



Westchester Medical Center

Westchester Medical Center Health Network

Addendum No. 1

IFB # WHN- 03512

BID SPECIFICATIONS

COMPREHENSIVE COURIER SERVICES FOR WMC HEALTH NETWORK

- WMC Valhalla campus
- WMC MHRH campus
- Health Alliance Hospital, Mary's Avenue Campus, Broadway Campus, Margaretville Hospital

BID DATE: June 7th, 2022

Addendum No. 1 issued to all bidders: June 21, 2022

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| WESTCHESTER MEDICAL CENTER HEALTH NETWORK SUPPORT SERVICES | WESTCHESTER MEDICAL CENTER Executive Offices at Taylor Pavilion Office of Legal Affairs 100 Woods Road Valhalla, New York 10595 |
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BID for Courier Services WMC / MHRH / HAHV -- IFB CONTRACT # WHN- 03512

1. Section C: SERVICES, 18. Equipment, Materials, and Supplies, 16.2, Page 9 - Use and Storage on Corporation's or HAHV's Premises- Q: Will we be supplied with a storage unit at all facilities in which we service? If so, what would be our hours of access to these storage units?
 - a. No Storage to be provided at any facilities. If items are in cooler, this will be provided during pickup.
2. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 21 - STAT/Unscheduled Service (Call In) requests may be made 24 hours, 7 days a week, 365 days per year with live dispatch (no answering service). From pickup, Contractor Representative shall deliver within 45 minutes. Q: Please provide details per location for last 3 months of STAT and unscheduled service call data which included to and from location, time of call, and type of service (ex. Pharmacy, Lab, etc.)
 - a. Current data is unavailable as we do not have any program that allows us to pull data from. As part of startup, plan to work with all end users to maximize route efficiencies and mitigate all stat requests.
3. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 21- Q: "Deliver within 45 minutes" - please clarify the locations in which the 45-minute timeframe is expected?
 - a. We as the client understand the geographic challenges and only certain jobs can maintain this timeframe. All our current routes are best serving our needs. Most of the stats, especially for Bradhurst to WMC are simply part of the day to day workflow as the drivers go back and forth every 30 minutes. All other locations we fully understand that due to locational challenges, the items should arrive in a timely fashion if a STAT is called.
4. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 21- Q: What is the expected volume and frequency of service for STAT/Unscheduled services?
 - a. Current data is unavailable as we do not have any program that allows us to pull data from. As part of startup, plan to work with all end users to maximize route efficiencies and mitigate all stat requests.
5. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q: Blood bank services - is a refrigerated unit needed? Or cooler with refrigerated pack?
 - a. Items will be provided via the lab in a cooler if refrigeration or freezer is needed.
6. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q: Patient Equipment Services - Can WCM provide examples of equipment serviced and frequency? Weight limits, size, and dimensions? Would we need a vehicle with a lift gate?
 - a. We will not need any vehicles with lift gate. All items standard size for vehicle transport. All large heavy items that require box truck we typically try to do in-house however if your company has flexibility and access to its own box truck, option to utilize is good to know. however, not required.
7. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q. Patient Equipment Services - Will there be a team at the pickup and drop off locations to assist with loading equipment into truck/van? What is the handoff process?

- a. Items will be obtained from lab and/or locations identified on the route schedule. Assistance will not be needed as everything will be standard sized items.
8. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q. Medical Records - What are the security requirements for medical records?
 - a. If items are in zipped pouches similar to finance routes, please refrain from opening. Transfer items from point A to point B – standard business protocols.
9. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q. Medical Records - Are medical records paper, disc, digital, or a combination of these?
 - a. Combination.
10. Section D: FLEXIBILITY OF SERVICES & REQUESTS, a2 STAT requests, page 22- Transport items shall include but not limited to. Q Treasury Services - Will this be cash, checks, and/or receipts? Are the packages sealed before it's handed to the courier? Is there discrete packaging? What is the accountability process? If cash/credit cards, what is the maximum amount of cash/credit cards, etc. anticipated to be transported by couriers? Is the transport just between the sites or to banks/other financial institutions?
 - a. Financial items are in zipped pouches (provided by you the vendor), please refrain from opening. Transfer items from point A to point B – standard business protocols. Will not be delivered to banks only sites identified on the route schedule. Typical items include cash and checks for the finance routes.
11. Attachment A, Bid Pricing & Route Schedule, Site 1, Page 24/25. Q. You indicated in some instances that we can pick up e.g. after 5 PM. How long after the stated time will we have access to specimens? When do we lose accessibility to the specimens? Will our access be 24/7 for each of the sites? What is the access schedule? For each location, do we have a delivered by expectation? Will the access schedule differ by facility?
 - a. Most of the locations are exterior box pick ups with the exception of Poughkeepsie location. Typically pick up ear cultures, throat cultures and FNA biopsies. You will not lose accessibility since the boxes are outside and available 24/7. Each site will call for specimens directly and we will provide you with the proper personnel and management resources to ensure accuracy and meet expectations.
12. Attachment A, Bid Pricing & Route Schedule, Site 1, Page 24/25. Q. What is the expected volume and frequency of service for STAT/Unscheduled services?
 - a. Current data is unavailable as we do not have any program that allows us to pull data from.
13. Attachment A, Bid Pricing & Route Schedule, Site 1/Site 3, Page 25. Q. For the after 5 pm pickups, will it be a Live pickup or a Box pickup?
 - a. If a STAT test is called, then someone must respond went called. However, if not, all standard routine pickups can occur after 5pm since it is box pickup. Again, we will have a formal call with manager to ensure expectations are met.
14. Is there any more data that could be provided for on-demand Stats?
 - a. Current data is unavailable as we do not have any program that allows us to pull data from.
15. What activity is requested on the pick-ups @ the doctor's offices in the Kingston area, that get delivered to WMC? The posted stops indicate a delivery to finance.

- a. Vendor must provide tote deposit bags. Current bags provided by vendor a Tru-Bolt (Model #6006505). Ideally, we want the bags to be 20Lx16H for messenger bags & deposit bags should be 17Lx14H. Current process: Courier driver picks up empty bags from Finance (Valhalla Taylor Pavilion 2nd Floor Finance Admin every Thursday by 3pm. Friday morning all totes from locations are delivered back to finance admin by 11am. Process repeats itself every week.
16. What activity is requested on the pick-ups @ the doctor's offices in the Kingston area, that get delivered to WMC? The posted stops indicate a delivery to finance.
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17. What activity is requested on the pick-ups @ the doctor's offices in the Kingston area, that get delivered to WMC? The posted stops indicate a delivery to finance.
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18. Is the Term negotiable in the RFP? Straight 4-year term vs. the 1 year with 3 annual renewals?
- a. Cannot be answered at this time as this will take place after selection and legal is involved.
19. Is the Contractor to provide all Vehicles or is the Corporation going to be providing them?
- a. Contractor to provide ALL vehicles
 - i. If the contractor is providing the vehicles are there required gas stations or maintenance facilities that the contractor must use?
 - 1. No, since vehicles are not WMC owned, we leave that to the awarded vendors digression.
20. Are the KPIs listed in the RFP for Ad/HOC requests only?
- a. Scheduled and on demand (STAT) requests
 - i. How would normal KPIs be determined for the standard/fixed routes?
 - ii. Would exceptions be made for confirmed excessive traffic or congestion outside of Contractor control?
 - 1. Exceptions can be made if due to uncontrollable circumstances and weather. Our goal is to provide the best service in a timely fashion for all routes that are listed. Consistency is our goal.
21. RFP lists "tools, equipment, material and supplies, if any, to be provided or paid for by the Corporation or HAHV, respectively."
- a. Can we get a list of any items that will be or are anticipated to be provided by the Corporation or HAHV?
 - i. Nothing has been provided to current vendor as all routes are standard pick-ups and drop offs.

22. The RFP lists a 45 Minute Delivery window for "STAT" requests – is this negotiable?
- a. Yes, due to geographic challenges, some of the sites cannot be met within that window. All current routes are used to maximize efficiency and reduce the need for STAT requests.
 - i. Who determines what is STAT vs. Non-STAT?
 - 1. STAT requests will come from LAB directly
 - ii. What if the pickup location of STAT is over 45 Minutes from the receiving LAB?
 - 1. This will not be an issue as we are aware of the geographic challenges of certain sites. All STATs will be coordinated and time efficiency is considered.
23. The RFP states that the Contractor must be able to "Transport items at appropriate temperatures (i.e. refrigerated, frozen, and ambient) to preserve their appropriate transport requirements."
- a. Who will be responsible for notating what temperature each item is required to be transported in?
 - i. If any items are in portable fridge or freezer, this will be provided by the lab with proper temperature monitor in place.
 - 1. If frozen, would dry ice or cooler be provided with item to be transported or do we need to be able to provide?
 - a. All items will be provided by lab for special transports if items are frozen or refrigerated.
 - b. What is the largest item needed to be transported?
 - i. Coolers are the standard large item. Other misc. items can include IT devices, pharmaceuticals and any other ad hoc request that requires a courier assistance. We try to utilize our in-house team for large items (furniture, heavy materials that require box truck).
24. KPIs listed would imply there will be a lot of Ad/HOC requests that are not on the normal routes:
- a. Do we have anticipated volume or frequency of Ad/HOC requests?
 - i. Current data is unavailable as we do not have any program that allows us to pull data from. We try to utilize our existing routes to piggyback any ad/hoc requests between the main 3 campuses.
 - b. Are there any locations that the Contractor would be required to pick up an item from that is not listed in the RFP currently?
 - i. Any new routes we would add post RFP would be standard additions we request as the current grid shows existing routes in place today which are subject to change.
 - c. Are there any drop off locations that are not currently listed in the RFP?
 - i. Any new routes we would add post RFP would be standard additions we request as the current grid shows existing routes in place today which are subject to change.
 - d. What determines/defines a Scheduled vs. unscheduled service?
 - i. Why would there be something that is Un-Scheduled? Shouldn't all Ad/Hoc requests be a scheduled request or a STAT?
 - 1. Correct we would only have 2 types of routes. Our standard scheduled routes which are all listed on the grid. Other type would be all ad-hoc

request / STAT request to those locations or possible department within those locations.

25. RFP Lists fixed prices – should the contractor assume that this means no CPI or Annual Price Increase would be accepted?

- a. Price increases during the life of the contract should come from adding routes / ad-hoc requests / outside normal scope of work. For example, if we missing a window to have an item piggy back off of an existing route, we would have to create one off route that day (typically if STAT only). All other items can wait for next day.

26. RFP Section E. Real-Time Tracking & Ordering:

- a. RFP States “Contractor Representative shall be monitored daily by the dedicated dispatch team.”
 - i. Does this imply that there are already dispatchers hired for this position?
 - 1. Our current vendor is very easy to communicate with and tackles all request as they come in and ensure proper communication to all drivers if additional scopes or pickups are needed.
 - a. Should Contractor be expecting to pay for Dispatching Coverage?
 - i. We expect our vendor to ensure proper communication channels are in place whenever request is needed.
 - 2. Should Contractor anticipate a Fee for this Dispatch Coverage?
 - a. Contractor should be able to manage their team appropriately as all fees are based on the scheduled routes. All Ad-hoc/Stat routes should be mitigated as we try to be cost effective and utilize existing routes.
 - 3. Who controls the Dispatch Team?
 - a. Contractor controls all coordination with their team members. Client (WMC) is responsible for ensuring communication to vendor is clear and timely when requesting ad-hoc routes. Any new routes that are to be established as recurring must be approved via Massimo Roppo or Heather Tompkins-Gallo.

27. Site 1: Does the time of the ENT Route Pickups matter or does it just have to be after 5pm when the ENT Clinic closes?

- a. If a STAT test is called, then someone must respond went called. However, if not, all standard routine pickups can occur after 5pm since it is box pickup. Again, we will have a formal call with manager to ensure expectations are met.

28. Are the routes listed currently in operation today or are there any “Net New” routes added to this RFP?

- a. All routes listed on grid are active routes today.

29. Site 3: The 14th route listed: Is this in addition to the route that is already listed as leaving @ 2:30pm? Is there any reason why this route can’t be eliminated and added to the 2:30pm run?

- a. This was an oversight on our end. For site 3, 2nd route, those 4 runs daily actually just go from **Broadway Campus to Mary’s Avenue Campus**. The 14th route for site 3 is accurate that goes from Broadway down to Valhalla. Thank you for this catch. See Amendment for changes.

30. Site 3: Does the timing of the Finance Routes matter – or does it just need to be completed prior to 10pm on Friday?
- a. Vendor must provide tote deposit bags. Current bags provided by vendor a Tru-Bolt (Model #6006505). Ideally, we want the bags to be 20Lx16H for messenger bags & deposit bags should be 17Lx14H. Current process: Courier driver picks up empty bags from Finance (Valhalla Taylor Pavilion 2nd Floor Finance Admin every Thursday by 3pm. Friday morning all totes from locations are delivered back to finance admin by 11am. Process repeats itself every week.
31. line that indicates "Margaretville All Stops" – does this deliver/end at Margaretville Hospital 42085 New York 28?
- a. To clarify, route starts at 396 Broadway Lab, then 105 Mary's Avenue Lab, then 741 Grant St, then Lake Katrine then Margaretville (All stops at this location includes ED, LAB, PURCHASING and PHARMACY)
32. line for Westchester to Health Alliance – M-F 8AM Up – 4PM Down – can you clarify? Are these direct round trips twice per day, or first part in the AM with the return in the PM?
- a. Drop off slides – originates at Valhalla Lab– goes to Broadway Lab (Part 1)/ 4pm Mary's Ave Lab down to Valhalla Lab (part 2)

*****AMENDMENT*****

Attachment A – Bid Pricing (route/schedule) - lump sum – Site 1, 2 and 3a, b & c)

Site 1 - Westchester Medical Center Route Schedule

| Location Pickup Name | Pickup Address | Location Delivery Name | Delivery Address | Times/Days of Week (Routine Routes) | Pricing (Scheduled/ Unscheduled Services) | Pricing (STAT Turnaround 45 min) |
|--|--|--|---|--|--|---|
| Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Bradhurst – Lab | 19 Bradhurst Avenue Hawthorne NY 10532 | Monday – Friday 8:30am- 5:00pm (runs every half hour) | | |
| Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Bradhurst – Lab | 19 Bradhurst Avenue Hawthorne NY 10532 | Monday – Friday 9:00am- 6:00pm (runs every half hour) | | |
| Ardsley ENT | 1055 Saw Mill River Rd Ardsley, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Friday (After 5pm) – one run per day | | |
| Fishkill ENT | 200 Westgate Business Ctr Drive Fishkill, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Wednesday & Thursday (After 5pm) one run per day | | |
| Pomona ENT | 11 Medical Park Dr Pomona NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Friday (After 5pm) – one run per day | | |
| Rye Brook ENT | 14 Rye Ridge Plaza Suite 247 Rye Brook, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Friday (After 5pm) – one run per day | | |
| Middletown ENT | 24 Edgewater Drive Middletown NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Wednesday (After 5pm) – one run | | |
| LUMP SUM | | | | | \$ | \$ |

Total Lump Sum - Site 1 - Westchester Medical Center Route Schedule \$_____

Site 2 - Mid-Hudson Regional Hospital Route Schedule

| Location Pickup Name | Pickup Address | Location Delivery Name | Delivery Address | Times/Days of Week | Pricing (Scheduled/ Unscheduled Services) | Pricing (STAT Turnaround 45 min) |
|---|---|---|--|---|--|---|
| Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Mid-Hudson Regional Hospital - Lab | 241 North Road Poughkeepsie, NY | Monday- Friday (Slides) 9:00am – one run per day | | |
| Mid-Hudson Regional Hospital- Lab | 241 North Road Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Sunday 6:30am – one run per day | | |
| Marist College | 60 W Cedar St Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Friday 5:30pm – one run per day | REMOVE | REMOVE |
| Mid-Hudson Regional Hospital - Lab | 241 North Road Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Sunday 8:30am – one run per day | | |
| Mid-Hudson Regional Hospital- Lab | 241 North Road Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Sunday 9am - Round Trip run each day | | |
| Mid-Hudson Regional Hospital - Lab | 241 North Road Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Sunday 12pm Round Trip run each day | | |
| Mid-Hudson Regional Hospital - Lab | 241 North Road Poughkeepsie, NY | Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Monday – Sunday 3pm Round Trip run each day | | |
| LUMP SUM | | | | | \$ | \$ |

Total Lump Sum – Site 2 Mid-Hudson Regional Hospital Route Schedule: \$ _____

Site 3a, b & c - Health Alliance Hospital Route Schedule

| Location Pickup Name | Pickup Address | Location Delivery Name | Delivery Address | Times/Days of Week | Pricing (Scheduled/ Unscheduled Services) | Pricing (STAT Turnaround 45 min) |
|---------------------------------------|-----------------------------------|---------------------------------------|-------------------------------------|---|---|----------------------------------|
| Health Alliance Broadway Campus - Lab | 396 Broadway Kingston, NY | Westchester Medical Center- Lab | 100 Woods Road Valhalla, NY 10595 | Saturday 2pm – one run per day | | |
| Health Alliance Broadway Campus - Lab | 396 Broadway Kingston, NY | Health Alliance - Mary's Avenue - Lab | 105 Mary Avenue, Kingston, NY 12401 | Monday – Friday (lab) 11am, 12:30pm, 2:30pm & 3:30pm – 4 runs daily | | |
| Advanced Physician Services | 40 Hurley Avenue Kingston, NY | Westchester Medical Center – Finance | 100 Woods Road Valhalla, NY 10595 | Friday (10am) – one run per day | | |
| Westchester Medical Center - Lab | 100 Woods Road Valhalla, NY 10595 | Health Alliance Broadway Campus - Lab | 396 Broadway Kingston, NY | Monday – Friday 8am up – 4pm down - Round Trip two runs per day | | |
| WMC Physicians | 1561 Ulster Ave Lake Katrine, NY | Westchester Medical Center - Finance | 100 Woods Road Valhalla, NY 10595 | Friday Only (Before 11am) – one run per day (totes picked up Thursdays) | | |
| Heath Alliance Hospital | 111 Mary's Ave Kingston, NY | Westchester Medical Center - Finance | 100 Woods Road Valhalla, NY 10595 | Friday Only (Before 11am) – one run per day (totes picked up Thursdays) | | |
| Broadway Medical Pavilion | 373 Broadway Kingston, NY | Westchester Medical Center - Finance | 100 Woods Road Valhalla, NY 10595 | Friday Only (Before 11am) – one run per day (totes picked up Thursdays) | | |

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| Advanced Physician Services | 117 Mary's Ave Kingston, NY | Westchester Medical Center - Finance | 100 Woods Road Valhalla, NY 10595 | Friday Only (Before 11am) – one run per day (totes picked up Thursdays) | | |
| Advanced Physician Services | 27 Grand St Kingston, NY | Westchester Medical Center - Finance | 100 Woods Road Valhalla, NY 10595 | Friday Only (Before 11am) – one run per day (totes picked up Thursdays) | | |
| Mid-Hudson Regional Hospital - Lab | 241 North Road Poughkeepsie, NY | Health Alliance Lab | 241 North Road Kingston, NY | Monday – Sunday *Ad-Hoc/Stat runs upon request | **Leave Blank for route only** | |
| Margaretville All stops | Start at 396 Broadway then 105 Mary's Avenue | Then 741 Grant St., Lake Katrine and Margaretville Hospital | | Monday, Wed & Fri 7:30am – one run per day | | |
| Margaretville Memorial | 42084 New York 28 Margaretville, NY 12455 | Health Alliance Broadway Campus | 396 Broadway Kingston, NY | Monday – Friday 10am & 6pm = 2 runs per day | | |
| Margaretville Memorial | 42084 New York 28 Margaretville, NY 12455 | Health Alliance Broadway Campus | 396 Broadway Kingston, NY | Saturday & Sunday - 10am & 6pm (2 runs per day) | | |
| Health Alliance Broadway Campus – Lab | 396 Broadway Kingston, NY | Westchester Medical Center – Lab | 100 Woods Road, Valhalla, NY | Monday – Friday 2pm – one run per day | | |
| Health Alliance Broadway Campus – Lab ***Will convert to Mary's Ave Campus in September | 396 Broadway Kingston, NY | Westchester Medical Center – Lab | 241 North Road Poughkeepsie, NY | Monday – Friday (5 Runs per day) 5am, 9am, 1pm, 5pm & 10pm | | |
| Health Alliance Broadway Campus – Lab ***Will convert to Mary's Ave Campus in September | 396 Broadway Kingston, NY | Westchester Medical Center – Lab | 241 North Road Poughkeepsie, NY | Saturday & Sunday (5 Runs per day) 5am, 9am, 1pm, 5pm & 10pm | | |

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| LUMP SUM | | | | | \$ | \$ |
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Total Lump Sum - Site 3a, b & c - Health Alliance Hospital Route Schedule \$ _____

