



United States Department of the Interior  
NATIONAL PARK SERVICE  
INTERMOUNTAIN REGION  
12795 West Alameda Parkway  
Post Office Box 25287  
Denver, Colorado 80225-0287



In Reply Refer to:  
C38-(IMDE-ACM)  
CC-YELL001-10

To: All Requestors of the Prospectus for a Concession Business Opportunity for Providing Medical Services within Yellowstone National Park

Re:

- Responses to Questions, CC-YELL001-10
- Revised Excel Spreadsheet to be used to respond to Principle Selection Factor 4
- Due date for proposals changed

Responses to Questions

Enclosed please find the National Park Service's response to questions submitted for the Yellowstone National Park, Prospectus for providing medical services as of May 22, 2009 as well as responses to questions received at the site visit on June 17<sup>th</sup>, 2009.

**1.) Do the doctors have to be board certified or can they just be board eligible?**

*The Operating Plan specifies that doctors must be board certified. Board certified means that a person has not only completed the education and residency, but has passed the exam. Board eligible means that a person has completed specific residency/specialty training and is now eligible to take the board exam. The National Park Service feels that it is critical to this contract to have Board Certified physicians.*

**2.) Would authorization for services be considered in order to provide treatment for building/road contractors working on National Park Service projects?**

*Building/road contractors on National Park Service projects would be considered in the category of visitors to the Park.*

- 3.) As a strong proponent of wellness education as a means to better manage medical utilization we would be very interested in developing a comprehensive program with other concessionaires to educate employees through newsletters, meetings, emails, phone texts and other channels. Would the National Park Service and the other park concessionaires support such a program? Could this wellness initiative be carried out with NPS employees?**

*As wellness education is not a required service of the draft contract, and there is no proposal question regarding this topic, any information you provide in your proposal will not be considered.*

- 4.) Regarding paramedics, staffed by the concessionaire, is protocol for these individuals to staff National Park Service ambulances? Or do they engage treatment when ambulance arrives at one of the three clinic locations?**

*See page B-7 of the Operating Plan, "The Service will provide and staff all Area ambulances. Under extenuating circumstances, and if staff is available, the Concessioner may assist with ambulance transport."*

- 5.) At the Mammoth Clinic, during peak season we understand that a physician's assistant and registered nurse are permissible for weekend clinic coverage. Physician coverage is required during the week. If this is incorrect, please advise.**

*The Draft Operating Plan, page B-4, indicates that the staff, at minimum, should include a physician's assistant or nurse practitioner and a registered nurse for weekend coverage.*

- 6.) If current concessionaire positions are staffed by spouses or family members of National Park Service employees please identify the positions. To minimize disruption we would strive to retain those individuals who are in this category.**

*The NPS does not collect this information. Positions are filled at the discretion of the concessioner and could change seasonally. The spouse and direct family members of the Superintendent, Deputy Superintendents and Chiefs of Resource Management and Visitor Protection and Concessions cannot be employed by this concessioner.*

- 7.) Would Teton and Park County public health inspection records for the clinics be available for the past year?**

*Teton and Park County do not conduct health inspections in Yellowstone National Park.*

- 8.) Which health care company sponsors the plan for National Park Service employees based at Yellowstone?**

*NPS employees are eligible for Federal Employees Health Benefits (FEHB) which consists of many different plans from which they can choose. Reference <http://www.opm.gov/> for more details.*

- 9.) For electronic billing purposes do the clinics have high speed internet connection capabilities?**

*DSL is available at the Mammoth area. The current concessioner uses T1 Lines through Qwest at all the locations.*

**10.) Our understanding is the franchise fee is not payable on moneys funded through the SEHCP “gap” process. If this incorrect, please advise.**

*Correct. See page 19 of the Business Opportunity for clarification. The Seasonal Employee Health Care Program (SEHCP) and Gap Account are identified as non-operational supplemental funding and are exempt from franchise fees. Please see the list of other items excluded from gross receipts subject to franchise fees in the Draft Contract page 2. Also please see revised Principle Selection Factor 4 spreadsheets with new worksheets titled “Franchise Fee Calculation” and “Franchise Fee Assumptions” for clarification as to calculating franchise fees for this opportunity.*

**11.) Can we obtain the annual financial report (AFR) submitted by the current vendor for the last three years? Can current concession employee wage rates be made available?**

*Annual Financial Reports contain business confidential information and cannot be released. Employee wage rates are also confidential and cannot be released.*

**If unavailable may we obtain gross revenues and supplemental funding for 2007 and 2008?**

	<u>2006</u>	<u>2007</u>	<u>2008</u>
Gross Revenues	\$1,859,354	\$2,063,193	\$2,019,313
SEHP	\$245,506	\$223,064	\$202,923
GAP	\$600,000	\$600,000	\$600,000

**12.) Please help us in reconciling the following financial information:**

**a. In Table 5-A on page 20 of the Business Opportunity adding the rows Gross Revenues, SEHCP Revenues, and Gap Account the sums by year are:**

<u>2003</u>	<u>2004</u>	<u>2005</u>
\$1,750,310	\$1,705,401	\$1,709,552

**b. On page 11 of the 2006 site visit historical gross receipts presented are:**

<u>2003</u>	<u>2004</u>	<u>2005</u>
\$1,587,079	\$1,836,904	\$1,931,912

Please clarify which set of information is correct or provide reconciliation between the sets.

If the 2006 site visit records are correct please provide a breakdown of the revenue streams by gross revenue, SEHCP revenue and Gap revenue.

*\*\*\*\*Please disregard all historical figures published in the Prospectus Released 4.21.09. The National Park Service published these figures in error. The following represent the actual figures from the Annual Financial Reports and should be considered accurate.*

	2003	2004	2005	2006	2007	2008
Total Revenues	\$1,587,079	\$1,836,904	\$1,931,912	\$1,859,354	\$2,063,193	\$2,019,313
Gap Account	\$800,000	\$840,717	\$668,626	\$600,000	\$600,000	\$600,000
SEHCP	\$220,718	\$195,250	\$220,378	\$245,506	\$223,064	\$202,923

**13.) What is the scope of service and intended role of the on-call paramedic listed in the Mammoth Clinic staff?**

*This position, as identified, will be eliminated from the prospectus. Adequate staff, at the Mammoth Clinic, and NPS ALS providers currently provide this service and will continue to provide the required support for the medical services. This position would not be cost effective or a necessary component to the medical contract. Please see response to question 24.*

**14.) Will the concessioner have use of both housing duplexes that are included in the list of properties that must be insured?**

*Yes*

**15.) Will the three housing trailers currently assigned to the medical concessioner at Old Faithful still be assigned to the medical concessionaire under the new contract?**

*The trailers are considered personal property of the existing concessioner. The trailer sites will be available to the new concessioner.*

**16.) If a new concessioner is selected, will the new concessioner have to purchase housing trailers owned by the incumbent concessioner?**

*Yes, these are considered personal property, and the existing concessioner is not required to sell these to the new concessioner, nor is the new concessioner obligated to purchase them.*

**17.) The Principal Selection Factor 3 specifies “the experience and related background of the offeror in providing the same or similar visitor services as those to be provided under the concession contract” (Proposal Package Page 10). However, the Subfactors of Factor 3 do not require descriptions of Past Performance Information on similar services performed by the Proposing Company. Is a company’s Past Performance Information to be included in the Proposal Package? If so, is there a specific narrative format or Past Performance Questionnaire that should be used? Or will an additional Subfactor be added to Factor 3 to include Past Performance Information?**

*Only the questions that are expressly stated should be answered. You will not be scored on additional information that is not requested in a sub factor. An additional sub factor will not be added to Principle Selection Factor 3 to include past performance information.*

**18.) Given the number of years and estimated dollar amount for this service, is there a requirement for Large Businesses to Subcontract with Small Disadvantaged Businesses for the performance of services under this contract? If so, is there a required subcontracting plan or overall percentage of services to be completed by a Small Disadvantaged Business?**

*"See Section 17(c) of the Draft Contract. Subconcession or other third part agreements, including management agreements, for the provision of visitor services required and/or authorized under this Contract are not permitted."*

**19.) To ensure that all Proposals are submitted in the same form as required in the Proposal Instructions Page 2, could you please specify the Font Style, Page Margins, and Font Size for the Proposal Package. May Charts and Tables be utilized in the Proposal Package? Is there a Font Restriction for Charts and Tables? Is there a page limitation for Part B of the Proposal Package?**

*There is no specified font style, font size or page margins. Charts and Tables may be utilized in your responses provided that the information is directly relevant to a proposal question. Please keep all response as focused and concise as possible.*

**20.) Principal Selection Factor 1, as described on Page 7 of the Proposal Package, specifies General Medical Wastes Management for this service. Can you provide any estimate as to the volume of medical waste contained, stored, and disposed of under this contract? Is the contractor responsible for shipping and disposal of medical waste, or will the government provide this service? If this is the responsibility of the contractor, is there a required frequency of pickup and disposal of medical waste?**

*Page B-19 states "The Service will provide water, sewage, and solid waste disposal services (excluding medical wastes) to the Concession Facilities. The Service will charge the Concessioner on a monthly basis for these services in accordance with current regulations and policies." The NPS does not collect information regarding the volume of medical waste, the frequency or method of disposal or the cost.*

**21.) In regard to Appendix D - 2008 Rate Schedule, are the fees provided for each CPT Code based on 2008 Medicare rates for this geographic location? If so, does the government want offerors to utilize the updated 2009 Medicare fee schedule for these CPT codes for this geographic location?**

*The approved rates are based on 2007 Medicare rates with an adjustment for each individual level of service (E&M - Evaluation and Management Code). A copy of the current approved rates was provided in the prospectus.*

The following questions were submitted in writing during the June 17, 2009 site visit of Medical Facilities in Yellowstone National Park.

**22.) Prior to the current vendor, Medcor, who held the concession contract?**

*The concessioner prior to Medcor was West Park Hospital of Cody, Wyoming.*

**23.) Observed staffing appears to be high at clinics. Is prospective concessionaire to provide scope of service for large incidents? If so what incidents should concessionaire be prepared for?**

*Incidents are varied and expectations of a multiple injuries are minimal. The clinics are required to provide seven day a week coverage; and staffing may be high on those days where staff overlap. Most employees are looking for full time employment; few will accept temporary employment in an isolated community where employment opportunities are limited or non-existent. Limited large incidents have occurred, and those have been primarily gastro-intestinal (e.g. norovirus) incidents.*

**24.) Proposed operational plan calls for paramedic staffing. Services of this kind appear to be of minimal need. Will proposals be accepted allowing different staffing classification? (i.e. current vendor staffs with nurses).**

*This requirement is being eliminated in the prospectus. Proposals will be allowed to define alternate staffing as long as the minimum staffing requirement is met excluding a paramedic.*

**25.) Can local residents (residents of Gardiner, West Yellowstone, etc.) come to clinics for services? If so our understanding they would be at a level of accessing services similar to park visitors?**

*Local residents do use the clinics as primary care facilities. There are medical facilities located in West Yellowstone, Cody, and Jackson. The nearest medical facility to Gardiner is the Mammoth Clinic 5 miles south of Gardiner or medical providers in Livingston, MT 50 miles north of Gardiner and medical providers and facilities in Bozeman, MT (80 miles from Gardiner). You are correct in assuming that the local residents would be receiving services available to park visitors.*

Revised Spreadsheet For Principle Selection Factor 4

Please find a revised Excel form attached to be used in a response to Principle Selection Factor 4 instead of the form that was provided on the CD enclosed with the Prospectus or electronically for download. The new form titled Tab VI Appendix N Excel Forms for Principle Selection Factor 4 (REVISED 6.19.09) is attached to this transmission as Attachment A and will also be available for download from <http://www.concessions.nps.gov/images/webpages/Prospectus/YELL001.cfm>

As noted above in response to question 10, the revised Excel form contains new worksheets titled "Franchise Fee Calculation" and "Franchise Fee Assumptions" for clarification as to calculating franchise fees for this opportunity. The new form also contains modifications to the "Income Statement" and "Income Statement Assumptions." Proposals using the original Excel forms will be considered non-responsive. PLEASE USE NEW SPREADSHEETS.

Due Date for Proposals

The due date for all proposals will now be **4:00pm MST, SEPTEMBER 18, 2009**. The rest of the submission instructions have no change. The due date was extended to accommodate for the introduction of new Excel forms to be used for Principle Selection Factor 4.

If you have questions, please contact Jacque Lavelle, Chief of Concessions at [jacque\\_lavelle@nps.gov](mailto:jacque_lavelle@nps.gov) or at (303) 969-2661

Sincerely,



Michael D. Snyder  
Regional Director, Intermountain Region

CC:  
YELL, Superintendent