

To Vendors for Invitation for Bid for Emergency Medical Transportation Services:

The following questions were received from vendors. In order to keep everyone informed, here are the questions and answers:

1. Will the same provisions be made as before to house this service within the Glade Spring Fire Department? **There are no provisions made by the County to house the contracted service within the Glade Spring Fire Department. Any provisions for this would have to be made between the vendor awarded the contract and the Glade Spring Fire Department.**
2. How many calls were the previously contracted agency dispatched to during their contract period, and how many of those dispatches resulted in a transport? **Dispatch does not track the number of calls versus the number of transports. The number of transports from November 1, 2017 through now are 632 transports in Computer Aided Dispatch.**
3. How much revenue did the previously contracted provider recover as a result of their services during the contract period? **The County does not have information on the revenue that the previously contracted provider recovered as a result of their services during the contract period.**
4. What are the current services that are being provided (i.e. number of units)? **There is one, with one back-up unit staffed by fire personnel who were also the previous contractor employees.**
5. How many Standby Events is the Contractor expected to coordinate? Is this a part of the monthly fee or a separate charge for those services? **The standby events the Contractor is expected to coordinate are the Patrick Henry High School home football games. A schedule of the football games is located on Patrick Henry High School website. Any fee for the standby events shall be included in the Contractor monthly fee charged to the County on the Bid Form.**
6. What is the Payor Mix? Provide a breakdown/percentage of Patient reimbursements types per transport for services provided. Payor mix can include but not limited to Medicare, private insurance, managed care, self/private pay, etc. **The County has no knowledge of the breakdown/percentage of patient reimbursement types per transport for services since the previous contractor is a private company.**
7. What hospital does calls go to? **Most of the calls go to Johnston Memorial Hospital. Occasionally, a patient may request to go to Smyth County Community Hospital or Bristol Regional. The nearest trauma center is Bristol Regional. Some patients will require transport to Bristol Regional due to injury.**
8. Does the County have an area to house a unit? **The County does not have an area to house a unit.**
9. Is 1100 the number of calls or transports? **The 1100 is the total dispatched calls for that area.**

10. Are calls for Glade Spring or Washington County? Please refer to Attachment 1 Scope of Work item #2 on page 8. The calls are for the geographic service area shown on the map which includes Glade Spring, Virginia. Please refer to Attachment 1 Scope of Work item #5 on page 8, the Contractor shall provide aid to other County EMS agencies when available and directed to do so by Central Dispatch.
11. We are reading the Invitation for Bid as providing 1st due service for the Glade Spring Response area. Within the Invitation for Bid, it denotes Aid for other County agencies. Is this service you are seeking going to include additional areas of coverage past what is being requested in Glade Spring? We are trying to attain if additional request for service are involved and what that impact would be for our resources. The service includes providing back-up (aid) to the other EMS agencies in Washington County. Please refer to Attachment 1 Scope of Work item #5 on page 8.
12. Are calls/transport numbers provided in the Invitation for Bid just for requests in Glade Spring or does that include if that unit is called outside the response area? The numbers provided in the Invitation for Bid are a total call count of both the calls in Glade Spring area and the aid provided to the EMS agencies in the County. The County did not separate them out in the Invitation for Bid.
13. The scope of works states that the Contractor shall "Provide aid to other County EMS agencies when available and directed to do so by Central Dispatch. "How much additional aid is needed? From November 1, 2017 thru September 6, 2018, aid was given 136 times to surrounding EMS agencies. This number is included in the total call count given in the Invitation for Bid.
14. Due to the approaching proposal submission deadline when will the County expect questions to be answered? The County will e-mail the answers to the questions by the end of the day on Friday, September 7, 2018.