

Non-Emergency Wheelchair and Stretcher Transport
VA248-13-Q-2250
Questions and Answers
October 21, 2013

- 1. Q:** Does this RFP apply only to the Brevard Outpatient Clinic or does this include transportation requests from the Orlando VAMC as well? If this is only for the Brevard Outpatient Clinic, is the clinic open on weekends and holidays? What are the clinics hours of operation?

A: Yes, the solicitation applies only to the Viera Outpatient Clinic. The clinic is not open on weekends and holidays, however, on occasion patients will require transport to appointments to other VA facilities (such as Tampa VA), Contract nursing homes, or area hospitals on weekends and holidays. In these situations pickups will be scheduled in advance during normal business hours.
- 2. Q:** The RFP requires that service be available 24 hours per day 7 days per week. If the VA outpatient clinic is closed, where will the clients be transported to?

A: On occasions patients will need transportation to the Tampa VAMC and to/from Contracted nursing homes
- 3. Q:** Who is currently providing the service for this RFP?

A: Currently the VA is utilizing multiple vendors to transport patients on an as needed basis.
- 4. Q:** What are the types and numbers of vehicles currently being used? (Stretcher and Wheelchair)

A: There are multiple types of vehicles being used to transport patients; however, as stated in the Statement of Work (SOW), offerors must have the ability to transport both stretcher and wheelchair patients.
- 5. Q:** What is the current rate being charged to the VA for services rendered?

A: We are unable to release the current rates at this time.
- 6. Q:** What are the total wheelchair, stretcher, and ambulatory volume of trips for this last contract year to date?

A: We currently provide transportation for an average of 10-15 patients daily, all of which are wheelchair bound.
- 7. Q:** Pg 14 Background investigation. Pursuant to Florida HB7069, The Agency for Healthcare Administration requires that any person with direct access to vulnerable elders and children complete a level II electronic fingerprint background check. Will the VA accept the AHCA level II background investigation as sufficient for the requirements of the RFP?

A: The government does not require a background investigation for this requirement, however, the contractor shall be subject to the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996

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(HIPAA) and the Privacy Act of 1974. Ref pg.14 paragraph 28. **See also VAAR 852.237-70**

Contractor Responsibilities, Pg. 29

8. **Q:** Item 17 of the SOW state "Between the hours of 7:00 a.m. and 4:00 p.m., Monday through Friday (excluding Government holidays), the Contractor's vehicles shall respond within 30-minutes after receiving a request or order." Does the 30 minute response standard apply to will call returns?

A: The timeframe for pickup is one hour of notification for unscheduled transports and 30 minutes for scheduled transports. However, same day pickups are unusual since transportation request are usually submitted in advance. For return trips from scheduled outpatient visits, the Contractor shall ensure Veterans and other beneficiaries do not wait more than 30 minutes for pick up. **Ref pg. 11 paragraph 17**

9. **Q:** In addendum 1, Performance Measures, the first item states to provide pickup for unscheduled trips within 1 hour after notification. The remedies / deductions / incentives state a 25% reduction of trip price for failure to meet 45 minute time frame. Is the time frame 1 hour or 45 minutes?

Can you clarify please when the 30 minute response standard applies and when the 1 hour response time applies?

A: The timeframe for pickup is one hour of notification for unscheduled transports and 30 minutes for scheduled transports. The SOW and performance measures will be updated to reflect the change. **Ref pg. 11 paragraph 17. See also Revised_QUALITY ASSURANCE SURVEILLANCE PLAN_QASP attachment 2.**

10. **Q:** To be clear on the pricing system format, is the VA looking for a flat rate charge for all trips within 10 miles? Then for trips that exceed ten miles, an additional mileage rate to be charged after exceeding the 10 free miles?

A: Yes, we would like a flat rate for local trips (trips within **15** miles) and an additional mileage rate to be charged after exceeding **15** miles. **Ref pgs. 16-18**

11. **Q:** Can you please clarify the format you wish followed for submitting the RFP? Pg 39 states that volume 1 "...shall address the SOW requirements sequentially and shall demonstrate the offerors approach to perform all SOW requirements." Pg 40 states that the technical information should include management and personnel experience, and the company approach to the services. Briefly describe the company history and management structure. LIMIT TO 10 PAGES.

A: Volume I shall consist of the offerors technical proposal, past performance information, certifications, License etc. The 10 page limit only applies to the offerors response/technical approach to the SOW.

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Volume II shall include the offerors pricing proposal for base and option years in accordance with the schedule. All other documents shall be submitted as part of volume one.

Ref pg. 39

12. Q: Does the ten page limit include the response to the SOW requirements as well as the items listed in the technical section of page 40, or is the SOW response separate from the technical response?

A: Your response to the SOW requirements is your technical approach/response.

13. Q: Do you wish to have the business associate agreement signed and submitted with the RFP?

A: Yes

Ref pgs. 31-36

14. Q: Pg 41 Addresses the OFFERER REPRESENTATIONS. If the company has registered and is current with SAM (System for Award Management), does the company also have to complete the representations at www.cardica

A: No, however, offerors must have a current registration and representation to be eligible for award.

Ref pg. 41

15. Q: Item 16 on page 11 references recording oxygen and cardiac monitoring. Will cardiac monitoring be performed on wheelchair or stretcher transports?

A: In rare circumstances, we will have patients transported who are on oxygen, however, for cardiac monitoring we use a local ambulance. Removed from SOW. **Ref pg.11 paragraph 16**

16. Q: In the SOW, HIPAA policy is referenced in item #2 and also in item #28. Is this a duplicate entry or is the VA requesting a response to each item?

A: Only one response is required

Ref pg. 14 paragraph 28

17. Q: In the solicitation notice, it states "The anticipated period of performance will include one twelve- month base period and four twelve-month option periods." The RFP provides Fee schedule forms for the initial year and option years 1 and 2. Are there additional pages for Option years 3 and 4, or is this to be considered a potential 3 year contract?

A: The period of performance shall include one twelve month base period and two twelve month option periods.

Ref pgs. 16-18

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18. Q: The SOW, paragraph 6.3.1, states that “two-way radio communications capability” is required for each vehicle. QUESTION: Is cellular communication technology acceptable in lieu of two way radios?

A: Yes, cellular communication technology is acceptable in lieu of the two way radios.

Ref pg.8 paragraph 6.3.1

19. Q: The SOW, paragraph 14, states that “Patients may be transported to or from any designated location within the defined service area, encompassing the Southeastern United States, to include county to county transports and within county transports for wheelchair and stretcher”. CONCERN: The pricing model does not accommodate the provisions for payments of mileage while traveling to and/or from long distance locations for pick-up or return from delivery of patients. The requirement states “Southeastern United States” which could encompass very long distances. QUESTIONS: (1) Is payment allowed for the “to/from” miles during pick-up or return from delivery for long distance trips? (2) If so, how is that accommodated in the pricing model? (3) What is the mileage distance that would constitute a long distance trip for mileage payment purposes? (4) Is there a maximum distance that would be required on any trip under this contract?

A: (1) Yes, (2) please see updated pricing schedule, (3) Any transport over 15 miles is considered long distance and would receive base pay plus the mileage fee. Any transport 15 miles or under would receive a base rate pay only. (4) Within the state of Florida.

Ref pg. 10 paragraph 14

20. Q: QUESTION: Are the cover sheets and table of contents included in the proposal page counts?

A: No

21. Q: Can we assume that the substitution, defined under section 15 of the SOW, would only pertain to the same patient origin if the pick-up is already in progress?

A: This is not applicable to the Viera VA Facility.

Ref pg. 11 paragraph 15

22. Q: The SOW, paragraph 17, requires a 30 minute response time between 7:00AM and 4:00PM, Monday through Friday. Paragraph 1 requires coverage 24 hours per day, seven days per week including holidays. QUESTION: What are the response time requirements during other hours and/or days, to include weekend and holidays?

A: If transport is needed for nights/weekends/holidays it will all be arranged in advance during normal business hours 7:00-4pm

Ref pg. 11 paragraph 17

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23. Q: I did not see any specifications regarding margin sizes and font sizes in the solicitation. Please advise as to your preference or requirement.

A: Arial 12pt, 1 inch for all margins, double space

24. Q: Should we submit the SF 1449 and SF 30 as well as other requested information that is not part of the Technical Volume in Volume II Price Quote?

A: submit all other requested documents as part of volume I. The only item in volume II should be the price quote.

Ref pgs. 16-18 and 39

25. Q: Reference Page 40 in the solicitation: The Technical Volume evaluation criteria includes "key personnel with recent and relevant experience", yet the Government does not request key personnel resumes. We respectfully request that the Government reevaluate this criteria since it will be difficult to evaluate key personnel when there is no key personnel identified.

A: **Ref pg. 40**

26. Q: Reference Page 40 in the solicitation: Under paragraph 3.Price, there is an incomplete sentence: "Technical and Past Performance, when combined, are" Will the government please provide the balance of the missing information?

A: **Ref pg. 40**

27. Q: Will state and county past performance be acceptable?

A: Yes, county past performance will be acceptable if it's relevant to Non-Emergency Wheel Chair/Stretcher Transportation services.

28. Q: Do past performances have to be from federal contracts?

A: Past performance does not have to be from federal contracts. However, the information must be relevant and within three years proposal and offerors shall provide contact information for all references submitted.

29. Q: Do you require three sources?

A: Offerors may submit up to three contracts performed for wheelchair/stretcher transportation services within three years proposal.

Note: In the case of an offeror without a record of relevant performance history or for whom information on past performance is not available; the offeror may not be evaluated favorably or unfavorably on performance history.