

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF PAGES 6
2. AMENDMENT/MODIFICATION NUMBER 0001		3. EFFECTIVE DATE 11-04-2019	4. REQUISITION/PURCHASE REQ. NUMBER		5. PROJECT NUMBER (if applicable) NONE
6. ISSUED BY CODE Department of Veterans Affairs Network Contracting Office 8 (NCO 8) Commerce Building 300 E. University Ave. Ste. 180 Gainesville FL 32601-3460		36C248	7. ADMINISTERED BY (If other than Item 6) CODE Department of Veterans Affairs Network Contracting Office 8 (NCO 8) Commerce Building 300 E. University Ave. Ste. 180 Gainesville FL 32601-3460		36C248
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) To all Offerors/Bidders			(X)	9A. AMENDMENT OF SOLICITATION NUMBER 36C24819R0207	
			X	9B. DATED (SEE ITEM 11) 11-04-2019	
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER	
CODE				10B. DATED (SEE ITEM 13)	
FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. 11-12-19 8:00 AM EST					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/>					
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) This is Amendment 0001 to Solicitation 36C24819R0207. The following changes are made to this Solicitation: 1. The Responses to all Vendor Questions are attached. 2. A Revised Price/Cost Schedule and PWS are attached. Please replace the original Price/Cost Schedule and PWS with the attached. 3. VAAR Clause 852.237-70 - Contractor Responsibilities, is outdated and removed from the Solicitation. There are no further changes to this Solicitation. Please acknowledge receipt of this and any other amendments by completing page 4 of the Request for Proposal.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JORGE MUNOZ CONTRACTING OFFICER			
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	
				16C. DATE SIGNED 11-04-2019	

RESPONSES TO VENDOR QUESTIONS

1. Will there be a walk-through prior to the proposal due date?
 - No walk-through or site visit has been scheduled.
2. We are insured to transport patients nationally across all state lines. If we were to provide this service, we would expect to establish a local base in Florida and/or South Ga, depending on the territory. Would that require that we obtain additional licenses for this contract (other than business license)?
 - The Contractor shall meet all requirements of Federal, State, and City codes regarding operation of business for the entire area to be covered by this service. The contractor shall maintain documentation demonstrating they meet all requirements of Federal, State, County, and City codes regarding operation of this type of service for the entire coverage area for the life of the contract.
3. If contractor's current vehicles are out of state and contractor plans to acquire new vehicles to fulfill this contract, can a letter from vehicle supplier be submitted in lieu of the VIN numbers of vehicles to be used? Or, do current out of state vehicles suffice to fulfill this requirement?
 - Any state registration will suffice, as long as it meets or exceeds the requirements for the state of Florida
4. Will awardees be assigned trips in all 13 counties?
 - Awardees will be expected to cover the entire 13-county area.
5. Is this a new requirement, or is there an incumbent contractor? If existing, can you provide me the contractor and award amount?
 - *This is not a new requirement. The information for both incumbent contracts is as follows:*

Contract #:	36C24819P0233	36C24819P0234
Contractor:	Excelsior Ambulance Service Inc	Navarre Corporation
Contract Amount:	\$1,011,575.00	\$1,490,075.00
6. If this is a pre-existing service, can you provide the number of vehicles being used to satisfy current service demand for each service type?
 - Each Vendor should be able to provide an accurate number of vehicles being used for transport services, as it is documented on a daily Vendor generated spreadsheet as well as an authorized 2511 form certifying the request of service on each patient. Per Contract the Contractor shall document each transport with an appropriate document that specifies the date, patient full name, time of pick-up, destination, time of drop-off, address, Bing-Maps, and any other notes regarding issues to the specific transport. This shall be known as the Authority and Invoice for Travel by Ambulance or Another Hired Vehicle, "2511." The Contractor shall include a summary of the trip ticket with all invoices and provide the trip documentation form upon request by the VA. These forms shall serve as documentation of the transport and shall be a source document for reconciliation of the Contractor's request for payment.
7. Do you know the estimated number of overall pickups per month? How many are Stretcher trips? How many are Wheelchair trips?

- There are approximately 800 transports a month, with approximately 56 being stretcher and 744 being wheelchair. These numbers may vary week per week.
8. The Contractor Attendant CLIN unit price is described as mileage rate, however generally this service is charged hourly rather than per mile. Can this service be priced in a per-hour basis?
- There is no change to this CLIN. Payments for mileage traveled shall be limited to the shortest distance over which the patient was traveled. Mileage distance is determined using the Web application Bing-Maps.
9. What is the estimated number of trips per facility in the Catchment Area, as listed in the PWS?
- This will vary week to week. Each facility per week holds a different number of patient transports. There are an estimated 800+ total trips per month.
10. If a pickup is 50 miles outside of the Catchment Area and the Loaded miles to destination is 5 miles, please explain how this Trip is paid?
- In accordance with the PWS, para. 2i: *"Reimbursement for mileage shall be at the mileage rate stated in the price/cost schedule and shall be based upon the miles from the pick-up point and the specified destination."* This is also specified in the PWS, para. 9b: *"Payment for mileage traveled shall be limited to "one way only", the distance over which the patient is transported."*
11. Other VA Wheelchair contracts allow multiple riders. Are contractors allowed to transport multiple riders and bill only the mileage for one transport?
- Transport of multiple riders is not allowed.
12. Para 2 e: Attendant/Escort. Please define the roles and responsibilities of the attendant/escort. What are the required qualifications? Are they required to take the patient to the bathroom, sit with them in doctor office, lift them out of their wheelchair, etc.? Or just get them to their first appointment. If they are required to wait with the patient during appointments, a flat fee based on time would be better than using mileage. Also, please define and include the role/responsibilities of the driver as well.
- An Attendant/Escort is a medical or non-medical person that accompany the patient along with the driver during transport. This person is required to remain with the patient to and from appointments, assist in lifting patients in and out of wheelchair, remain with stretcher patients, can be a caregiver, family member, medical technician or VA employee. If a 2nd attendant is needed, the contract will have the option of hiring a 2nd attendant or using the driver as the 2nd attendant.
13. Para 11 h: Cancellation. States that "A flat rate will be assessed for the attendant for cancellation/no shows." How will the flat rate be accessed for an attendant in a cancelled/no show trip? The CLIN lines do not include a line item to charge this flat rate.
- Attendants will be paid per the Contractor Attendant CLIN in full for any cancellation/no show.
14. Para 2 m: Wait time – Please reference B.2 Price/Cost Schedule CLIN items for waiting time AND Paragraph 10. Wait Time/Tolls/No Shows Page 17. Subparagraph a. It is difficult to understand the clear meaning of wait time. Under CLIN it is defined as "To begin 15 minutes after designated PICKUP time." but is different than the definition on Page 11 subparagraph m. Wait time. i.e. One appears to reference wait time at a patient's residence and the other at a medical facility. An example of how to

utilize would be very helpful. Our position is that the wait at a medical facility beyond 30 minutes, and only receiving \$10/max for waiting, would not cover the cost of the resources being held up at the facility. The federal hourly wage for an employee and loss of use of a vehicle is much greater.

- Waiting time CLIN will be revised to be \$1.00 per minute up to a maximum of 30 minutes, beginning 15 minutes after designated pickup time.

15. Para 4 c: What is the VA Health System Performance Improvement Program?

- This is “a Strategic Plan describing the major efforts the Department will undertake to deliver tailored and desired outcomes for Veterans. The plan’s goals, objectives, and strategies describe essential VA focus areas that are intended to contribute to Veteran well-being, encourage independence, and enhance Veterans’ quality of life.”

16. Para 5 i: Florida regulations do not allow wheelchair drivers to audit medications. This can be an issue if the patient is being sent with controlled substances. We request that the sending facility inventory and package the medications to be sent with the patient.

- The sending facility should inventory, package, label, and report all patient medication as well as patient belongings to the receiving facility. Before departure the transporting vendor and discharge Nurse should review, agree, and sign a patient belonging sheet confirming all patient belongings upon discharge.

17. Para 6 c: There is no time allowance for remote unscheduled transports outside of the catchment area. If the remote patient distance is greater than a 1-hour travel time this can lead to a missed transport being assessed. Please allow more time for these transports. For scheduled remote transports the 30 mins is fair.

- Time allowance for remote unscheduled transports outside the catchment area will be determined on a case by case.

18. Para 6 e: Define when is the receipt of the call? At the beginning or at the end of the call? We suggest at the end of the call due to multiple transports can be called in at the same time or delay in gathering information from the caller.

- The receipt of calls is started at the beginning of the call.

19. Para 6 g: There are 4 quarters in a year so shouldn’t max missed transports be 4?

- This standard has been determined to be inaccurate and is being revised per the new PWS.

20. Para 13 f: “The contractor shall ensure minimum staffing requirements....The state of Florida...” So for the purpose of this contract, what is Florida requiring?

- This requirement has been removed from the solicitation.

21. Para 13 j: “Properly licensed operator for each driver...? Florida driver’s license?” Our drivers currently drive all over the country, but does this contract require Florida/Georgia driver’s license for local transports in Fla?

- Vendors are required to ensure that all drivers have a valid and current state driver license.

22. Are resumes required for key personnel only?

- Contractor should follow their standard policies and procedures for hiring.

23. Immunizations and vaccinations: Is it required of all employees/drivers that we keep records of their immunizations? Are you requiring specific immunizations?

- No specific immunizations are required, but all standard immunization must be current for all employees/drivers.

24. Para 13 k: *"Handling of Bio-Hazardous waste training in their file"*? Can you be specific on what this requirement is?

- Yes, they need to have proof of current training of Bio-Hazardous waste disposal for the state of Florida, in accordance with industry standards.

25. Para 14 c: We exceed most all insurance requirements in our industry, but what is State of FL requirements for the purpose of this contract, and what is VAAR 852.237 70?

- VAAR 852.237-70 – Contractor Responsibilities, has been removed from the solicitation per an update to the VAAR. There are no additional insurance requirements specific to Florida/Georgia.

26. Para 14 p: What is a driver's permit that needs to be affixed to window in Florida? Is this something taxicabs do? This is required for non-emergency medical transport in Florida?

- This requirement has been removed from the solicitation.

27. Para 20 a: states Mapquest, but Section B.3, Performance Work Statement, subsection i) requires that mileage shall be calculated using www.bing.com/maps. Can similar platforms such as Google Maps, MapQuest, etc., be used as well?

- Transport rates are determined using the web-based application www.bing.com/maps. Rates are determined using the shortest driving time. Google Maps, MapQuest, or any other web-based application cannot be used for mileage calculation.

28. Does each transport need a copy of the mapping printout to be included in the billing submission?

- The Vendor should submit the authorized 2511's sent by the VA Authorizing personnel, They should also send the generated Vendor spreadsheet showing the patient's name, last four, date of service, appointment time, pick up address, drop off address, mode of transport, mileage per Bing Maps (ONLY), attendant charges, cancellation charges, calculated base fee charge, load fee charge, and the total trip charge calculated per "one way trip only".

29. For billing purposes, what is the requirement for the invoice for each trip "2511"?

- The VA will supply a template 2511 form after award at the post-award conference. It is required that a correct 2511 be submitted for each patient transported each day, this is submitted for each working week and upon the request to submit by the VA Budget Tech. The correct 2511 as well as the generated spreadsheet by vendor, are to be submitted to the Budget Tech for audit prior to being submitted to the Invoice Payment Processing System also known as (IPPS). If the Vendor fails to submit the 2511's as well as the transport tracking spreadsheet the invoice payment will be denied through the payment system. The correct beneficiary travel 2511 should include the Veteran's name and address, last four of Social, the date and hour of patient's appointment, correct name and address of the Vendor to whom authorization was issued, mode of transport, patient pick up address and destination address, patient return status (round trip or one way), name of the issuing office, authority code, fiscal symbols, signature and title of

the authorizing official, date the authorizing personnel issued the 2511 form, type of service furnished, if the service is contracted or not, and remarks if applicable.

30. Does each transport need a copy of the mapping printout to be included in the billing submission?

- The Vendor should submit authorized 2511's sent by VA Authorizing personnel, as well as the generated Vendor spreadsheet showing the Veteran's name, last four of social, date of service, appointment time, pick up address, destination address, mode of transport, mileage per Bing maps (ONLY), attendant charges, cancellation charges, calculated base fee charge, load fee charge, and the total trip charge calculated per "one way trip only".

31. Para 29: We can comply with this demand, but rates will be billed accordingly for emergency payroll and vehicle use in a natural disaster and the risk that we take. Is there a place to amend our pricing schedule to accommodate this type of event?

- This requirement has been removed from the solicitation.

32. Para B.4 - IT Contract Security: How much of this section applies to us as a subcontractor? How is the patient information communicated to us?

- Both contractors and subcontractors will be responsible for maintaining information security and HIPPA compliance with protecting personal information of Veteran in accordance with the PWS. However, the prime contractor will be held responsible for enforcement of this standard with their subcontractors.

<See attached document: Revised Price Schedule and PWS>