



Doing Business with VISN 12

U.S. Department of Veterans Affairs

[Steve Maier](#)

Small Business Liaison

VISN 12: VA Great Lakes Healthcare System

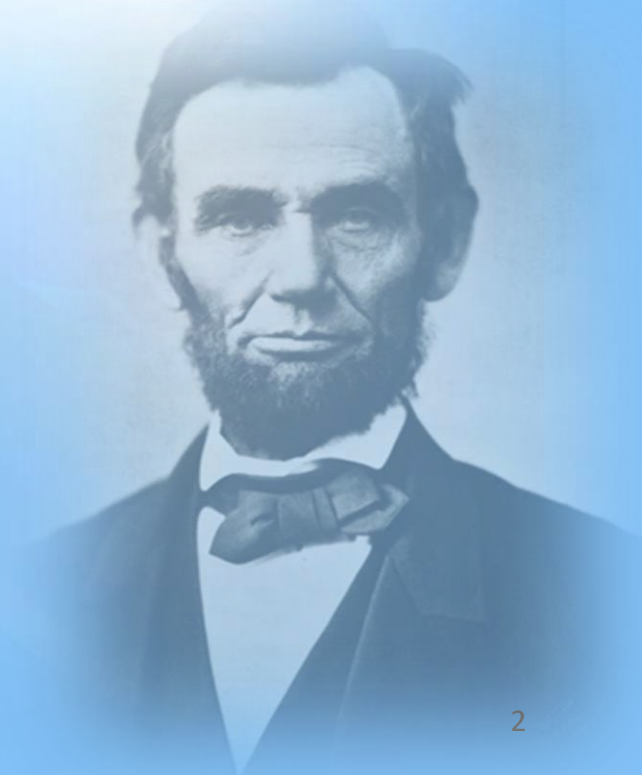




VA's Mission

Fulfill President Lincoln's promise

"To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring America's Veterans and their families.



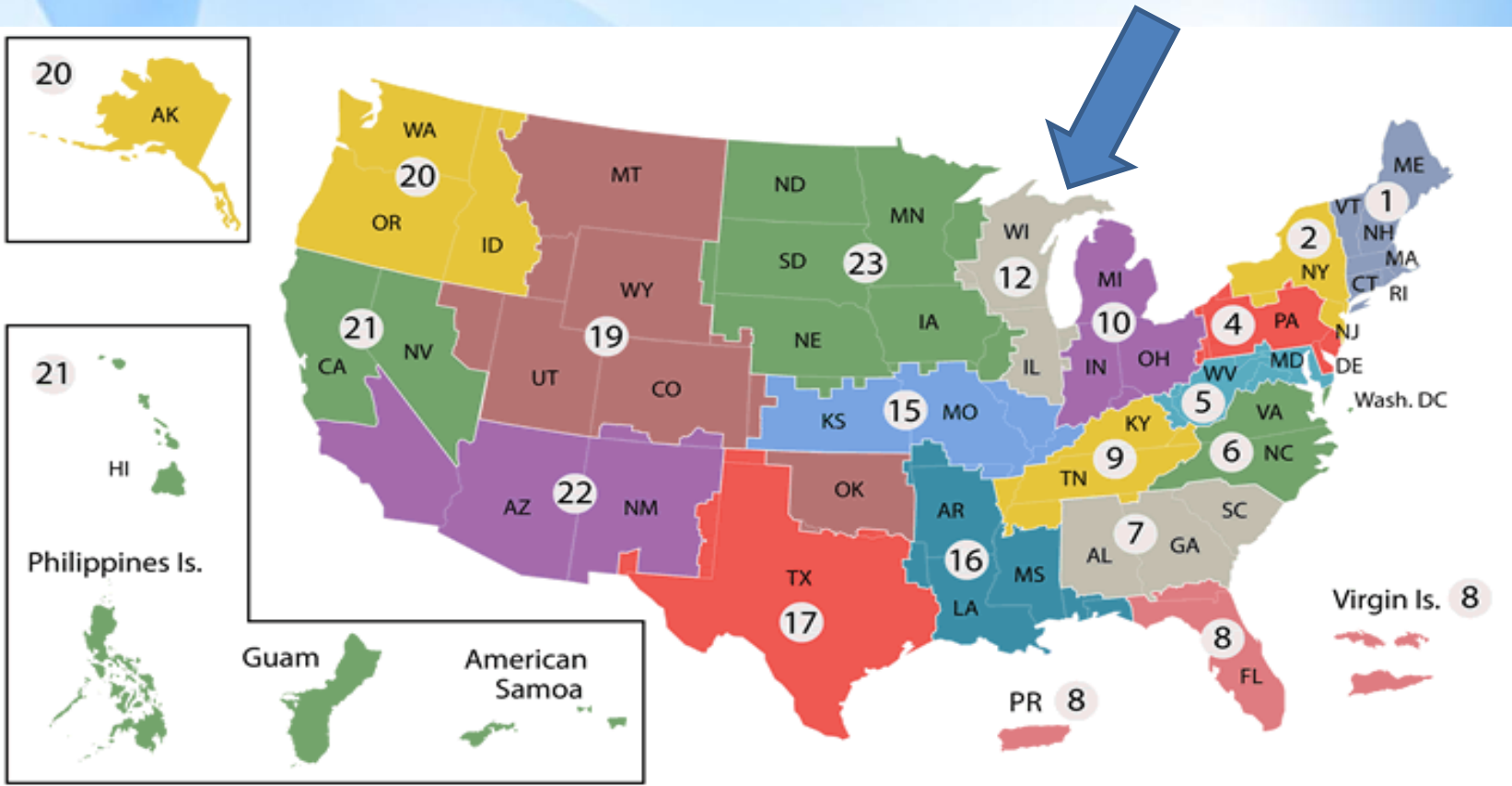


VA consists of 3 Branches

- Veterans Benefits Administration ([VBA](#))
 - Comp & pension, VR&E, Home loans, GI Bill
- National Cemetery Administration ([NCA](#))
 - 151 National Cemeteries in 42 states & P.R.
- Veterans Health Administration ([VHA](#))
 - 170 Medical Centers, w/CBOCs, CLC, Vet Ctrs



Veterans Health Administration (VHA) Structure - 18 "VISNs" (No 3,11,13,14 or 18) Veterans Integrated Service Networks



Please be advised: The information contained therein is subject to change at any time without notice.



Veterans Integrated Service Network (VISN) 12



Please be advised: The information contained therein is subject to change at any time without notice.

Tomah Transportation Requirements Overview

4/7/2021

Presented by Maureen Falaschi and Brandon Harris

Presentation Topics

**Non-Emergent
Ambulance**

**Special Mode
Transportation**

Non-Emergent Ambulance Topic Summary

Overview of the Requirement

Service Area

Estimated Annual Quantities

Questions

Overview of the Requirement

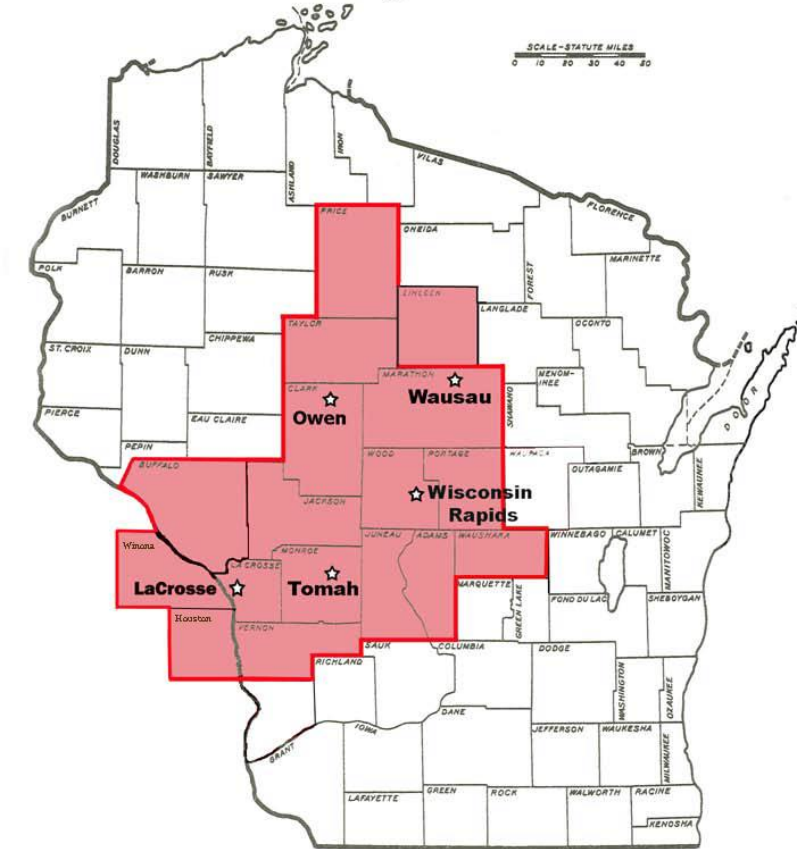
- Non-Emergent Ambulance Services
 - Basic Life Support
 - Advanced Life Support
- 24/7 Service, Including Holidays
- Primarily Tomah VAMC and associated Community-Based Outpatient Clinics (CBOCs)

Service Locations

- ☆ Tomah: Tomah VA Medical Center
- ☆ Owen: Clark County Outpatient Clinic
- ☆ LaCrosse: La Crosse VA Clinic
- ☆ Wisconsin Rapids: Wisconsin Rapids Outpatient Clinic
- ☆ Wausau: Wausau Outpatient Clinic

• Locations may include VA and Non-VA facilities

Tomah Primary Service Area



Estimated Annual Quantities - Ambulance

Service Type	Est. Annual Quantity	Unit
BLS Non-Emergency Trips	160	EA
BLS Loaded Mileage	4800	MI
ALS Non-Emergency Trips	200	EA
ALS Loaded Mileage	6300	MI
Flat Fee: When unloaded mileage exceeds loaded mileage and is greater than 75 miles	10	EA
Wait Time: 15-minute intervals, in excess of initial 30 minutes included in all transports	130	EA



Questions

Special Mode Transportation Topic Summary

Overview of the Requirement

Service Area

Estimated Annual Quantities

Government Contracting

Responding to the Solicitation

Questions

Overview of the Requirement

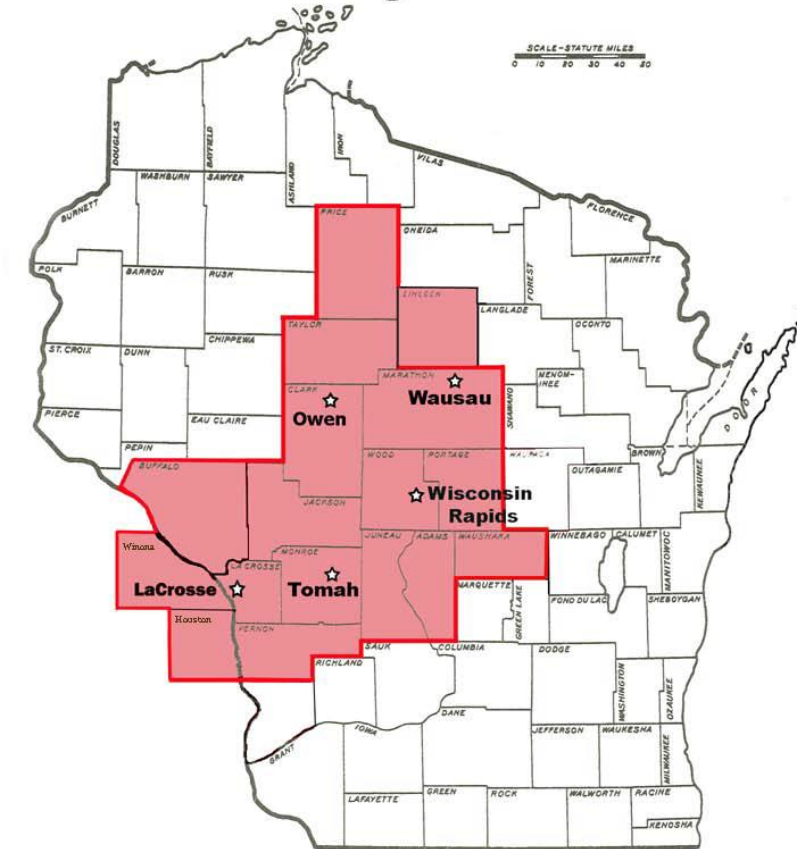
- Special Mode Transportation Service
 - Wheelchair Vans
 - Sedans
- 24/7 Service, Including Holidays
- Primarily Tomah VAMC and associated CBOCs

Service Locations

- ☆ Tomah: Tomah VA Medical Center
- ☆ Owen: Clark County Outpatient Clinic
- ☆ LaCrosse: La Crosse VA Clinic
- ☆ Wisconsin Rapids: Wisconsin Rapids Outpatient Clinic
- ☆ Wausau: Wausau Outpatient Clinic

• Locations may include VA and Non-VA facilities

Tomah Primary Service Area



Estimated Annual Quantities – Special Mode Transportation

Service Type	Est. Annual Quantity	Unit
Wheelchair Van Base Rate: One-Way Trips	650	EA
Sedan Base Rate	1700	EA
Wheelchair Van: Additional Mileage	13,400	MI
Sedan: Additional Mileage	53,000	MI
Attendant Fee (For trips requiring an attendant)	35	EA
Wait Time: 15-minute intervals, in excess of initial wait time	8,400	EA
Flat Fee: When unloaded mileage exceeds loaded mileage and is greater than 75 miles	280	EA

Government Contracting

- System for Award Management (sam.gov)
- Service Contract Labor Standards (DOL)
- Limitations on Subcontracting
- Background Investigations

Responding to the Solicitation

- The solicitation will be posted on beta.sam.gov
- The solicitation will include specifics about the requirement and instructions to offerors on how to respond
- Anyone who is interested will have the opportunity to attend a site visit
- Questions about the solicitation will be addressed via solicitation amendment



Questions

WHAT I WILL COVER TODAY

- SAM Registration
- Locating the solicitation in Beta.Sam
- SF 1449
- Performance Standards
- Proposal Instructions
- Preparing Response

SAM REGISTRATION

SYSTEM FOR AWARD MANAGEMENT (SAM)



All businesses must register in SAM to do business with the U.S. Government.

There is no cost to register in SAM.

SAM registration must be active when submitting a proposal to the Government.

Contact WPI if you would like assistance to register in SAM

SYSTEM FOR AWARD MANAGEMENT (SAM)

Information required to register

Obtain a Dun & Bradstreet (DUNS) number either by phone or online

By phone - 866-705-5711

Online - <https://fedgov.dnb.com/webform/>

DUNS number must be in place 48 hours prior to registering in SAM.

Contact WPI if you would like assistance in obtaining a DUNS number.

IRS TIN – EIN number

Bank Account Information – Routing Number and Account Number

SYSTEM FOR AWARD MANAGEMENT (SAM)

Primary North American Industry Classification System (NAICS) Code

484991 – Special Needs Transportation

621910 – Ambulance Services

Contact WPI if you would like assistance to register in SAM. A go-to-meeting will be set up.

SYSTEM FOR AWARD MANAGEMENT (SAM)

SAM.GOV

A NEW WAY TO SIGN IN - If you already have a SAM account, use your SAM email for login.gov.

Log In

Login.gov FAQs

HOME | SEARCH RECORDS | DATA ACCESS | CHECK STATUS | ABOUT | HELP

ALERT: SAM.gov will be down for scheduled maintenance Saturday, 04/10/2021 from 8:00 AM to 1:00 PM.

The System for Award Management (SAM) is an official website of the U.S. government. There is no cost to use SAM. You can use this site for FREE to:

- Register to do business with the U.S. government
- Update or renew your entity registration
- Check status of an entity registration
- Search for entity registration and exclusion records

Getting Started

Create A User Account	Register Entity	Search Records
Start by creating a SAM user account.	After creating your SAM user account, log in to register to do business with the U.S. government.	Do a public search for existing entity registration records or exclusion records.

Log in here

Create an Individual User account here

LOCATING SOLICITATION IN BETA.SAM

BETA.SAM.GOV

The screenshot shows the beta.sam.gov website. The browser address bar contains the URL <https://beta.sam.gov/>, which is circled in red. Below the browser bar, there is a navigation bar with the SAM beta GOV logo on the left and a search icon, a bell icon, and a 'Sign in' link on the right. A dark blue search bar is positioned below the navigation bar, containing a dropdown menu with 'Contract Opportunities', a search input field with the text 'wheelchair tomah', a clear button (X), and a blue 'Search' button. The search bar and its components are circled in red. Below the search bar, there is a 'Welcome' message on a dark blue background, stating: 'This will be the official U.S. government website for people who make, receive, and manage federal awards.' In the bottom right corner of the page, there is a circular seal with the text '100% FREE TO USE' and 'Official U.S.'.

BETA.SAM.GOV

General Services Administration [US] | https://beta.sam.gov/search?keywords=%22wheelchair%20tomah%22&sort=-relevance&index=opp&

Contract Opportunities

Change Filters Clear All

Status

Active Only

Keywords

"wheelchair tomah" x

Clear All

Inactive Date

Any Time v

Clear Filter

Published Date

Search Results

Showing 1 - 10 of 80 results Sort By Relevance v

V999--Tomah VA Medical Center Special Mode Transportation Services

The Department of Veterans Affairs is issuing this sources sought synopsis as a means of conducting market research to identify firms having an interest...

Department/Ind. Agency
VETERANS AFFAIRS, DEPARTMENT OF

Sub-tier
VETERANS AFFAIRS, DEPARTMENT OF

Office
252-NETWORK CONTRACT OFFICE 12 (36C252)

Contract Opportunities

Notice ID
36C25221Q0394

Current Response Date
Mar 15, 2021 10:00 am CDT

Last Updated Date
Mar 1, 2021

Last Published Date
Mar 1, 2021

Type
Original Sources Sought


V207--Denise HVAC R404 (C) 676-16-103

FOLLOWING - WHEELCHAIR TOMAH

General Services Administration [US] | <https://beta.sam.gov/opp/163dea35b93b4e629b6aab06ada9fe92/view?keywords=%22wheelchair%20>

An official website of the United States government | [Here's how you know](#) | Authoritative site for Assistance Listings, Wage Determinations, and Contract Opportunities only

SAM beta **GOV**



Follow

V999--Tomah VA Medical Center Special Mode Transportation Services

Contract Opportunity

- General Information
- Classification
- Description
- Attachments/Links
- Contact Information
- History

ACTIVE Contract Opportunity


Notice ID
36C25221Q0394

Related Notice

Department/Ind. Agency
VETERANS AFFAIRS, DEPARTMENT OF
Sub-tier

SF 1449

STANDARD FORM (SF) 1449

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER	PAGE 1 OF
2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE	
7. FOR SOLICITATION INFORMATION CALL: 		a. NAME	b. TELEPHONE NUMBER (No collect calls)	8. OFFER DUE DATE/ LOCAL TIME	
9. ISSUED BY		CODE	10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR:		
			<input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8 (A)		
			<input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: _____ SIZE STANDARD: _____		
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED		12. DISCOUNT TERMS		13b. RATING	
<input type="checkbox"/> SEE SCHEDULE				<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	
				14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO		CODE	16. ADMINISTERED BY		
17a. CONTRACTOR/ OFFEROR		CODE	FACILITY CODE	18a. PAYMENT WILL BE MADE BY	
TELEPHONE NO.		17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM	

STANDARD FORM (SF) 1449

VA will complete most of the form.

Contractors complete the following blocks:

- 12. Complete only if a prompt payment discount is being offered
- 17a. Contractor/Offeror (Business name, address, phone number)
- 17b. Check only if remittance address is not as listed in block 17a.
- 30a. Signature of Offeror
- 30b. Name and Title of Signer
- 30c. Date Signed

PERFORMANCE STANDARDS

THE SOLICITATION AND RESULTING CONTRACT WILL INCLUDE:

1. A Performance Work Statement –

A statement of work that describes the required results in clear, specific and objective terms with measurable outcomes

2. Measurable Performance standards and the method of assessing contractor performance against the performance standards

Standards stated in terms of quality, timeliness, quantity etc.

PERFORMANCE STANDARDS

Currently in draft format

Both solicitations will contain Minimum Performance Standards – may specify timelines for providing services, complaints and incident reporting, pickup and transporting of patients.

Contractor will be required to provide a Quality Control Plan (QCP) with their offer. The QCP will be evaluated as part of the technical evaluation

Post-award, the Government may develop a Quality Assurance Surveillance Plan (QASP) to evaluate contractor performance.

QASP derived from Minimum Performance Standards and Contractor's submitted QCP

SAMPLE MINIMUM PERFORMANCE STANDARDS

Task	PWS Reference	Standard	Acceptable Quality Level	Method of Surveillance
Provide on-time ambulance services	Section 4.5.1.7	Scheduled patient pick-ups shall not deviate more than 15 minutes past scheduled pick-up time for scheduled orders	97% Per Quarterly reporting period.	Quarterly review of 10 telephone, fax, email confirmation messages, or medical records of veterans that have received ambulance services
Incident Reporting	Section 4.8	The contractor shall notify the Program Manager, Beneficiary Travel Department, of any accidents and/or safety problems that occur while the patient is being transported. This notification shall occur within one (1) hour by telephone. A written report of the incident shall be delivered to the Program Manager, Benefits Management, by the close of business of the next working day.	97% Per Quarterly reporting period.	Review will verify 100% of incidents were reported and ensure 97% of incidents are reported within the prescribed time periods.
Invoice Reports	Section 4.9	Provide a monthly invoice in accordance with Section 4.9 of the PWS	95% Per Quarterly reporting period.	100% inspection of monthly invoices/reports

SAMPLE MINIMUM PERFORMANCE STANDARDS

Minimum Performance Standards				
Task	PWS Reference	Standard	Acceptable Quality Level	Method of Surveillance
Pick up and transport of patients	4	Patients must be dropped off at the scheduled drop off locations (as designated by the facility) no earlier than 45 minutes before and no later than 15 minutes prior to the scheduled medical appointment.	95% per quarterly reporting period	Monthly review of 10 telephone, fax, or email confirmation messages to veterans that have received transportation services
Complaints Handling	7	All complaints received by the Milwaukee VAMC Mobility Manager and Mobility Manager will be forwarded to the COR/Alternate COR and the Contractor. All complaints shall be investigated promptly. After investigation and disposition, the Contractor shall respond to the VA in writing within three (3) business days after receipt by the Contractor. The Contractor's report to the VA shall include the steps taken for corrective action.	95%	Review of all complaints. Review will verify the response was received within the prescribed time periods.
Trip Charges	6.1.1	The Contractor shall ensure that pick-ups and drop-offs are scheduled so that the total distance traveled shall result in the most economical charge to the Government.	95% per quarterly billing period	Review of 10 billed trips monthly, using currently accepted method.
Incident Reporting	4.2	The Contractor shall immediately report any and all medical incidents and accidents, (including those where there is no apparent injury to the patient), which occurs while transporting VA beneficiaries, vehicle breakdowns or other problems that may cause service disruptions to the Milwaukee VAMC Mobility Manager or Mobility Manager.	95% per quarterly reporting period	Review of all incidents. Review will verify the incident was reported and ensure they are reported within the prescribed time periods.
Scheduling Errors	3.1.2	The Contractor shall ensure all rides are scheduled in accordance with the final daily manifest	No more than 15 scheduling errors per month	Review of any complaints and incidents of scheduling errors.

PROPOSAL INSTRUCTIONS

INSTRUCTIONS TO OFFERORS

Currently in draft form

Failure to provide any of the information requested may result in the proposal being excluded from consideration for award.

Follow instructions – including

- What to submit,

- How to submit,

- Number of copies,

- How to organize documents.

INSTRUCTIONS TO OFFERORS

Possible Required Documents

Technical Proposal - often Volume 1

Price Proposal – often Volume 2

Past Performance Information

Offeror may be required to include cover page for each volume/document

Cover page must be labeled as directed

May be required to include short table of contents with identified page numbers or tabs for each section

INSTRUCTIONS TO OFFERORS

Technical Proposal requirements

Company Experience- how much of this type of work has the offeror done

Demonstrate the minimum years of experience

Provide evidence of previous contracts of similar scope and size

Management Plan

Proposed fleet size – plan for obtaining required vehicles

Current staff and hiring plan

Maintaining continuous communication with VA

Process for scheduling trips

Policies for COVID-19 and other infectious diseases (ex. TB)

Training policies

Subcontractors (Include description and \$ value of subcontracts with SDVOSB/VOSB)

Back-up plan ensuring no service disruption

INSTRUCTIONS TO OFFERORS

Technical Proposal requirements cont.

Quality Control Plan

Address all specified tasks in the Performance Work Statement- examples may include:

- Identification, prevention, and correction of deficiencies
- Tracking and verifying current employee background checks, certifications, medical tests (e.g. TB tests) and training
- Method to ensure timeliness
- Method to ensure continuous communication with VA
- Method for logging all requests for services and tracking performance

INSTRUCTIONS TO OFFERORS

Price Proposal - includes

SF 1449 with completed blocks 17a, 30a, 30b, 30c, optional (12 and 17b)

Contractor Information on Page 2

Acknowledgement of Amendments

Completed Price Schedule

Completed Provision fill-ins for FAR 52.209-7 and 52.212-3

SAMPLE PRICE SCHEDULE

Base rate – includes 25 miles and 30 minutes wait time

Mileage rate per loaded mile beyond the 25 mile radius

Flat fee –when unloaded mileage exceeds loaded mileage

Waiting time- for every 15 minute interval beyond initial 30 minutes

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001	BLS Ambulance Services Base Rate (up to 25 miles) Includes 30 min. wait time Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	700.00			
1002	BLS Loaded Mileage Rate (per mile rate beyond the 25-mile radius) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	22,000.00			
1003	ALS Ambulance Services Base Rate (up to 25 miles) Includes 30 min. wait time Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	200.00			
1004	ALS Loaded Mileage Rate (per mile rate beyond the 25-mile radius) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	15,000.00			
1005	Critical Care Transport (up to 25 miles) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	75.00			
1006	CCT Loaded Mileage Rate (per mile rate beyond the 25-mile radius) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	100.00			
1007	Flat fee: When unloaded mileage exceeds loaded mileage (See PWS 4.9.4) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	20.00			
1008	Waiting time (15 min. intervals, beyond initial 30 min.) Ordering Period 1 POP Begin: 10-01-2020 POP End: 09-30-2021	120.00			
2001	BLS Ambulance Services Base Rate (up to 25 miles) Includes 30 min. wait time Ordering Period 2 POP Begin: 10-01-2021 POP End: 09-30-2022	700.00			
2002		22,000.00			

Estimated Quantity x Unit Price = Amount

FILL-INS FOR FAR 52.209-7 AND 52.212-3

FAR 52.209-7 (b) The offeror has does not have current active Federal contracts and grants with total value greater than \$10,000,000.

52.212-3 (b)(2)

The offeror has completed the annual representations and certifications electronically via the SAM website access through <http://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications—Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs _____.

(For any exception taken, the new certification or representation must be filled out in the text of 52.212-3 in the solicitation)

INSTRUCTIONS TO OFFERORS

Past Performance Information - Used to determine how well contractors have performed

- Usually government is interested in recent (ex. last five years) and relevant (similar scope, size, and complexity) past performance
- Past Performance may be required to be part of Volume 1, Volume 2, or its own separate document
- Offerors may be required to have previous clients fill out a questionnaire and send directly to the CO
- Solicitation may request “Points of Contact” for previous clients with phone numbers and email
- If offeror has no relevant past performance, consider submitting info on key personnel and/or predecessor companies
- Government may request additional references for subcontractors
- Offeror may be required to address any reported poor past performance and corrective action taken

PREPARING RESPONSE

PREPARING PROPOSAL

Complete all proposal parts

Technical Proposal

Price Proposal

Past Performance

Follow all instructions

Including format instructions and page limitations (if any)

Sign Proposal/Quote

Submit on Time

TECHNICAL PROPOSAL

Prepare Cover Page as instructed

Do not include any price information in the Technical Proposal

Demonstrate ability to meet the Government's requirements.

Address each part

Company Experience

Management Plan

Quality Control Plan

Veterans Involvement

PRICE PROPOSAL

Complete entire Price Schedule included in the solicitation

Do not change/add the way the pricing is listed

Check and recheck unit pricing and extended totals

Unit pricing shall be firm-fixed

Complete SF 1449

Complete Contractor Information on Page 2

Acknowledge Amendments

Complete Provision fill-ins

Factor in all costs – ensure you can make a reasonable profit.

PAST PERFORMANCE

Provide information as requested

Use any forms/questionnaires provided within the solicitation

Insert in the proposal as instructed

If applicable, check to make sure clients have returned questionnaires to the CO timely

Provide the most recent and relevant past performance

Be prepared to respond to government questions about reported poor past performance

Government can seek past performance information from sources outside your proposal or references

FINAL TIPS

FINAL TIPS

Use the solicitation document as a guide and organize your response in the same order, addressing each item listed.

Locate the evaluation factors and make sure to address those factors within the proposal.

Pay attention to the relative importance of the evaluation factors

Cost-technical tradeoff

Lowest priced technically acceptable

FINAL TIPS cont.

If the solicitation is not an SDVOSB or VOSB set aside, then “Veterans Involvement” will likely be an evaluation factor

Offerors that are VIP verified SDVOSB/VOSB will get credit for this in the evaluation

Not veteran owned? -Provide short descriptions of any subcontracts with SDVOSB or VOSBS and include approximate dollar values

Excessive flashy content such as promotional brochures are not needed

Have final draft reviewed- eliminate typos, contradictions or ambiguities, and make sure all requested information is included

Wisconsin Procurement Institute can help identify these types of issues in final draft

RESOURCES

- FAR: <https://www.acquisition.gov/?q=browsefar>
- Beta.sam.gov: <https://beta.sam.gov/>
- Wisconsin Procurement Institute
Phone: 414-270-3600 www.wispro.org

QUESTIONS?



WPI CONTACT INFORMATION

Wisconsin Procurement Institute (WPI)

www.wispro.org

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