Florence CBOC
1822 Sally Hill Farms Blvd
Florence, SC 29501

Greenville CBOC
41 Park Creek Drive
Greenville, SC 29605

Rock Hill CBOC
2670 Mills Park Drive
Rock Hill, SC 29732

Orangeburg CBOC
1767 Village Park Drive
Orangeburg, SC 29118

Spartanburg CBOC
279 North Grove Medical Park Drive
Spartanburg, SC 29303

Contractor shall provide Ambulette Service, to the maximum extent possible, by honoring Transportation requests made twenty-four (24) hours in advance.

- Contractor shall be able to accept request for same day service and to schedule them in a manner that meets the arrival time needs.

The Contractor shall pick up the patient as near to the scheduled pickup time as possible. If Contractor arrives earlier than the scheduled pick-up the Driver shall wait at the pickup location until five (5) minutes past the scheduled pickup time before calling the Dispatcher for instructions.

FEDERAL HOLIDAYS

New Year's Day	Martin Luther King Holiday	Presidents day
Memorial Day	Independence Day	Labor Day
Columbus Day	Veterans Day	Thanksgiving Day
Christmas Day		

A.2 REQUIREMENTS:

A.2.1 Vehicle requirements:

All vehicles used to provide services on this contract shall meet the following requirements:

- a. Have functioning mechanisms which ensure that all access doors are capable of being opened from the inside and remain closed and secure during travel.
- b. Have a functioning speedometer indicating speed in miles per hour and a functioning odometer correctly indicating distance in tenths of a mile.
- c. Be equipped with operational air conditioning heating systems. If the air conditioning system becomes inoperable during a day **when the high temperature is forecast to reach 79 degrees or more**, the vehicle must be immediately pulled from service at the termination of the current trip and shall not again be used for service under this contract until the air conditioning system has been repaired.
- d. Have exterior free of grime, oil or other substances and free from cracks, breaks, dents and damaged paint that noticeably detract from the overall appearance of the vehicle.
- e. Be equipped with hubcaps or wheel covers.
- f. Have all body molding in place, or if removed, holes must be filled and painted.
- g. Have passenger compartment that shall be clean of dirt and free from torn upholstery or floor coverings, damaged or broken seats, protruding sharp edges and vermin or insects.
- h. Have unobstructed vision on all sides.
- i. Be equipped with an operable two-way radio and/or cellular telephone communication system, which afford contact with the vehicle(s) during all hours of operation. Beepers are not an acceptable substitute. If use of two-way radio, provide a base station for scheduler at VA.
- j. Meet all safety and mechanical standards established by Local, State and Federal statutes and regulations.
- k. Have windows and doors, which can be opened and closed in accordance with manufacturer standards.
- l. Not have leaks of any kind.
- m. Be equipped with a functioning horn.
- n. Have operable seat belts on all seats.
- o. Have fully charged, certified and non-expired fire extinguisher.
- p. Wheelchair vehicles shall have wheelchair tie down straps and effective securement devices to secure both wheelchair and wheelchair customers.
- q. Have a backup for all lift capacity. The lift shall incorporate an emergency method of deploying, lowering to ground level with a lift occupant, and raising and stowing the empty lift if the power to the lift fails.
- r. A fixed seat position or a fixed secured floor or sidewall wheelchair lock must be approved for each ambulatory or wheelchair restricted passenger being transported, according to the passenger's needs. Driver shall ensure wheelchair locks are secured and seat belts and shoulder harnesses are in place before the vehicle is driven.

A.2.1.1 VEHICLE INSPECTIONS:

- 1) The WJB Dorn VA Medical Center shall inspect all vehicles that are to be utilized in the performance of this contract. These inspections shall be conducted at the beginning of the contract and before each **initial use** of a vehicle by the contractor's vehicle operator(s).
- 2) Contractor shall not use any vehicles for this contract that do not pass inspection.
- 3) Contractor shall contact the Contracting Officer's Representative (COR) to coordinate the date, time, and location for vehicles to be inspected that will be operated under the guidelines of this contract.
- 4) The Contractor shall provide the COR with a list of all vehicles used to provide services under this contract, including vehicle license numbers, and insurance certificates prior to initiating service. An updated list of newly added vehicles shall be provided to the COR monthly.
- 5) All vehicles shall be made available for inspection at any reasonable time during the performance of this contract when requested by the COR. Any vehicle found not in conformity with the above standards or any vehicle receiving two (2) or more unsatisfactory findings within a five (5) day period shall be removed from service immediately. That vehicle shall not be put back in service until subsequent inspections verify correction of the deficiencies. The Dorn VA Medical Center reserves the right to order the immediate removal from service any vehicle not in compliance with any vehicle standards referenced herein. Failure to comply with this requirement may be cause for disallowance of compensation for services rendered in the violating vehicle.

A.2.2 DRIVERS

- (1) The Contractor shall provide the COR an updated list of drivers by the second working day of each month when additions or deletions have been made during the previous month. The Contractor shall ensure that all drivers providing services under this contract shall have no less than five (5) current points on their driver's license, none of which were assessed for "Reckless Driving." The Dorn VA Medical Center reserves the right to order the removal from service under this contract, any driver who violates the provisions of this section. Contractor shall provide a copy of each driver's state driver's for inspection by the COR.
- (2) The Contractor shall maintain a record of each employee as to the character, current driving records and physical capabilities of performing the duties of a wheelchair vehicle driver. The Contractor will make these records available for inspection upon request by the Contracting Officer or the (COR).
- (3) Drivers will not be allowed to transport Dorn VAMC beneficiaries if they appear to be ill or under the influence of drugs or alcohol. Drivers will not be allowed to transport anyone who insists on smoking during the transport; including drivers. Drivers will always display a professional behavior and attitude, Rude or obscene behavior or language will not be accepted.
- (4) Drivers shall wear appropriate attire with picture identification (ID) badge that clearly identifies the name of the driver and the company they work for. Drivers shall secure all patients and passengers with approved security devices prior to operation of the van in preparation of transporting patients.

A.2.3 DRIVER'S CONDUCT:

The following acts are **not** permissible by drivers that provide services under this contract or while on VA premises.

- (1) Use of or possession of intoxicating liquors, narcotics or controlled substances of any kind (excluding doctor's prescriptions which do not impair driver's driving ability) while on duty or reporting for duty.
- (2) Gambling in any form.
- (3) Smoking and other uses of tobacco while on duty. Both patients and contracted personnel are prohibited from smoking in vehicles.
- (4) Carrying of pistols, firearms or concealed weapons.
- (5) Resorting to physical violence to settle a dispute with a fellow employee, patients or the general public while on duty.
- (6) Spitting in prohibited places or any other unsanitary, offensive or insensitive practices or behavior.
- (7) Use of loud, indecent or profane language and/or making threatening or obscene gestures toward patients or other employees.
- (8) Stopping for personal business, including excessive use of restroom facilities, while vehicle is occupied by a passenger. The driver shall not leave the vehicle with the key in the ignition at any time.
- (9) Engaging patient in a verbal confrontation in an attempt to settle a disagreement. Should a disagreement arise, the driver is to contact his supervisor and COR via phone or radio system.
- (10) Soliciting or accepting tips from patients, companions or others at any time.
- (11) Drivers who accumulate five (5) substantiated complaints in a 12-month period shall be prohibited from providing any further services under this contract. The VA reserves the right to bar any driver from transporting VA beneficiaries should he/she violate any terms of this contract.

A.2.4. COMMUNICATION SYSTEM

The Contractor's Communication System shall consist of:

- (1) Sufficient telephone capacity to ensure immediate communication access between Dorn VA Medical Center and the Contractor's facility for the purposes conducting business in the performance of the contract.
- (2) Telephone coverage to accept calls from Dorn VA Medical Center seven 7 days a week /24 hour a day.
- (3) Availability of mobile radio and/or cellular telephone communication with all vehicles that always provides transportation service to patients.

A.2.5. Global Positioning System (GPS)

All Vehicles shall be equipped with a GPS system which has the following capabilities:

- Line Mapping – step by step directions

A.2.6 CERTIFICATION OF INSURANCE COVERAGE

Before award of the contract, the Contractor shall furnish to the Contracting Officer a Certificate of Insurance (see FAR Clause 52.228-10) containing an endorsement to the effect that cancellation or any material change in the policies which adversely affect the interest of the Government, shall not be effective unless a thirty (30) day written notice of cancellation or change is furnished to the Contracting Officer. The term “shall endeavor” is not acceptable as issued by Insurance Carriers

A.3. ORDERS

A.3.1 PLACING ORDERS

The Dorn VAMC will create patient transportation vouchers/requests, print and Fax to the Contractor for next day patient transport. Transportation vouchers/requests will be Faxed to the Contractor no later than 4:30 p.m. the day prior to patients that are to be transported. The Contractor will only act on transportation requests for transportation from the COR, COR’s Transportation Representative (Special Mode Transportation Coordinator) or Administrative Office of the Day (AOD). Verbal transportation requests to the Contractor will be made only after normal duty hours followed by written transportation voucher(s) the next business day. The only Dorn VAMC personnel authorized to submit a verbal transportation request are: COR, COR’s Transportation Representative (Special Mode Transportation Coordinator) or Administrative Office of the Day (AOD). The Dorn VAMC Transportation Office will maintain a log of all trips requested. Changes shall only be made by the COR, COR’s Transportation Representative (Special Mode Transportation Coordinator) or Administrative Office of the Day (AOD). Changes will be made by telephone, fax or by radio and shall be confirmed immediately upon receipt. A list of authorized ordering personnel shall be made available upon award of the contract. Employees may be added or deleted from the list during the term of the contract at the discretion of VA Medical Center. The Contractor will be notified of such changes as they occur.

A.3.2 SAME DAY TRANSPORTATION REQUEST

During the day, it may become necessary to add patients to the Contractor’s list. When this occurs, the VA will fax or telephone the request to the contractor. The Dorn VAMC Transportation Office will maintain a log for all same day trips (including weekend and holidays) which will include the patients name, location/destination and requested pick up time. The Contractor shall immediately confirm the request and confirm the time the patient is to be picked up. The contractor shall have a vehicle at the Dorn VAMC within 45 minutes after a request for service has been placed.

A.4 PICK-UP AND DELIVERY

The Contractor shall pick-up and deliver the patient(s) to the specific clinic where the patient’s treatment is being provided. Patients shall be picked up within 15 minutes before or after the scheduled pick-up time. In no instance shall a Contractor drop patients off in the hall or entrance of the VA (other than Domiciliary Veterans). Adherence to schedules is of utmost importance. The Contractor must pick up the customer as near to the scheduled pickup time as possible. If the veteran is not at the location, unable or refuses to be transported, the contractor shall be reimbursed for a one-way trip. This shall be authorized only after the Contractor has contacted the COR, COR’s Representative (Special Mode

Transportation Coordinator) or AOD and received permission to leave without the patient. Under no circumstances will more than one (1) patient be transported in a contractor's vehicle at any time without authorization from the COR.

A.4.1 CANCELLATIONS/NO SHOWS:

- 1) The contractor shall not charge for scheduled trips cancelled thirty (30) minutes prior to trip begin time. For trips scheduled for the same day there shall be no charge to the Government for cancellations made prior to the vehicle being dispatched.
- 2) In the event of a no-show or other circumstance beyond the contractor's drivers control, which results in loss of contracted trip, equitable reimbursement will be made as follows:
 - a) Minimum – The standard flat rate payment for the contracted vehicle may be charged to the Dorn VAMC if within the 25-mile radius.
 - b) Minimum – The standard flat rate payment for the contracted vehicle, plus one-way mileage (from origin to destination) may be charged to the VA if further than the 25-mile radius.

A.4.2 WAIT TIME

- 1) Drivers wait time is defined as time waiting at either end or both ends of the trip due to causes beyond their control, i.e. delays in discharges; pick-up of prescriptions by patient, etc. The Contractor shall be reimbursed at the rate specified in the schedule of supplies and services. If the pick-up is other than at the designated area at the Dorn VAMC, but at another location they were dispatched, the Contractor's driver shall call the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD as soon as the Contractor's driver anticipates that a delay may develop for which he/she expects to claim reimbursement. This call is only for verifying his/her arrival time at the pick-up point and is not necessary if the Contractor anticipates no delay for which he/she shall claim reimbursement. If driver fails to contact the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD **before** the occurrence for approval, no payment will be made.
- 2) To keep the wait time at an absolute minimum, the Contractor shall immediately notify the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD on duty when all vehicles are in service. All wait time charges must be supported by notification to the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD that the driver is in a waiting status. At this point, information concerning reason for wait must be provided. The driver shall only leave the pick-up location after contacting the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD.

A.4.3 SERVICE DISRUPTION:

- 1) The Contractor shall immediately report any and all vehicle breakdowns or other problems, which may cause service disruptions to the COR. When a breakdown occurs, the Contractor shall provide a back-up vehicle to minimize any delay or inconvenience to the patient(s). When conditions, neither foreseeable and/or controllable by the Contractor occur, such as severe storms, flooding, hazardous road and travel conditions, time and distance requirements shall be considered secondary to safety precautions. Delays or exceptions to the required quality of services shall be reported to the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD.
- 2) The Contractor shall immediately report all medical incidents and accidents, including those where there is no apparent injury to the patient, which occurs while transporting Dorn VAMC patients. The driver

will call 911 in the event of an accident and not leave the scene until arrival of Police and/or Ambulance or both. The driver shall provide a written report documenting the facts of the incident/accident to the COR within 24 hours of the occurrence. The written report shall include the names, addresses, and telephone numbers of any witnesses as well as any applicable Police Reports. Any accident involving major damage, serious personal injury or loss of life shall be reported to the COR or AOD immediately. Records shall be kept for three (3) years for each accident a vehicle is involved in, including the repair work required to return the vehicle to service.

A.5 RATES

- 1) For all trips within 25 miles of the Dorn VAMC, the Contractor shall receive the flat rate awarded for that trip. The Contractor shall receive the mileage standard charge awarded for trips starting at the 26th mile. In no event shall the Contractor receive reimbursement for a mileage charge for any mileage inside the 25-mile radius. Payment for mileage travel beyond the 25-mile radius shall be limited to the distance, according to Bing Maps.
- 2) One trip shall be defined as point of origin to patient destination and back to appointment location. If more than one destination is required, payment shall include only the additional mileage charge. However, additional charges by Contractor, for trips with more than one patient going to the same destination (s), and riding in the same vehicle, will not be allowed. If a return trip is included the same amount shall be charged as it is considered two complete trips.
- 3) The Contractor shall be reimbursed at the rate specified in the schedule of supplies and services for each patient escort requested by the patient, COR, COR's Representative (Special Mode Transportation Coordinator) or AOD on each individual trip ticket.

A.6 PERFORMANCE STANDARDS

- (1) The Contractor shall maintain performance standards in accordance with the Performance Standards Summary.
- (2) Drivers shall wear appropriate attire with a picture identification (ID) badge that clearly identifies the drivers/attendants name and company they work for.
- (3) Driver shall ensure the patient is completely secured (fastened seat belts) and wheel chair tied prior to transport.
- (4) Contractor shall immediately notify the COR of any vehicle breakdowns or other problems that can result in service disruption.
- (5) Contractor's performance shall be in conformance with all Federal, state, and local laws to include Department of Transportation, 49 CFR, and Parts 27, 37, 38, 571 and VA Standards. All regulations of the State Public Service Commission (PSC) (of where the Contractor's facility is located) governing the control, operation of and licensing of the transportation contractor are incorporated herein by reference. All records submitted to and/or compiled by the PSC regarding inspections, safety, records, and manifests, etc. may be reviewed prior to awarding a contract and periodically throughout the term of contract.

PERFORMANCE STANDARDS SUMMARY

REQUIRED SERVICE	PERFORMANCE STANDARD	MONITORING METHOD
Review next day trip tickets	Confirm service request with Coordinator or AOD no later than 1530 daily. 95% on time per billing period	Telephone, fax or trip ticket conformation to transportation office.
FOR SCHEDULED SERVICES Pick-up Patients	Pick-up patient 15 minutes before or after the scheduled pick-up time. 95% on time per billing period	Trip ticket and patient inquiry.
FOR SAME DAY TRIPS	Confirm receipt of transportation request and pick up time immediately upon receipt of request. 95% on time per billing period	Telephone, fax or trip ticket conformation to transportation office
FOR SAME DAY TRIPS	Pick-up patient within 15 minutes of scheduled pick-up time. 95% on time per billing period	Trip ticket and patient inquiry
Delivery of patient to clinic	Deliver patient within 15 minutes before or after the scheduled appointment. 95% per billing period	Scheduled appointment time of patient.

Wait time	Contractor shall contact the COR, COR's Representative (Special Mode Transportation Coordinator) or AOD to receive authorization before requesting wait time. Request received on time 95% of the time per	Telephone, fax or email notification / request for wait time to transportation office
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	billing period	
Deliver itemized report with trip ticket summary to the transportation office	Deliver trip ticket summary no later than the fifth (5) workday of the month for all trips completed for the prior month. 95 % on time rate	Delivery date and time annotated and signed by person receiving report at the transportation office.

If any performance standard is missed within a billing period, the COR shall notify the vendor.

1. PERIOD OF PERFORMANCE:

2. Period of performance: TBD

A.7 COMPLAINTS HANDLING

The COR shall monitor the service provided. The Contractor shall cooperate with the COR in providing information and answering questions related to all incidents. All complaints received by the COR and forwarded to the Contractor shall be investigated promptly. After investigation and disposition, the Contractor shall respond to the COR in writing within five (5) working days after receipt by the Contractor.

A.8 QUALITY CONTROL PROGRAM

- 1) Contractor shall establish and maintain a complete Quality Control Program (QCP) to ensure that the requirements of this contract are provided as specified. Contractor shall identify his management concept for ensuring compliance with all contract requirements. Contractor shall furnish copies of these records if requested by the Contracting Officer or COR. The Contractor's QCP shall include at a minimum the following:
 - a) An inspection plan outlining all services defined in this contract. The inspection plan shall specify the areas to be inspected on both a scheduled and unscheduled basis, how often inspections shall be accomplished, and the title of the individual(s) who shall perform inspections.
 - b) The QCP shall include the methods for identifying and preventing deficiencies in the quality of services being performed before the level of performance becomes unacceptable.
 - c) The QCP shall have on-site records of all inspections conducted by the Contractor and corrective action taken.
 - d) The QCP shall have on-site records of all vehicle maintenance and repairs performed on vehicles used in the performance of this contract.

A.9 PAYMENT - TUNGSTEN

- 1) Invoices from the prior month shall be submitted by the seventh (7th) workday of each month for trips provided during the prior month. The invoice shall contain the following information:

- a) Contract number
 - b) Date of trip
 - c) Ticket number
 - d) Number of miles
 - e) Charges identified by contract line item number
 - f) Documentation of circumstances when billing for attempted pick-up and/or waiting time.
- 2) Invoices shall be in numerical order, reviewed and reconciled to trip tickets and travel logs. Unauthorized charges shall be suspended. Supporting documentation shall be provided and submitted for payment consideration or suspended charges.
 - 3) A week is considered from Monday thru Sunday.

A.10 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

- 1) The COR will be appointed in writing and forwarded to the contractor upon contract award. The COR shall be responsible for monitoring the performance of this contract. A copy of the designation letter shall be furnished to the Contractor. The COR shall be the primary contact for the Contractor at the Dorn VAMC. Upon award, Contractor shall provide a primary point of contact to COR and Contracting Officer for the COR to coordinate daily operational issues.
- 2) Contractor and COR shall periodically make site visits to each other's area of operation in order to gain and maintain a familiarity with each other's internal operations.

A.11 PATIENT WELFARE AND ABUSE

- 1) The Contractor shall be responsible for patient welfare during the transport of patients to or from the Dorn VA Medical Center. The Contractor shall ensure that the patient's belongings are properly accounted for and delivered with the patient. The Government expects the successful offeror to exercise extreme caution and care in handling of patients. Any abuse of patients shall be grounds for default action or termination of contract.
- 2) The Dorn VAMC reserves the right to bar any driver from transporting VAMC patients should he/she violate any terms of this contract.
- 3) Patients have the right to an Escort to accompany them to his/her medical appointment(s) and are authorized to travel in the transport vehicle. NOTE: Escorts under the age of 16 are not authorized to accompany the patient.

A.12 CONTRACTOR QUALIFICATIONS

Offers shall be considered only from Offerors who are regularly established in the business called for who are financially responsible and have the necessary equipment and personnel to furnish service in the volume required for all the items under this contract. Successful Offerors shall meet all requirements of federal, state and/or city codes regarding operations of this type of service.

- a) Prior to contract award, Contractor shall submit the following documents with their proposal:
 - 1) Proof of auto and liability insurance.
 - 2) All required business licenses; including review of all drivers employed by the Contractor.
- b) List of all vehicles and identification number(s) (new vehicles shall be reported before used).

- 1) Vehicle type and model.
- 2) Inspection report of all vehicles
- 3) Copy of individual valid operator or chauffeur license for drivers.
- 4) A recent (within sixty days) copy of each driver's state driving record obtained from the South Carolina Department of Motor Vehicles.
- 5) A personnel roster identifying all Contractor personnel who shall be performing Contract services under this contract. In this document, the Contractor shall identify the name, position title, and work assignment area of each employee. Thereafter, all changes shall be submitted within two (2) business days after changes occur.
- 6) Provide evidence of required training, certifications, licensing and any other qualification for any personnel performing contract services.

A.13 SUBCONTRACTING: Subcontracting will not be undertaken without explicit approval of the Contracting Office.