Amendment to a Previous Combined Solicitation

SUBJECT* Post Q&As Courier Services between Overton Brooks VAMC in Shreveport, LA and CBOCs

GENERAL INFORMATION

CONTRACTING OFFICE'S ZIP CODE*	77056-5643
SOLICITATION NUMBER*	36C25626Q0965
RESPONSE DATE/TIME/ZONE	08-14-2026 16:00 CENTRAL TIME, CHICAGO, USA
ARCHIVE	7 DAYS AFTER THE RESPONSE DATE
RECOVERY ACT FUNDS	N
SET-ASIDE	SDVOSBC
PRODUCT SERVICE CODE*	R602
NAICS CODE*	492110
CONTRACTING OFFICE ADDRESS	Department of Veterans Affairs Network Contracting Office 16 5075 Westheimer Road, Suite 750 Houston TX 77056-5643
POINT OF CONTACT*	Contract Specialist Jeneice Matthews jeneice.matthews@va.gov

PLACE OF PERFORMANCE

ADDRESS	Overton Brooks VA Medical Center 510 E. Stoner Ave Shreveport LA
POSTAL CODE	71101
COUNTRY	US

ADDITIONAL INFORMATION

AGENCY'S URL	https://www.va.gov
URL DESCRIPTION	Department of Veterans Affairs
AGENCY CONTACT'S EMAIL ADDRESS	jeneice.matthews@va.gov
EMAIL DESCRIPTION	Amendment 0001_RFQ 36C25626Q0965 Courier OBVAMC

Amendment to a Previous Combined Solicitation

DESCRIPTION

The purpose of this amendment is to post Questions and Answers (Q&As) and to revise language in the solicitation.

See attached Q&As. This amendment will need to be signed and returned with quote submission to be eligible for award.

RFQ 36C25626Q0965, B.3 Price/Cost Schedule, B.4 Performance Work Statement, E.12 52.212-2 Addendum Evaluation and Attachment B is updated and replaced with the attached version.

See attached document: QandAs_Courier SHRV.

See attached document: Amendment RFQ 36C25626Q0965 0001_ Courier SHRV.

See attached document: 36C25626Q0965 0001 Revised -Attachment B 852.219-75 VA NOTICE OF LIMIT ON SUBCONTRACTING.

To: All Offerors

The Network Contracting Office (NCO) in Houston, TX in support of the Overton Brooks VA Medical Center (OBVAMC) in Shreveport, LA received the following questions in response to Request for Quotation (RFQ) 36C25626Q0965.

Please see below for the Offeror's questions and NCO in Houston, TX respective answers accordingly.

1. **Question #1:** The evaluation requires five years of courier-service experience within the last eight years performing as the prime contractor. Must this experience have been performed by the offering legal entity itself, or may the relevant experience of the SDVOSB owner, key personnel, or proposed management team be considered?

   Answer #1: The offeror relevant experience must be held by the offering legal entity in its capacity as the prime contractor.

2. **Question #2**: Attachment C states that listed contracts cannot be more than five years old, while the evaluation provision refers to experience within the last eight years. Which experience period controls?

   Answer#2: The evaluation provision is revised.
   See attached document: 36C25626Q0965_Final. Revised Section E, ADDENDUM 52.212-2_Factor 1 Technical: Contractor Qualifications: a. Contractor Relevant Experience.

3. **Question #3:** Does the VA require three relevant-experience entries, or may an offeror submit fewer than three entries if those entries collectively demonstrate the required five years of experience?

   Answer #3: The Contractor shall submit up to three (3) Contractor technical experience entries performing as the prime Contractor.

4. **Question #4**: Must resumes and driver's licenses be submitted for every primary, backup, and on-call driver by the quotation deadline? May offerors identify contingent hires whose employment is conditioned upon contract award?

   Answer #4: The RFQ requires resumes/qualifications and a copy of the current/valid driver's license for all contracted personnel drivers with the technical quote at the close of the solicitation due date and time. Offerors may suggest contingent hires conditioned upon award, provided complete resumes and current driver licenses are submitted for the suggested individuals at the close of the solicitation due date and time.

5. **Question #5:** Must all primary and backup vehicles already be owned or leased by the offeror as of the quotation deadline? Would binding vehicle lease commitments or letters of availability contingent upon award be acceptable?

   Answer #5: No personal vehicles. Primary and backup vehicles displaying proof of registration/insurance/lease or ownership shall be submitted with the offeror technical quote at the close of the solicitation due date and time. Binding vehicle lease commitments or letters of availability contingent upon award are acceptable if documentation demonstrates control of compliant vehicles at award; however, failure to provide the required ownership/lease evidence with the technical quote at the close of the solicitation due date and time renders the technical quote unacceptable.

6. **Question #6:** Must specimen-handling, DOT hazardous-materials, and OSHA training certificates be completed for all proposed drivers before the quotation deadline, or may training be completed after award but before performance begins? Please identify any required course titles, standards, or approved training providers.

   Answer #6: Training certificates must be completed and submitted with the technical quote at the close of the solicitation due date and time; annual refresher training is required thereafter. Minimum regulatory content includes DOT hazmat Contractor personnel training and applicable OSHA bloodborne pathogens training for Contractor personnel handling specimens. Accredited providers are acceptable.
   See attached document: 36C25626Q0965_Final. Revised Section E, ADDENDUM 52.212-2_ Factor 1 Technical: Contractor Personnel Qualifications: Training.

7. **Question #7**: The SOW requires two daily round trips between OBVAMC and each CBOC in Monroe, Longview, and Texarkana. The price schedule provides an estimated quantity of 250 units annually for each CBOC. Does one unit represent one round trip or one service day containing both the morning and afternoon round trips?

   Answer #7: One "LT" unit for CBOC routes represents one round-trip occurrence between OBVAMC and the specified CBOC, VA Local Clinic, or Non VA Medical Facility. Quantities reflect estimated annual ordering units not a guaranteed volume.

8. **Question #8:** Please define the unit "LT" used in the price schedule.

   Answer #8: 'LT' means Lot. For scheduled routes and as-needed trips, one Lot (LT) corresponds to one round-trip service occurrence unless otherwise specified.

9. **Question #9:** CLINs 0002 and 0006 appear to describe the same non-STAT, normal-business-hours service in the Shreveport-Bossier metropolitan area. Please explain the distinction between these CLINs.

   Answer #9: The Price/Cost Schedule is revised to explain the distinction between these CLINs.
   See attached document: 36C25626Q0965_Final. Revised Section B.3 Price/Cost Schedule

10. **Question #10:** Which CLIN should be used for non-STAT trips occurring after normal business hours, on weekends, or on Federal holidays?

    Answer #10: The Price/Cost Schedule CLINs is revised for non-STAT trips occurring after normal business hours, on weekends, or on Federal holidays.
    See attached document: 36C25626Q0965_Final. Revised Section B.3 Price/Cost Schedule

11. **Question #11:** The SOW references all-inclusive extra-stop CLINs for additional stops in Monroe, Longview, and Texarkana. Please identify the applicable extra-stop CLINs and clarify how these stops should be priced.

    Answer #11: The PWS is revised for additional stops.
    See attached document: Performance Work Statement_Final. Revised, Section 7) Scheduled Trips: OBVAMC to CBOCs (Monroe, Texarkana, and Longview), 7.2.6.

12. **Question #12**: Please confirm the correct Knight Street address. The documents identify both 300 Knight Street and 3000 Knight Street

    Answer #12: Knight Street Clinic, 3000 Knight Street, Building 5, Shreveport, LA 71101
    See attached document: Performance Work Statement_Final. Revised B.4 Performance Work Statement, Section 3) Place of Performance: 3.2.1 VA Local Clinics.

13. **Question #13:** Please confirm the correct Texarkana clinic location. The price schedule identifies 910 Realtor Avenue in Texarkana, Arkansas, while the SOW identifies 5700 Summerhill Road in Texarkana, Texas.

    Answer #13: Texarkana VA Clinic 5701 Summerhill Rd., Texarkana, TX 75503
    See attached document: Performance Work Statement_Final. Revised B.4 Performance Work Statement, Section 3) Place of Performance: 3.3.1 CBOCs.

14. **Question #14:** Please clarify which locations and services are included within the 500-unit Shreveport CLIN and whether a single unit includes both daily service times and all identified Shreveport locations.

    Answer #14: One LT unit is a business day encompassing the morning and afternoon round trips covering the identified Shreveport locations; quantity 500 reflects estimated annual round trip.

15. **Question #15:** What is the guaranteed minimum dollar value or minimum quantity the Government will order during the five-year IDIQ period?

    Answer #15: See Attached Document: 36C25626Q0965_Final. Revised 52.216-19 (a), (b)(1)(2).

16. **Question #16:** Must the required delivery-system portal be operational at quotation submission or only by the beginning of performance?
    Please provide the required portal functionality, cybersecurity requirements, data-hosting requirements, and whether commercially available HIPAA-compliant courier software is acceptable.

    Answer #16: Delivery-system portal must be operational by the beginning of the period of performance; technical quote shall describe readiness by the close of the solicitation due date and time. Functional and cybersecurity requirements include: Messaging capability with Government such as send/receive and chain-of-custody logging such as trip tickets, timestamps, and signatures. VA information security controls: FIPS-validated encryption, TLS, VA Privacy training and Rules of Behavior, audit access, and breach reporting. See Section B.2 INFORMATION TECHNOLOGY (IT) CONTRACT SECURITY. Commercial HIPAA-compliant courier software is acceptable if it meets these controls.

17. **Question #17:** The standalone Attachment B appears to contain a supplies/nonmanufacturer certification rather than the services limitation-on-subcontracting certification incorporated into the RFQ. Will the VA issue a corrected Attachment B for services?

    Answer #17: See Attached Document: 36C25626Q0965_Final. Revised Attachment B 852.219-75 VA Notice of Limitations on Subcontracting —Certificate of Compliance for Services and Construction (JAN 2023) (DEVIATION)

18. **Question #18:** Will additional Service Contract Labor Standards wage determinations be issued for performance in Monroe, Louisiana; Longview and Texarkana, Texas; and Texarkana, Arkansas, as applicable?

    Answer #18: Primary place of performance is Louisiana. **See attached document:** 36C25626Q0965_Final. Attachment A Wage Determination.

19. **Question #19:** The insurance provision requires general liability coverage without an asbestos exclusion. Please confirm whether this requirement applies to this courier-services procurement.

    Answer #19: The supplemental insurance clause applies to this courier-services procurement.

20. **Question #20:** What does the unit of measure "LT" represent for CLINs 0001 through 0008 (e.g., one-way trip, round trip, route occurrence, pickup/delivery event, or another unit of measure)?

    Answer #20: See Answer #8.

21. **Question #21**: Should offerors price CLINs 0001, 0003, 0004, and 0005 based on the estimated quantities shown in the pricing schedule, or should pricing reflect the SOW requirement for two daily round trips per route?

    Answer #21: Offeror to Price the CLINs using the estimated quantities shown in the schedule for example, 500 LT for CLIN 0001; 250 LT for CBOC routes and the like. The PWS's "two daily round trips" defines the service frequency; the unit pricing should reflect the per-unit definition for business day for CLIN 0001; round-trip occurrence for CBOC CLINs.

22. **Question #22:** Are the quantities shown in the pricing schedule intended solely as estimated ordering quantities for evaluation purposes under the IDIQ contract, rather than anticipated annual trip volumes?

    Answer #22: The Price/Cost schedule quantities are estimates for the IDIQ contract. They are ordering estimates, not guaranteed annual volumes.

23. **Question #23:** When the RFQ requires "five years' technical experience…performing as the prime contractor," does this requirement: a) Apply to SDVOSB formal contracts as prime , OR b) Allow documentation of the principal's direct technical experience in courier services and supply chain management, even if pre-LLC or outside formal prime contracts? If (b), how should I document this on Attachment C (Relevant Experience Form)?

    Answer #23: See answer #1 and answer #2.

24. **Question #24:** May an SDVOSB prime offeror satisfy this requirement by relying on the verified experience, personnel, vehicles, training, and past performance of a similarly situated certified SDVOSB courier subcontractor or teaming partner? If yes, please confirm how that experience must be attributed and documented in Attachment C and the technical volume. If no, please confirm that the five-year prime-contractor experience requirement must be held directly by the offeror named in Block 17a.

Answer #24: See answer #1 and answer #2.

25. **Question #25**: For limitations-on-subcontracting compliance, please confirm that work performed by a similarly situated certified SDVOSB subcontractor is treated as qualifying performance under VAAR 852.219-75, while any work that subcontractor further subcontracts to a non-similarly situated entity counts against the 50% limitation.

    Answer #25: Confirmed.

26. **Question #26**: Please also confirm whether vehicles owned or leased by a similarly situated SDVOSB subcontractor satisfy the requirement that vehicles be owned or leased by the Contractor.

    Answer #26: Vehicles owned or leased by a similarly situated SDVOSB subcontractor that performs route labor are acceptable, provided all SOW requirements (licensing, registration, insurance, suitability) are met and LOS compliance is maintained.

27. **Question #27**: CLIN Review Several Contract Line-Item Numbers appear aligned with the PWS; however, clarification is needed on:
    •The definition of the unit of measure "LT" and what constitutes one billable unit.

    • Estimated annual quantities for each route, which appear inconsistent with stated service frequencies.

    •How additional medical facility stops within CBOC service areas are compensated, including expected quantities and whether separate payment applies.

    Answer #27: See answer #8 for definition of LT. Estimated annual quantities are for technical evaluation and may not equal the PWS's full "two daily round trips" count; orders will be placed as needed under the IDIQ.

28. **Question #28**: **Texarkana CBOC Location** The solicitation references both the former Arkansas clinic and the current Texas clinic. Please confirm that all courier services should be performed at: 5701 Summerhill Road, Texarkana, Texas 75503 and that references to the former Arkansas location are no longer applicable.

    Answer #28: See answer #13.

29. **Question #29**: **Performance Work Statement Clarifications** Additional clarification is recommended regarding: Federal holiday service expectations and whether holiday work is included in fixed pricing or separately ordered.

    Answer #29: Services may be ordered on Federal holidays; the price/cost schedule includes after-hours/holiday CLINs to cover these runs. No separate surcharges beyond the CLIN are authorized unless specifically stated in the contract.

30. **Question #30**: **Performance Work Statement Clarifications-**STAT courier response standards, including required pickup and delivery times.

Answer #30: See Section 5.1) b) Minimum standards are 1-hour callback and 3-hour pickup from notification, including STAT trips.

31. **Question #31**: **Performance Work Statement Clarifications** -Electronic tracking system requirements, including acceptable software, access needs, reporting capabilities, and cybersecurity standards.

    Answer #31: See Answer #16

32. **Question #32: Performance Work Statement Clarifications** -Chain-of-custody documentation requirements and whether contractor-developed forms are acceptable.

    Answer #32: See Answer #16

33. **Question #33: Service Contract Labor Standards** The solicitation includes Wage Determination 2015-5191 for Louisiana parishes. Because recurring work also occurs in Longview and Texarkana, Texas, please confirm whether any additional SCLS wage determinations apply. I assume it isn't needed because all work originates in Louisiana, but I wanted to confirm.

    Answer #33: See Answer #18

34. **Question #34:** May an SDVOSB prospective prime rely on the documented experience of a proposed subcontractor, teaming partner, or key personnel when SDVOSB itself does not yet have five years of prime-contractor courier experience? If so, how should that experience be attributed in Attachment C and the technical volume? If not, will an offeror with no relevant prime-contractor experience receive neutral treatment, or is the five-year prime-experience requirement an absolute pass/fail minimum?

    Answer #34: The offeror relevant experience must be held by the offering legal entity in its capacity as the prime contractor. The Contractor shall submit up to three (3) Contractor technical experience entries performing as the prime Contractor. Offeror must document the prime offeror's relevant experience as prime using Attachment C. The evaluation is LPTA; no "neutral" rating is provided for this factor.
    See attached document: 36C25626Q0965_Final. Revised Section E, ADDENDUM 52.212-2_Factor 1 Technical: Contractor Qualifications: a. Contractor Relevant Experience.

35. **Question #35:** Must all vehicles be owned or leased directly by the SDVOSB prime, or may compliant vehicles be owned or leased by an approved subcontractor performing within the limitations-on-subcontracting requirements?

    Answer #35: See Answer #5.

36. **Question #36:** The PWS states the Quantity for line items 003, 004, 005 are 250 but the solicitation section 7.2.3 reads: The Contractor shall provide two daily round trip courier runs, Monday through Friday (excluding Federal holidays), between OBVAMC and each CBOC in Monroe, Longview, and Texarkana (one morning run and one afternoon run). With two daily round trips, shouldn't the quantity for these line items be 500?

    Answer #36: See Answer #21

37. **Question #37:** Section 6.3 reads: Items to be transported include, but are not limited to: Inter-office correspondence and administrative documents; Pharmaceuticals and medications; Medical and office supplies; Expendable and non-expendable commodities; Laboratory specimens and samples; Specimens will require coolers to transport and should have temperature control. Medical and computer equipment and other items up to 50 pounds each that can be safely secured and transported within a Contractor-provided enclosed vehicle. Will this contract require transportation of sterile or soiled Reusable Medical Equipment (RME)? If so, please identify the applicable handling, segregation, documentation, and environmental requirements.

    Answer #37: This RFQ is not to transport sterile or soiled RME under this RFQ.

38. **Question #38:** The PWS requires transportation of temperature-sensitive specimens. Will the Government provide the coolers and temperature-control devices, or is the Contractor expected to furnish all coolers and temperature-control equipment?

    Answer #38: The Contractor is expected to furnish appropriate temperature-control containers/equipment as part of providing "vehicles, equipment/supplies" for secure transport.

39. **Question #39:** Contract Line Items 0002 and 0006 appear to describe the same service (as-needed non-STAT weekday courier service between OBVAMC and non-VA medical facilities during normal business hours). Please clarify whether this duplication is intentional or whether one of these line items should contain different requirements.

    Answer #39: See Answer #8 and Answer #9.

40. **Question #40:** The Price Schedule identifies the Texarkana CBOC at 910 Realtor Avenue, Texarkana, Arkansas, while the PWS identifies the Texarkana VA Clinic at 5700 Summerhill Road, Texarkana, Texas. Please confirm the correct location for pricing and contract performance.

    Answer #40: See Answer #13.

41. **Question #41:** For the VAAR 852.219-75 limitations-on-subcontracting calculation, will compliance be measured by total contract labor cost across the ordering period, by individual task order, or by each CLIN/route?

    Answer #41: Compliance will be measured by the end of the period of performance for each order under this IDIQ.

42. **Question #42:** May a certified similarly situated SDVOSB courier subcontractor perform route labor and have that work count toward SDVOSB required performance percentage?

    Answer #42: Yes.

43. **Question #43:** Does Attachment C require relevant experience performed directly by the prime offeror, or may clearly attributed experience of a proposed key SDVOSB subcontractor be considered?

Answer #43: Offeror must document the prime offeror's relevant experience as prime using Attachment C. Experience of a proposed SDVOSB subcontractor may be discussed in the technical approach but is not to be submitted on Attachment C as the prime's experience.

44. **Question #44:** Please confirm whether two daily round trips are required for each of Monroe, Longview, and Texarkana, in addition to two daily Shreveport local runs.

    Answer #44: See attached document: Revised_Final B.4 Statement of Work, Section 7, Description of Work.

45. **Question #45:** Are the scheduled route prices to include all mileage, fuel, tolls, parking, temperature-control containers, driver wait time, chain-of-custody portal costs, and return transportation?

    Answer #45: Yes.

46. **Question #46:** Please provide the historical or estimated monthly quantities for non-STAT, STAT, after-hours, weekend, and holiday trips used to evaluate the IDIQ pricing.

    Answer #46: The price/cost schedule's estimated quantities are intended for evaluation under the IDIQ.

47. **Question #47:** Please confirm the minimum guaranteed quantity/value and maximum contract value for the base and option periods.

    Answer #47: See Answer #15.

48. **Question #48:** Are dedicated vehicles or drivers required, or may compliant resources be shared when route timing and chain-of-custody requirements remain satisfied?

    Answer #48: Dedicated assets are not required. The Contractor may share compliant vehicles/drivers across routes so long as all timing, chain-of-custody, training, badging, and safety requirements are met and backups are available.

49. **Question #49:** Please identify the required automobile liability limits and whether hired/non-owned automobile coverage is acceptable.

    Answer #49: Minimum automobile liability limits are $200,000 per person, $500,000 per occurrence, and $20,000 property damage. Hired/non-owned auto coverage is acceptable provided the coverage meets or exceeds these minimums and applies to vehicles used in performance.

50. **Question #50:** Please confirm whether the Service Contract Labor Standards classification intended for route drivers is Messenger Courier, occupation code 01141, at $14.48 per hour plus required fringe benefits.

    Answer #50: Offerors must classify route drivers under the appropriate Service Contract Labor Standards occupation per the applicable locality Wage Determination(s). The Messenger/Courier occupation code 01141 is commonly used, but final rates must follow the Wage and Determination posted as Attachment A.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.	1. CONTRACT ID CODE	PAGE	OF	PAGES
NONE	NONE	1		36

2. AMENDMENT/MODIFICATION NUMBER	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NUMBER	5. PROJECT NUMBER (if applicable)
0001	08-12-2026	667-27-1-246-0003	NONE

6. ISSUED BY — CODE 36C256

Department of Veterans Affairs
Network Contracting Office 16
Galleria Financial Center
5075 Westheimer Road, Suite 750
Houston TX 77056-5643

7. ADMINISTERED BY (If other than Item 6) — CODE 36C256

Department of Veterans Affairs
Network Contracting Office 16
Galleria Financial Center
5075 Westheimer Road, Suite 750
Houston TX 77056-5643

8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)

To all Offerors/Bidders

CODE | FACILITY CODE

(X)	
	9A. AMENDMENT OF SOLICITATION NUMBER: 36C25626Q0965
X	9B. DATED (SEE ITEM 11): 07-22-2026
☐	10A. MODIFICATION OF CONTRACT/ORDER NUMBER
	10B. DATED (SEE ITEM 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[X] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [X] is extended, [ ] is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. ** HOUR & DATE for Receipt of Offers is EXTENDED to: 08-14-2026 16:00 CDT

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See CONTINUATION Page

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	
☐	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
☐	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
☐	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
☐	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [x] is required to sign this document and return one(1) copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to post Questions and Answers (Q&As) and to revise language in the solicitation. See attached Q&As. This amendment will need to be signed and returned with quote submission to be eligible for award. RFQ 36C25626Q0965, B.3 Price/Cost Schedule, B.4 Performance Work Statement, E.12 52.212-2 Addendum Evaluation and Attachment B is updated and replaced with the attached version.

POC: Jeneice Matthews, jeneice.matthews@va.gov

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Jeneice Matthews Contracting Officer	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

Table of Contents

SECTION B 3

B.1 CONTRACT ADMINISTRATION DATA..... 3
B.2 INFORMATION TECHNOLOGY (IT) CONTRACT SECURITY 5
B.3 PRICE/COST SCHEDULE.....10
ITEM INFORMATION.....10
B.4 PERFORMANCE WORK STATEMENT (PWS).....17

SECTION C - CONTRACT CLAUSES 30

C.6 52.216-19 ORDER LIMITATIONS.....30
C.16 VAAR 852.219-75 VA NOTICE OF LIMITATIONS ON SUBCONTRACTING—CERTIFICATE OF COMPLIANCE FOR SERVICES AND CONSTRUCTION (JAN 2023) (DEVIATION).....30

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS 32

D.1 LIST OF ATTACHMENTS - TABLE 32

SECTION E - SOLICITATION PROVISIONS.....33

E.12 ADDENDUM 52.212-2 EVALUATION—COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (OCT 2025) (DEVIATION) 33

SECTION B

B.1 CONTRACT ADMINISTRATION DATA

1. Contract Administration: All contract administration matters will be handled by the following individuals:

a. CONTRACTOR ADMINISTRATOR: _____
CONTRACTOR POC NAME: _____
CONTRACTOR POC PHONE NUMBER: _____
CONTRACTOR ADDRESS: _____
_____
EMAIL ADDRESS: _____
CONTRACTOR UNIQUE ENTITY IDENTITY (UEI):_____

GSA/FSS, NAC, SEWP Contract No (if applicable) _____

b. GOVERNMENT: Contracting Officer 36C256
Department of Veterans Affairs
Network Contracting Office 16
Galleria Financial Center
5075 Westheimer Road, Suite 750
Houston TX 77056-5643

2. CONTRACTOR REMITTANCE ADDRESS: All payments by the Government to the contractor will be made in accordance with:

[x] 52.232-33, Payment by Electronic Funds Transfer—System for Award Management

3. INVOICES: Invoices shall be submitted in arrears:

a. Other [x] Payment for services provided under the terms of this contract will be made upon delivery, inspection, and acceptance of all line items. This Indefinite Delivery Contract (IDC) does not obligate any funds. All orders will be placed via Task/Delivery Orders by the Contracting Officer. The terms and conditions included in this IDC apply to all purchases made pursuant to it. In the event of an inconsistency between the clauses/ provisions of this IDC and the Contractor's invoice, the clauses/provisions of this IDC will take precedence.

4. GOVERNMENT INVOICE ADDRESS: All Invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.
Department of Veteran Affairs
Financial Service Center (FSC)
e-Invoice Payment
http://www.fsc.va.gov/fsc/einvoice.asp

5. ACKNOWLEDGMENT OF AMENDMENTS: The offeror acknowledges receipt of amendments to the Solicitation numbered and dated as follows:

AMENDMENT NO	DATE

Please contact Jeneice Matthews for questions or other inquiries about this solicitation via email at jeneice.matthews@va.gov by 4:00p.m. Central Standard Time on August 4, 2026. If questions are received, an amendment to this RFQ will be posted with all questions and answers.

Quote in response to this RFQ are due at 4:00 PM Central Standard Time, August 12, 2026. Quotes shall be submitted in writing and sent via email to jeneice.matthews@va.gov .

Please insert "36C25626Q0965 Quote" in the subject line of your email. OFFEROR SHALL COMPLETE THE FOLLOWING LOCATED IN SECTIONS BELOW OF THIS SOLICITATION 36C25626Q0965 TO BE DEEMED ACCEPTABLE:

a) Section B- Contract Administration Data, Contractor contact information.

b) Volume 1-Technical

c) Volume 2-Price

d) Revised Attachment B (signed)- 852.219-75 VA Notice of Limitations on Subcontracting — Certificate of Compliance for Services and Construction (JAN 2023) (DEVIATION)

e) Attachment C- Relevant Experience Form

EVALUATION: The procurement is being evaluated under the procedures of FAR Overhaul Part 12. As such, IAW FAR 12.203(c)(2), the Government will award a contract resulting from this solicitation based on lowest price, technically acceptable (LPTA) to the responsive and responsible quoter whose quote, conforms to the solicitation. All quoters shall have a current registration in the System for Award Management (SAM) to be considered for award.

B.2 INFORMATION TECHNOLOGY (IT) CONTRACT SECURITY

VA INFORMATION AND INFORMATION SYSTEM SECURITY/PRIVACY

1. GENERAL. This entire section applies to all acquisitions requiring any Information Security and Privacy language. Contractors, contractor personnel, subcontractors and subcontractor personnel will be subject to the same federal laws, regulations, standards, VA directives and handbooks, as VA personnel regarding information and information system security and privacy.

2. VA INFORMATION CUSTODIAL LANGUAGE. This entire section applies to all acquisitions requiring any Information Security and Privacy language.

a. The Government shall receive unlimited rights to data/intellectual property first produced and delivered in the performance of this contract or order (hereinafter “contract”) unless expressly stated otherwise in this contract. This includes all rights to source code and all documentation created in support thereof. The primary clause used to define Government and Contractor data rights is FAR 52.227-14 Rights in Data – General. The primary clause used to define computer software license (not data/intellectual property first produced under this contractor or order) is FAR 52.227-19, Commercial Computer Software License.

b. Information made available to the contractor by VA for the performance or administration of this contract will be used only for the purposes specified in the service agreement, PWS, PWS, PD, and/or contract. The contractor shall not use VA information in any other manner without prior written approval from a VA Contracting Officer (CO). The primary clause used to define Government and Contractor data rights is FAR 52.227-14 Rights in Data – General.

c. VA information will not be co-mingled with any other data on the contractor’s information systems or media storage systems. The contractor shall ensure compliance with Federal and VA requirements related to data protection, data encryption, physical data segregation, logical data segregation, classification requirements and media sanitization.

d. VA reserves the right to conduct scheduled or unscheduled audits, assessments, or investigations of contractor Information Technology (IT) resources to ensure information security is compliant with Federal and VA requirements. The contractor shall provide all necessary access to records (including electronic and documentary materials related to the contracts and subcontracts) and support (including access to contractor and subcontractor staff associated with the contract) to VA, VA's Office Inspector General (OIG), and/or Government Accountability Office (GAO) staff during periodic control assessments, audits, or investigations.

e. The contractor may only use VA information within the terms of the contract and applicable Federal law, regulations, and VA policies. If new Federal information security laws, regulations or VA policies become applicable after execution of the contract, the parties agree to negotiate contract modification and adjustment necessary to implement the new laws, regulations, and/or policies.

f. The contractor shall not make copies of VA information except as specifically authorized and necessary to perform the terms of the contract. If copies are made for restoration purposes, after the restoration is complete, the copies shall be destroyed in accordance with VA Directive 6500, VA Cybersecurity Program and VA Information Security Knowledge Service.

g. If a Veterans Health Administration (VHA) contract is terminated for default or cause with a business associate, the related local Business Associate Agreement (BAA) shall also be terminated and actions taken in accordance with VHA Directive 1605.05, Business Associate Agreements. If there is an executed national BAA associated with the contract, VA will determine what actions are appropriate and notify the contactor.

h. The contractor shall store and transmit VA sensitive information in an encrypted form, using VA-approved encryption tools which are, at a minimum, Federal Information Processing Standards (FIPS) 140-2, Security Requirements for Cryptographic Modules (or its successor) validated and in conformance with VA Information Security Knowledge Service requirements. The contractor shall transmit VA sensitive information using VA

approved Transport Layer Security (TLS) configured with FIPS based cipher suites in conformance with National Institute of Standards and Technology (NIST) 800-52, Guidelines for the Selection, Configuration and Use of Transport Layer Security (TLS) Implementations.

i. The contractor's firewall and web services security controls, as applicable, shall meet or exceed VA's minimum requirements.

j. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the contractor may use and disclose VA information only in two situations: (i) in response to a qualifying order of a court of competent jurisdiction after notification to VA CO (ii) with written approval from the VA CO. The contractor shall refer all requests for, demands for production of or inquiries about, VA information and information systems to the VA CO for response.

k. Notwithstanding the provision above, the contractor shall not release VA records protected by Title 38 U.S.C. § 5705, Confidentiality of medical quality assurance records and/or Title 38 U.S.C. § 7332, Confidentiality of certain medical records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse or infection with Human Immunodeficiency Virus (HIV). If the contractor is in receipt of a court order or other requests for the abovementioned information, the contractor shall immediately refer such court order or other requests to the VA CO for response.

l. Information made available to the contractor by VA for the performance or administration of this contract or information developed by the contractor in performance or administration of the contract will be protected and secured in accordance with VA Directive 6500 and Identity and Access Management (IAM) Security processes specified in the VA Information Security Knowledge Service.

m. Any data destruction done on behalf of VA by a contractor shall be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, Records and Information Management, VA Handbook 6300.1, Records Management Procedures, and applicable VA Records Control Schedules.

n. The contractor shall provide its plan for destruction of all VA data in its possession according to VA Directive 6500 and NIST 800-88, Guidelines for Media Sanitization prior to termination or completion of this contract. If directed by the COR/CO, the contractor shall return all Federal Records to VA for disposition.

o. Any media, such as paper, magnetic tape, magnetic disks, solid state devices or optical discs that is used to store, process, or access VA information that cannot be destroyed shall be returned to VA. The contractor shall hold the appropriate material until otherwise directed by the Contracting Officer's Representative (COR) or CO. Items shall be returned securely via VA-approved methods. VA sensitive information must be transmitted utilizing VA-approved encryption tools which are validated under FIPS 140-2 (or its successor) and NIST 800-52. If mailed, the contractor shall send via a trackable method (USPS, UPS, FedEx, etc.) and immediately provide the COR/CO with the tracking information. Self-certification by the contractor that the data destruction requirements above have been met shall be sent to the COR/CO within 30 business days of termination of the contract.

p. All electronic storage media (hard drives, optical disks, CDs, back-up tapes, etc.) used to store, process or access VA information will not be returned to the contractor at the end of lease, loan, or trade-in. Exceptions to this paragraph will only be granted with the written approval of the VA CO.

3. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS. This section applies when any person requires access to information made available to the contractor by VA for the performance or administration of this contract or information developed by the contractor in performance or administration of the contract.

a. A contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees and subcontractors only to the extent necessary to perform the

services specified in the solicitation or contract. This includes indirect entities, both affiliate of contractor/subcontractor and agent of contractor/subcontractor.

b. Contractors and subcontractors shall sign the VA Information Security Rule of Behavior (ROB) before access is provided to VA information and information systems (see Section 4, Training, below). The ROB contains the minimum user compliance requirements and does not supersede any policies of VA facilities or other agency components which provide higher levels of protection to VA's information or information systems. Users who require privileged access shall complete the VA elevated privilege access request processes before privileged access is granted.

c. All contractors and subcontractors working with VA information are subject to the same security investigative and clearance requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors shall be in accordance with VA Directive and Handbook 0710, Personnel Suitability and Security Program. The Office of Human Resources and Administration/Operations, Security and Preparedness (HRA/OSP) is responsible for these policies and procedures. Contract personnel who require access to classified information or information systems shall have an appropriate security clearance. Verification of a Security Clearance shall be processed through the Special Security Officer located in HRA/OSP. Contractors shall conform to all requirements stated in the National Industrial Security Program Operating Manual (NISPOM).

d. All contractors and subcontractors shall comply with conditions specified in VAAR 852.204-71(d); Contractor operations required to be in United States. All contractors and subcontractors working with VA information must be permanently located within a jurisdiction subject to the law of the United States or its Territories to the maximum extent feasible. If services are proposed to be performed abroad the contractor must state where all non-U.S. services are provided. The contractor shall deliver to VA a detailed plan specifically addressing communications, personnel control, data protection and potential legal issues. The plan shall be approved by the COR/CO in writing prior to access being granted.

e. The contractor shall notify the COR/CO in writing immediately (no later than 24 hours) after personnel separation or occurrence of other causes. Causes may include the following:

(1) Contractor/subcontractor personnel no longer has a need for access to VA information or VA information systems.
(2) Contractor/subcontractor personnel are terminated, suspended, or otherwise has their work on a VA project discontinued for any reason.
(3) Contractor believes their own personnel or subcontractor personnel may pose a threat to their company's working environment or to any company owned property. This includes contractor-owned assets, buildings, confidential data, customers, employees, networks, systems, trade secrets and/or VA data.
(4) Any previously undisclosed changes to contractor/subcontractor background history are brought to light, including but not limited to changes to background investigation or employee record.
(5) Contractor/subcontractor personnel have their authorization to work in the United States revoked.
(6) Agreement by which contractor provides products and services to VA has either been fulfilled or terminated, such that VA can cut off electronic and/or physical access for contractor personnel.

f. In such cases of contract fulfillment, termination, or other causes; the contractor shall take the necessary measures to immediately revoke access to VA network, property, information, and information systems (logical and physical) by contractor/subcontractor personnel. These measures include (but are not limited to): removing and then securing Personal Identity Verification (PIV) badges and PIV – Interoperable (PIV-I) access badges, VA-issued photo badges, credentials for VA facilities and devices, VA-issued laptops, and authentication tokens. Contractors shall notify the appropriate VA COR/CO immediately to initiate access removal.

g. Contractors/subcontractors who no longer require VA accesses will return VA issued property to VA. This property includes (but is not limited to): documents, electronic equipment, keys, and parking passes. PIV and PIV-I access badges shall be returned to the nearest VA PIV Badge Issuance Office. Once they have had

access to VA information, information systems, networks and VA property in their possessions removed, contractors shall notify the appropriate VA COR/CO.

4. TRAINING. This entire section applies to all acquisitions which include section 3.
a. This entire section applies to all contractors and subcontractors requiring access to VA information and VA information systems shall successfully complete the following before being granted access to VA information and its systems: (1) VA Privacy and Information Security Awareness and Rules of Behavior course #10706 Talent Management System (TMS) and HIPAA & Privacy Training course #10203. (2) Sign and acknowledge (manually) understanding of and responsibilities for compliance with the Organizational Rules of Behavior, relating to access to VA information and information systems for each applicable Contractor personnel within five days of the initiation of the contract and annually thereafter, as required.

b. Failure to complete the mandatory annual training is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the required training is complete.

5. SECURITY INCIDENT INVESTIGATION. This entire section applies to all acquisitions requiring any Information Security and Privacy language.
a. The contractor, subcontractor, their employees, or business associates shall immediately (within one hour) report suspected security / privacy incidents to the VA OIT's Enterprise Service Desk (ESD) by calling (855) 673-4357 (TTY: 711). The ESD is OIT's 24/7/365 single point of contact for IT-related issues. After reporting to the ESD, the contractor, subcontractor, their employees, or business associates shall, within one hour, provide the COR/CO the incident number received from the ESD.

b. To the extent known by the contractor/subcontractor, the contractor/subcontractor's notice to VA shall identify the information involved and the circumstances surrounding the incident, including the following:
(1) The date and time (or approximation of) the Security Incident occurred.
(2) The names of individuals involved (when applicable).
(3) The physical and logical (if applicable) location of the incident.
(4) Why the Security Incident took place (i.e., catalyst for the failure).
(5) The amount of data belonging to VA believed to have been compromised.
(6) The remediation measures the contractor is taking to ensure no future incidents of a similar nature.

c. After the contractor has provided the initial detailed incident summary to VA, they will continue to provide written updates on any new and relevant circumstances or facts they discover. The contractor, subcontractor, and their employees shall fully cooperate with VA or third-party entity performing an independent risk analysis on behalf of VA. Failure to cooperate may be deemed a material breach and grounds for contract termination.

d. VA IT contractors shall follow VA Handbook 6500, Risk Management Framework for VA Information Systems VA Information Security Program, and VA Information Security Knowledge Service guidance for implementing an Incident Response Plan or integrating with an existing VA implementation.

e. In instances of theft or break-in or other criminal activity, the contractor/subcontractor must concurrently report the incident to the appropriate law enforcement entity (or entities) of jurisdiction, including the VA OIG, and the VA Office of Security and Law Enforcement. The contractor, its employees, and its subcontractors and their employees shall cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation (s) associated with any incident. The contractor/ subcontractor shall cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident.

f. The contractor shall comply with VA Handbook 6500.2, Management of Breaches Involving Sensitive Personal Information, which establishes the breach management policies and assigns responsibilities for the oversight, management and reporting procedures associated with managing of breaches.

g. With respect to unsecured Protected Health Information (PHI), the contractor is deemed to have discovered a data breach when the contractor knew or should have known of breach of such information. When a business associate is part of VHA contract, notification to the covered entity (VHA) shall be made in accordance with the executed BAA.

h. If the contractor or any of its agents fails to protect VA sensitive personal information or otherwise engages in conduct which results in a data breach involving any VA sensitive personal information the contractor/ subcontractor processes or maintains under the contract; the contractor shall pay liquidated damages to the VA as set forth in clause 852.211-76, Liquidated Damages— Reimbursement for Data Breach Costs.

6. Not Applicable (N/A)

7. N/A

8. N/A

9. N/A

10. N/A
11. N/A

12. N/A

13. N/A
14. N/A

(End of IT Contract Security)

B.3 PRICE/COST SCHEDULE

ITEM INFORMATION

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	BASE Shreveport- two (2) daily round trip courier runs between OBVAMC, Buckner Square Clinic, Knight Street Clinic and the Shreveport Vet Center. Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	500.00	LT	_____	_____
0002	BASE Monroe, LA- two (2) daily round trip courier runs between OBVAMC and CBOC, Monroe VA Clinic. Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	250.00	LT	_____	_____
0003	BASE Texarkana- two (2) daily round trip courier runs between OBVAMC and CBOC Texarkana VA Clinic. Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	250.00	LT	_____	_____
0004	BASE Longview- two (2) daily round trip courier runs between OBVAMC and CBOC Longview VA Clinic. Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	250.00	LT	_____	_____
0005	BASE As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	75.00	LT	_____	_____
0006	BASE As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips Mon-Fri 8:00am-5:00pm Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	75.00	LT	_____	_____
0007	BASE As needed round trip courier service between OBVAMC and non VA	75.00	LT	_____	_____

	medical facilities area Stat Trips weekdays (normal business hours) Mon-Fri 8:00am-5:00pm Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027				
0008	BASE As needed round trip courier service Between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area Stat Trips Mon-Fri 5:00pm-8:00am and on Federal holidays when ordered by the Government. Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027	75.00	LT	_____	_____
	BASE TOTAL AMOUNT:				_____
1001	ORDER YEAR 1 Shreveport- two (2) daily round trip courier runs between OBVAMC, Buckner Square Clinic, Knight Street Clinic and the Shreveport Vet Center. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028	500.00	LT	_____	_____
1002	ORDER YEAR 1 Monroe, LA- two (2) daily round trip courier runs between OBVAMC and CBOC, Monroe VA Clinic. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028	250.00	LT	_____	_____
1003	ORDER YEAR 1 Texarkana- two (2) daily round trip courier runs between OBVAMC and CBOC Texarkana VA Clinic. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028	250.00	LT	_____	_____
1004	ORDER YEAR 1 Longview- two (2) daily round trip courier runs between OBVAMC and CBOC Longview VA Clinic. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028	250.00	LT	_____	_____
1005	ORDER YEAR 1 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028	75.00	LT	_____	_____

1006		75.00	LT	_____	_____
	ORDER YEAR 1 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (after normal business hours) Monday-Friday 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028				
1007		75.00	LT	_____	_____
	ORDER YEAR 1 As needed round trip courier service between OBVAMC and non VA medical facilities area Stat Trips weekdays (normal business hours) Mon-Fri 8:00am-5:00pm. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028				
1008		75.00	LT	_____	_____
	ORDER YEAR 1 As needed round trip courier service between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area Stat Trips Mon-Fri 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 1 POP Begin: 10-01-2027 POP End: 09-30-2028				
	ORDER YEAR 1 TOTAL AMOUNT:				_____
2001		500.00	LT	_____	_____
	ORDER YEAR 2 Shreveport- two (2) daily round trip courier runs between OBVAMC, Buckner Square Clinic, Knight Street Clinic and the Shreveport Vet Center. Contract Period: Option 2 POP Begin: 10-01-2028 POP End: 09-30-2029				
2002		250.00	LT	_____	_____
	ORDER YEAR 2 Monroe, LA- two (2) daily round trip courier runs between OBVAMC and CBOC, Monroe VA Clinic. Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029				
2003		250.00	LT	_____	_____
	ORDER YEAR 2 Texarkana- two (2) daily round trip courier runs between OBVAMC and CBOC Texarkana VA Clinic. Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029				
2004		250.00	LT	_____	_____
	ORDER YEAR 2 Longview- two (2) daily round trip courier runs between OBVAMC and CBOC Longview VA Clinic.				

	Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029				
2005	ORDER YEAR 2 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029	75.00	LT	_____	_____
2006	ORDER YEAR 2 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (after normal business hours) Monday-Friday 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029	75.00	LT	_____	_____
2007	ORDER YEAR 2 As needed round trip courier service between OBVAMC and non VA medical facilities area Stat Trips weekdays (normal business hours) Mon-Fri 8:00am-5:00pm. Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029	75.00	LT	_____	_____
2008	ORDER YEAR 2 As needed round trip courier service between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area Stat Trips Mon-Fri 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 2 POP Begin: 10-01-2028 POP End: 09-30-2029	75.00	LT	_____	_____
	ORDER YEAR 2 TOTAL AMOUNT:				_____
3001	ORDER YEAR 3 Shreveport- two (2) daily round trip courier runs between OBVAMC, Buckner Square Clinic, Knight Street Clinic and the Shreveport Vet Center. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	500.00	LT	_____	_____
3002	ORDER YEAR 3 Monroe, LA- two (2) daily round trip courier runs between OBVAMC and CBOC, Monroe VA Clinic. Contract Period: Option 3	250.00	LT	_____	_____

	POP Begin: 10-01-2029 POP End: 09-30-2030				
3003	ORDER YEAR 3 Texarkana- two (2) daily round trip courier runs between OBVAMC and CBOC Texarkana VA Clinic. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	250.00	LT	_____	_____
3004	ORDER YEAR 3 Longview- two (2) daily round trip courier runs between OBVAMC and CBOC Longview VA Clinic. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	250.00	LT	_____	_____
3005	ORDER YEAR 3 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	75.00	LT	_____	_____
3006	ORDER YEAR 3 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (after normal business hours) Monday-Friday 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	75.00	LT	_____	_____
3007	ORDER YEAR 3 As needed round trip courier service between OBVAMC and non VA medical facilities area Stat Trips weekdays (normal business hours) Mon-Fri 8:00am-5:00pm. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	75.00	LT	_____	_____
3008	ORDER YEAR 3 As needed round trip courier service between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area Stat Trips Mon-Fri 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 3 POP Begin: 10-01-2029 POP End: 09-30-2030	75.00	LT	_____	_____
	ORDER YEAR 3 TOTAL AMOUNT:				_____
4001		500.00	LT	_____	_____

	ORDER YEAR 4 Shreveport- two (2) daily round trip courier runs between OBVAMC, Buckner Square Clinic, Knight Street Clinic and the Shreveport Vet Center. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4002		250.00	LT	_____	_____
	ORDER YEAR 4 Monroe, LA- two (2) daily round trip courier runs between OBVAMC and CBOC, Monroe VA Clinic. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4003		250.00	LT	_____	_____
	ORDER YEAR 4 Texarkana- two (2) daily round trip courier runs between OBVAMC and CBOC Texarkana VA Clinic. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4004		250.00	LT	_____	_____
	ORDER YEAR 4 Longview- two (2) daily round trip courier runs between OBVAMC and CBOC Longview VA Clinic. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4005		75.00	LT	_____	_____
	ORDER YEAR 4 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4006		75.00	LT	_____	_____
	ORDER YEAR 4 As needed round trip courier service Between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area non stat trips weekdays (after normal business hours) Monday-Friday 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				
4007		75.00	LT	_____	_____
	ORDER YEAR 4 As needed round trip courier service between OBVAMC and non VA medical facilities area Stat Trips weekdays (normal business hours) Mon-Fri 8:00am-5:00pm. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031				

4008	ORDER YEAR 4 As needed round trip courier service between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area Stat Trips Mon-Fri 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government. Contract Period: Order 4 POP Begin: 10-01-2030 POP End: 09-30-2031	75.00	LT	_____	_____
	ORDER YEAR 4 TOTAL AMOUNT:				_____
				GRAND TOTAL	_____

Any extension, in accordance with FAR 52.217-8 shall utilize pricing provided in the last order year to assist the Contracting Officer in conducting price analysis to determine Fair and Reasonable pricing. Thus, the offeror's total price for the purpose of evaluation will include the option provision to extend the performance of the contract up to an additional six months, when the contractor is provided written notice. Thus, providing separate pricing for the optional six-month extension period is not required.

The ordering period for this Indefinite Delivery Contract (IDC) will be for a firm term of five (5) years. The offered prices will apply throughout the life of the contract unless requested by the Contractor and modified by the NCO-16 Contracting Officer. The rates specified in the schedule above shall be the maximum paid the Contractor as orders are placed during the term of the agreement. In no event can the rates listed in the schedule be exceeded.

5-Year Order Period: October 1, 2026 – September 30, 2031

B.4 PERFORMANCE WORK STATEMENT (PWS)

1) **General Information:**
The Department of Veterans Affairs (VA) Overton Brooks VA Medical Center (OBVAMC) located at 510 E. Stoner Ave, Shreveport, LA 71101 request for Courier Services between Overton Brooks VAMC, associated VA Community Based Outpatient Clinics (CBOCs) in Monroe, LA; Longview, TX; and Texarkana, TX, designated non-VA medical facilities in the Shreveport–Bossier metropolitan area and within the same towns as each CBOC, as directed by the Government. The VA intends to enter into a Firm-Fixed Price, Indefinite Delivery Indefinite Quantity (IDIQ) Contract with single award, in accordance with all terms, conditions, provisions, schedules and specifications of this Performance Work Statement (PWS) for a period of one year, subject to the availability of funds.

2) **Non-Personal Services:** The government shall neither supervise Contractor personnel nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the government assign tasks to, or prepare work schedules for, individual Contractor personnel. It shall be the responsibility of the Contractor to manage its personnel and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer immediately.

3) **Place of Performance:**

3.1) **Primary:**
Overton Brooks VA Medical Center (OBVAMC)
510 E. Stoner Avenue
Shreveport, LA 71101

3.2) **VA Local Clinics:**

3.2.1 Knight Street Clinic,
3000 Knight Street, Building 5
Shreveport, LA 71101

3.2.2 Buckner Square Clinic,
1800 Buckner Street,
Shreveport, LA 71101

3.2.3 Shreveport Vet Center
1255 Shreveport Barksdale Hwy.
Shreveport, LA 71105

3.3) **CBOCs:**

3.3.1 Texarkana VA Clinic
5701 Summerhill Rd
Texarkana, TX 75503

3.3.2 Monroe VA Clinic
1691 Bienville Drive
Monroe, LA 71201

3.3.3 Longview VA Clinic
1005 North Eastman Road
Longview, TX 75601

3.4) **Other Non-VA Medical Facilities (including but not limited to):** Non VA medical facilities in the Shreveport–Bossier metropolitan area and local hospitals/medical facilities within approximately fifty (50) miles radius, and each CBOC may be included for pickup and delivery as directed by the delegated Contracting Officer's Representative (COR) or VA Point of Contact (POC), provided such services are within the general scope of this PWS.

3.4.1 St. Francis Medical Center
309 Jackson Street
Monroe, LA 71201

3.4.2 Open Imaging of Longview
2901 North 6th Street
Longview, TX 75601

3.4.3 LSU Health Shreveport
1501 Kings Hwy
Shreveport, LA 71103

3.4.4 Willis-Knighton North
2600 Greenwood Road
Shreveport, LA 71103

3.4.5 Willis-Knighton Bossier:
2400 Hospital Drive,
Bossier City, LA 71111

4) **Period of Performance:** The ordering period for this Indefinite Delivery Contract (IDC) will be for a firm term of five (5) years. 5-Year Order Period: October 1, 2026 – September 30, 2031.

4.1 Base Period: October 1, 2026 – September 30, 2027
4.2 Order Period 1: October 1, 2027 – September 30, 2028
4.3 Order Period 2: October 1, 2028 – September 30, 2029
4.4 Order Period 3: October 1, 2029 – September 30, 2030
4.5 Order Period 4: October 1, 2030 – September 30, 2031

5) **General Information:** Contractor shall furnish all labor, qualified personnel, supervision, management, vehicles, equipment/supplies, licenses, insurance, materials, and travel/ transportation necessary to perform scheduled and on-demand round-trip courier services.

5.1) Courier Services include but are not limited to:
1) Scheduled daily round-trip routes between Overton Brooks VAMC and VA CBOCs in Monroe, LA; Longview, TX; and Texarkana, TX.,

2) Scheduled local routes between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area **non stat** trips weekdays (normal business hours) Monday-Friday 8:00am-5:00pm,
3) As needed round trip courier service between OBVAMC and non VA Medical facilities throughout the Shreveport-Bossier metropolitan area **non stat** trips weekdays (after normal business hours) Monday-Friday 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government.
4) As needed round trip courier service between OBVAMC and non VA medical facilities area **Stat Trips** weekdays (normal business hours) Mon-Fri 8:00am-5:00pm.
5) As needed round trip courier service between OBVAMC and non VA medical facilities throughout the Shreveport-Bossier metropolitan area **Stat Trips** Mon-Fri 5:00pm-8:00am, 24/7 on weekends and on Federal holidays when ordered by the Government.
6) Transport of medical and administrative materials, including pharmaceuticals, laboratory specimens, small medical equipment (less than or equal to (≤)50 lbs), medical supplies, and secure documents; and
7) Chain-of-custody management, temperature control when required, and accurate documentation of all pickups and deliveries.

a) As Needed and STAT Services (Coverage provided twenty-four (24) hours a day, seven (7) days a week), Non STAT as needed trips (weekdays, after hours, weekends, and Federal holidays). NOTE: Contractor shall return calls within one (1) hour of notification and arrive at the pickup location within three (3) hours of notification.

b) STAT trips (anytime, including Federal holidays), at a minimum, the Contractor shall meet the same one (1) hour call back and three (3) hour pickup standard.

c) All routes shall be round trip, and pricing for Federal holiday services shall be as specified in the contract price schedule for example, identified CLINs or rates, with no additional surcharges beyond those specifically authorized in the contract.

6) **General Contractor Requirements:**

6.1) The Contractor shall provide round-trip courier services between OBVAMC and VA CBOCs in Monroe, LA; Longview, TX; and Texarkana, TX, Non-VA medical facilities in the Shreveport–Bossier metropolitan area and within the same towns as each CBOC, as directed by the Government.

6.2) Services include both: Scheduled Trips: Routine, recurring round-trip routes at specified times; and As-Needed Trips: Non-routine, on-demand round-trip services, including STAT and non-STAT, within specified response times.

6.3) Items to be transported include but are not limited to: Inter-office correspondence and administrative documents; Pharmaceuticals and medications; Medical and office supplies; Expendable and non-expendable commodities; Laboratory specimens and samples; Specimens will require coolers to transport and should have temperature control. Medical and computer equipment and other items up to 50 pounds each that can be safely secured and transported within a Contractor-provided enclosed vehicle.

6.4) Transport of furniture and large items beyond the size and weight limitations specified above is not included in this requirement.

6.5) Management and Local Capability: Contractor shall maintain local management and dispatch capability in or near Shreveport, LA, sufficient to oversee day-to-day operations, respond to issues, and implement quality control.

6.5.1) Contractor shall designate a primary and alternate POC with authority to make decisions and respond to Government inquiries; management officials shall be able to be onsite at OBVAMC within four (4) business hours when requested by the VA COR/ POC.

6.6) Contractor Personnel: Contractor shall provide competent qualified drivers and support Contractor personnel who can read, write, speak, and understand English. Ensure drivers are at least eighteen (18) years old, possess valid driver's licenses, and meet all applicable licensing requirements; the Contractor personnel shall be properly licensed to operate in the local Shreveport, LA area and all jurisdictions in which services are performed. Ensure all Contractor personnel conduct themselves professionally, present a neat appearance, and wear clearly visible identification badges above the waist that identify them as Contractor personnel.

6.7) Vehicles and Equipment: Contractor shall provide enclosed vehicles owned or leased by the Contractor (no personal vehicles) that are properly licensed, registered, inspected, and insured, and suitable for secure transport of medical materials, Patient Health Identity (PHI), and medical equipment. Ensure vehicles are clean, well maintained, and in good mechanical condition at all times. Provide backup vehicles and drivers as part of a contingency plan to ensure continuous service if primary vehicles or drivers are unavailable.

6.8) Training: This entire section applies to all contractors and subcontractors requiring access to VA information and VA information systems shall successfully complete the following before being granted access to VA information and its systems: (1) VA Privacy and Information Security Awareness and Rules of Behavior course #10706 Talent Management System (TMS) and HIPAA & Privacy Training course #10203. (2) Sign and acknowledge (manually) understanding of and responsibilities for compliance with the Organizational Rules of Behavior, relating to access to VA information and information systems for each applicable Contractor personnel within five (5) days of the initiation of the contract and annually thereafter, as required. Ensure Contractor personnel receive specimen handling and "dangerous goods"–type training, as required by laboratory protocols and Department of Transportation (DOT) and Occupational Safety Health Administration (OSHA) regulations, at least annually; Contractor to maintain training records and provide certificate as proof of evidence with technical quote and annually thereafter for Contractor personnel. Accredited providers are acceptable.

6.9) Safety: Ensure safe operation of vehicles at all times; scheduled times shall not be construed to require unsafe driving.

6.10) Security: Protect PHI and VA sensitive information in accordance with the Privacy Act, Health Insurance Portability and Accountability Act (HIPAA) of 1996, VA privacy policy, and all applicable information security requirements. See Section B.2 IT Contract Security.

6.11) Badging and Access: Ensure all Contractor personnel who routinely access VA facilities obtain VA identification (PIV badges or other credentials) as required; comply with VA access control, sign in, and escort procedures. Contractor to contact the VA COR/ POC.

7) **Description of Work:**

7.1) **Scheduled Trips: OBVAMC to VA Local Clinics (Knight Street, Buckner Square and Vet Center)**

7.1.1) The Contractor shall provide two (2) daily round trip courier runs, Monday through Friday (excluding Federal holidays), between OBVAMC and

7.1.2) Knight Street Clinic, 3000 Knight Street, Building 5, Shreveport, LA 71101; Monday through Friday, excluding Federal holidays. The times for these trips will be 9:30am and 2:30pm. The start of this trip will be Overton Brooks (pick-up and drop-off) for Knight Street trips is 1W25 the Mailroom, BE21 the Warehouse, and all lab specimens to be delivered to 2 North, 3 North and 2nd floor Pathology Laboratory. The pick-up, delivery, and drop-off for Knight Street Clinic is Room 57.

7.1.3) Buckner Square Clinic, 1800 Buckner Street, Shreveport, LA 71101. Monday through Friday excluding Federal holidays. The times for these trips will be 9:30am and 2:30pm. The start of this trip will be Overton Brooks (pick-up and drop-off) pick for this trip starts 1W25 the Mailroom and BE21 Warehouse. The pick-up, delivery, and drop-off for Buckner Square is room C200 for Human Resources and Room A200 for Business Office.

7.1.4) Shreveport Vet Center, 1255 Shreveport Barksdale Hwy.., Shreveport, LA 71101. Monday through Friday excluding Federal holidays. The times for these trips will be 9:30am and 2:30pm. The start of this trip will be Overton Brooks (pick-up and drop-off) pick for this trip starts 1W25 the Mailroom and BE21 Warehouse. The pick-up, delivery, and drop-off for Shreveport Vet Center is Room 102.

7.1.5) The PWS establishes required service windows for example, morning and afternoon runs as reflected in the resulting schedule and origin/ destination locations such as Mailroom, Warehouse, Laboratory, Pharmacy, and designated clinic rooms. Exact departure and arrival times may be adjusted by mutual agreement with the COR/ VA POC to support VA mission needs, provided the Contractor maintains route coverage and safety.

7.2) Scheduled Trips: OBVAMC to CBOCs (Monroe, Texarkana, and Longview)

7.2.1) The Contractor shall provide two (2) daily round trip courier runs, Monday through Friday (excluding Federal holidays), between OBVAMC and

7.2.2) Monroe VA Clinic, 1691 Bienville Drive, Monroe, LA 71201. Monday through Friday excluding Federal holidays. <u>Morning Schedule:</u> The Contractor shall arrive at the OBVAMC Warehouse at 9:00 A.M. and depart from the OBVAMC at 9:30 A.M. Arrival at the Monroe VA Clinic will be at 10:45 A.M. Departure from the Monroe VA Clinic will be 11:30 A.M. Return Arrival back to the OBVAMC will be at 12:45 P.M. <u>Afternoon Schedule:</u> The Contractor shall schedule to leave the OBVAMC Warehouse at 1:15 P.M. Arrival at the Monroe VA Clinic will be at 2:45 P.M. Departure from the Monroe VA Clinic will be 4:00 P.M. Arrival at the OBVAMC will be at 5:00 P.M.
NOTE: Contractor shall make stops as directed at St. Francis Medical Center, located at 309 Jackson Street, Monroe, LA. This distance is approximately 3.3 miles.

7.2.3) Texarkana VA Clinic, 5701 Summerhill Road, Texarkana, TX 75503. Monday through Friday excluding Federal holidays. <u>Morning Schedule:</u> The Contractor shall arrive at the OBVAMC Warehouse at 9:00 A.M. and depart from the OBVAMC at 9:30 A.M. Arrival at the Texarkana VA Clinic will be at 10:45 A.M. Departure from the Texarkana VA Clinic will

be 11:30 A.M. Return Arrival back to the OBVAMC will be at 12:45 P.M. Afternoon Schedule: The Contractor shall schedule to leave the OBVAMC Warehouse at 1:15 P.M. Arrival at the Texarkana VA Clinic will be at 2:45 P.M. Departure from the Texarkana VA Clinic will be 4:00 P.M. Arrival at the OBVAMC will be at 5:00 P.M.
NOTE: Contractor shall make stops as directed at Christus-St. Michaels Hospital, located at 2600 St. Michaels Drive, Texarkana, TX. This distance is approximately 3.35 miles.

7.2.4) Longview VA Clinic, 1005 North Eastman Road, Longview, TX 75601. Monday through Friday excluding Federal holidays. Morning Schedule: The Contractor shall arrive at the OBVAMC Warehouse at 9:00 A.M. and depart from the OBVAMC at 9:30 A.M. Arrival at the Longview VA Clinic will be at 10:45 A.M. Departure from the Texarkana VA Clinic will be 11:30 A.M. Return Arrival back to the OBVAMC will be at 12:45 P.M. Afternoon Schedule: The Contractor shall schedule to leave the OBVAMC Warehouse at 1:15 P.M. Arrival at the Longview VA Clinic will be at 2:45 P.M. Departure from the Longview VA Clinic will be 4:00 P.M. Arrival at the OBVAMC will be at 5:00 P.M.
NOTE: Contractor shall make stops as directed at Open Imaging of Longview, located at 2901 North 6th Street, Longview, TX. This distance is approximately 1.5 miles.

7.2.5) The PWS recognizes approximate travel distances for example, 70–110 miles one way and travel times; flexibility is required to account for traffic, weather, and road conditions, with driver safety taking precedence over strict schedule adherence.

7.2.6) The Contractor shall also provide additional stops, when directed, at non VA hospitals or clinics within the same town as each CBOC for example, See Section 3.4.

7.3) As Needed Courier Services: VA Local Area, Other Non-VA Medical Facilities

7.3.1) The Contractor shall provide as needed round trip courier services between OBVAMC, Local Area and non VA medical facilities in the Shreveport–Bossier metropolitan area as requested by the COR or VA POC. Monday through Friday excluding Federal holidays.

7.3.2) As needed services include both non STAT and STAT runs during standard hours and 24/7 coverage outside standard hours, in accordance with Section 5 response time standards.

7.3.3) As needed runs that directly support Veteran patient care for example, delivery of prescriptions or lab specimens may be initiated by VA clinical services without prior written authorization but must be documented in trip logs for invoice verification.

8) **Documentation and Chain of Custody:** The Contractor shall have a delivery system portal. The Contractor portal shall be able to send and receive messages from Government to Contractor. Messaging capability with Government such as send/receive and chain-of-custody logging such as trip tickets, timestamps, and signatures.

8.1) The Contractor shall maintain trip tickets, logs for all runs, including at a minimum: date, time, origin, destination, route type such as scheduled/ As Needed/ STAT), and items transported.

8.2) The Contractor shall maintain chain of custody documentation for laboratory specimens, pharmaceuticals, and other sensitive items as required by VA policy and receiving laboratories.

8.3) Contractor personnel/ driver shall obtain signatures from designated VA POC at pickup and delivery points as required to document custody transfer; trip tickets shall be provided to VA POC upon request. This includes VA Local Area, Other Non-VA Medical Facilities.

8.4) The Contractor shall provide all records reasonably requested by the VA COR/ POC to support invoice verification and performance monitoring.

9) **Hours of Coverage:**

a) All work shall be conducted from Monday through Friday at 8:00a.m. – 5:00p.m. Central Standard Time and Mon-Fri 5:00p.m.- 8:00a.m., 24/7 on weekends and including Federal holidays when ordered by the Government, including both scheduled and as needed trips, and shall maintain the same performance standards and response times as during normal business days unless other times are arranged in advance and approved in writing by the delegated VA Contracting Officer's Representative (COR)/ VA Point of Contact (POC). The Government also observes Executive Orders, President's Proclamation, and days designated by Federal Statute.

b) The government hereby provides notice, and the Contractor hereby acknowledges receipt that government personnel observe the listed days as holidays:

New Year' Day	January 01
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth Day	Third Monday in June
Independence Day	July 04
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

c) If the holiday falls on a Sunday, the following Monday will be observed as a national holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a National holiday by U.S. government agencies, and any other day specifically declared by the President of the United States.

d) In addition to the days designated as holidays, the government observes the following days:
   i) Any other day designated by Federal Statute.
   ii) Any other day designated by Executive Order.
   iii) Any other day designated by the President's Proclamation

e) It is understood and agreed between the government and the Contractor that observance of such days by the government personnel shall not otherwise be a reason for an additional period of performance, or entitlement of compensation. In the event the Contractor's personnel work during the holiday, they may be reimbursed by the Contractor, however, no form of holiday or other premium compensation shall be reimbursed either as a direct or indirect cost, other than their normal compensation for the time worked.

10) The following laws, regulations, policies, and procedures, including all subsequent changes or updates apply:

FAR	Federal Acquisition Regulation
VAAR	Veterans Administration Acquisition Regulation
Standards	All applicable Federal, State, Local and Industry: Laws, Policies and Standards as applicable to the proper performance afore and hereafter described.

11) **Glossary:**

CO	Contracting Officer
CDR	Contract Deficiency Report
COR	Contracting Officer's Representative
OBVAMC	Overton Brooks VA Medical Center
LT	Lot- for scheduled routes and as-needed trips, one Lot (LT) corresponds to one round-trip service occurrence unless otherwise specified.
OSHA	Occupational Safety and Health Administration
The Joint Commission	
Business Day: A business day includes the entire 24-hour period ending at midnight, and a notice required by the regulation is effective even if given outside normal business hours.	

12) **Government Responsibilities:** Government must provide access to designated pickup and delivery locations, loading docks, and parking areas consistent with OBVAMC and CBOC procedures.

13) **Safety:** Safety precautions shall include, but are not limited to the following requirements:
   a) Occupational Safety and Health Act (OSHA)
   b) Applicable State and Local Safety Operation Procedures
   c) VA Safety Practices and Policies, VAMC standard operating procedures, and any other Federal, State, and Local regulations pertaining to the equipment listed for this contract.
   d) JCAHO (The Joint Commission, formerly, Joint Commission Accreditation of Healthcare Organizations)

14) **Parking:**
   a) It is the responsibility of the Contractor personnel to park at the appropriate designated parking areas. The government does not validate or make reimbursement for parking violations of the contractor personnel under any circumstance.
   b) Parking in designated Veteran patient parking areas is strictly prohibited. Parking for unloading equipment necessary to perform the work will be authorized in advance of starting the project.

15) **Privacy Information:**
   a) The Contractor will not have access to VA desktop computers, nor will they have access to online resources belonging to the government while conducting services. The Contractor personnel shall secure (in a sealed envelope) and relinquish any documentation found anywhere on the VA grounds that contains sensitive VA patient and/or government information

such as privacy information within 60 minutes of finding such documentation to the Privacy Officer, Overton Brooks VAMC. If the Privacy Officer is not available, please relinquish any documentation found to the VA Police Services.

16) **Invoicing/ Billing Requirements**

16.1) The Contractor shall submit requests for payment electronically to the VA's Tungsten Network (https://www.fsc.va.gov/einvoice.asp). Payment for services provided under the terms of this contract will be made upon delivery, inspection, and acceptance of all line items. Invoices shall be properly prepared in accordance with Federal Acquisition Regulation (FAR) 52.212-4.

16.2) Invoices shall include, at a minimum, the following information:

a) Purchase Order (PO) number and Contract Number
b) Company Name, Company POC, Address, and telephone number
c) Invoice Date and Invoice Number
d) Period of performance covered
e) CLINs, quantities, and rates consistent with the contract price schedule
f) Sufficient detail for example number of trips, stops to allow verification against COR records.

16.3) The Government will only pay for actual, verified trips and stops, up to the funded and obligated amounts and consistent with the minimum and maximum quantities described in the contract schedule.

17. **<u>Quality Assurance Surveillance Plan (QASP):</u>**

17.1) **Title:** Courier Services between Overton Brooks VAMC, associated VA Community Based Outpatient Clinics (CBOCs) in Monroe, LA; Longview, TX; and Texarkana, TX, designated non-VA medical facilities in the Shreveport–Bossier metropolitan area and within the same towns as each CBOC, as directed by the Government

17.2) <u>Introduction:</u> This Quality Assurance Surveillance Plan has been developed to evaluate Contractor performance while implementing and executing Performance Work Statement (PWS) tasks for this requirement. It is designed to provide an effective surveillance method for monitoring and evaluating the Contractor's performance for the requirements listed in the PWS and herein this contract.

17.3) This QASP does not detail how the Contractor will accomplish the work that is required by the PWS. Rather, this QASP has been created with the premise that the Contractor is responsible for management and quality control actions to meet the terms of the contract. It is the government's responsibility to be objective, fair, and consistent in evaluating performance. In addition, the QASP should recognize that unforeseen and uncontrollable situations may occur.

17.4) This QASP is a 'living document' and the government may review and revise it on a regular basis to ensure that the QASP remains a valid, useful, and enforceable document. However, the government will coordinate changes with the Contractor (if changes are required). Copies of the original QASP and revisions will be provided to the Contractor and government officials implementing surveillance activities.

17.5) Performance standards and quality management: The designated government point of contact (POC) shall be responsible for monitoring the Contractor's performance. Performance deficiencies or poor performance identified during the term of the contract shall be documented by the government and reported to the Contractor. Upon notification of deficiencies or poor performance, the Contractor shall be given 5 days' time to take corrective action. If determined appropriate, the Contracting Officer and/or other Network Contracting Office-16 team shall meet with representatives of the Contractor to review

performance and resolve issues. All deficiencies or poor performance shall be documented and must be corrected within the timeframe specified by the government. The Contractor shall notify the CO in writing when correction(s) have been made. If the appropriate correction is not made in writing within the timeframe specified, the government shall have the right to terminate the contract in its entirety.

Para	Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method	Compliance
5.0	**Objective 1 –** Timeliness of Scheduled Trips	All scheduled courier routes are completed within scheduled service windows.	95% performance level of scheduled trips completed on time each month.	COR review of trip logs, spot checks, and customer feedback.	Corrected performance at no additional cost to the government. Acceptable performance rating in Contracting Performance Assessment Reporting System (CPARS). May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. A Contract Deficiency report (CDR) will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods
Para	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Compliance**
5.0 And 6.0	**Objective 2 –** Response Time for As-Needed and STAT Trips	Non-STAT: 1-hour call back, 3-hour pickup. STAT: Same minimum standard or faster if proposed.	95% compliance per month performance level	COR review of call logs, trip tickets, and clinical service feedback.	Corrected performance at no additional cost to the government. Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by

					the contract may be pursued. Potential non-exercise of order periods.
Para	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Compliance**
8.0	**Objective 3 –** Chain of Custody and Documentation Accuracy	Accurate chain-of-custody records; complete trip logs; required signatures at pickup/drop-off.	98% performance level accuracy per month	Documentation review, random audits, lab and pharmacy verification.	Corrected performance at no additional cost to the government. Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods.
Para	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Compliance**
6.0	**Objective 4 –** Protection of PHI and Sensitive Items	No unauthorized disclosure, loss, or mishandling of PHI or sensitive items.	Zero instances per month.	Incident reporting, audit logs, review of privacy/security compliance.	Corrected performance at no additional cost to the government. Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods.

Para	Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method	Compliance
6.0	**Objective 5 –** Vehicle Suitability and Cleanliness	Vehicles must be enclosed, clean, well-maintained, licensed, insured, and suitable for transport of medical items.	100% performance level compliance.	On-site inspections, COR spot checks, review of maintenance records.	Corrected performance at no additional cost to the government. Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods.
Para	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Compliance**
6.0	**Objective 6 –** Professional Conduct and Staffing Qualifications	Drivers trained, licensed, identifiable, professional, and compliant with VA access/badging.	100% performance level compliance.	Random checks, badge verification, incident reporting.	Corrected performance at no additional cost to the government. Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods.
Para	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Compliance**
8.0	**Objective 7 –** Delivery	Portal available for communication	95% performance	User reports, system	Corrected performance at no additional cost to the government.

	System Portal Availability	and documentation with minimal downtime.	level availability.	availability checks.	Acceptable performance rating in CPARS. May result in adverse CPARS and/or reperformance of work. Below AQL, non-acceptance of services. CDR will be issued for performance below the AQL. Additional remedies provided by the contract may be pursued. Potential non-exercise of order periods.

17.6) Contract Deficiency Report (CDR): When the Contractor does not achieve satisfactory performance, the COR will notify the Contracting Officer by forwarding the Contract Deficiency Report to the Contracting Officer who will issue this report to the Contractor. Within 2 days after receiving this report from the Contracting Officer, the Contractor shall provide a thorough response to the Contracting Officer for the reported discrepancies by completing the appropriate sections of this report designated to be filled by the Contractor. Contractor shall immediately correct substantiated deficiencies to the standards listed in the award. The Contractor shall provide a Ready Reaction Plan to address all issues cited in the CDR. The Ready Reaction Plan shall address how to meet the performance standard listed in the contract, the due date when the issue will be remedied, the cause of the performance issue and a plan to prevent this issue from occurring again in the future. Contractor shall maintain the performance standards set forth in this contract. Failure to achieve the performance standards can lead to the issuance of Cure Notices which can lead to termination of this contract for cause.

18. **Changes to the Performance Work Statement (PWS)**: Any changes to the PWS shall be authorized and approved only through written correspondence from the CO. A copy of each change will be kept in a project folder along with all other products of the project. Price/cost incurred by the Contractor through the actions of parties other than the CO shall be borne by the Contractor. During the term of this contract, medical equipment may be added or deleted from this contract as equipment is replaced, added or removed from service at the medical facility. Any such change shall be reflected in a written modification to this contract signed by the Contractor and the Contracting Officer.

END OF PWS

SECTION C - CONTRACT CLAUSES

C.6 52.216-19 ORDER LIMITATIONS

(a) *Minimum order.* When the Government requires supplies or services covered by this contract in an amount of less than 75 quantity, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) *Maximum order.* The Contractor is not obligated to honor—

(1) Any order for a single item in excess of 500 quantity

(2) Any order for a combination of items in excess of 1,000 quantity or

(3) A series of orders from the same ordering office within two (2) days that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 2 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

C.16 VAAR 852.219-75 VA NOTICE OF LIMITATIONS ON SUBCONTRACTING—CERTIFICATE OF COMPLIANCE FOR SERVICES AND CONSTRUCTION (JAN 2023) (DEVIATION)

(a) Pursuant to 38 U.S.C. 8127(l)(2), the offeror certifies that—

(1) If awarded a contract (see FAR 2.101 definition), it will comply with the limitations on subcontracting requirement as provided in the solicitation and the resultant contract, as follows:

(i) [X] *Services*. In the case of a contract for services (except construction), the contractor will not pay more than 50% of the amount paid by the government to it to firms that are not certified SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 50% subcontract amount that cannot be exceeded. Other direct costs may be excluded to the extent they are not the principal purpose of the acquisition and small business concerns do not provide the service as set forth in 13 CFR 125.6.

(ii) [] *General construction*. In the case of a contract for general construction, the contractor will not pay more than 85% of the amount paid by the government to it to firms that are not certified SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 85% subcontract amount that cannot be exceeded. Cost of materials are excluded and not considered to be subcontracted.

(iii) [] *Special trade construction contractors*. In the case of a contract for special trade contractors, the contractor will not pay more than 75% of the amount paid by the government to it to firms that are not certified

SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 75% subcontract amount that cannot be exceeded. Cost of materials are excluded and not considered to be subcontracted.

(2) The offeror acknowledges that this certification concerns a matter within the jurisdiction of an Agency of the United States. The offeror further acknowledges that this certification is subject to Title 18, United States Code, Section 1001, and, as such, a false, fictitious, or fraudulent certification may render the offeror subject to criminal, civil, or administrative penalties, including prosecution.

(3) If VA determines that an SDVOSB/ VOSB awarded a contract pursuant to 38 U.S.C. 8127 did not act in good faith, such SDVOSB/VOSB shall be subject to any or all of the following:

(i) Referral to the VA Suspension and Debarment Committee;

(ii) A fine under section 16(g)(1) of the Small Business Act (15 U.S.C. 645(g)(1)); and

(iii) Prosecution for violating 18 U.S.C. 1001.

(b) The offeror represents and understands that by submission of its offer and award of a contract it may be required to provide copies of documents or records to VA that VA may review to determine whether the offeror complied with the limitations on subcontracting requirement specified in the contract. Contracting officers may, at their discretion, require the contractor to demonstrate its compliance with the limitations on subcontracting at any time during performance and upon completion of a contract if the information regarding such compliance is not already available to the contracting officer. Evidence of compliance includes, but is not limited to, invoices, copies of subcontracts, or a list of the value of tasks performed.

(c) The offeror further agrees to cooperate fully and make available any documents or records as may be required to enable VA to determine compliance with the limitations on subcontracting requirement. The offeror understands that failure to provide documents as requested by VA may result in remedial action as the Government deems appropriate.

(d) Offeror completed certification/fill-in required. The formal certification must be completed, signed and returned with the offeror's bid, quotation, or proposal. The Government will not consider offers for award from offerors that do not provide the certification, and all such responses will be deemed ineligible for evaluation and award.

Certification

I hereby certify that if awarded the contract, [insert name of offeror] will comply with the limitations on subcontracting specified in this clause and in the resultant contract. I further certify that I am authorized to execute this certification on behalf of [insert name of offeror].

Printed Name of Signee: _____

Printed Title of Signee: _____

Signature: _____

Date: _____

Company Name and Address: _____

(End of Clause)

(End of Addendum to 52.212-4)

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

D.1 LIST OF ATTACHMENTS - TABLE

No.	Description	Date	Pages
Attachment A	Wage Determination 2015-5191 Revision 30	05/13/2026	12
Attachment B	VAAR 852.219-75 VA NOTICE OF LIMITATIONS ON SUBCONTRACTING—CERTIFICATE OF COMPLIANCE FOR SERVICES AND CONSTRUCTION (JAN 2023) (DEVIATION)		2
Attachment C	Relevant Experience Form		3

SECTION E - SOLICITATION PROVISIONS

E.12 ADDENDUM 52.212-2 EVALUATION—COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (OCT 2025) (DEVIATION)

(a) This acquisition is being procured under the authority of FAR Part 12. This solicitation is to establish a Firm-Fixed Price, Indefinite Delivery Indefinite Quantity (IDIQ) Contract with single award. The Government will award a contract resulting from this solicitation based on lowest price, technically acceptable (LPTA) to the responsive and responsible quoter whose quote, conforms to the solicitation. All quoters must have a current registration in the System for Award Management to be considered for award.

Since this solicitation is LPTA the government will begin by reviewing the lowest priced quote first and if the government determines that this quote is technically acceptable, no other quotes will be reviewed. This quote will have been deemed technically acceptable with the lowest price, so for this reason the award will be made based on FAR guidance.

If no offer is technically acceptable the government will make a determination to re-solicit. Technical tradeoff will not be made, and no additional credit will be given for exceeding the minimum requirements. In the event an offeror's quote is determined to be technically unacceptable for any of these factors, the entire quote will be considered technically unacceptable, and the quote will be ineligible for award.

Please read each section carefully for the submittals and information required as part of the evaluation. Failure to provide the requested information shall result in the Contractor's quote technically unacceptable. In addition, the government intends to award without discussions. The government reserves the right to request clarifications.

Past Performance: The government will review past performance for responsibility determination purposes only. The government will review government systems such as Contractor Performance assessment Reporting System (CPARS), Federal Awardee Performance and Integrity Information System (FAPIIS), Past Performance Information Retrieval System (PPIRS) and other government systems. Offerors with no relevant past performance history will not be evaluated favorably or unfavorably.

The following factors shall be used to evaluate offers:

Technical

Price

The Contractor shall be registered in SAM.gov https://sam.gov to receive government contracts to be considered for award.

The Contractor shall be SDVOSB certified in SBA VetCert in order to receive credit as a SDVOSB and must be appropriately coded in SAM as an SDVOSB concern to be considered for award at the close of the solicitation due date and time; and at the time of award.

DELIVERABLES:

a) Section B- Contract Administration Data, Contractor contact information.

b) Volume 1-Technical

c) Volume 2-Price

d) Revised- Attachment B (signed)- 852.219-75 VA Notice of Limitations on Subcontracting — Certificate of Compliance for Services and Construction (JAN 2023) (DEVIATION)

e) Attachment C- Relevant Experience Form

FACTOR 1 - TECHNICAL

Technical / Management Approach

a) Quoter shall submit a technical approach with quote to be considered for award. Quoter technical quote shall address whether you are subcontracting this effort or performing as the prime, quoter approach as to how you will accomplish the requirements of the Performance Work Statement (PWS), technical capability/expertise, manpower, schedule, and resources available to provide these services.

b) The Contractor technical approach shall demonstrate the Contractor will provide all qualified personnel, supervision, management, vehicles, equipment/supplies, licenses, insurance, materials, and travel/ transportation, and Personal Protective Equipment (PPE) to perform the work safely, effectively, and timely. Tools, equipment, and PPE shall comply with the requirements of OSHA Standards.

Failure to provide this information may result in technical quote as technically unacceptable.

c) The offeror shall provide a detailed quality assurance plan to include:

1. Quality Control (QC) organization
2. Qualifications
3. Duties, responsibility and authority of QC personnel
4. Outside Organizations/Subcontractors
5. Submittal Procedures & Initial Submittal Register
6. Documentation Procedures

d) Contractor shall be required to carry the following types and minimum amounts of insurance throughout the term of the contract:

(1)	Worker's Compensation & Employer's Liability:	$100,000
(2)	General Liability (per occurrence):	$500,000
(3)	Automobile Liability:	
i.	Bodily Injury (per person)	$200,000
ii.	Bodily Injury (per occurrence)	$500,000
iii.	Property Damage (per occurrence)	$200,000

Failure to submit a copy of company Liability Insurance with the technical quote shall result in technical quote as technically unacceptable.

TECHNICAL: Contractor Qualifications:

a. Contractor Relevant Experience: The Contractor shall demonstrate three (3) years' technical experience within the last five (5) years in courier service performing as the prime contractor in accordance with the Performance Work Statement (PWS). The contractor shall demonstrate in their technical approach proof of technical training and demonstrate track records of working experience relevant courier, medical logistics, or healthcare related transportation experience and related components in healthcare, industrial, educational, and commercial facilities performing as the prime.

The Contractor shall submit up to three (3) Contractor technical experience entries performing as the prime Contractor. **See Attachment C, Relevant Experience Form**.

The Contractor technical experience entry shall include:
(a) dollar value,
(b) contract number,
(c) period of performance (year and month),
(d) point of contact (POC) name and title,
(e) POC phone number,
(f) POC email address,
(g) description of the work,
(h) servicing agency,

Failure to demonstrate five years technical experience and submit up to three (3) Contractor technical experience entries performing as the prime Contractor shall result in Contractor's technical quote as technically unacceptable.

TECHNICAL: CONTRACTOR PERSONNEL QUALIFICATIONS

Contractor shall submit with technical quote resume(s) and qualifications to show proof of contractor personnel experience and a copy of current/valid driver license for all contracted personnel drivers. Contractor shall provide competent qualified drivers and support Contractor personnel who can read, write, speak, and understand English. Ensure drivers are at least eighteen (18) years of age or older, possess valid driver's license, and meet all applicable licensing requirements; the Contractor personnel shall be properly licensed to operate in the local Shreveport, LA area and all jurisdictions in which services are performed per the Performance Work Statement (PWS) in section B.4, Paragraph 6 by the close of the solicitation due date and time for Contractor Personnel.

Failure to demonstrate the Contractor personnel qualifications through a resume shall result in the technical quote being technically unacceptable.

Failure to demonstrate the Contractor personnel qualifications through a copy of current/ valid driver license for contracted personnel drivers shall result in the technical quote being technically unacceptable.

Management and Local Capability: Contractor shall maintain local management and dispatch capability in or near Shreveport, LA, sufficient to oversee day to day operations, respond to issues, and implement quality control. Contractor shall designate a primary and alternate point of contact (POC) with authority to make decisions and respond to Government inquiries.

Vehicles and Equipment: Contractor shall provide enclosed vehicles owned or leased by the Contractor (no personal vehicles) that are properly licensed, registered, inspected, and insured, and suitable for secure transport of medical materials, Patient Health Identity (PHI), and medical equipment. Ensure vehicles are clean, well maintained, and in good mechanical condition at all times. Provide backup vehicles and drivers as part of a contingency plan to ensure continuous service if primary vehicles or drivers are unavailable.

Training: Ensure Contractor personnel receive specimen handling and "dangerous goods"–type training, as required by laboratory protocols and Department of Transportation (DOT) and Occupational Safety Health Administration (OSHA) regulations, at least annually; Contractor to maintain training records and provide certificate as proof of evidence with technical quote and annually thereafter for Contractor personnel. Accredited providers are acceptable.

Failure to submit proof of a designated primary and alternate point of contact (POC) with authority to make decisions and respond to Government inquiries shall result in the technical quote being technically unacceptable.

Failure to submit resume(s) and qualifications demonstrating contractor personnel experience, along with a current and valid driver's license for all contracted drivers 18 years of age or older, shall result in the technical quote being deemed technically unacceptable.

Failure to submit required vehicle(s) and equipment documentation through a copy of vehicle registration, state or federal operating licenses, current insurance coverage, and lease or ownership records shall result in the technical quote being deemed technically unacceptable.

Failure to provide proof of required training by an accredited provider through a copy of certificates of completion or an employer-issued verification letter confirming completion of required training shall result in the technical quote being deemed technically unacceptable.

To facilitate the award process, all quotes must include a statement regarding the terms and conditions herein as follows:

"The terms and conditions in the solicitation are acceptable to be included in the award document without modification, deletion, or addition." **OR**

"The terms and conditions in the solicitation are acceptable to be included in the award document with the exception, deletion, or addition of the following:"

(b) *Options (if applicable).* The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. The evaluation of options does not obligate the Government to exercise the option(s).

(c) *Notice of award*. A written notice of award or acceptance of an offer furnished to the successful Offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of Provision)

End of Document