

**National Dialysis Electronic Health Record (EHR) Solution Contract
Request for Proposal (RFP) Questions and Answers
VA118-17-R-1804
January 31, 2017**

Note:

The answers provided below are for informational purposes, to assist potential offerors in preparing proposals, and such answers do not themselves constitute an amendment to the Solicitation. Where questions and answers necessitated such an amendment, such changes have been or will be incorporated into a formal amendment to the Solicitation. To the extent that any answers provided below conflict in any way with the Solicitation and any Amendments, the final solicitation takes precedence.

Q&A #	RFP Section	Title	Page Begin	Question	Answer
1.	-	General	-	What is the expected time of award for this contract?	The Government anticipates award by March 31, 2017.
2.	B.6	Contract Maximum Ceiling/ Minimum Guarantee	12	Is the total contract award (\$27,362,203) will remain the same now that the ATO has been added to the spreadsheet?	The maximum value of this contract shall remain unchanged.
3.	B.7.5.1.8	Performance Work Statement. CROWNWeb Interface	RFP – 23 A00003 - 17	The dialysis EHR solution shall be capable of interfacing directly with CROWNWeb and via the NRAA HIE. Costs associated with the CROWNWeb and NRAA HIE interface (except NRAA membership) shall be included in the dialysis EHR solution cost and shall not be reimbursed separately. The costs associated with the CROWNWeb and NRAA HIE interface are based on a per patient formula. To provide the most accurate price, what is the expected number of patients that VA will have for each year of this contract? Is there a maximum number of patients that the contractor is to account for?	Pricing for Section 5.1.8 is included within the Dialysis EHR solution, and is based upon the number of stations (with three ranges) at the dialysis facility level, in accordance with Attachment A001. For informational purposes, however, a dialysis facility with 12 stations can treat a maximum of 48 patients at any point in time. A dialysis facility with 20 stations can treat a maximum of 80 patients at any point in time. A dialysis facility with 28 stations can treat a maximum of 112 patients at any point in time. The expected number of patients that VA will have for each year of this contract cannot be provided,

					There is no maximum number of patients under the terms and conditions of this contract.
4.	B.7.5.3.2	Performance Work Statement. Remote Training	RFP – 26 A0003 - 20	What are the expectations for Web Base Training?	In accordance with PWS Section 5.3.2 the Contractor shall offer web-based training on system installation, configuration, use, and troubleshooting. Web-based training shall be accessible to all users at any time. The web-based training shall include live and recorded webinars, virtual learning environments that provide hands-on training, and recorded product demonstrations.
5.	B.7.5.4.2	Performance Work Statement. Event Response Time	RFP – 27 A00003 - 21	Table 1 lists Response Times and Turnaround Time (to restore to full performance). For the Low Priority, 60 hours is listed as the time for Turnaround Time. Is this accurate time expectation for a low priority issue? Is there a particular reason why a low priority issue has this Turn Around Time?	This is an accurate time expectation. During performance, IAW PWS Section 5.4.2, “The Contractor shall submit requests to extend the turnaround time to restore the system to full performance to the CO for approval.”
6.	B.7.5.5	Performance Work Statement. Contract Management	RFP – 30 A00003 - 24	Does Contract Management need to be considered in the pricing of this proposal? Will additional funding be available for Contract Management?	Yes, all costs associated with Contract Management should be included in the firm-fixed price line items. No additional funding will be available for Contract Management as it shall not be directly reimbursed by the Government as a separately priced item.
7.	B.7.5.5	Performance Work Statement. Contract Management	-	Where do we place the Contract Level/Task Order Level Contract/Project Management cost associated with the national roll out? As section 5.5 is not a line item on the price volume?	All costs associated with Contract Management should be included in the firm-fixed price line items, as outlined in Attachment 001.
8.	-	General	-	Given the requirements are for an on-site server and solution and there is no cloud component, why is an ATO	The requirement for an ATO will be determined at the task order level, and may or may not be required in individual orders.

				required for this RFP?	For this reason, the ATO task is separately priced in Attachment 001, and quantities are provided for evaluation purposes only.
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