

**ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT**

**REQUEST FOR PROPOSALS NO. 22-DHS-RFP-18**

**ADDENDUM NO. 1**

Arlington County Request for Proposals No. 22-DHS-RFP-18 for Secure Telehealth Services received the following questions:

1. The RFP covers the telecommunications needs for 2-way audio/video communications between one or more people. What health services are requested? Is there a patient examination aspect where the medical provider is remote?
  - Please refer to the Scope of Work for this information
2. When a Patient Calls to schedule virtual appointment on a 24/7 basis, what is the expected Lag time Expected before Provider Call back? Is there a current incumbent, if so who/what company?
  - The current incumbent for these services is Zoom. They are required to respond within 24 hours
3. Is scoring in whole (all or nothing) or in part?
  - The scoring is out of 100 and proposals will be scored on all sections
4. Will there be anything for small business set-asides?
  - No there are not any set asides for any group
5. Can key personnel experience be used as a replacement for organizational experience, in the event the company is considered small and may not have the past performance as a company but has the experience from the key personnel?
  - No, there need to be safeguards related to the institution performing the services, not individual employees.
6. What constitutes “For convenience” with respect to Contract termination?
  - Please refer to the contract clause for this information. This is not something that we intend to use but it is to protect the County.
7. Is Vendor expected to provide full comprehensive healthcare service to County?
  - No, these services are for the telehealth platform, not health services.

8. What is the specific number for Patient Load? i.e., Primary care, Behavioral Health, Geriatrics, Health education etc.
  - This is not information that we have, and as answered in question 8, this solicitation does not include health services, just the platform to host them.
9. Does the contract allow for Billing for asynchronous telehealth?
  - No
10. Will there be a small business specific offering?
  - Please refer to question 4
11. Will you waive insurance requirements c. (Business Automobile Liability) and d. (Sexual Abuse and Molestation) since we do not have an office in Virginia and will not visit your location or contact your staff or their clients? All of our support is provided remotely.
  - This section of the agreement can be negotiated after proposals have been scored
12. Is the "Proposal Form" mentioned on page 13 of the RFP a form you provide or a document we provide?
  - The Proposal Form is located at the end of the document, beginning on page 46
13. What quantity of software licenses shall we use to calculate the total contract amount? Or do you prefer we quote a "per license" amount?
  - We prefer a per license amount
14. Arlington County DHS clearly utilizes both Zoom and MS Teams currently. Is it Arlington County's intent to move away from these solutions?
  - No
15. What additional functionality is Arlington County looking for that is not achieved with the current Zoom and MS Team Platforms?
  - Virtual Office management functionality and workflows, if any are available.
16. Would Arlington County DHS consider proposals that include additional functionality not called out in the scope of services, including the integration of calls into EMR?
  - Yes

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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**RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:**

**OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 1.**

**FIRM NAME:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_