



NORTH COUNTRY

HealthCare

creating healthier communities

REQUEST FOR PROPOSAL

Employee Contact Tracing for COVID-19

October 9, 2020

Primary Request for Proposal Contact:

Marti Neff

Chief Operations Officer

North Country HealthCare

2920 N 4th St

Flagstaff, AZ 86004

928-522-9557

mneff@nchcaz.org

Purpose:

North Country HealthCare, Inc. (NCHC) is a not-for-profit, federally qualified community health center located in 11 communities across northern Arizona. It is NCHC's intent to enter into an ongoing, limited-term relationship for employee COVID-19 contract tracing. The purpose of the Request For Proposal (RFP) is to obtain information that we will deem pertinent to our decision making process and to collect such information in a uniform format from all interested bidders.

Primary RFP Contact:

Marti Neff
Chief Operations Officer
North Country HealthCare, Inc.
2920 N 4th St, Flagstaff, AZ. 86004
928-522-9557
mneff@nchcaz.org

Due Dates and Schedule of Events:

All times expressed in this RFP are local time in Arizona, please be aware that Arizona does not observe daylight savings time.

A written confirmation of the vendor's Intent To Respond to this RFP is required by the date indicated below. Submit your Intent To Respond via email to the Primary RFP Contact, and include the name, title, telephone number, and email of the person that should be contacted regarding the proposal. Addenda or other information related to this RFP will be transmitted to the contact listed in the Intent To Respond.

Proposals are due by the date and time indicated below. Proposals should be submitted to the Primary RFP Contact. Any proposals received after the specified time will be considered non-responsive, and will not be evaluated for award. To facilitate review by the NCHC evaluation team, please submit your proposal via email to Marti Neff. Any question please direct Marti Neff at mneff@nchcaz.org before October 14, 2020.

RFP Release	October 9, 2020
Intent To Respond email to Marti Neff	October 16, 2020
Proposals due via email to Marti Neff	October 23, 2020, at 3:00 pm, Arizona time
Anticipated announcement of award	November 2, 2020
Desired service start date	To be determined, not to exceed two weeks from award date

Proposal Format:

Proposals submitted in response to this RFP will be incorporated into the final agreement between NCHC and the selected vendor. The submitted proposals should include each of the following sections in eight or less pages. Detailed requirements for each of the listed sections are contained in the remainder of this section.

1. Executive Summary
2. Scope of Services
3. Pricing
4. Contract Management and Performance Metrics
5. Billing/Invoicing
6. Compliance with federal non-discrimination requirements
7. Additional Services
8. References

Executive Summary:

This section should present a high-level synopsis of the proposal. Include a brief overview of the vendor's company, and the benefits your company can offer to NCHC.

Provide the following information for your company:

- Name, title, telephone number, and email of the person authorized to negotiate the contract and clarify services in proposal on behalf of the organization.

Scope of Services:

The services provided by the Contractor will include the following:

- Contractor is responsible for recruiting, training and supervising contact tracer(s) to support North Country's roughly 500 staff members when one or more of them test positive for COVID-19.
- Contractor will develop, implement and evaluate protocols on how contract tracers complete the objective review of staff. Procedures should include how referrals will be assigned, received and triaged as well as requirements for documentation.
- Contractor will train and ensure that contact tracers build skills and knowledge to interview staff who test positive and their confirmed contacts at the workplace. Training shall utilize North Country approved training materials and shall include: Basics of interviewing, questions to be answered to identify possible risk contacts, the precautions to be taken to isolate and quarantine for affected staff member(s), employee notification requirements (North Country employee health staff), how to identify risk to successful compliance, and rules of confidentiality.
- Contract tracers are expected to make first contact with positive staff members within 16 working hours of notification by North Country.
- The contractor shall ensure that all contacts made are documented and entered into a secured database including all identified risks that might indicate organizational follow up needs. Documentation will include, but not be limited to, confirmation of receipt of referral, date and time of initial contact made, services provided and final contact confirming services delivered and employee contact information.
- Contractor should indicate the scalable nature of the proposed contact tracing response if there are multiple cases within a time period.
- Develop a mechanism for information exchange between the contact tracers and North Country medical officers as well as what circumstances will warrant urgent communication.

Pricing

Please provide pricing details for hourly and/or per case costs.

Contract Management and Performance Metrics

North Country will regularly collaborate with contractors to enhance contract management and adjust service delivery based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends, evaluate results and performance to drive improvements. North Country reserves the right to request/collect key data and metrics from contractor.

The following performance metrics will be implemented upon contract award to support contract objectives:

1. Percentage of new cases and contacts successfully contacted by tracers within 16 work hours.

2. Average time for each contact tracer to notify relevant work parties following an identified case.
3. Total volume of phone calls to impacted employees and referrals to partner organizations on a weekly basis.
4. Weekly submissions from sample of impacted residents on quality of customer service.

Following contract execution, North Country will reach out to awarded contractor to establish a plan to review implementation milestones and performance metric data to collaboratively make appropriate course corrections.

Billing/Invoicing:

- Contractor shall submit an invoice on a monthly basis to Accounts Payable with all applicable information.
- Contractor cannot bill for services in advance and the account will be set up on a Net 30 for billing purposes.

Compliance with federal non-discrimination requirements:

Being a federal contractor, our contract with you will require the following statement to be part thereof:

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

This contractor and subcontractor shall abide by the requirements under the Federal Acquisition Regulation (FAR) clause at 52.219-9, we are required to flow down certain requirements to our subcontractors and suppliers to ensure utilization of small businesses in all subcontracts that offer further subcontracting opportunities. You must provide us with a formal subcontracting plan under the flow-down provision set forth in FAR 52.219-9(d)(9).

Additional Services:

Describe any additional services that your company can provide to NCHC.

References:

Provide three reference letters from other similar businesses using your services. Please provide three contact names and phone numbers from your references.

Evaluation Criteria:

NCHC will use a qualification-based evaluation process to select the vendor whose proposal provides the greatest value and provides the most comprehensive services. Proposals will be evaluated based upon the vendor's responsiveness to the requirements of this RFP, how well the proposed solution meets the described needs, and the costs associated with the proposed services. Evaluation will also consider the extent to which the proposal demonstrates the vendor's ability to deliver the services needed.

Declarations:

NCHC reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor.

- Accept other than the lowest priced offer
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers
- Request best and final offers from less than all of the potential vendors