

REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)		THIS RFQ <input type="checkbox"/> IS <input checked="" type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE		PAGE 1 OF 12 PAGES
1. REQUEST NO. RFQ-10-16-003-REL	2. DATE ISSUED 10/19/2015	3. REQUISITION/PURCHASE REQUEST NO.	4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1	RATING
5a. ISSUED BY PHS Indian Health Service, 2900 4th Ave N, Billings, MT 59101			6. DELIVER BY (Date) See B.2	
5b. FOR INFORMATION CALL (NO COLLECT CALLS)			7. DELIVERY <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)	
NAME Rita Langager, Contract Specialist		TELEPHONE NUMBER AREA CODE 406 NUMBER 247-7293		9. DESTINATION
8. TO:			a. NAME OF CONSIGNEE Wind River Service Unit	
a. NAME		b. COMPANY		b. STREET ADDRESS PHS Indian Health Centers
c. STREET ADDRESS			c. CITY Fort Washakie and Arapahoe	
d. CITY		e. STATE	f. ZIP CODE	d. STATE WY e. ZIP CODE 82514
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS (Date) 10/26 @ 5 pm		IMPORTANT: This is a request for information and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or service. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotation must be completed by the quoter.		

11. SCHEDULE (Include applicable Federal, State and local taxes)					
ITEM NO. (a)	SUPPLIES/ SERVICES (b)	QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	This is a Request for Quotation (RFQ) for Answering and Telephone Triage Services for the Wind River Service Units, PHS Indian Health Ctrs, Fort Washakie and Arapahoe, Wyoming.	8760	HR	\$	\$

12. DISCOUNT FOR PROMPT PAYMENT	a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS
				NUMBER PERCENTAGE

NOTE: Additional provisions and representations <input checked="" type="checkbox"/> are <input type="checkbox"/> are not attached.			
13. NAME AND ADDRESS OF QUOTER		14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION	
a. NAME OF QUOTER		15. DATE OF QUOTATION	
b. STREET ADDRESS		16. SIGNER	
c. COUNTY		a. NAME (Type or print)	b. TELEPHONE
d. CITY		e. STATE	f. ZIP CODE
		c. TITLE (Type or print)	NUMBER

SECTION B - CONTINUATION BLOCK

B.1 PRICE SCHEDULE – ANSWERING AND TELEPHONE TRIAGE SERVICE

The Billings Area Indian Health Service (IHS) is requesting quotes in accordance with the requirements of Request for Quotation (RFQ)-10-16-003-REL for Answering and Telephone Triage Services for the Wind River Service Unit, PHS Indian Health Centers, Fort Washakie and Arapahoe, Wyoming.

The procurement is conducted pursuant to the authority of Federal Acquisition Regulation (FAR) Part 13, Simplified Acquisition Procedures; and FAR 37.101, Non-Personal Service Contract. Potential contractors must provide an all-inclusive hourly rate when submitting a quote.

<u>Description</u>	<u>Quantity</u>	<u>Unit of Issue</u>	<u>Unit Price</u>	<u>Total Amount</u>
Base Year	8760	HR	\$ _____	\$ _____
Option Year One	8760	HR	\$ _____	\$ _____
Option Year Two	8760	HR	\$ _____	\$ _____
Option Year Three	8760	HR	\$ _____	\$ _____
Option Year Four	8760	HR	\$ _____	\$ _____
GRAND TOTAL				\$ _____

B.2 PERIOD OF PERFORMANCE

Performance of the purchase order shall be from November 1, 2015, through September 30, 2016, with four 12-month options.

If the Government exercises the options pursuant to Federal Acquisition Regulation (FAR) 52.217-9, Option to Extend the Term of the Contract (MAR 2000), the period of performance shall be extended in accordance with the following schedule:

<u>Year</u>	<u>Option Period</u>
Option Year One (1)	October 1, 2016, through September 30, 2017
Option Year Two (2)	October 1, 2017, through September 30, 2018
Option Year Three (3)	October 1, 2018, through September 30, 2019
Option Year Four (4)	October 1, 2019, through September 30, 2020

B.3 STATEMENT OF WORK

Provide answering and telephone triage services 24 hours a day, 7 days a week, 365 days a year for the patients served at the Wind River Service Unit, PHS Indian Health Centers, Fort Washakie and Arapahoe, Wyoming. The contractor shall complete a telephone assessment of patient's complaint using established telephone triage criteria and document using a SOAP format including disposition and plan for patient.

Knowledge Required by the Position: Associate or Bachelor's Degree in Nursing. Medical knowledge to give medical advice and document the algorithmic approach to medical care. Knowledge of professional nursing care principals, practices and procedures to assess patient's needs. Involves consideration of the physical, emotional, spiritual and socio-cultural aspects of health care. Requires planning and providing care to patients. Knowledge of customs of the ethnic group within the area and ability to appreciate cultural differences and the effects on health care delivery providing cultural sensitivity to the patients.

Alertness and skill in providing care in reacting promptly to emergency situations such as treatment of accident victims.

Ability to provide individual and family counseling, guidance, and health instruction to help patients understand how to prevent disease and maintain good health.

Quality Assurance: QA will be done monthly by the Chief Medical Officer (CMO) and the utilization nurse for the first 3 months, then quarterly to assure appropriate and medically accurate information was given and documented.

Guidelines: Using established phone triage criteria with complete and full documentation. Fulfilling AAAHC requirements. Virtual Private Network (VPN) access to the Service Unit Electronic Health Record (EHR) will need to be accomplished by the contractor.

Complexity: The contractor shall complete a telephone assessment of the patient's complaint and document using a SOAP format including disposition and plan for patient. Phone calls may be of minimal complexity regarding colds and flu; to high complexity such as chest pain or trauma.

Scope and Effect: The purpose of this service is to provide the user population with a more efficient, complete and AAAHC compliant answering and telephone triage service that not only gives the patients good advice but documents this for medical follow up on the medical home model and for better utilization decisions. The contractor shall complete a telephone assessment of the patient's complaint and document using a SOAP format. The contractor will communicate with the Service Unit assigned triage nurse if an appointment is needed for a patient either the same day or the next day. The contractor shall make a verbal report to a Government physician, if needed, and shall further make a written consultation on the patient's Electronic Health Record. The written consultation shall include the findings, impression, and recommendations.

Personal Contacts: Chief Medical Officer/Medical Staff Supervisor, Director of Nursing, assigned triage nurse and Utilization R.N.'s. Personal contacts are with patients, their families, and clinic personnel.

Purpose of the Contacts: To provide telephone triage to patients 24 hours a day, 7 days a week, 365 days a year for health care needs. The Service Unit would eventually like to have the contractor enter the triage record directly into the EHR through VPN access. Until this is accomplished, the contractor will submit the written notes to the Service Unit who in turn will scan into the EHR.

Physical Demands: The work requires expert knowledge of medical triage for patients.

Work Environment: The contractor will be required to provide telephone triage for all age groups.

B.4 CONTRACTING OFFICER AUTHORITY

Authority to negotiate changes in the terms, conditions or amounts cited in this purchase order is reserved for the Contracting Officer.

B.5 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The COR shall be responsible for:

1. Monitoring the Contractor's technical progress;
2. Interpreting the statement of work;
3. Technical evaluation as required;
4. Technical inspections and acceptance required by this contract; and,
5. Assisting the Contractor in the resolution of technical problems encountered during performance of the purchase order.

B.6 INVOICE SUBMISSION AND PAYMENT

The contractor shall submit its invoice to the Billings Area Financial Management Branch, P.O. Box 36600, Billings, Montana 59107, with a courtesy copy to the Contracting Officer's Representative (COR).

Name:	JoLynn Davis
Title:	Director of Nursing
Address:	Wind River Service Unit P.O. Box 128 Fort Washakie, Wyoming 82514

Telephone: (307) 335-5984
E-mail: Jolynn.Davis@ihs.gov

The Contractor agrees to include the following information on each invoice:

- (1) Contractor's name and address;
- (2) Contact name, title, and telephone number;
- (3) Contract Number;
- (4) Invoice number and date;
- (5) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed;
- (6) Remit to Address;
- (7) Taxpayer Identification Number (Employer Identification Number or Social Security Number); and
- (8) Data Universal Numbering System (DUNS) number (to ensure payment is made to the correct bank account) and vendor mailing address, as provided in the System for Award Management (SAM), formerly known as the Central Contractor Registration (CCR) database.

Payment shall be made by the Billings Area Financial Management Branch, P.O. Box 36600, Billings, Montana 59107.

B.7 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

B.8 PURCHASE ORDER TERMS AND CONDITIONS

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these addresses:

<https://www.acquisition.gov/>

FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES

52.204-7	System for Award Management (JUL 2013)
52.204-9	Personal Identity Verification of Contractor Personnel (JAN 2011)
52.204-13	System for Award Management Maintenance (JUL 2013)
52.204-16	Commercial and Government Entity Code Reporting (JUL 2015)
52.204-18	Commercial and Government Entity Code Maintenance (JUL 2015)
52.204-19	Incorporation by Reference of Representations and Certifications (DEC 2014)
52.209-10	Prohibition on Contracting with Inverted Domestic Corporations (DEC 2014)
52.211-16	Variation in Quantity (APR 1984)
52.213-4	Terms and Conditions – Simplified Acquisitions (Other Than Commercial Items) (OCT 2015)
52.217-8	Option to Extend Services (NOV 1999)
52.219-28	Post-Award Small Business Program Rerepresentation (JUL 2013)
52.223-2	Affirmative Procurement of Biobased Products Under Service and Construction Contracts (SEP 2013)
52.223-6	Drug-Free Workplace (MAY 2001)
52.223-17	Affirmative Procurement of EPA-designated Items in Service and Construction Contracts (MAY 2008)
52.223-18	Encouraging Contractor Policies to Ban Text Messaging While Driving (AUG 2011)
52.224-1	Privacy Act Notification (APR 1984)
52.224-2	Privacy Act (APR 1984)
52.225-25	Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran-Representation and Certifications (OCT 2015)
52.227-14	Rights in Data—General (MAY 2014)
52.227-17	Rights in Data—Special Works (DEC 2007)
52.232-18	Availability of Funds (APR 1984)
52.237-3	Continuity of Service (JAN 1991)
52.242-15	Stop-Work Order (AUG 1989)
52.242-17	Government Delay of Work (APR 1984)
52.243-1	Changes – Fixed-Price (AUG 1987) Alternate I (APR 1984)

DEPARTMENT OF HEALTH AND HUMAN SERVICES ACQUISITION REGULATION
(HHSAR)(48 CFR CHAPTER 3) CLAUSES

352.201-70	Paperwork Reduction Act (JAN 2006)
352.202-1	Definitions (JAN 2006)
352.215-1	Instructions to Offerors – Competitive Acquisition (JAN 2006)
352.215-70	Late Proposals and Revisions (JAN 2006)
352.222-70	Contractor Cooperation in Equal Employment Opportunity Investigations (JAN 2010)
352.223-70	Safety and Health (JAN 2006)
352.224-70	Privacy Act (JAN 2006)
352.227-70	Publications and Publicity (JAN 2006)
352.231-71	Pricing of Adjustments (JAN 2001)
352.239-72	Security Requirements for Federal Information Technology Resources (JAN 2010)
352.239-73	Electronic and Information Technology Accessibility (JAN 2010)
352.242-73	Withholding of Contract Payments (JAN 2006)
352.270-2	Indian Preference (APR 1984)

B.9 AWARD DECISION

Award will be made based on price and past performance so the lowest priced quotation with the highest past performance rating will represent the best value.

B.10 52.204-8 ANNUAL REPRESENTATIONS AND CERTIFICATIONS (DEC 2014)

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is 561421.

(2) The small business size standard is \$15 Million.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b)(1) If the provision at 52.204-7, System for Award Management, is included in this solicitation, paragraph (d) of this provision applies.

(2) If the provision at 52.204-7 is not included in this solicitation, and the offeror is currently registered in the System for Award Management (SAM), and has completed the Representations and Certifications section of SAM electronically, the offeror may choose to use paragraph (d) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The offeror shall indicate which option applies by checking one of the following boxes:

[] (i) Paragraph (d) applies.

[] (ii) Paragraph (d) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(c)(1) The following representations or certifications in SAM are applicable to this solicitation as indicated:

(i) 52.203-2, Certificate of Independent Price Determination. This provision applies to solicitations when a firm-fixed-price contract or fixed-price contract with economic price adjustment is contemplated, unless—

(A) The acquisition is to be made under the simplified acquisition procedures in Part 13;

(B) The solicitation is a request for technical proposals under two-step sealed bidding procedures; or

(C) The solicitation is for utility services for which rates are set by law or regulation.

(ii) 52.203-11, Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions. This provision applies to solicitations expected to exceed \$150,000.

(iii) 52.204-3, Taxpayer Identification. This provision applies to solicitations that do not include the provision at 52.204-7, System for Award Management.

(iv) 52.204-5, Women-Owned Business (Other Than Small Business). This provision applies to solicitations that—

(A) Are not set aside for small business concerns;

(B) Exceed the simplified acquisition threshold; and

(C) Are for contracts that will be performed in the United States or its outlying areas.

(v) 52.209-2, Prohibition on Contracting with Inverted Domestic Corporations—Representation.

(vi) 52.209-5, Certification Regarding Responsibility Matters. This provision applies to solicitations where the contract value is expected to exceed the simplified acquisition threshold.

(vii) 52.214-14, Place of Performance—Sealed Bidding. This provision applies to invitations for bids except those in which the place of performance is specified by the Government.

(viii) 52.215-6, Place of Performance. This provision applies to solicitations unless the place of performance is specified by the Government.

(ix) 52.219-1, Small Business Program Representations (Basic & Alternate I). This provision applies to solicitations when the contract will be performed in the United States or its outlying areas.

(A) The basic provision applies when the solicitations are issued by other than DoD, NASA, and the Coast Guard.

(B) The provision with its Alternate I applies to solicitations issued by DoD, NASA, or the Coast Guard.

(x) 52.219-2, Equal Low Bids. This provision applies to solicitations when contracting by sealed bidding and the contract will be performed in the United States or its outlying areas.

(xi) 52.222-22, Previous Contracts and Compliance Reports. This provision applies to solicitations that include the clause at 52.222-26, Equal Opportunity.

(xii) 52.222-25, Affirmative Action Compliance. This provision applies to solicitations, other than those for construction, when the solicitation includes the clause at 52.222-26, Equal Opportunity.

(xiii) 52.222-38, Compliance with Veterans' Employment Reporting Requirements. This provision applies to solicitations when it is anticipated the contract award will exceed the simplified acquisition threshold and the contract is not for acquisition of commercial items.

(xiv) 52.223-1, Biobased Product Certification. This provision applies to solicitations that require the delivery or specify the use of USDA-designated items; or include the clause at 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts.

(xv) 52.223-4, Recovered Material Certification. This provision applies to solicitations that are for, or specify the use of, EPA-designated items.

(xvi) 52.225-2, Buy American Certificate. This provision applies to solicitations containing the clause at 52.225-1.

(xvii) 52.225-4, Buy American—Free Trade Agreements—Israeli Trade Act Certificate. (Basic, Alternates I, II, and III.) This provision applies to solicitations containing the clause at 52.225-3.

(A) If the acquisition value is less than \$25,000, the basic provision applies.

(B) If the acquisition value is \$25,000 or more but is less than \$50,000, the provision with its Alternate I applies.

(C) If the acquisition value is \$50,000 or more but is less than \$79,507, the provision with its Alternate II applies.

(D) If the acquisition value is \$79,507 or more but is less than \$100,000, the provision with its Alternate III applies.

(xviii) 52.225-6, Trade Agreements Certificate. This provision applies to solicitations containing the clause at 52.225-5.

(xix) 52.225-20, Prohibition on Conducting Restricted Business Operations in Sudan—Certification. This provision applies to all solicitations.

(xx) 52.225-25, Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran-Representation and Certifications. This provision applies to all solicitations.

(xxi) 52.226-2, Historically Black College or University and Minority Institution Representation. This provision applies to solicitations for research, studies, supplies, or services of the type normally acquired from higher educational institutions.

(2) The following certifications are applicable as indicated by the Contracting Officer:

☒ (i) 52.204-17, Ownership or Control of Offeror.

☐ (ii) 52.222-18, Certification Regarding Knowledge of Child Labor for Listed End Products.

☐ (iii) 52.222-48, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Certification.

☐ (iv) 52.222-52, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Certification.

☐ (v) 52.223-9, with its Alternate I, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (Alternate I only).

☐ (vi) 52.227-6, Royalty Information.

☐ (A) Basic.

☐ (B) Alternate I.

[] (vii) 52.227-15, Representation of Limited Rights Data and Restricted Computer Software.

(d) The offeror has completed the annual representations and certifications electronically via the SAM website accessed through <https://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in paragraph (c) of this provision have been entered or updated within 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 the changes identified below [*offeror to insert changes, identifying change by clause number, title, date*]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR Clause #	Title	Date	Change
_____	_____	_____	_____

Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on SAM.

B.11 52.215-5 FACSIMILE PROPOSALS (OCT 1997)

(a) *Definition*. “Facsimile proposal,” as used in this provision, means a proposal, revision or modification of a proposal, or withdrawal of a proposal that is transmitted to and received by the Government via facsimile machine.

(b) Offerors may submit facsimile proposals as responses to this solicitation. Facsimile proposals are subject to the same rules as paper proposals.

(c) The telephone number of receiving facsimile equipment is: **(406) 247-7108**

(d) If any portion of a facsimile proposal received by the Contracting Officer is unreadable to the degree that conformance to the essential requirements of the solicitation cannot be ascertained from the document—

(1) The Contracting Officer immediately shall notify the offeror and permit the offeror to resubmit the proposal;

(2) The method and time for resubmission shall be prescribed by the Contracting Officer after consultation with the offeror; and

(3) The resubmission shall be considered as if it were received at the date and time of the original unreadable submission for the purpose of determining timeliness, provided the offeror complies with the time and format requirements for resubmission prescribed by the Contracting Officer.

(e) The Government reserves the right to make award solely on the facsimile proposal. However, if requested to do so by the Contracting Officer, the apparently successful offeror promptly shall submit the complete original signed proposal.