Madison Non-Emergency Medical Transportation (NEMT) Services
RFQ 36C25226Q0366 – Vendor Questions with Answers

1. **Is there any incumbent/recompete or this is a brand-new project?** No, this is a brand-new requirement.

2. **To support accurate fleet sizing, staffing, pricing, and operational planning, would the Government please provide historical trip data for the most recent 12-month period, preferably in spreadsheet format, including at minimum: trip date, day of week, scheduled pickup time, appointment time, origin city/ZIP/county, destination facility/location, trip type (ambulatory vs. wheelchair), one-way mileage, actual or estimated trip duration, wait time occurrence, completed/no-load/cancel status, after-hours flag, holiday flag, attendant-required flag, and companion-required flag? If trip-level data cannot be provided, would the Government please provide summary data showing trip demand by hour of day, day of week, average and peak concurrent trips, and general geographic distribution/common route lanes?** The Government is unable to provide the requested average or median one-way loaded trip duration, nor the average total vehicle occupancy time per completed trip leg. Trip-level duration, occupancy, loading/unloading, and handoff time data are not available for release. Contractors should base their operation planning, staffing assumptions, and pricing models on the requirements and estimated trip volumes provided in the RFQ and PWS, along with industry-standard operational assumptions.

3. **Would the Government please provide the average and median one-way loaded trip duration, and if available, the average total vehicle occupancy time per completed trip leg, including loading, unloading, and typical wait or handoff time?** The average one-way loaded trip is 42 miles per trip. Depending on the geographic demand, a single vehicle may transport one or two passengers on a loaded trip as the current system allows for multiple passenger pickups when appropriate and operationally efficient for the region.

4. **Would the Government please clarify the historical frequency of same-day, urgent, or short-notice trips, and whether such requests are concentrated during certain hours or days?** Average discharge (emergency department/ward) number over the last 12 months is 8. After business hours/weekends/holidays are primarily the busiest.

5. **The RFQ requests evidence supporting proposed fleet availability. Will the Government confirm that conditional lease agreements, award-contingent purchase agreements, dealership allocation letters, and subcontractor vehicle commitment letters are acceptable forms of fleet support documentation?** Yes, conditional lease agreements, award-contingent purchase agreements, dealership allocation letters, and subcontractor vehicle commitment letters are acceptable forms of fleet support documentation.

6. **Will the Government consider documented access to vehicles through a nationally recognized mobility or NEMT dealership, including award-contingent allocation commitments, as acceptable support for the proposed fleet plan?** Yes.

7. **For purposes of the management plan, will the Government confirm that signed letters of commitment, contingent employment letters, subcontractor driver rosters, and documented recruiting plans may be used to demonstrate staffing readiness, rather than requiring an already fully employed local workforce at time of quote submission?** Yes.

8. **Will the Government confirm that subcontractor fleet resources and subcontractor personnel may be included in the management plan and considered in the evaluation of operational readiness, provided the prime contractor retains full responsibility for performance?** Yes.

9. **Please clarify how billable wait time is measured after the first 30 free minutes, including whether the 15-minute increments apply only when the vehicle remains dedicated on site for that Veteran.** See PWS section 6.2 and historical usage chart under Appendix I.

10. **Would the Government clarify the operational definition of a "no-load" trip, including when a no-load becomes billable, how mileage is measured, and whether the historical no-load estimates reflect trips cancelled after dispatch or after driver arrival?** See PWS sections 4.1.2 through 4.1.3.3. Based on historical data, Madison estimates ~ 100 no-load trips per year and the cancelled trips have been mainly after dispatch/driver arrival.

11. **Would the Government provide additional historical detail regarding trips requiring attendants or trips designated as "Companion Required," including approximate annual volume and any common circumstances?** See PWS sections 2.5, 5, and Appendix I.

12. **Section B appears to reference monthly invoicing through VetRide, while the PWS appears to reference weekly itemized invoicing. Please clarify which invoicing schedule controls.** An itemized invoice shall be submitted electronically through Vetride, or its successor system, by the first workday of each week for the trips executed and "No Loads" approved for the prior week.

13. **Please confirm whether required service is limited to the William S. Middleton VA Hospital and the affiliated clinics identified in the solicitation.** Service locations will be to/from the William S. Middleton VA Hospital, affiliated clinics, Veterans' residences, Dane County Regional Airport, major transit stations, or any other VA designated pick-up locations. Historical data supports a 200-mile radius from the William S Middleton VA Hospital. See response to questions 2, 3, and 4.

14. **Please also confirm whether pickup or drop off locations outside those identified service areas may be ordered under this requirement.** See answer to question 13 - any other VA designated pick-up location.

15. **Please confirm whether each trip is priced based on the Veteran pickup location, the destination facility, or the full authorized route assigned by the VA.** See PWS section 6.

16. **Please also confirm whether return trips are treated as separate trips for pricing and invoicing purposes.** All trips are treated as one-way trips. See PWS sections 3.1 and 6.

17. **Please confirm whether ambulatory sedan and wheelchair van services are separate trip categories for ordering and pricing.** Yes – See price schedule.

18. **Please also clarify how a trip should be handled if a Veteran requires assistance but does not require a wheelchair accessible vehicle.** See PWS sections 2.3, 2.4, and 2.5.

19. **Please confirm whether the first 30 miles are included in the base fare for both ambulatory sedan and wheelchair van trips.** Yes – see price schedule.

20. **Please also confirm whether mileage beyond the included miles is calculated using loaded miles only.** The VA will pay for loaded miles only. See price schedule and PWS section 4.1.3.3.

21. **Please confirm whether billable mileage begins when the Veteran enters the vehicle and ends when the Veteran reaches the authorized destination.** Yes - Confirmed. See PWS.

22. **Please also confirm whether deadhead mileage, driver positioning mileage, or return to base mileage is excluded from billable mileage unless specifically authorized by the VA.** The VA will pay for loaded miles only. See PWS section 4.1 for No Load compensation when the no load is due to no fault of the Contractor.

23. **Please confirm how no shows, late cancellations, or trips cancelled after the vehicle has already been dispatched are handled under the solicitation.** See PWS section 4.1.

24. **Please also confirm whether a no show or cancellation charge is permitted when the contractor has already committed driver and vehicle resources.** See PWS section 4.1.

25. **Please confirm whether same day return trips are scheduled in advance, requested after the appointment is complete, or handled through another VA ordering process.** Historically, same day return trips are scheduled at time of original request. Return only trips would be a ward discharge or Emergency Department discharge for a patient whose transportation plans were not solidified upon arrival or if the veteran is an unaccompanied veteran with no resources.

26. **Please also confirm whether drivers are expected to remain onsite during appointments unless specifically authorized.** VA does not expect the drivers to remain onsite during appointment times.

27. **Please confirm whether after hours, weekend, holiday, early morning, or late return trips may be ordered under this contract.** Yes – see PWS section 1.

28. **Please also confirm whether those trips use the same pricing structure unless a separate line item applies.** See price schedule. Those trips use the same pricing structure.

29. **Please clarify whether service is curb to curb, door to door, or requires facility handoff.** See PWS section 2.4.

30. **Please also confirm whether drivers are required to assist beyond safe loading, unloading, wheelchair securement, and basic mobility support.** See PWS section 2.4.

31. **Please confirm whether escorts, attendants, caregivers, or family members may ride with the Veteran when authorized by the VA.** Yes – See PWS sections 2.4.6, 2.5, and 5.

32. **Please also confirm whether those riders are included within the same trip price or require separate authorization.** One family member or caregiver who is at least 18 years of age will be permitted to accompany the patient at no charge – see PWS section 5. See PWS section 2.5 for attendants. Also see historical frequency chart in Appendix I.

33. **Please confirm whether the contractor may transport more than one Veteran on the same trip when authorized by the VA, or whether each trip must be performed as an individual Veteran transport.** See PWS section 5.

34. **Please confirm whether subcontractors may be used for transportation performance if our company retains contract management, dispatch coordination, quality control, communication, performance monitoring, and accountability to the Government.** Yes.

35. **Please also confirm whether subcontractor vehicles and drivers must meet the same insurance, training, security, and performance requirements as the prime contractor.** Yes.

36. **Please confirm how trip orders will be transmitted to the contractor.** See PWS section 3.1.

37. **Please clarify whether orders will be sent by phone, email, electronic system, fax, or another VA directed method.** See PWS section 3.1 and 3.2.

38. **Please confirm what trip documentation must support monthly invoicing.** See PWS section 9.

39. **Please clarify whether required support includes trip date, authorization number, pickup location, drop off location, loaded miles, wait time, driver name, vehicle number, cancellation documentation, and no show documentation.** See PWS section 9.

40. **If available, please confirm whether the Government can provide historical trip volume by service category, including ambulatory sedan trips, wheelchair van trips, average trip mileage, average wait time, and approximate monthly trip volume.** See response to questions 2 - 4 and PWS Appendix I.

41. **If there are any solicitation requirements, service area issues, trip handling concerns, documentation expectations, or performance priorities that the Government would like offerors to address specifically in their quotes, please identify them so we can address them properly.** N/A

42. **Could you please advise whether subcontracting, teaming arrangements, or multiple-award participation will be considered under this solicitation?** Multiple award participation – No. Quoters may utilize subcontractors and/or teaming arrangements.

43. **Stretchers: Are they a part of this contract? How many staff are required?** Yes – there are an estimated 50 stretcher transports per year. An attendant (in addition to the driver) will be required for all stretcher transport trips. See updated PWS and price schedule.

44. **Service Agreements: Will all other Non-Emergent Service Agreements (Uber, Lyft, Union Cab, Madison Cab) end or will they remain in place as a back-up to the new contract?** Other non-emergent service agreements will remain in place as a back-up to the new contract and will be used only if the contractor and VA drivers are unable to provide transportation.

45. **Average Trip Distance: What is the average trip distance?** See response to questions 2 – 4 and PWS Appendix I.

46. **Inclement Weather: What happens when a trip ends due to inclement weather, a Clinic is closed, a patient refuses a ride, a patient is sick, or a doctor is sick?** If the vendor has arrived at/enroute to dispatched location and receives notification of cancellation then the vendor will invoice for the base ride charge.

47. **Sources Sought: Was there a sources-sought to determine if this requirement could be fulfilled by SDVOSB or VOSB before Small Business?** No.

48. **Fuel Prices: Will there be a clause to account for increases in fuel prices?** No – Quoters shall account for fuel price variability in their quotes.

49. **CBOCs: Will this contract be open to covering services to all CBOCs (Baraboo, Beaver Dam, Freeport, Janesville, Rockford)?** Yes – see PWS 16.2.

50. **What is the average number of miles per transport?** The average number of miles per transport is 42 miles per trip (using 6months of data).

51. **For the BAA attachment, do you want it to be completed and unsigned as a word document? Or completed, signed and returned as a word document?** Complete the document and submit (word version) with your package. The privacy office will then fill out their portion, convert to a PDF, and sign. Once Contracting receives that back the PDF version will be sent to the awardee for signature. If a national BAA is held there's no need for a localized BAA and the national BAA can be submitted with the package.

52. **Was there a Sources Sought published and/or was there market research conducted to determine the small business set-aside? Why were SDVOSB and VOSB set-asides bypassed?** A sources sought notice was not published and is not explicitly required by the FAR – it is one form of market research. Extensive market research was conducted prior to the solicitation issuance. Based on that research, the Contracting Officer did not determine there was a reasonable expectation of receiving quotes from two or more responsible SDVOSB or VOSB concerns at fair and reasonable prices. Therefore, the requirement was not set-aside for SDVOSB or VOSB concerns.

53. **Will there be a ramp up time period for services provided?** A ramp up time period for services may be discussed with the vendor upon the award of the contract.

54. **Are we allowed to stage vehicles in the parking garage for faster response times at the hospital?** Contractors must plan staging and deployment operation using non-VA property and at an independently secured location.

55. **For the required RFQ "Files", can we submit all 5 files in one document, or do you want 5 different attachments in the email?** Please provide separate attachments for each of the 5 file requirements.

56. **Can you provide an actual [redacted] 3rd party (non VTS) trip manifest covering a recent two-week period or more? We are requesting only pick up times, pick up city, destination city, and vehicle type (sedan or wheelchair van). All client-identifying information including addresses to be redacted. This information would greatly assist us in evaluating the range of service requirements, geographic scope, volume, and timing to prepare a competitive and realistic bid.** At this time, a redacted manifest is not able to be provided.

57. **What has been the average loaded mile (revenue-generating, patient-occupied) trip distance for trips performed by third-party contractors over the most recent six-month period? This data will help us develop accurate mileage-based pricing and operational planning.** The average loaded miles trip distance has been 42 miles.

58. **At what point in the day (or how far in advance) is the final daily schedule typically provided to third-party contractors?** The Madison VA transportation department is currently at a 3 day out schedule and is working towards having schedules in place 5 days in advance.

59. **Once the schedule is finalized and provided, what is the average number of discharges, add-ons, or other changes that can be expected per day? Understanding this will allow us to staff and dispatch appropriately while maintaining high on-time performance.** Daily inpatient discharges vary.

60. **The RFQ references GPS oversight and transportation visibility requirements within the PWS. Is submission of GPS screenshots, dispatch screenshots, or RouteGenie system screenshots recommended as supporting documentation to demonstrate compliance with these requirements?** The Government does not require submission of GPS screenshots, dispatch screenshots, RouteGenie screenshots, or similar system images as part of the quote. Quoters should instead describe their technical approach to meeting the PWS requirements, including GPS capabilities, real-time vehicle visibility, and compliance monitoring. Additionally, oversight should include real-time and date-stamped information when requested by the Government, should an incident occur that requires fact-finding or investigation. Narrative explanation of these capabilities is sufficient.

61. **Regarding estimated wait-time quantities, should contractors base proposed wait-time assumptions on operational experience and anticipated transportation usage, or solely on the estimated quantities provided within the RFQ schedule?** Contractors should base proposed wait-time assumptions on the estimated quantities provided within the RFQ schedule.

62. **Can the Government share the actual expenditure under the most recent contract year? Understanding historical spend versus the estimated quantities would help vendors price responsibly.** The Government is unable to share the actual expenditure under the most recent contract year. Vendors should base pricing on the estimated annual trip volume, the requirements outlined in Performance Work Statement (PWS) and any additional workload assumptions necessary to ensure full performance.

63. **Airport pickups (Dane County Regional Airport) are included in the base rate per PWS. Can the Government share the historical frequency of airport trips so vendors can appropriately price this into the base fare?** The frequency of trips from Dane County Regional Airport is based on surgery, evals, and schedules and varies by month. 1 to 2 transports a month or 12 to 24 per year.

64. **The PWS requires an adequate fleet but does not specify a minimum vehicle count. What fleet size does the incumbent operate, and what does the Government consider adequate to meet the estimated 3,000 annual trips plus same-day demand?** The Government has indicated only that the fleet must be sufficient to support the estimated 3,000 annual trips as well as

same-day and unscheduled demand. To meet this requirement, the quoter will provide a fleet sized appropriately based on projected trip volume, geographic coverage, response-time expectations, peak-demand patterns, vehicle rotation/maintenance needs, and contingency planning. The proposed fleet will ensure full compliance with PWS and reliable service delivery without reliance on incumbent operational details.

65. **File 3b notes a preference for vendors with staging facilities near the Middleton VA Hospital. Are there any VA-owned or VA-affiliated lots available to the contractor for staging, or must the contractor secure independent staging?** There are no VA-Owned or VA-affiliated lots available to the contractor for the STAGING of contractor vehicles. The contractor is solely responsible for securing independent staging location**s.**

66. **PWS 5 states the contractor may charge two base rates when more than one patient is transported per trip. Do the Government's estimated annual quantities of 3,000 trips reflect individual patient trips or vehicle trips**? Individual patients/veterans receive a trip number for transporting. Estimate annual quantities reflect individual/veteran trips (trip=one way).

67. **Can drivers begin providing services on a conditional or provisional basis while their SAC background investigations are pending, or must all investigations be fully adjudicated before a driver performs any work under this contract?** Under U.S. Department of Transportation (DOT) and FMCSA drivers cannot begin providing services on a conditional or provisional basis until their SAC background investigations are fully complete and all required verifications are complete.