

QUESTIONS AND RESPONSES RFP VA777-16-R-0071			
#	SECTION	QUESTIONS	RESPONSES
1		Whether companies from Outside USA can apply for this? (like, from India or Canada)	A response will be posted not later than 2 September 2016.
2		Whether we need to come over there for meetings?	Meetings can be held via conference call, there is no travel requirement.
3		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	A response will be posted not later than 2 September 2016.
4		Can we submit the proposals via email?	Yes, the following will be added to the instruction to offerors in Amendment 0001: The offeror's proposal shall be submitted electronically by the date and time indicated in the solicitation. Files shall not contain classified data. The use of hyperlinks or embedded attachments in quotes is prohibited. All proprietary information shall be clearly marked. File sizes shall not exceed 5MB. The electronic address for the delivery of quotes is Cindy.Showers@va.gov and Linda.Gates3@va.gov.
5		Are pharmacy claims included in the quantities specified in the CLINS? If so, what is the ratio of medical and pharmacy claims?	Pharmacy claims are not included.
6		What are the historical volumes and productivity standards for billing medical claims (and pharmacy claims, if included)?	The historical volumes are what are reflected in the PWS. The estimated productivity standard has been 120 claims per person.
7		When do the current FCCPAC and MACPAC contracts expire? Upon contract expiration, will they be rolled into this contract or have the option to be bid again as separate contracts?	FCCPAC and MACPAC are included in the base year as optional CLINS (they will not begin on 27 September 2016.) The date for CLIN 0006 for FCCPAC is changed to begin 1 April 2017, instead of 1 April 2016 in Amendment 1, and CLIN 0007 will not begin until 1 October 2016.
8		There are inconsistencies on the FCCPAC CLINS in the RFP. Please clarify if FCCPAC should be optional for all years or as listed below. 0006, FL (Optional), 1006 FL, Option Year 2 is missing 3006, FL (optional)	All CLINS in the Option Years are Optional. CLIN 0006 and 0007 will be awarded at the expiration of their current contracts if they are required.
9		There are inconsistencies and duplication on the WCPAC CLINS in the RFP. Please clarify if WCPAC should be optional or a required CLIN. 0005, WCPAC, 1005, WCPAC, 2005, WCPAC, 2006 WCPAC, 3005 WCPAC	CLIN 6 in each is FCCPAC and CLIN 7 in each year is MACPAC. CLIN 2006 is incorrect and will be changed to FCCPAC. CLINS 1007, 2006, 2007, 3006 and 3007 will have Optional CLIN title removed by Amendment 0001.
10		Please clarify if contractors will be responsible for absorbing the NACI security clearance costs?	Yes, contractors are responsible for the NACI security clearance costs.
11		Should offerors submit their response by e-mail?	Yes, see Question 4.
12		It states the "Technical Proposal" shall not exceed 20 pages. Which of the following sections shall be submitted as a part of the Technical Proposal? <ul style="list-style-type: none"> <li>• Management/Staffing Plan</li> <li>• Corporate Experience</li> <li>• Price</li> </ul>	Technical approach, Management/Staffing plan and Corporate Experience are considered the technical proposal. The instructions to offerors will be modified accordingly in Amendment 0001.
13		The government states, "The Government will evaluate offers for award purposes by adding the total price for base and option years." Are the CLINS labeled "optional" a part of the evaluation for price?	Yes, reference clause A.24 52.212-2 para b.
14		Are personnel working under this contract subject to the Service Contract Act? If so, please provide the wage determination rates.	WD 98-0642 (Rev.-30) was included as Attachment 1 applies.
15		Please clarify if the estimated claim volume for each station listed is an annual number or monthly.	Section B has been revised to reflect yearly quantities.
16	General Requirements "13.4 If an outpatient medical care encounter is determined to be not billable the contractor shall cancel the claim and/or enter a reason not billable (RNB) in the Vista Integrated Billing Software Package at no charge to the VA. VA estimates 10% of daily workload will be determined not billable."	Historically and currently, the VA experiences RNB rates that are MUCH higher than the 10% figure provided (well into the mid-twenty percent range for many facilities). Also, the contractor has no control over which facilities and work is assigned (high/low complexity or RNB percentages). The contract work effort necessary to process and cancel an RNB is substantially the same as for a billable item. If the contractor must perform this work at no charge, then the contractor must spread this cost into the cost of billable items, resulting in a higher unit cost and therefore higher overall cost for facilities with lower RNB percentages. 1. For these reasons, would the VA consider making the RNBs billable as they have done in the past? 2. If not, would the VA consider making RNBs billable if a facility exceeds the 10% figure?	The historical RNB rate is confirmed to average 20%. However, the work effort necessary to process and cancel an RNB is not substantially the same as for a billable item. The VA would not consider cancellation of a claim and entering the RNBs billable under any circumstance.
17	Evaluation Criteria/Award Methodology	The evaluation criteria specify Technical Approach, Management/Staffing Plan, Corporate Experience, and Price. Do all of these, excluding Price, constitute the Technical Proposal limited to 20 pages?	The Price Proposal is not included in the technical response. The technical response only includes the Technical approach, Management/Staffing Plan, and Corporate Experience. The Instructions to Offerors will be amended to increase the number of pages to 25 and will modify the instruction to clarify. Offerors are encouraged to limit their technical responses to meeting the evaluation criteria as expressed in the RFP. Meeting all the standards expressed in volume of work, staff, types of work, size, and demonstrated corporate experience are the details necessary in the technical proposal. The pricing schedule, the signed amendment, or the signed 1149 is not considered as part of the technical page count.
18	Evaluation Criteria/Award Methodology	May supporting documents such as SF1449, resumes, prior experience write-ups or CPARS, etc be included as Appendices not subject to the page count? If so, should these items be in separate attachments?	Reference Question #17. Only the technical response is limited to 25 pages. Amendment A00001 will provide amended Instructions to Offerors.
19	Evaluation Criteria/Award Methodology	Does the Cover Page, Table of Contents, or similar items solely for the convenience of VA evaluators in reviewing the document and not containing proposal response information count against the page limitation?	No
20	Evaluation Criteria/Award Methodology	Does the Price information need to be in a separate attachment from the technical response?	Yes
21	Evaluation Criteria/Award Methodology	The page, font, and double space requirements effectively make the response the equivalent of 10 or less normal pages. You have required a number of items that may be difficult to adequately document in such a limited number of pages. Would the VA consider a larger page count maximum?	Reference Question #17. Page count has been increased to 25. The Instructions to Offerors has been amended.
22	Evaluation Criteria/Award Methodology	If a non-counted cover page, appendix cover page, or other uncounted items are allowed/included, does the logo exclusion apply on these pages (logo within margin, not watermarked)?	No, the exclusion would not apply.
23	Evaluation Criteria/Award Methodology	Are typical identifying/clarifying information such as contractor name, logo, RFP#/name, date, page number, etc acceptable within the margin?	The contractor name, RFP number and page is acceptable.
24	General	Will VA/CPAC provide training on Vista usage and any other existing systems that will provide pertinent information for billing?	Yes, VA will provide training to training staff, supervisors and managers at the beginning of the contract. After that, the contractor is expected to train staff throughout the performance of the contract and maintain training material for new staff. Reference para 14.1.3 of the PWS, modified.
25	SF 1449	In order for the Government to receive a well-constructed solution, would the Government consider extending the response due date to September 20, 2016?	Not at this time.
26	Section 1.4 PWS	Please clarify the 95% accuracy rate for first time claim pass through. When will this rate be expected to happen? At the start of the project or is this to be determined?	The answer to both questions is the contractor is expected to be able to perform at 95% accuracy at the beginning of the contract.
27	Section 1.4 PWS	Please clarify that the delivery of claim information is within 2 days. When does this clock start?	Work is assigned on a daily basis. The clock will begin the day following work assignment. Example: Work is assigned during local business hours Monday and expected to be complete by close of local business hours Wednesday. Reference revised Para 1.4, second para under Definitions
28	Section 1.4 PWS	What is the expected average processing time for a claim?	The VA does not have an expected average. The VA has provided annual volume and types of claims. These claims must be processed within the required timeframe and 95% with accuracy. The contractor must use its experience and expertise to determine its average processing time to be successful.

