

Questions and Answers

The correct mailing address for proposals is:

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First set of questions received: 05/11/2016

1. On page 17 of the RFP it states the enrollment for the Base Period is 2000 Primary Care and 350 Mental Health, however, the current enrollment for primary care as of March 2016 is 1,762. *Will the VA adjust and restate the estimated quantity to reflect the actual current primary care enrollment? Will the currently enrolled patients rollover and be billable in the first month under the new contract?* **Change estimate to 1850**
2. On page 90 paragraph 4.6.9.15 it states, “it is estimated that 30% of enrolled Veterans will require Behavioral Health Services.” As the incumbent Contractor since 2004, historically, approximately 10-15% of the Columbus CBOC patients are currently enrolled in Behavioral Health Services. *Will the VA adjust the estimated percentage to reflect the actual Veterans enrolled in Behavioral Health?* **Estimated Veteran Workload: It is estimated that 25% of enrolled veterans will require Primary Care Mental Health Integration services.**
It is estimated that 5% of enrolled veterans will require General or Specialized Mental Health services.
3. *Will the contractor be allowed to bill for all currently enrolled mental health patients in the first month under the new contract?* **Yes, those that are assigned to the Contract LCSW**
4. On pages 79-80 paragraph 4.67.1-9, it references the contractor providing laboratory services for the Tuscaloosa VA Medical Center. *Is the contractor responsible for providing laboratory services for the Tuscaloosa VAMC in addition to the G.V. (Sonny) Montgomery VA Medical Center?* **Yes**
5. On page 81 paragraph 4.6.8.4 it states, “The contractor shall provide routine mammography.” On page 95 paragraph 4.7.3.2 it states, “All routine/screening and diagnostic mammograms/breast imaging performed will be at the cost of the G.V. (Sonny) Montgomery VAMC.” *Will routine mammography be at the cost of the contractor or the VA?* **The Contractor Shall provide women’s health services including: annual Papacicolaou (PAP) and pelvic exam per VA clinical standards; annual clinical breast exam and mammogram: Since pelvis and breast examinations are a part of a physical examination, reasons for omitting these examinations at the time of the complete physical examination will be clearly documented in the medical record. Family planning services; management of conditions related to menopause including hormone replacement therapy when indicated, osteoporosis screening and other services as they pertain to the care of the female patient.**
6. On page 83 paragraph 4.6.11.5 it states, “CII narcotic prescriptions shall be couriered to the VA at the end of each business day.” As the incumbent Contractor, we do not currently handle narcotic prescriptions this way – they are signed off through encryption by the providers PIV badge in CPRS. *Is this going to be a new requirement?* **No, narcotic prescriptions will be signed through encryption by providers PIV badge in CPRS.**
7. On page 100 paragraph 4.8.1Mental Health Space Requirements, it outlines five requirements. *For clarification of the mental health space requirements, is the contractor required to provide two mental health exam rooms, two mental health provider work spaces (1 for SW and 1 for VA Mental Health Provider), a group room, and a telepsychiatry room? Or is the contractor required to provide two mental health exam rooms/mental health*

provider work spaces, a group room, and a telepsychiatry/telehealth room? **VA Mental Health Provider Work Space:** The Contractor shall provide a two (2) private office, no smaller than 120 square feet, and appropriate office furniture for each VA mental health provider who will work out of the CBOC. The Contractor shall provide administrative support for scheduling and answering and forwarding calls. The Contractor shall provide a phone, basic administrative office supplies, a chair, file cabinet, and desk and use of the CBOC's shared office machines. The VA will provide a computer work station for this provider. **Telepsychiatry:** The Contractor shall provide space for telepsychiatry equipment to be placed within the facility by the VA. This space should provide privacy for patients to meet confidentially in an individual or group setting with providers at the VA via electronic transmissions. The space shall be large enough for a desk, chair, computer, and TV and videoconferencing equipment (provided by VA). The VA will maintain the VA-provided telepsychiatry equipment. VA will also provide the networking capability to support the telepsychiatry equipment. The Contractor's non-medical MH LCSW will facilitate use of the equipment for the veterans. Contractor will provide clerical support, including scheduling, for VA telepsychiatry CRNP

8. *Is the VA requesting one full time TCT and one full time Teleretinal position? Or can the full time TCT cover teleretinal services?* **Yes, this is two separate positions. Tele-Retinal Healthcare Technician and Tele-Psychiatry Healthcare Technician**

9. On page 110 paragraph 4.18.1 it states, "Contractor personnel will utilize VA's current VISTA/CPRS technology to compile a concise and relevant account of the patient's health care with Contractor-owned workstation equipment and communication software." However, on page 112 paragraph 4.26.3 it state, "The VA shall provide the PC workstations, software, primary telecommunications lines and networking equipment required to access the VISTA system." *Will the VA or contractor provide PC workstations, software, primary telecommunications lines and networking equipment required to access the VISTA system?*

Yes. The Contractor shall be responsible for installation and maintenance of the network infrastructure within the facility including, but not limited to, cabling located inside the walls of the structure and a secure communications closet space to house the patch panels and networking equipment. For backup, contingency and continuity of operations, the Contractor will provide connectivity to the Internet via cable modem, DSL, T1 circuits to the communications closet space. The VA will make and manage the connection from that connectivity to the VA owned networking equipment in the closet. Backup, contingency, COOP connectivity to the VA will be established through a VA provided Site-to-Site VPN connection utilizing Contractor provided Internet Service Provider (ISP). The VA will provide and manage the necessary VPN security router hardware. The Contractor shall be responsible for maintenance and on-going technical support for all data and voice wiring within the walls and ceilings from the data closet to the endpoints of the network. The Contractor is responsible for all charges related to the backup, contingency, and COOP connectivity.

Infrastructure (building) cabling (min Cat 5 shielded twisted pair) to the communication closet (D-Mark), and from the D-Mark to the offices. Any other wiring or fiber needed to connect to the VA's carrier will be the responsibility of the contractor to provide as needed.

Data lines will be adequate for the units to be installed or the Contractor will run additional lines as needed.

The Contractor shall be responsible for procurement, installation and maintenance of all printers, copiers, fax machines, cross cut shredders, or other peripheral office equipment required to operate the facility. Contractor will also provide furniture to put the hardware on.

10. On Page 112 paragraph 4.26.1 it states, "In accordance with VA and VHA directives, policies, and handbooks, all equipment attaching to a VA network will be owned by the VA and controlled by the VA. No other equipment will be connected to this network." On page 113 paragraph 4.26.5 it states, "The Contractor shall be responsible for procurement, installation and maintenance of all printers, copiers, fax machines, cross cut shredders, or other peripheral office equipment required to operate the facility." *Will the VA provide all printers and scanners attached to the VA network as they are currently doing in the Columbus CBOC?* **Yes.**

11. On page 114 & 115 paragraphs 4.28.1, 4.28.2 & 4.28.3 it states that Contactor will process applications in VISTA for new Veterans, register and enroll applications, disposition them daily, and enter demographic and financial

assessment information into VISTA. The VA does not currently allow the Contractor to handle these functions. *Is this going to be a new requirement? No. It will continue as is, this process will remain the primary function of the registration and eligibility department.*

12. On page 123 paragraph 6.1.2 it states, “The Contractor shall have ninety (180) days from contract award to commencement of the provision of medical care to local Veterans.” *Is start-up period 90 or 180 days from contract award? 180 days.*

13. The following Attachments are missing from the Solicitation: Attachments D.3-D.7, D.9, D.10, and D.12. *Will the VA please provide the missing attachments? Adding via Amendment*

14. On page 151 Section E.1 Instructions to Offerors, paragraph 3 it states, “The technical proposal shall be printed on white paper, 8.5” x 11” **with no notebooks and/or special binding methods.**” *Will the VA accept proposals in a 3 ring binder? If not, what method is preferred?*

Loose with rubber band binding is acceptable due to space limitations

Second set of questions received : 05/11-12/2016

Questions for Columbus Mississippi RFP

- 1) What is current enrollment of the CBOC? **1734.**
- 2) How many mental health enrollees will be billable at the end of the first month of the new contract? (How many vested mental health enrollees will the contractor begin operations with?) **At present (today) there are 302 Veterans that would be assigned the LCSW’s panel.**
- 3) Is the contractor required to provide PACT extenders (Dietician, Pharmacist, Social Worker) for Primary Care? **At this time only the LCSW, TeleRetinal and Telehealth Technicians**
- 4) Is the contractor required to provide an LCSW for mental health? **No.**
- 5) Is the contractor required to staff a provider for mental health (Psychologist, Psychiatrist, Mental Health NP)? **No, only LCSW**
- 6) How will mental health patients be enrolled and vested if VA is staffing the mental health providers and the contractor is only staffing the mental health LCSW? **Veterans that are seen by the LCSW they will be assigned to here panel and the same rules apply for payment as Veterans enrolled with a Primary Care panel.**
- 7) If the contractor provides a mid-level behavioral health provider, do they have to be supervised by a mental health physician on site? **Contractor is only required to have LCSW onsite.**
- 8) The VA states it will provide routine vaccines on page 74. Please list the vaccines that will be provided. **Shingles, Prevnar, Tdap, MMR, Hep B, Flu Pneumococcal**
- 9) Will the Government supply the Prevnar vaccine? **Yes.**
- 10) Please confirm who in the CBOC will be required to have ACLS training and who will be required to have BLS training. **All will need BLS.**
- 11) How many VA personnel will be providing services at the CBOC? Please list by job title and number of days per month. **One, VA psychiatrist.**
- 12) We are unable to find all of the attachments listed, of particular interest is D3. Please repost or direct us to the attachment.
- 13) Please provide information on Veteran Population by zip code. **This is the present assigned**

Presently assigned to clinic

STATE / COUNTY	UNIQUES
ALABAMA / LAMAR	14
ALABAMA / MARION	1
ALABAMA / PICKENS	4

ALABAMA / TUSCALOOSA	2
MISSISSIPPI / CALHOUN	16
MISSISSIPPI / CARROLL	1
MISSISSIPPI / CHICKASAW	39
MISSISSIPPI / CHOCTAW	19
MISSISSIPPI / CLAY	194
MISSISSIPPI / DESOTO	1
MISSISSIPPI / GRANADA	1
MISSISSIPPI / HOLMES	1
MISSISSIPPI / ISSAQUENA	1
MISSISSIPPI / ITAWAMBA	1
MISSISSIPPI / JONES	1
MISSISSIPPI / KEMPER	1
MISSISSIPPI / LAMAR	1
MISSISSIPPI / LEAKE	12
MISSISSIPPI / LEE	2
MISSISSIPPI / LINCOLN	664
MISSISSIPPI / LOWNDES	84
MISSISSIPPI / MONROE	117
MISSISSIPPI / MONTGOMERY	7
MISSISSIPPI / NOXUBEE	66
MISSISSIPPI / OKTIBBEHA	319
MISSISSIPPI / PONTOTOC	3
MISSISSIPPI / PRENTISS	1
MISSISSIPPI / TATE	1
MISSISSIPPI / TIPPAH	1
MISSISSIPPI / UNION	1
MISSISSIPPI / WEBSTER	131
MISSISSIPPI / WINSTON	24
MISSISSIPPI / YALOBUSHA	1
OTHER	2
Total	1734

14) Veteran in catchment area Please provide any other demographics available for enrollees such as: sex, age range, OIF/OEF Veteran status, etc. **The below data is Veterans population in catchment area by age group.**

Age group < 45

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	260	256	253	248	245	240
Clay	259	255	251	246	242	239
Lowndes	1345	1317	1298	1274	1255	1233
Noxubee	130	128	126	124	122	120
Oktibbeha	676	662	653	642	632	621
Webster	232	227	225	221	218	214

Winston	381	374	369	362	357	351
Total	3283	3219	3175	3117	3071	3018

Age group 45 - 64

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	251	247	245	242	240	237
Clay	471	464	460	452	443	437
Lowndes	1812	1788	1771	1753	1735	1720
Noxubee	180	179	178	177	175	174
Oktibbeha	740	734	728	722	716	712
Webster	265	260	257	253	251	248
Winston	468	462	457	452	448	443
Total	4187	4134	4096	4051	4008	3971

Age group 65 - 84

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	216	217	214	211	208	204
Clay	543	550	547	552	554	555
Lowndes	1462	1471	1457	1449	1439	1423
Noxubee	154	154	152	150	148	146
Oktibbeha	813	819	813	810	808	801
Webster	244	245	242	239	236	232
Winston	431	432	427	422	416	408
Total	3863	3888	3852	3833	3809	3769

Age group 85 +

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	43	41	41	41	41	42
Clay	103	103	108	109	112	115
Lowndes	249	240	238	238	237	244
Noxubee	32	31	31	31	31	32
Oktibbeha	127	122	121	121	120	124
Webster	37	35	35	35	35	36
Winston	97	94	93	93	93	95
Total	688	666	667	668	669	688

Counties	Male	Female	Total	1790	11669	11557	11446
Choctaw	165	7	172				
Clay	391	24	415				
Lowndes	1756	166	1922				
Noxubee	141	18	159				
Oktibbeha	551	48	599				
Webster	322	11	333				
Winston	427	16	443				
Total	3753	290	4043				

15) Is the present facility for

Veterans only? **No.**

16) Does the current contractor provide nursing visits for non-CBOC enrolled Veterans? **No.**

17) Does the present contractor follow the VA Directive on Primary Care Provider size panels? **Yes.**

- 18) Does the present contractor follow PACT Staffing model presented in the RFP? **No, clinic is not PACT.**
- 19) Does a physician need to be on-site at all times or may an NP work if he or she has access by phone to a VA credentialed physician who also works for the contractor? **Physician does not need to be on-site; however a physician must be a collaborator for the NPs.**
- 20) Would the VA consider beginning the startup period on the day that the protest period has expired as opposed to contract award?
- 21) Will the VA credentialing office permit us to perform “sole source verification” to help expedite the credentialing process, if the contractor holds a Joint Commission Certification? **No, all providers must be credential through and approved by the PRB prior to starting.**
- 22) Does mid-level practitioner need to travel for training or can this be provided through teleconference? **Most training will be either conducted at the CBOC or through teleconference, however they are welcome to come to main facility for training. Training that is required on site is for the LCSW prior to her starting. Training that maybe required off station will be for Women’s Health as stated in the PWS.**
- 23) Is a T1 and/or a T3 line required? If yes, who is responsible for the cost of installation and the monthly service? **Contractor.**
- 24) Are existing staff under a collective bargaining agreement? **No.**
- 25) Would the VA consider extending the deadline to 30 days after answers to questions are posted? **No due to time constraints**

Third Set of Questions received:

_4.6.10 ELECTROCARDIOGRAM SERVICES: The Contractor must utilize MUSE-compatible EKGs which are interfaced with VistA Imaging. This will be supplied at the cost to the contractor. EKGs are done by the CBOC and documentation will be sent electronically from the MUSE-compatible EKG machine directly into VistA imaging. When MUSE-compatible system is not available EKGs will be confirmed, interpreted and documented by the CBOC licensed provider. The report will be scanned directly into VistA Imaging by the CBOC. The EKGs will be confirmed and/or read by CBOC providers.

- 1. Does the term “interfaced” simply mean networked? The unit will be tied into the network, which will interface with the VistA system.**

4.6.10.16 The contractor shall ensure the CVT specialty care (clinical cart) sessions and CVT group education sessions can occur simultaneously. This will require adequate space and network bandwidth for conducting CVT.

2. What is the required space and bandwidth parameters?

- a. Ensure the minimum space requirement for the patient area that will house the Global Media Clinical Cart (24Dx40Wx60H) be at least a 10 x 10 ft. space to include a sink.
 1. In the event there are space restraints for a sink, a Hand Washing policy must be established along with an approved Hand Sanitizer Unit, located in the designated space. A copy of the Telehealth Clinical Technicians hand washing policy shall be provided to the FTC.
- b. Ensure three (3) IT ports are in place for connectivity to support the Global Media Clinical Cart; this includes one port for a PC, one for the CODEC and one for the electronic stethoscope.
- c. Ensure that additional network port be available to support the Tandberg C20 CODEC with 42” monitor and Avteq cart with DVD player and document reader.
 1. This device will be used in the facilitation of education and group sessions and can be installed in the same location that is currently used for group education sessions.
- d. Government Furnished equipment for this contract modification will be provided as necessary to ensure the success of the contract modification. An enclosure of furnished government equipment will be attached as an enclosure provided by the FTC.

4.8.1.3 Contractor agrees to provide a private group room at least 300sq. ft. in size. Group room should be furnished with at least 10 chairs, a table and be capable of supporting standard office equipment (power outlets, phone lines, computer connections) and tele-health equipment. Room need not be dedicated solely for mental health services, but shall be available for the purpose.

3. How many network connections need to be provided in the room? **At least two**

4.6.9.13 VA Mental Health Provider work space: The Contractor shall provide two (2) private offices, no smaller than 120 square feet, and appropriate office furniture for the following mental health providers who will be stationed at the CBOC:

- Contractor provided LCSW and VA Psychologist

The Contractor shall provide administrative support for scheduling and answering and forwarding calls. The Contractor shall provide a phone, basic administrative office supplies, and use of the CBOC’s shared office machines. The VA will provide a computer work station and telemedicine units for VA-employed providers.

4. Please define units? (VA will provide computers work station and telemedicine UNITS?) **This is in reference to equipment PC, monitors, and key boards. All equipment that is link to the VA line will be furnished by the VA.**

4.26.4.1.1 Data lines will be adequate for the units to be installed or **the Contractor will run additional lines as needed.**

5. Please define “as needed” and provide an estimation of number of additional lines that will be needed.

- a. Contractor Responsibilities:
(11) Equipment and Technical Support

The contractor shall provide:

1. Adequate space for the installation of the computer hardware and switches.
2. Power adequate for the units being installed, or will run additional lines as needed.
3. Furniture to put the hardware on.
4. Needed entry access and support as required by a communication carrier for the purpose for bringing in any additional data/communication lines required by the VA to accomplish its missions.
5. Required modification to internal and external building changes, but are not limited to (power, space, backboard, secure data communication location/closets, conduit, additional wiring if required, and any building changes such as pilot holes or entry portals in building walls.
6. Infrastructure (building) cabling (min Cat 5 shielded twisted pair) to the communication closet (D-Mark), and from the D-Mark to the offices.
7. Security for the equipment being provided. Security for network equipment.
8. Access to the communication closets (D-Mark), and to the VA's equipment as needed for support.
9. Provide access for installation and maintenance as required.
10. Security for patient confidential information to include cross cut shredders, and proper patient record security.
11. A single point of contact.

The VA equipment will run on its own separate LAN. No other equipment will be connected to this network.

SPACE REQUIREMENTS: Space standards to meet PACT model are found at <http://www.cfm.va.gov/til/dGuide/dgPACT.pdf> The Accessibility design standards are defined in the following guide: <http://www.cfm.va.gov/til/dGuide/dgBarrFree.pdf>

The Contractor's facility must be in compliance with National Fire Protection Association (NFPA) Life/Safety requirements and the Americans with Disabilities Act. VA shall inspect the Contractor's facility before contract start date and retains a rite of inspection throughout the period of performance during normal business hours of 8:00 AM – 4:30 PM, Monday through Friday . Contractor must be in compliance with these requirements prior to contract start date. A list of any deficiencies identified during an inspection will be provided to the Contractor along with a required date for correction of the deficiencies. Any planned changes in the physical environment at the Outpatient Site of Care must be reviewed and approved by the VA to ensure that all life safety codes are met. Parking should be adequate enough to accommodate veteran patients, and shall include at least two (2) handicapped parking spaces.

(include one per major corridor or ward) Size:40 SF (4x10)

Description: Communications/Technology Closet

Purpose/Details/Requirements:

1. Air Conditioned
2. Fire Suppression
3. Solid Core Door
4. Emergency / backup power provided if available
5. No windows, outside / open vents or other gaps
6. Double locked and keyed separately with copy of key provided to the VA Office of Information &

The Contractor shall provide a secure, double locked communications closet to house the computer networking equipment and network patch panel to service the clinic space.

Other equipment required by Occupational Safety and Health Administration (OSHA) and TJC.List _____

<p style="text-align: center;">Technology department and the site manager. Access to this space shall be strictly controlled to ensure adequate information security.</p>	
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Description: Equipment and Storage Closet

Privacy Standards:

Veterans must be provided adequate visual and auditory privacy at check-in. Patient names are not posted or called out loudly in hallways or clinic areas.

Veterans must be provided adequate visual and auditory privacy in the interview area.

Patient-identified information must not be visible in the hall including charts where names are visible. Every effort should be made to restrict unnecessary access to hallways by patients and staff who do not work in that clinic area.

Patient dignity and privacy must be maintained at all times during the course of a physical examination..

Mental Health

Contractor agrees to provide space and administrative support for VA mental health practitioners who will provide services to enrolled CBOC patients in person or via teleconferencing.

At least 1 exam room(s) should be available for mental health services. Exam room(s) shall be a least 120 NSF or at a minimum, identical in size or larger than the largest exam room being used for primary care services. Exam room must be capable of supporting standard office equipment (power outlets, phone lines, computer connections). Room must also contain at least 2 chairs of equal height and must meet Americans with Disabilities ACT 9 ADA) requirements.

Contractor agrees to provide a private group room at least 300sq. ft. in size. Group room should be furnished with at least 10 chairs, a table and be capable of supporting standard office equipment (power outlets, phone lines, computer connections) and telehealth equipment. Room need not be dedicated solely for mental health services, but shall be available for the purpose.

VA Mental Health Provider Work Space: The Contractor shall provide a private office, no smaller than 120 square feet, and appropriate office furniture for each VA mental health provider who will work out of the CBOC. The Contractor shall provide administrative support for scheduling and answering and forwarding calls. The Contractor shall provide a phone, basic administrative office supplies, a chair, file cabinet, and desk and use of the CBOC's shared office machines. The VA will provide a computer work station for this provider.

Telepsychiatry: The Contractor shall provide space for telepsychiatry equipment to be placed within the facility by the VA. This space should provide privacy for patients to meet confidentially in an individual or group setting with providers at the VA via electronic transmissions. The space shall be large enough for a desk, chair, computer, and TV and videoconferencing equipment (provided by VA). The VA will maintain the VA-provided telepsychiatry equipment. VA will also provide the networking capability to support the telepsychiatry equipment. The Contractor's non-medical MH LCSW will facilitate use of the equipment for the veterans. Contractor will provide clerical support, including scheduling, for VA telepsychiatry CRNP.

EQUIPMENT, OFFICE SUPPLIES AND TECHNICAL SUPPORT: In accordance with VA and VHA directives, policies, and handbooks, all equipment attaching to a VA network will be owned by the VA and controlled by the VA. No other equipment will be connected to this network. The use of the equipment will be for the benefit of the Government in providing care to our veterans. The equipment will only be used by those expressly authorized in support of the G. V. (Sonny) Montgomery VAMC. All users must comply with and adhere to VA Directives and VA Cyber Security

Equipment, Office Supplies and/or Support	Contractor	VA
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Will be responsible for the PC workstations, software, primary telecommunications lines and networking equipment required to access the VISTA system		[X]
Will be responsible for antivirus software for PC workstations and ensure that data definition files are current. In addition the VA will ensure that all Microsoft critical updates and patches are current.		[X]
Shall be responsible for the installation and maintenance of the network infrastructure within the facility including, but not limited to, cabling located inside the walls of the structure and a secure communications closet space to house the patch panels and networking equipment	[X]	
Shall be responsible for backup, contingency and continuity of operations, the Contractor shall provide connectivity to the Internet via cable modem, DSL or T1 circuits to the communications closet space.	[X]	
Will be responsible for connection and management from that Contractor's connectivity to the Internet via cable modem, DSL or T1 circuits to the VA owned networking equipment in the closet.		[X]
Will be responsible for backup, contingency, COOP connectivity to the VA and will be established through a VA provided Site-to-Site VPN connection utilizing Contractor provided Internet Service Provider (ISP).		[X]
Will be responsible to provide and manage the necessary VPN security router hardware.		[X]
Shall be responsible for maintenance and on-going technical support for all data and voice wiring within the walls and ceilings from the data closet to the endpoints of the network.	[X]	
Shall be responsible for all charges related to the backup, contingency, and COOP connectivity.	[X]	
Shall be responsible for procurement, installation and maintenance of all printers, copiers, scanners, fax machines*, shredders, or other peripheral office equipment and all related and ongoing supplies (paper, toner, ink cartridges) required to operate the equipment in support of the facility under the specifications of this contract. * VA Handbook 6500 that requires the following statement on all fax cover sheets be included: <i>This fax is intended only for the use of the person or office to which it is addressed and may contain information that is privileged, confidential, or protected by law. All others are hereby notified that the receipt of this fax does not waive any applicable privilege or exemption for disclosure and that any dissemination, distribution, or copying of this communication is prohibited. If you have received this fax in error, please notify this office immediately at the telephone number listed above.</i>	[X]	
Shall be responsible for all office supplies (pens, paper, pencils, folders, paper clips and other supplies to facilitate operation of the clinic.	[X]	
Shall be responsible for all clinical supplies to accomplish all required work in this contract, other than those provided by the VA specifically mentioned in this document.	[X]	
Shall be Responsible for ensuring hardware/software compatibility with VA approved list: The following printers have passed compatibility testing with the VISTA Encounter Form: Lexmark T642n, Lexmark T644n and Lexmark E342n or compatible. The Contractor shall also provide one small desktop color printer for printing patient education information.	[X]	

<p>The following scanner has passed compatibility testing with the VISTA Imaging System:</p> <p>Fujitsu fiI-4340C Sheet Feed Scanner (Any other model used will require approval and certification for Vista Imaging)</p>		
<p>Will be responsible to provide advisory technical support to the Contractor’s technical support person for the initial site set-up relative to VISTA, CPRS and VPN connectivity. The VA will provide on-going technical support for VISTA and CPRS software and any other VA software applications. Technical support will be through an escalation process. The Contractor’s employee technical representative will submit a “Help Desk” request by calling 601-362-4471, extension 4355. Initial technical support will be provided by the VA via telephone, which will consist of a VA technical representative speaking to a Contractor employed representative to identify the problem, trouble-shoot and attempt to resolve the problem with the Contractor’s end-user. If the problem cannot be resolved the VA will provide on-site support for VA owned equipment, VISTA, CPRS software and other VA software applications, if necessary within two business days or less depending on the nature and severity of the problem.</p>		[X]
<p>Shall be responsible for having a contingency plan for computer downtime that defines the processes in order to ensure continuity of patient care and maintenance of the integrity of the patient’s medical record during periods of loss of computer functions. The contingency plan must be reviewed and approved by the Contracting Officer prior to award. In addition, a contingency plan template that designates criticality of application/system, estimate of impact, locations of equipment, and contact persons will be provided to the Contractor for completion after award.</p>	[X]	

Forth set of Question received:

1. Who is the incumbent provider? **CR Associates, Inc**
2. When was the incumbent provider awarded the contract? **1999**
3. Does the current location meet the space requirements for the current solicitation? **Yes**
4. Is the current CBOC dedicated solely to Veterans? **Yes**
5. What is the current PC panel for the incumbent? Today **1734**
6. What is the number of female veterans enrolled in CBOC? **144**
7. We request a breakdown of Veterans per zip code – or by county – for the eligible and the enrolled Veterans served by the CBOC.

Presently assigned to clinic

STATE / COUNTY	UNIQUES
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ALABAMA / LAMAR	14
ALABAMA / MARION	1
ALABAMA / PICKENS	4
ALABAMA / TUSCALOOSA	2
MISSISSIPPI / CALHOUN	16
MISSISSIPPI / CARROLL	1
MISSISSIPPI / CHICKASAW	39
MISSISSIPPI / CHOCTAW	19
MISSISSIPPI / CLAY	194
MISSISSIPPI / DESOTO	1
MISSISSIPPI / GRANADA	1
MISSISSIPPI / HOLMES	1
MISSISSIPPI / ISSAQUENA	1
MISSISSIPPI / ITAWAMBA	1
MISSISSIPPI / JONES	1
MISSISSIPPI / KEMPER	1
MISSISSIPPI / LAMAR	1
MISSISSIPPI / LEAKE	12
MISSISSIPPI / LEE	2
MISSISSIPPI / LINCOLN	664
MISSISSIPPI / LOWNDES	84
MISSISSIPPI / MONROE	117
MISSISSIPPI / MONTGOMERY	7
MISSISSIPPI / NOXUBEE	66
MISSISSIPPI / OKTIBBEHA	319
MISSISSIPPI / PONTOTOC	3
MISSISSIPPI / PRENTISS	1
MISSISSIPPI / TATE	1
MISSISSIPPI / TIPPAH	1
MISSISSIPPI / UNION	1
MISSISSIPPI / WEBSTER	131
MISSISSIPPI / WINSTON	24
MISSISSIPPI / YALOBUSHA	1
OTHER	2
Total	1734

Veteran in catchment area

Age group < 45

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	260	256	253	248	245	240
Clay	259	255	251	246	242	239
Lowndes	1345	1317	1298	1274	1255	1233
Noxubee	130	128	126	124	122	120

Oktibbeha	676	662	653	642	632	621
Webster	232	227	225	221	218	214
Winston	381	374	369	362	357	351
Total	3283	3219	3175	3117	3071	3018

Age group 45 - 64

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	251	247	245	242	240	237
Clay	471	464	460	452	443	437
Lowndes	1812	1788	1771	1753	1735	1720
Noxubee	180	179	178	177	175	174
Oktibbeha	740	734	728	722	716	712
Webster	265	260	257	253	251	248
Winston	468	462	457	452	448	443
Total	4187	4134	4096	4051	4008	3971

Age group 65 - 84

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	216	217	214	211	208	204
Clay	543	550	547	552	554	555
Lowndes	1462	1471	1457	1449	1439	1423
Noxubee	154	154	152	150	148	146
Oktibbeha	813	819	813	810	808	801
Webster	244	245	242	239	236	232
Winston	431	432	427	422	416	408
Total	3863	3888	3852	3833	3809	3769

Age group 85 +

Veteran Population	2016	2017	2018	2019	2020	2021
Choctaw	43	41	41	41	41	42
Clay	103	103	108	109	112	115
Lowndes	249	240	238	238	237	244
Noxubee	32	31	31	31	31	32
Oktibbeha	127	122	121	121	120	124
Webster	37	35	35	35	35	36
Winston	97	94	93	93	93	95
Total	688	666	667	668	669	688
Veteran Population Total	12021	11907	11790	11669	11557	11446

Counties	Male	Female	Total
Choctaw	165	7	172
Clay	391	24	415
Lowndes	1756	166	1922
Noxubee	141	18	159
Oktibbeha	551	48	599
Webster	322	11	333
Winston	427	16	443
Total	3753	290	4043

8. PWS 4.6.3.7: “Contractor shall provide an annual influenza vaccination” then it states “VA will supply all immunization vaccines.” Who provides the influenza vaccine? **VA**
9. PWS 4.6.3.8: How many non-enrolled flu vaccines are given annually?
10. PWS 4.6.6.1 and PWS 4.6.6.9 seem contradictory. Please clarify who is responsible for providing lab/phlebotomy supplies? **VA**
11. PWS 4.6.6.1: What lab supplies does the VA provide? **All lab supplies, no equipment.**
12. PWS 4.6.7: Are the laboratory specimens from Columbus CBOC being sent to the Tuscaloosa VA Medical Center? **Not at the present.**
13. PWS 4.6.7: Please clarify the difference and requirements born by the Contractor for the Jackson VAMC and the Tuscaloosa VAMC. **Contractor will have courier service for both Jackson VA and Tuscaloosa VAMC no difference in requirements other than time of pick-up for each facility.**
14. Who pays for the courier service? **The contractor**
15. PWS 4.6.7: What are the ancillary clinical services required to be performed by the Columbus CBOC? **Lab and radiology, to include routine mammograms.**
16. Are there any POC testing required? **No.**
17. PWS 4.2.61 & PWS 4.2.6.5 seem contradictory. Please clarify who is providing the printers, scanners, etc. equipment that is on the VA line the equipment will be supplied by VA

EQUIPMENT, OFFICE SUPPLIES AND TECHNICAL SUPPORT: In accordance with VA and VHA directives, policies, and handbooks, all equipment attaching to a VA network will be owned by the VA and controlled by the VA. No other equipment will be connected to this network. The use of the equipment will be for the benefit of the Government in providing care to our veterans. The equipment will only be used by those expressly authorized in support of the G. V. (Sonny) Montgomery VAMC. All users must comply with and adhere to VA Directives and VA Cyber Security

Equipment, Office Supplies and/or Support	Contractor	VA
Will be responsible for the PC workstations, software, primary telecommunications lines and networking equipment required to access the VISTA system		[X]
Will be responsible for antivirus software for PC workstations and ensure that data definition files are current. In addition the VA will ensure that all Microsoft critical updates and patches are current.		[X]
Shall be responsible for the installation and maintenance of the network infrastructure within the facility including, but not limited to, cabling located inside the walls of the structure and a secure communications closet space to house the patch panels and networking equipment	[X]	
Shall be responsible for backup, contingency and continuity of operations, the Contractor shall provide connectivity to the Internet via cable modem, DSL or T1 circuits to the communications closet space.	[X]	
Will be responsible for connection and management from that Contractor’s connectivity to the Internet via cable modem, DSL or T1 circuits to the VA owned networking equipment in the closet.		[X]
Will be responsible for backup, contingency, COOP connectivity to the		[X]

VA and will be established through a VA provided Site-to-Site VPN connection utilizing Contractor provided Internet Service Provider (ISP).		
Will be responsible to provide and manage the necessary VPN security router hardware.		[X]
Shall be responsible for maintenance and on-going technical support for all data and voice wiring within the walls and ceilings from the data closet to the endpoints of the network.	[X]	
Shall be responsible for all charges related to the backup, contingency, and COOP connectivity.	[X]	
Shall be responsible for procurement, installation and maintenance of all printers, copiers, scanners, fax machines*, shredders, or other peripheral office equipment and all related and ongoing supplies (paper, toner, ink cartridges) required to operate the equipment in support of the facility under the specifications of this contract. * VA Handbook 6500 that requires the following statement on all fax cover sheets be included: <i>This fax is intended only for the use of the person or office to which it is addressed and may contain information that is privileged, confidential, or protected by law. All others are hereby notified that the receipt of this fax does not waive any applicable privilege or exemption for disclosure and that any dissemination, distribution, or copying of this communication is prohibited. If you have received this fax in error, please notify this office immediately at the telephone number listed above.</i>	[X]	
Shall be responsible for all office supplies (pens, paper, pencils, folders, paper clips and other supplies to facilitate operation of the clinic.	[X]	
Shall be responsible for all clinical supplies to accomplish all required work in this contract, other than those provided by the VA specifically mentioned in this document.	[X]	
Shall be Responsible for ensuring hardware/software compatibility with VA approved list: The following printers have passed compatibility testing with the VISTA Encounter Form: Lexmark T642n, Lexmark T644n and Lexmark E342n or compatible. The Contractor shall also provide one small desktop color printer for printing patient education information. The following scanner has passed compatibility testing with the VISTA Imaging System: Fujitsu fiI-4340C Sheet Feed Scanner (Any other model used will require approval and certification for Vista Imaging)	[X]	
Will be responsible to provide advisory technical support to the Contractor's technical support person for the initial site set-up relative to VISTA, CPRS and VPN connectivity. The VA will provide on-going technical support for VISTA and CPRS software and any other VA software applications. Technical support will be through an escalation process. The Contractor's employee technical representative will submit a "Help Desk" request by calling 601-362-4471, extension 4355. Initial technical support will be provided by the VA via telephone, which will consist of a VA technical representative speaking to a Contractor employed representative to identify the problem, trouble-shoot and attempt to resolve the problem with the Contractor's end-user. If the problem cannot be resolved the VA will provide on-site support for VA owned equipment, VISTA, CPRS software and other VA software applications, if necessary within two business days or less depending on the nature and severity of the problem.		[X]

<p>Shall be responsible for having a contingency plan for computer downtime that defines the processes in order to ensure continuity of patient care and maintenance of the integrity of the patient's medical record during periods of loss of computer functions. The contingency plan must be reviewed and approved by the Contracting Officer prior to award. In addition, a contingency plan template that designates criticality of application/system, estimate of impact, locations of equipment, and contact persons will be provided to the Contractor for completion after award.</p>	<p>[X]</p>	
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18. What is the required amount of space for VA provided personnel?

<p>SPACE REQUIREMENTS: Space standards to meet PACT model are found at http://www.cfm.va.gov/til/dGuide/dgPACT.pdf The Accessibility design standards are defined in the following guide: http://www.cfm.va.gov/til/dGuide/dgBarrFree.pdf</p>	
<p>The Contractor's facility must be in compliance with National Fire Protection Association (NFPA) Life/Safety requirements and the Americans with Disabilities Act. VA shall inspect the Contractor's facility before contract start date and retains a rite of inspection throughout the period of performance during normal business hours of 8:00 AM – 4:30 PM, Monday through Friday . Contractor must be in compliance with these requirements prior to contract start date. A list of any deficiencies identified during an inspection will be provided to the Contractor along with a required date for correction of the deficiencies. Any planned changes in the physical environment at the Outpatient Site of Care must be reviewed and approved by the VA to ensure that all life safety codes are met. Parking should be adequate enough to accommodate veteran patients, and shall include at least two (2) handicapped parking spaces.</p>	
<p>(include one per major corridor or ward) Size:40 SF (4x10)</p> <p>Description: Communications/Technology Closet</p> <p>Purpose/Details/Requirements:</p> <ol style="list-style-type: none"> 1. Air Conditioned 2. Fire Suppression 3. Solid Core Door 4. Emergency / backup power provided if available 5. No windows, outside / open vents or other gaps 6. Double locked and keyed separately with copy of key provided to the VA Office of Information & Technology department and the site manager. <p>Access to this space shall be strictly controlled to ensure adequate information security.</p>	<p>The Contractor shall provide a secure, double locked communications closet to house the computer networking equipment and network patch panel to service the clinic space.</p> <p>Other equipment required by Occupational Safety and Health Administration (OSHA) and TJC.List _____</p>
<p>Description: Equipment and Storage Closet</p>	
<p>Privacy Standards:</p> <p>Veterans must be provided adequate visual and auditory privacy at check-in. Patient names are not posted or called out loudly in hallways or clinic areas.</p> <p>Veterans must be provided adequate visual and auditory privacy in the interview area.</p> <p>Patient-identified information must not be visible in the hall including charts where names are visible. Every effort should be made to</p>	

restrict unnecessary access to hallways by patients and staff who do not work in that clinic area.

Patient dignity and privacy must be maintained at all times during the course of a physical examination..

Mental Health

Contractor agrees to provide space and administrative support for VA mental health practitioners who will provide services to enrolled CBOC patients in person or via teleconferencing.

At least 1 exam room(s) should be available for mental health services. Exam room(s) shall be a least 120 NSF or at a minimum, identical in size or larger than the largest exam room being used for primary care services. Exam room must be capable of supporting standard office equipment (power outlets, phone lines, computer connections). Room must also contain at least 2 chairs of equal height and must meet Americans with Disabilities ACT 9 ADA) requirements.

Contractor agrees to provide a private group room at least 300sq. ft. in size. Group room should be furnished with at least 10 chairs, a table and be capable of supporting standard office equipment (power outlets, phone lines, computer connections) and telehealth equipment. Room need not be dedicated solely for mental health services, but shall be available for the purpose.

VA Mental Health Provider Work Space: The Contractor shall provide a private office, no smaller than 120 square feet, and appropriate office furniture for each VA mental health provider who will work out of the CBOC. The Contractor shall provide administrative support for scheduling and answering and forwarding calls. The Contractor shall provide a phone, basic administrative office supplies, a chair, file cabinet, and desk and use of the CBOC's shared office machines. The VA will provide a computer work station for this provider.

Telepsychiatry: The Contractor shall provide space for telepsychiatry equipment to be placed within the facility by the VA. This space should provide privacy for patients to meet confidentially in an individual or group setting with providers at the VA via electronic transmissions. The space shall be large enough for a desk, chair, computer, and TV and videoconferencing equipment (provided by VA). The VA will maintain the VA-provided telepsychiatry equipment. VA will also provide the networking capability to support the telepsychiatry equipment. The Contractor's non-medical MH LCSW will facilitate use of the equipment for the veterans. Contractor will provide clerical support, including scheduling, for VA telepsychiatry CRNP.

19. Is the VA providing Extended PACT personnel (pharmacist, dietitian, LSW, etc.)? **The VA presently has a psychiatrist on station, the contractor will provide the LCSW.**
20. Please clarify whether the VA is requiring onsite radiology at the CBOC. **No.**
21. What labor categories require each of the listed PWS 2.6 Training (ACLS/BLS/VA mandatory)? **BLS is mandatory.**
22. Where will VA training be held? **By VTel, on-site at CBOC and VA which the contractor is welcome to attend.**
23. Who is required to go to the training? **LCSW and as stated in Contract Women health provider maybe required to go off site for additional training at contractor's expense**
24. What is the length of the training by job description? **Most training that is completed in TMS is 30 min to 1hour long.**
25. Should the costs for travel/training be included in the PMPM rates or will a separate CLIN be issued? **All training expense will be the responsible of the Contractor.**
26. PWS 6.1.2: It states "ninety (180) days from contract award to commencement of the provision of medical care to local veterans." Please clarify the number of days until contract award. **180**

27. Requirements for Technical Proposals? Will the VA accept a USB drive instead of a CD? **USB drives are not allowed to be used on VA computers. Please include your price proposal on the CD.**

28. Requirements for Price Proposals: Please state how many copies of the Price Volume is required as part of the submission. **5 Copies of each volume is required plus the CD**

29. Requirements for Price Proposals: Please Clarify: Is the Price Proposal to be included on the CD Rom? **Yes**