

## B.2 STATEMENT OF WORK

### Veterans Integrated Service Network (VISN 5) WHEELCHAIR AND MOBILITY AID REPAIRS

#### 1. Introduction / Background Information Intent

Veteran Integrated Service Network (VISN 5) has a requirement for providing Wheelchair & Mobility Aid Repair Services for the following Veterans Affairs Medical Centers within VISN 5 (Coverage Areas: DC, Virginia, West Virginia, Maryland):

VA Medical Center  
510 Butler Avenue  
Martinsburg, WV 25401

VA Medical Center  
10 North Greene Street  
Baltimore, MD 21201

VA Medical Center  
50 Irving Street, NW  
Washington, DC 20422

VA Medical Center  
One Medical Center Drive  
Clarksburg, WV 26301

VA Medical Center  
1540 spring Valley Drive  
Huntington, MD 25704

VA Medical Center  
200 Veteran Avenue  
Beckley, WV 25801

Contractor should thoroughly review the specifications and be familiar with the area of coverage to be fully aware of the supplies and the services required. Failure to do so will not relieve the Contractor from performing in accordance with the strict intent and meaning of the specifications.

**Service Areas:** The geographical area for service will encompass the following areas associated with each medical center listed below.:

#### DC VAMC Service Areas:

Washington (DC)

Alexandria (VA), Arlington (VA), Fairfax (VA), Fall's Church (VA), Anne Arundel (MD), Charles (MD), College Park (MD), Howard (MD), Montgomery (MD), Prince George's (MD)

King George (VA), Lancaster (VA), Loudoun (VA), Manassas (VA), Prince William (VA), Stafford (VA), Westmoreland (VA), Calvert (MD), St. Mary's (MD)

#### Huntington VAMC Service Areas:

West Virginia Counties-Cabell, Wayne, Lincoln, Mingo, Logan, Jackson, Mason, Putnam, Kanawha, Boone

Ohio Counties-Lawrence, Gallia, Scioto, Pike, Jackson, Meigs, Athens, Vinton

Kentucky Counties- Lewis, Wolfe, Pike, Floyd, Rowan, Morgan, Boyd, Greenup, Carter, Elliot, Lawrence, Breathitt, Martin, Fleming, Johnson

#### Martinsburg VAMC Service Areas:

Berkeley, Jefferson, Morgan, Frederick MD, Washington, Adams, Franklin, and Fulton counties

Grant, Hampshire, Hardy, Mineral, Pendleton, Allegany, and Garrett counties

Clarke, Faquier, Frederick VA, Loudoun, Page, Rappahannock, Shenandoah, and Warren Counties

Prince Georges, Fairfax, Carrol, Montgomery, Howard, Rockingham, Page, Highland, and York

#### Beckley VAMC Service Areas:

Raleigh

Boone, Fayette, Kanawha, Mercer, Summers, Wyoming

Clay, Greenbrier, Logan, McDowell, Mingo, Monroe, Nicholas, Roane

Braxton, Calhoun, Pocahontas, Webster

Gilmer, Lewis, Randolph, Upshur

**Clarksburg VAMC Service Areas:**

West Virginia Counties: Harrison, Barbour, Taylor, Upshur, Lewis, Doddridge, Tyler, Wetzel, Monongalia, Marion, Preston, Pleasants, Ritchie, Gilmer, Marshall, Nicholas, Tucker, Randolph, Webster, Braxton, Calhoun, Wirt, Wood, Roane, Jackson and Clay

Ohio Counties: Washington, Athens, Belmont, Morgan, Monroe, and Noble

Pennsylvania Counties: Fayette, Greene and Washington

Maryland Counties: Garrett

**VA Maryland Health Care System Service Areas:**

Baltimore City and Baltimore County

Harford, Carroll, Howard, and Anne Arundel Counties

Garrett, Allegany, Washington, Frederick, Cecil, Kent, Queen Anne's, Caroline, Talbot, Dorchester, Wicomico, Somerset, Worcester, St. Mary's, Prince George's, Charles, and Calvert Counties

**2. Contractor Responsibilities:**

The Contractor has responsibility for providing services under the timelines specified.

The Contractor shall be responsible for coordinating, supervising, monitoring, and evaluating the service provided and shall assure that the contracted services are performed according to the terms of the contract. The Contractor shall also assure that its personnel meet the requirements of the contract and are competent to do the jobs assigned to them. It is the Contractor's responsibility to schedule the times and dates for the provision of services within the timelines established (see Timeliness of Services). Wheelchairs and other mobility aids shall not be left unattended at the Veteran's home, unless prior arrangements are made with the Veteran.

The Contractor shall be responsible for providing repair services on-site and in the community, assessing and repairing malfunctioning power and manual mobility aids. In the event a chair (i.e. scooter/power wheelchair/power wheelchair with assistant steering) cannot be fixed within a business day and is not safe to operate, the Contractor shall provide a suitable wheelchair for loaner.

Before entering a veteran's home, the Contractor's representative(s) shall present a picture identification card/badge to the veteran/primary caregiver and verbally identify themselves. The Contractor's representative(s) will ask permission to enter the home. All costs associated with obtaining cards/badges are the Contractor's responsibility.

The Contractor's employees that are providing the equipment and related services to meet the needs of veteran shall have current education, training, certifications and experience appropriate to the equipment and scope of services provided and demonstrates knowledge and competence.

The Contractor shall furnish the Prosthetics and Sensory Aids Service with a copy of their Standard Operating Procedure Manual, employee competencies and training and updates as they occur, quarterly reports of quality assessment and performance improvement activities, and Veteran satisfaction survey results. Safety and infection control procedures as well as documentation of all education and training received by personnel servicing this contract shall be a part of this manual. Education on safety and infection control is required on a yearly basis.

Steel-toed shoes shall be worn by all employees performing under this contract in accordance with Occupational Safety and Health Administration (OSHA) requirements.

### **3. VAMC Facility Responsibilities**

The VA shall monitor the Contractor's performance and compliance through record checks, customer satisfaction surveys, inspection of work performed, and weekly review of invoices. Monitors will focus on quality of work, timeliness of repair services; customer satisfaction; accuracy of required documentation and adherence to Joint Commission standards.

The Department of Veterans Affairs Medical Center (VAMC) will be responsible for ensuring Clinicians' orders for the provision of wheelchair repair services are processed through the Prosthetic and Sensory Aids Service (P&SAS) at the respective VA Medical Center. Initiation of repair of wheelchair, and resolutions of problems related to equipment or veteran care are under the direction of the COR or any Prosthetic government purchase cardholder.

### **4. Repair Facility Locations:**

The Contractor shall have a repair facility within 30 miles of all VA Medical Centers within VISN 5.

The Contractor's facility shall meet the requirements of the contract as it relates to storage and provides a proper area for providing instructions to VA beneficiaries. The Contractor's facility shall provide an environment that is safe and secure for VA beneficiaries seeking services required under this contract. The Contractor's facility shall be accessible for persons with disabilities and be representative of the VA's good image in appearance and safety.

Contractor shall maintain a suitable location for repair, storage of loaner wheelchairs, and storage of chairs awaiting delivery and/or parts until such time as the chair can be returned to the Veteran

Contractor is to provide necessary repair and safety equipment to facilitate repairs on wheelchairs and mobility aids.

Services shall not be provided from any facility without a purchase order.

An area separate and apart from the clean area is to be designated for the sanitizing of soiled mobility aids picked up from a Veteran. This area shall contain adequate and appropriate supplies needed for proper cleaning and sanitizing, bagging and tagging, as well as protective equipment to guard against infection such as rubber gloves, gowns, masks, safety glasses, eye wash stations, a first aid kit, and be arranged in a neat and orderly fashion. Appropriate signage shall be in place and include universal precautionary measures.

### **5. Personnel Policy:**

The Contractor shall assume full responsibility for the protection of its personnel furnishing services under this contract, such as providing worker's compensation, professional liability insurance, health examinations, income tax withholding, and social security payments. The parties agree that the Contractor, its employees, agents, and subcontractors shall not be considered VA employees for any purpose.

### **6. Comprehensive Procedure Manual Requirements:**

The Contractor's comprehensive procedure manual shall be reviewed and approved by the COR. The manual shall include but not limited to delivery/set-up, infection control, safety, rights and responsibilities, inventory, employee training (to include age specific), competency records, performance improvement.

## **7. Description of Services:**

**Wheelchairs & Scooters:** Manual and power mobility devices designed to assist veterans ambulate who are unable to walk safely or far without assistance.

**Emergency Repairs/Replacement Outside Normal Operations:** An emergency repair/replacement will be authorized by the 2237 with an invoice submitted within 24 hours when the veteran's health is at risk, and the incident occurs outside of normal operating hours as listed in the contract.

### **Emergency Repairs/Replacement During Normal Operations:**

Emergency services requested by a Prosthetic purchase cardholder shall be provided within four (4) hours of receipt of request.

In the event Contractor is unable to meet those delivery times, the Contractor shall notify the purchasing agent making the equipment request immediately. The VA reserves the right to obtain the service from another source and to charge the Contractor with any excess cost which may result there from.

## **7.1 Loaner Equipment Requirements:**

**Loaner Equipment:** When a veteran's wheelchair requires repair at the Contractor's facility, the Contractor will provide a "Loaner" wheelchair for the veteran's use until the veteran's repaired items has been returned.

**Contractor shall have these loaners on hand as needed per medical center:** (2) Q6 EDGE SEAT SIZE 18 AND 20, (1) Q6 EDGE W/TILT & RECLINE (FOR HIGH END) SIZE 18 SEAT,(2) PRIDE VICTORY SCOOTER SIZE 18 SEAT AND (1)PRIDE MAXIMA (BARIATRIC); VICTORY SCOOTERS

## **7.2 Timeliness of Services and Pickup/Repair**

Upon receipt of a VA purchase order, the Contractor shall contact the Veteran to schedule an appointment, arrive and assess the mobility aid at the veteran's residence, provide detailed repair needs to include but not limited to equipment needed to repair to the Prosthetic purchase cardholder, repair the mobility aid or make arrangements to repair it and provide a loaner as needed.

Initial contact with the Veteran occurs immediately upon receipt of the purchase order. Fulfillment of the requested service shall be completed within three (3) business days from receipt of the purchase order.

If a repair cannot be conducted on site, the Contractor shall pick up the mobility aid and bring it to the Contractor's repair facility and provide a loaner item to the Veteran. The Contractor shall document the state of the mobility aid at the time of pickup, noting any missing equipment or existing damage.

If a repair item is needed the Contractor will coordinate with VA to receive an amended purchase order.

Contractor shall perform an immediate assessment of the mobility aid upon receipt of the mobility aid. If parts must be ordered the Contractor shall provide a required itemized parts list to include the manufacturers item description, part number and warranty coverage with Contractor quote within 2 business days. VA purchasing agent shall review the quote from the contractor prior to authorizing, purchasing and drop shipping the repair parts. VA may determine that the cost of repair necessitates that the mobility aid be scrapped and replaced with a new item.

Contractor to have the following parts on hand in inventory, VA to replace contractor stock, Batteries, Tires, Chargers

### **7.3 Description of Services**

- a. Minor Repairs – Noncomplex repairs taking less than 2 hours to complete, including an assessment, charges for the repairs are charged separately from the service call charges.
- b. Major Repairs – Complex repairs taking more than 2 hours to complete, including an assessment, charges for the repairs are charged separately from the service call charges.
- c. Service call during business hours, service fee includes travel to and from the location of the mobility aid and assessment the mobility aid to determine repair needs.
- d. Service call outside business hours, service fee includes travel to and from the location of the mobility aid and assessment the mobility aid to determine repair needs.
- e. Loaner rate - scooter/power wheelchair/power wheelchair with assistant steering be provided a per day rate during length of repairs.

### **7.4 Sentinel Events/Incident Reporting**

The Contractor shall have a policy for reporting and documenting all accidents and injuries and documenting safety hazards and be a part of the Contractor's Standard Operating and Procedure Manual.

All accidents, malfunctions, injuries, deaths, and equipment recall, related to the provision, delivery and use of wheelchairs and mobility aids, shall be immediately reported to the COR or designee and to the manufacturer of the equipment, if applicable.

### **8. Site Inspections:**

On-site Contractor visits will be made, at a minimum quarterly, on a scheduled and unscheduled basis. The COR as necessary, will conduct Contractor site inspections. The purpose of these inspections is to monitor the Contractor's performance as it relates to the contract and commercial practices. The Contractor agrees to make available all records and documentation necessary during such visits. In addition, the Contractor agrees to visits by an accrediting body or other Government representative accompanied by the COR to review the contract services. These visits shall be allowed at no additional cost to the Government.

### **9. Reports:**

VISN 5 W/C Contract Reports shall meet all Joint Commission Standards or equivalent to include all applicable home care standards. The Joint Commission standards may be accessed at [www.JointCommission.org](http://www.JointCommission.org).

Reports can be submitted electronically (encrypted email, electronic fax) using Microsoft applications or PDF. These reports will be sent to each station COR.

Contractor shall provide the following reports as specified:

**DAILY – Reports due by 9:00am the following day.**

- Incident Reports (Case by Case) – including sentinel events
  1. The Contractor shall have a policy for reporting and documenting all accidents and injuries and documenting safety hazards and be a part of the Contractor's Standard Operating and Procedure Manual.
  2. All accidents, malfunctions, injuries, deaths, and equipment recalls related to provisions, delivery and use of DME, shall be immediately reported to COR or designee and to the manufacturer of the equipment, if applicable.
- Invoices for completed repair tickets
- Open/Completed Repair Tickets – with reason remaining open
- Quotes for repair parts
- Emergency repair services performed outside normal business hours

**MONTHLY – Reports due by close of business the 3<sup>rd</sup> business day of the following month.**

- Total Orders Received
  1. On time
  2. Delayed
  3. Delay Reason
  4. Cancelled by Veteran
  5. Repairs Completed
  6. Pending (waiting on parts)
- Detailed VA Required Inventory
  1. All items issued to Veterans with serial #
  2. Item name
  3. Item description
  4. On-hand
  5. PAR levels

**QUARTERLY – They will be submitted on a quarterly basis, based on the Federal Government's Fiscal Year which runs from October 1 to September 30. Therefore, reports would be due no later than the last business day of the month after the ending quarter: January, April, July, and October.**

- Employee training tracker
  1. Competency
- Patient Satisfaction Survey
- Total Repair Ticket Information
  1. Total Completed
  2. Total Refused
  3. Total Cancelled – why
  4. Total Repeated Repairs – qty by veteran with type of repair
- Performance Improvement Plan results
- Warehouse and Vehicle Inspection Report to be completed by VA

**ANNUALLY – Reports are due by the last day of October of each year.**

- Breakdown of Total Repair Tickets
  1. Categorize by type and manufacturer of Mobility Device (Manual W/C, Power W/C, Scooter)
    - a) Type of Repair (battery, ect.)
    - b) Cost of Totals for Repair
- Repair certifications
- Competency assessments – annual competency assessment for existing staff who are providing the services under this contract

Reports can be submitted electronically (encrypted email, electronic fax) using Microsoft applications or PDF. These reports will be sent to each station COR.

#### **10. Safety, Management and Infection Control**

The Contractor shall comply with all applicable laws concerning licensing and operation of motor vehicles.

The Contractor's vehicle walls, ceiling and floors should be of a surface that can be easily cleaned and sanitized and have areas clearly marked to separate clean and contaminated equipment/supplies. Contractors vehicles must be equipped to transport the Veteran's mobility aid safely and securely.

The Contractor shall maintain a telecommunication system, i.e., telephone, fax machine, and e-mail system with PKI Encryption (preferred method) in order to preserve continual contact with the Department of Veterans Affairs and for emergency contact. The fax machine and all computers with e-mail access shall be kept secure and out of public view to maintain the safety and security of our Veteran's confidential medical information.

Health Test – Contractor shall submit proof of testing (tuberculosis testing and hepatitis B vaccine). All testing shall be current within the past year. As staff change the proof will need to be submitted to the COR within 30 days. The requirement must be kept current with proof provided to COR as needed.

- a. Tuberculosis Testing – All Contractor and /or subcontractor personnel shall provide documentation of a Two-Step Purified Protein Derivative (PPD) test performed within the past year and within ninety days of beginning at the VAMC. In case of a past positive PPD test, a negative chest radiograph report to rule out active tuberculosis shall be provided. The PPD test shall be repeated annually.
- b. Hepatitis B Vaccine – The Contractor shall provide training or a self-study training module to its personnel; provide Hepatitis B vaccination series; maintain and distribute an exposure determination and control plan to its personnel, maintain required records and ensure that proper follow-up evaluation is provided following an exposure incident. Contractor shall provide documentation that the employee(s) have received the Hepatitis B vaccination series or that the employee(s) declined to receive the series.

Contractor shall ensure that all safety and infection control procedures are followed while performing under the terms and conditions of this contract for the protection of all parties involved.

#### **11. Solicitation:**

- a. Contractor agrees he/she shall not directly or through his/her dealers solicit the Veterans of the Department of Veterans Affairs. The Contractor is to contact the veteran or caregiver only to make arrangements for rendering services or supplies authorized by VA.

**12. Quality Assurance Surveillance Plan:**

- a. The service by the Contractor shall clearly show a commitment to courtesy and concern to the veteran and his caregivers by all personnel concerned in the furnishing of services as specified under the terms of this contract.
- b. Before entering a veteran’s home, the Contractor’s representative(s) shall present a picture identification card/badge to the veteran/primary caregiver and verbally identify themselves. The Contractor’s representative(s) will ask permission to enter the home. All costs associated with obtaining cards/badges are the Contractor’s responsibility.
- c. Customer complaints will be validated by the COR. If the complaint is found to be valid, and identifies a discrepancy or breach of contract, the COR will report the complaint to the Contracting Officer.

<b>Performance Objective</b>	<b>Frequency Assessment</b>	<b>Acceptable Quality Level</b>	<b>Method of Performance Assessment</b>	<b>Incentive / Disincentive</b>
Timeliness of deliveries	Quarterly	Performance criteria met in 98% or greater of cases	Veteran satisfaction / complaints, monthly review of invoices for accuracy, timeliness of equipment delivery,	Incentive: Favorable Contractor performance evaluation.
Adherence to Purchase Order Instructions	Quarterly	Performance criteria met in 98% or greater of cases	Veteran satisfaction / complaints, monthly review of invoices for accuracy.	Incentive: Favorable Contractor performance evaluation.
Adherence to Pick up Requirements	Quarterly	Performance criteria met in 98% or greater of cases	Veteran satisfaction / complaints, monthly review of invoices for accuracy, timeliness of equipment pickup.	Incentive: Favorable Contractor performance evaluation.
Repair Requests Handled Properly	Quarterly	Performance criteria met in 98% or greater of cases	Veteran satisfaction / complaints, monthly review of invoices for accuracy and appropriateness.	Incentive: Favorable Contractor performance evaluation.
Quality Assurance/Site Inspections	Quarterly or as determined by the COR	Performance criteria met in 98% or greater of cases	Site inspection, record check, accuracy of required documentation submitted.	Incentive: Favorable Contractor performance evaluation.
Reports	As specified in Paragraph 9	Performance criteria met in 98% or greater of cases	Record check, accuracy of required documentation submitted.	Incentive: Favorable Contractor performance evaluation.

**13. Qualifications:**

- a. The Contractor shall be responsible to ensure that Contractor employees providing work on this contract are certified to work on the appropriate mobility aid. The Contractor is required to maintain records that document competence/performance level of Contractor employees working on this contract in accordance with Joint Commission standards and other regulatory body requirements.
  - i. Contractor shall be qualified and, when applicable, certified, to repair devices from the following manufacturers:
    - 1. Pride / Quantum
    - 2. Golden Technologies
    - 3. Permobil
    - 4. KI Mobility
    - 5. Sunrise Medical
    - 6. Tilite
    - 7. Invacare
    - 8. Medline
    - 9. E-fix power assist
    - 10. Other – as required by prosthetics and Veteran’s specific medical needs.
- b. The Contractor shall remove from the work site, any Contractor employee who does not comply with their orientation requirements or meet competency requirements for the work being performed as required by the VA. This information will be documented and submitted to the COR upon any findings for action as needed.
- c. When changes in Contractor personnel occur, the Contractor shall provide evidence of orientation, the current competence assessment and a performance evaluation within 6 months to the COR.

**14. Work Hours:**

Normal business hours are defined 8:00am-4:30pm Monday – Friday excluding weekends and observed federal holidays.

Outside business hours are days and times outside normal business hours.

Federal Holidays: Observed by the Federal Government are:

- New Year’s Day
- Martin Luther King’s Birthday
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas

Any other day that is specifically declared by the President of the United States to be a federal holiday.

When one of the holidays falls on Sunday, the following Monday shall be observed as a Federal Holiday.

When a holiday falls on a Saturday, the preceding Friday shall be observed as a Federal Holiday.

**15. Contracting with Parties Listed on the OIG List of Excluded Individuals/Entities:**

- a. In accordance with The Health Insurance Portability and Accountability Act (HIPAA) and the Balanced Budget Act (BBA) of 1977, the Office of Inspector General has established a list of parties and entities excluded from Federal health care programs. Specifically, the listed parties and entities may not receive Federal Health Care program payments due to fraud and/or abuse of the Medicare and Medicaid programs.
- b. Therefore, all Contractors shall review the OIG List of Excluded Individuals/Entities on the OIG web site at [www.hhs.gov/oig](http://www.hhs.gov/oig) to ensure that the proposed Contractor personnel (s) and/or firm(s) are not listed. Contractors should note that any excluded individual or entity that submits a claim for reimbursement to a Federal health care program, or causes such a claim to be submitted, may be subject to a minimum and maximum Civil Monetary Penalty (CMP) for each item or service furnished during a period that the person or entity was excluded and may also be subject to treble damages for the amount claimed for each item or service. CMP's may also be imposed against health care providers and entities that employ or enter into contracts with excluded individuals or entities to provide items or services to Federal program Veterans.

**16. Tort Claims:**

- a. Individual(s) providing the services under the contract are not covered by the Federal Tort Claims Act. When an individual(s) providing the services has been identified as a provider in a tort claim, the individual(s) providing the services is responsible for notifying the Contractor's legal counsel and/or insurance carrier. Any settlement or judgment arising from an individual(s) providing the services action or non-action is the responsibility of the Contractor and/or insurance carrier.

**17. Payment:**

- a. Payment to the Contractor shall be made with purchase cards upon receipt of a properly prepared detailed invoice. **Payments for emergency services outside of normal operating hours shall be invoiced through the Tungsten system for payment.**

**18. Invoicing:**

- a. Neither the Veteran, his insurer, nor any third party shall be invoiced. Invoices will be submitted to the requesting purchase card holder. The Contractor may not bill any veteran or their health insurance carrier for care provided to a veteran while employed by or working under contract with the Department of Veterans Affairs.
- b. Inquiries related to invoices must be able to be identified and looked up referenced by the purchase order number related to that request for services.
- c. The Contractor must be able to send and receive orders and invoicing inquiries via encrypted email using PKI to ensure the security of confidential information.
- d. The Contractor may not bill any veteran or their health insurance carrier for care provided to a veteran while employed by or working under contract with the Department of Veterans Affairs.
- e. The Contractor shall submit invoices covering the services performed under this contract which contain the following information:

Name and Address of Contractor  
 Invoice Number and Date  
 Contract/Purchase Order Number  
 Detailed description of Charges  
 Veteran's Name, Address, Telephone Number, and last 4 of SSN  
 Date Services were rendered  
 Item Picked up/Delivered/Repaired including Serial Numbers  
 Review of warranty completed for item to be repaired

NOTE: Invoices submitted without the required information listed above will be returned.

**19. Training:**

- a. The Contractor shall maintain documentation of all orientation programs and background checks for all employees involved in repair/recovery of wheelchairs and mobility aids. All documentation shall be furnished to the COR prior to commencement of work activities and shall be updated as employees enter / exit service on the contract. Annual competencies required at a minimum, include safety and equipment management such as; equipment safety checks, troubleshooting, infection control procedures, Veteran confidentiality and handling procedures. Documentation shall be made available upon written request of the COR.
- b. Failure to complete this mandatory competency training, within the timeframe required shall be grounds for suspension or termination of all physical and/or electronic access privileges and removal from work on the contract until such time as the training is completed.

**B.3 PRICE/COST SCHEDULE**

**NOTE: THE QUANTITIES BELOW ARE ESTIMATED PROJECTED TOTALS AND CANNOT BE CONSIDERED 100% ACCURATE.**

**Ordering Period: 5/1/2019 – 4/30/2020**

ITEM	DESCRIPTION	EST. QTY/ MONTH	UNIT	UNIT PRICE	TOTAL PRICE/ YEAR
0001	Repairs – During Normal Business hours				
0002	Repairs – Outside Normal Business hours				
0003	Major Service Call (more than 2 hours)	508	TRIP	\$	\$
0004	Minor Service Call (less than 2 hours)	81	Trip	\$	\$
0005	Provision of loaner (scooter/power wheelchair/power wheelchair with assistant steering) during repairs	21	Daily	\$	\$
<b>TOTAL BASE YEAR</b>				<b>\$</b>	

**Ordering Period: 5/1/2019 – 4/30/2020**

<b>ITEM</b>	<b>DESCRIPTION</b>	<b>EST. QTY/ MONTH</b>	<b>UNIT</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE/ YEAR</b>
0001	Repairs – During Normal Business hours				
0002	Repairs – Outside Normal Business hours				
0003	Major Service Call (more than 2 hours)	508	TRIP	\$	\$
0004	Minor Service Call (less than 2 hours)	81	Trip	\$	\$
0005	Provision of loaner (scooter/power wheelchair/power wheelchair with assistant steering) during repairs	21	Daily	\$	\$

**Ordering Period: 5/1/2019 – 4/30/2020**

<b>ITEM</b>	<b>DESCRIPTION</b>	<b>EST. QTY/ MONTH</b>	<b>UNIT</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE/ YEAR</b>
0001	Repairs – During Normal Business hours				
0002	Repairs – Outside Normal Business hours				
0003	Major Service Call (more than 2 hours)	508	TRIP	\$	\$
0004	Minor Service Call (less than 2 hours)	81	Trip	\$	\$
0005	Provision of loaner (scooter/power wheelchair/power wheelchair with assistant steering) during repairs	21	Daily	\$	\$

**Ordering Period: 5/1/2019 – 4/30/2020**

<b>ITEM</b>	<b>DESCRIPTION</b>	<b>EST. QTY/ MONTH</b>	<b>UNIT</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE/ YEAR</b>
0001	Repairs – During Normal Business hours				
0002	Repairs – Outside Normal Business hours				
0003	Major Service Call (more than 2 hours)	508	TRIP	\$	\$
0004	Minor Service Call (less than 2 hours)	81	Trip	\$	\$
0005	Provision of loaner (scooter/power wheelchair/power wheelchair with assistant steering) during repairs	21	Daily	\$	\$
<b>TOTAL</b>				<b>\$</b>	
<b>TOTAL BASE AND ALL ORDERING PERIODS</b>					<b>\$</b>