

Questions Received for Courier Services RFP

1. *I see no “preset” systematic delivery route which leads me to believe this is an On Demand Level of service...*  
*Answer:* Yes, this is an on-demand transport of specimens.
2. Can you confirm packaging profile to be used to move specimens from the sites to WC. Will cooler be used for all shipment. *Answer:* Yes, this is correct. IATA certified shippers or coolers would be utilized.
3. Can you confirm the method to be used to cool specimens. *Answer:* Ice packs will be used. No wet ice.
4. Do you expect to ship additional samples from the sites that will require different temperature controls, ie. Frozen, Ambient. *Answer:* There could be different temperature controls but we anticipate the majority of samples to be shipped requiring 4C.
5. Based on the proposed pick-up process (parking lots), what methods of identification confirmation will be required in both direction to assure shipment control safety. *Answer:* We will have a system set up through the DOH to request transport. These DOH staff would reach out and obtain information for the individuals who will be dropping specimens off and send the info to the transporter.
6. Is active registration required in SAM prior to bid submission or only if awarded services under consideration. *Answer:* Only if awarded.
7. In reviewing the General Terms & Conditions included in the RFP document it appears that a number of the conditions fall well outside the scope and intent of the services to be provided. Will HRI consider making modification to the T & C's to better align agreement to the services to be provided. – *Answer:* Yes, HRI is willing to negotiate terms and conditions.
8. Will the contract require the awarded vendor to provide “Professional Liability Insurance in the amount noted in the RFP. This type of insurance is not normally required for service under consideration in the RFP. *Answer:* We generally only require PL if they are performing medical services.
9. **General:** Is this requirement 100% on demand / as needed rather than scheduled pickups? *Answer:* There may be a combination of both types of pickups as we move through different phases of the pandemic.
10. **General:** Are all deliveries made back to the WC? *Answer:* Yes.
11. **General:** Approximately how many trips per week per region are expected to be made to the WC? *Answer:* At this point, it is hard to estimate and may vary in each region as we see spikes and varying positivity rates in different regions.
12. **Page 4, Section II. Who May Apply, Minimum Eligibility Requirements:** This section notes the “Ability to provide service 7 days a week, as needed, including business and non-business hours.” Is there any data / information that shows the number of trips made Mon-Fri 800-1700, weekends, holidays, after hours?  
*Answer:* We do not have access to this information as transport of specimens was moved outside of the DOH.
13. **Page 6, Section III. Project Narrative/Work Plan Outcomes, Top of Page:** Will most of the pickups be from the locations noted on page 6? If not, where will pickups be made from? *Answer:* Yes, most will be from the locations stated in the RFP.

- 14. Page 6, Section III. Project Narrative/Work Plan Outcomes, \*Note:** “The courier contractor may propose additional locations for pickup in their proposal and alternate models as mentioned above.” Can you provide more information on this statement such as what is meant by ‘additional locations’ and ‘alternate models’? **Answer:** Additional locations within each region may be proposed by the applicant. Alternate models may utilize current practices in your business that will aid in transport of specimens to the Wadsworth Center.
- 15. Page 6, Section III. Project Narrative/Work Plan Outcomes, Paragraph 1:** “Pickup locations, pickup times, and number of packages or coolers to transport (with specimen counts) will be communicated to the contractor and WC.” How much advance notice will be provided to the courier when service is required? **Answer:** We plan to provide approximately 12-24 hours notice however there may be certain pick-ups that will be of a STAT nature. We plan to have very few if at all of the STAT deliveries.
- 16. Page 6, Section III. Project Narrative/Work Plan Outcomes, Paragraph 2:** “High priority/emergency specimen shipments must be delivered to WC within 8 hours of the scheduled pickup time.” Please clarify what is meant by scheduled pickup time. **Answer:** After a contract is awarded, we will work with the recipient to determine the pick-up times. We plan to have specimens that are scheduled for pick-up arrive at Wadsworth Center for testing in the AM. The 8 hours would allow shipment overnight.
- 17. Page 10, G. Payment and Reporting Requirements, 1:** Are quarterly invoices correct as opposed to monthly invoices? **Answer:** HRI has no problem doing monthly invoices if program approves.
- 18. Page 12, 1. Administrative, Financial, and Audit Regulations, b):** Can you provide more information on what audits may or will be required? **Answer:** This really depends on what type of budget is submitted with the proposal. If this is cost reimbursable, we would need financials and 990.
- 19. Page 12, 4. Payments, a):** Can you provide more information on what “approved federal indirect cost rates and fringe benefit rates” are and how these would be ‘approved’? Is this applicable to this requirement? **Answer:** These are federally approved rates by DHHS. We would require a copy of their rate agreement from the Federal Government.
- 20. Page 12, 4. Payments, a):** Can you provide more information on what the “Contractors time and effort reporting system procedures” are and if they are applicable to this requirement? **Answer:** If they are requesting salary reimbursement, we would require a copy of their time and effort policy.
- 21. Page 12, 4. Payments, a):** Can you provide more information on what the ‘equipment policy’ is and if it is applicable to this requirement? **Answer:** If they were requesting reimbursement for equipment purchase, we would need a copy of their equipment policy.
- 22. Page 12, 4. Payments, a):** Can you provide more information on what the “Contractors Fiscal and programmatic capability” is and whether this is applicable to this requirement? **Answer:** This covers any other policy needed based on line item budget.

23. ***Page 12, 4. Payments, a):*** Can the items listed that are required for payment be submitted prior to contract start to ensure subsequent payment? **Answer:** All applicable requirements must be met prior to reimbursement.
24. ***Page 13, 4. Payments, b):*** Can you provide more information on what “voucher claims and reports of expenditures” are and if they are applicable to this requirement? **Answer:** The report of expenditures is an excel document for line item budgets. Consultant contracts do not require the report of expenditure spreadsheet.
25. ***Page 14, 8. Amendments/Budget Changes, c):*** Can you provide more information on the ‘budget flexibility percentage’ and whether it is applicable to this requirement? **Answer:** This is for a line item budget, we allow 25% line item budget flexible without doing a budget mod, if over the 25% a budget mod is needed
26. As it relates to the Terms and Condition should we plan on highlighting area of concern in our RFP response or wait based on your vendor selection and if CCS is chosen address at that time.  
**Answer:** Invoicing and payment terms should be submitted with the RFP. Concerns about terms and conditions should wait until a vendor is selected. Thank you for taking the time to review the RFP carefully. We appreciate it.
8. ***Page 6, Section III. Project Narrative/Work Plan Outcomes, Paragraph 2:***  
“High priority/emergency specimen shipments must be delivered to WC within 8 hours of the scheduled pickup time.” Please clarify what is meant by scheduled pickup time. After a contract is awarded, we will work with the recipient to determine the pick-up times. We plan to have specimens that are scheduled for pick-up arrive at Wadsworth Center for testing in the AM. The 8 hours would allow shipment overnight.\*\*\*So would these scheduled times likely be in the late evening around 11pm-12:00pm to arrive at the WC at +/- 8:00am? – Can the pickups be scheduled at other times such as the afternoon and dropped at WC the same day or evening?\*\*\*\* **Answer:** Yes this is fine. We would imagine that pick up times would be no later than 5 PM for most shipments.
9. ***Page 10, G. Payment and Reporting Requirements, 1:*** Are quarterly invoices correct as opposed to monthly invoices? **Answer:** HRI has no problem doing monthly invoices if program approves.
10. ***Page 12, 1. Administrative, Financial, and Audit Regulations, b):*** Can you provide more information on what audits may or will be required? This really depends on what type of budget is submitted with the proposal. If this is cost reimbursable, we would need financials and 990. \*\*\*The rates that would be charged to the WC would most likely be mileage rates or rates from locations listed on Page 6 returning to the WC: Would these audits still apply based on this?\*\*\*\* **Answer:** A budget based on mileage rates or rates from locations requirements would not apply.
11. ***Page 12, 4. Payments, a):*** Can you provide more information on what “approved federal indirect cost rates and fringe benefit rates” are and how these would be ‘approved’? Is this applicable to this requirement? **Answer:** These are federally approved rates by DHHS. We would require a copy of their rate agreement from the Federal Government. \*\*\*The rates that would be charged to the WC would

most likely be mileage rates or rates from locations listed on Page 6 returning to the WC: Would this clause / requirement still apply based on this?\*\*\*\*

**12. Page 12, 4. Payments, a):** Can you provide more information on what the "Contractors time and effort reporting system procedures" are and if they are applicable to this requirement? *Answer:* If they are requesting salary reimbursement, we would require a copy of their time and effort policy. \*\*\*The rates that would be charged to the WC would most likely be mileage rates or rates from locations listed on Page 6 returning to the WC: Would this clause / requirement still apply based on this?\*\*\*\*

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**14. Page 12, 4. Payments, a):** Can you provide more information on what the "Contractors Fiscal and programmatic capability" is and whether this is applicable to this requirement? *Answer:* This covers any other policy needed based on line item budget. \*\*\*The rates that would be charged to the WC would most likely be mileage rates or rates from locations listed on Page 6 returning to the WC: Would this clause / requirement still apply based on this?\*\*\*\*

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**16. Page 13, 4. Payments, b):** Can you provide more information on what "voucher claims and reports of expenditures" are and if they are applicable to this requirement? *Answer:* The report of expenditures is an excel document for line item budgets. Consultant contracts do not require the report of expenditure spreadsheet. \*\*\*The rates that would be charged to the WC would most likely be mileage rates or rates from locations listed on Page 6 returning to the WC: Would this clause / requirement still apply based on this?\*\*\*\*Would not apply

**17. Page 14, 8. Amendments/Budget Changes, c):** Can you provide more information on the 'budget flexibility percentage' and whether it is applicable to this requirement? *Answer:* This is for a line item budget, we allow 25% line item budget flexible without doing a budget mod, if over the 25% a budget mod is needed

**18. Page 21, B. Proposal Format, 4. Budget:** Can the contractor propose their own pricing structure such as a mileage rate or similar? *Answer:* Yes