



REQUEST FOR PROPOSALS CMC-12908

PROFESSIONAL FIRST IMPRESSIONS SERVICES

QUESTIONS & ANSWERS

APRIL 25, 2017

1. Q: Please confirm the scope of services by location? Is Section 4 page 9 the scope of services by location we are to bid on, or is it the listing of current services by location?
A: Please see ADDENDUM #1 (Posted March 24, 2017)
2. Q: Please confirm the scope of services at St. Anthony's? Page 5 states valet and shuttle while Section 4 page 10 states only shuttle.
A: Shuttle only
3. Q: Please confirm the acceptance and awarding of a contract to an operator by services? Will WMC award a contract for different services at the same location? Example concierge awarded to one and valet to another?
A: We may choose the same vendor or different vendors.
4. Q: Please provide current and projected volumes related to vehicles handled in regards to the valet services?
A: Good Samaritan ED, currently 12 cars per day; Good Samaritan Main Entrance, currently 82 cars per day; Valhalla Main Entrance, currently 50 cars per day. (Hourly volumes are not available.) Projection for Good Samaritan is unchanged; projection for HealthAlliance is @120 cars per day; due to construction we expect substantial increase in Valhalla.
5. Q: Please confirm number of shuttles at HealthAlliance Hospital? The RFP states one, however, on the walk through it was stated there will be two.
A: Please see ADDENDUM #1 (Posted March 24, 2017)
6. Q: Page 12 section 6.1 you list the contracting parties for all the hospitals listed except the HealthAlliance location. Is that location going to be listed as a separate contract or is that going to be added to the WMC Valhalla contract?
A: That will be listed as a separate contract with HealthAlliance.
7. Q: For the shuttle at WMC Valhalla Campus. There is an "On Demand" for Saturday and Sunday. What is the definition of "On-Demand"?
A: Regular routes are not necessary however shuttle service must be available to transport employees to and from parking.
8. Q: Who currently collects/operates the self-parking and garages at the Valhalla location? Is that going to be something that the incumbent should plan on doing or is that handled in-house by the hospital?
A: Parking is not within the scope of this RFP.
9. Q: Can you please explain or use an example of what the "Fee Based Model" means on the Employee Concierge Service?
A: Employees utilizing the service will pay for it; the organization will not absorb the cost.
10. Q: Please advise if each facility has structures or vehicles that are vendor assets or assets belonging to the hospital group that can be utilized for services.



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- A: Vendor owned service is requested.
11. Q: Which locations are currently undergoing construction that may affect this contract?
A: Construction is independent of the services outlined in this RFP.
12. Q: Is the shuttle service in Kingston is due to the construction and expected to cease once construction is completed?
A: After construction shuttle will continue to be needed.
13. Q: Is the valet service in Kingston is due to the construction and expected to cease once construction is completed?
A: After construction shuttle service will continue to be needed.
14. Q: Which locations have planned ground breaking for construction in the future which may affect this contract?
A: Construction is independent of the services outlined in this RFP.
15. Q: Please provide a list of shuttle vehicles that are current assets of the hospital portfolio, or advise if assets belong to vendor.
A: See ADDENDUM #1 (Posted March 24, 2017)
16. Q: Please provide size and number of vehicles needed per property.
A: At WMC there needs to be two 15 passenger vehicles in operation; HealthAlliance needs 2 13 passenger handicap-accessible vehicles; St. Anthony needs one 15 passenger vehicle.
17. Q: Please provide current driver and/or route schedule per property?
A: Reviewed during Site Visits
18. Q: Please provide route including stop addresses per property.
A: Reviewed during Site Visits
19. Q: Please advise if shuttle can be stored onsite during off use hours.
A: Yes.
20. Q: Please indicate which if any of the shuttle operations are not existing and what the desired schedule would be.
A: Please see ADDENDUM #1 (Posted March 24, 2017)
21. Q: Please provide a diagram of the parking operations, layout of garages and/or lots where valet takes place.
A: Reviewed during Site Visits
22. Q: Please provide capacity of the parking facilities.
A: Areas reserved for valet were highlighted during the Site Visits. At Valhalla, during portions of the current construction project an additional lot, which has a capacity of 248 spaces, will be available for additional valet capacity.
23. Q: Please provide schedules for valet and all parking staff currently within the portfolio.
A: Please see ADDENDUM #1 (Posted March 24, 2017)



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24. Q: Please indicate which if any of the valet operations are not existing and what the desired schedule would be.
A: Please see ADDENDUM #1 (Posted March 24, 2017)
25. Q: Please advise of any and all shelters or offices to be used by valet parking personnel.
A: Reviewed at Site Inspection.
26. Q: Which of the parking operations require revenue collection and management?
A: Parking is not within the scope of this RFP.
27. Q: Who currently manages the revenue control systems in the lots, hospital or operator?
A: Parking is not within the scope of this RFP.
28. Q: Is the revenue control equipment PCI compliant?
A: Yes.
29. Q: Is the revenue control equipment on a dedicated network or tied in with the hospital network?
A: It is on a dedicated network.
30. Q: Are there any existing parking revenue/access control systems installed and operating that the valet would have to use but not manage?
A: Revenue control/access systems are managed by the parking operator. Valets would be responsible for collecting paid receipts for vehicle retrieval, but will not manage this equipment.
31. Q: Can you provide a claims history for the past 12 months for each Valet operation?
A: No.
32. Q: Can you provide revenue history for the past 12 months?
A: This is not available at this time.
33. Q: Please provide the intended hours of operation at each of the current and desired concierge services.
A: Please see ADDENDUM #1 (Posted March 24, 2017)
34. Q: Please advise staffing levels per facility for each of the current and desired concierge services.
A: Number of FTE's that cover Concierge/Welcome Desk in Valhalla is 11.
35. Q: Are the employee concierge services currently servicing residents and residences?
A: No
36. Q: What space would the employee concierge services operate from?
A: TBD
37. Q: Please advise if these are inbound services only or outbound as well. For instance is the vendor organizing incoming packages, meal deliveries and incoming dry cleaning deliveries or is the firm engaging in ordering and scheduling pick-ups as well?
A: Both
38. Q: What is the scope of the concierge interaction with Fast Pass?
A: Concierge utilizes Fast Pass badging systems for guest/visitor passes.
39. Q: Are any of the concierge services transporting or wheeling patients?



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- A: No.
40. Q: Are operator employees going to be invited or required to attend hospital training?
A: Yes.
41. Q: Are any of the concierge positions scheduling appointments with doctors for patients?
A: No.
42. Q: Are any of the concierge services calling on insurance verifications or credentialing?
A: No.
43. Q: Are any of the concierge services handling or ordering prescriptions?
A: No.
44. Q: Can you provide the job descriptions for each of the guest services/concierge positions?
A: Job descriptions are the property of current vendor.
45. Q: Does WMC have a preferred fee method?
A: No.
46. Q: With respect to the Fee Proposal, are you looking for an all-inclusive hourly rate for each service or a cost-plus flat management fee for the combined services?
A: Fee proposal model to be determined by vendor, but should include a separate, not-to-exceed total for each of the services included in the response.
47. Q: Do you anticipate awarding a contract to one vendor for the entire system? If not, how would you like to see the pricing broken down? A price for each service? Each location? One overall price if awarded the system as a whole? (Prices for each scenario will vary)
A: Please submit pricing by service, by location and overall. Any discounts for network award should be indicated as well.
48. Q: Are the 90-day payment terms negotiable?
A: No.
49. Q: Will the invoicing be weekly or monthly?
A: Monthly
50. Q: Do you anticipate reimbursing the selected vendor for travel as stated in Attachment B, or should this be priced out as all-inclusive?
A: Any travel related to the creation of this proposal will not be reimbursed by the corporation. The fee proposal model is to be determined by the vendor.
51. Q: Are there any other parking management needs to include registering employee parking; parking enforcement; revenue collection; and/or parking equipment servicing?
A: Parking is not included in the scope of the RFP.
52. Q: Will you allow for a follow-up Question & Answer session based on the responses to these questions?
A: No.
53. Q: Will there be a charge for valet services at any of the locations?



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- A: Yes.
54. Q: If so, will credit card payments be required and who will be responsible for the fees?
A: Vendor is responsible for fees.
55. Q: Please confirm valet will be added at WMC Valhalla at the following locations and, if so, what will the hours be at each location: Adult ER; Pediatric ER; Children's Medical Center
A: Please see ADDENDUM #1 (Posted March 24, 2017)
56. Q: Please confirm the shuttles will be used by employees, patients, and visitors at each location.
A: Shuttles on Valhalla campus will be used by employees, patients and visitors (including handicapped/wheelchair, babies and small children.) Shuttles at St. Anthony's and HealthAlliance will be used for employees/students only.
57. Q: Do you require a wheelchair lift on any of the shuttles?
A: Yes, shuttles must be handicap accessible.
58. Q: What are the current ridership numbers for each shuttle location?
A: This information is not available.
59. Q: Is vehicle tracking needed?
A: No.
60. Q: Will you accept a bid for dedicated, onsite concierges and errand running service as a stand-alone?
A: Yes.
61. Q: Will you accept bids from vendors for Employee Concierge services who did not participate in the onsite visits?
A: Yes; Site Visits were only required for shuttle, concierge/welcome desk and valet services.
62. Q: In the RFP, it states the corporate concierge service will be a new service to your valued employees. Are you looking for a specific model or would you prefer we propose a virtual and on-site solution?
A: We value your experience in recommending options.
63. Q: What type of customization and program branding is required?
A: Our Marketing team works with vendors to meet requirements.
64. Q: What is the number of employees at each facility? Please also clarify which locations would be eligible for the corporate/employee concierge services.
A: Currently we are requesting services at our Valhalla campus (workforce of approximately 5500) and MidHudson Regional Hospital in Poughkeepsie (workforce of approximately 1800).
65. WMC Valhalla states that they have their own shuttle, which they operate. Are they requesting us to send a price for an operator for their shuttle or a price for us providing our own shuttle and to operate it? Or should we send them a quote for both?
A: Vendor-owned shuttle is requested.