

**REQUEST FOR PROPOSAL
LACKAWANNA COUNTY BOARD OF COMMISSIONERS
VACCINE MEDICAL SERVICES**

1. INTRODUCTION:

NOTICE IS HEREBY GIVEN: that pursuant to a fair and open process, sealed proposals will be received and reviewed by the County of Lackawanna ("COUNTY") for Vaccine Medical Services. Respondents must submit their written proposal by **Monday April 19, 2021 by 11:00 AM.**

2. PURPOSE:

The purpose of this RFP is to solicit proposals from qualified vendors who are interested in assisting Lackawanna County with the data entry, labor management, scheduling, and staffing of vaccine support staff for one or more Point of Dispensing (POD) locations in the County. The selected vendor must have:

- 1) labor management software that can manage both existing volunteers and new staff
- 2) access to qualified, diverse, local labor pool of individuals capable and available to work at the POD sites; and
- 3) operational experience and expertise in the process of data entry, sourcing, screening, training, scheduling, and in-shift management of worker pools.

The successful vendor should be equipped and able to staff, operate and maintain one or more Point of Dispensing locations for up to a maximum of 10 hours each day, and a maximum of up to five days each week (M-F). The 10 hour each day includes set up and shutdown of the site. The provision of vaccination services is contingent upon the availability and accessibility of the vaccines to Lackawanna County.

3. PROCEDURES FOR RESPONDING TO REQUEST FOR PROPOSALS:

Proposal documents and specifications will be available on-line at the County Website: www.lackawannacounty.org

Submission: Four (4) copies of the proposal must be provided. Proposals must be submitted to the:

Board of Commissioners
c/o Brian Jeffers - Chief of Staff
123 Wyoming Avenue, 6th Floor
Scranton, Pennsylvania 18503

All Proposals shall be sent to the Lackawanna County Chief of Staff's Office by courier (FedEx, UPS etc). Hand delivered proposals will be accepted. Proposal envelopes shall be plainly marked with the Project Title and the RFP Number for which the proposal is intended. All proposals must be received by the Lackawanna County Chief Staff's Office, 123 Wyoming Avenue, 6th Floor, Lackawanna County Government Center at the Globe, Scranton, PA, 18503 not later than **11:00 AM, April 19, 2021.** The County assumes no responsibility for delays in any form of carrier, mail, or delivery service, causing the



submission to be received after the required due date and time Submissions by fax, telephone and email are prohibited.

Proposals received will be reviewed and evaluated by the Board, based upon such criteria as the Board, in its sole discretion, deems appropriate. The Board reserves the right to request clarification or additional information from any respondent. The Board, in its sole discretion, may accept the proposal of a respondent, may choose a respondent with which the Board will enter into negotiations, or may reject any or all proposals.

Pricing and Proposer information shall be provided by completing the information requested on Addendum 3.

4. PRE-PROPOSAL CONFERENCE:

There will *not* be a pre-proposal conference scheduled by the County

5. QUESTIONS:

Questions must submitted via email to: WechslerJ@lackawannacounty.org

Final questions pertaining to this RFP must be submitted by 12:00PM Friday April 16, 2021. Answers will be answered in the order they are received.

6. SPECIFICATIONS:

- Provide software and technology services, professional services, and labor pool development and deployment to deliver Lackawanna County's desired staffing levels and hours of operation for one or more Vaccination POD Sites with *one week of contract award date*.
- Provide and operate labor management software that is able to manage existing volunteers and external staff and complete the following use cases:
 - a) Worker and Volunteer Roster and Grouping Management. The system should enable Lackawanna County to maintain and view a roster of workers including their skills, backgrounds, and availability.
 - b) Scheduling. The System should enable Lackawanna County to maintain and view a schedule of staffing needs by each location, including hours of shifts and delivery.
 - c) Shift Assignment. The system should enable Lackawanna County to assign shifts to particular volunteers and workers based on their availability and qualifications.
 - d) Notifications and Reminders. The System should notify eligible workers of shift availability, send automated reminders to those who have accepted shifts or have shifts available to them, and provide notifications and messages of any information required to complete the work.
 - e) Messaging. The System should enable messaging between the vendor's managers and supervisors and on the ground support staff.
 - f) Performance Feedback. The System should enable Lackawanna County to provide feedback on workers to enable performance management and preference towards higher performers.
 - g) Attendance and Time Keeping. The System should enable workers to check in and out, verifying attendance through geo-location based verification.
 - h) Payments. The System shall utilize verified attendance to calculate and issue payments to all workers for time worked.



- Provide programmatic and hands on professional support of the labor management software and on-site shift management on a day-to-day basis
 - a) **Operating Plan.** The vendor will develop a comprehensive operating plan for both at the launch of the project as well as a daily production schedule.
 - b) **Coordination with Lackawanna County Emergency Management.** The vendor will work with, coordinate and communicate with the logistics team to ensure smooth staffing of both volunteers and vendor's own staff.
 - c) **Worker Groupings.** The vendor will develop worker groupings based on individual participant's eligibility and meeting role type requirements.
 - d) **Schedule Creation.** The vendor will create a proposed schedule of shift timings to be made to available to eligible worker groupings and volunteers based on the hours of operation.
 - e) **In-Shift Management.** The vendor will oversee shifts daily; provide real time performance management feedback to on-site workers.
 - f) **Last Minute Shift Fulfillment.** The vendor shall deploy back-up workers as needed to guarantee 100% fill rates for all shifts.
 - g) **Shift Reporting and Analytics.** The vendor shall utilize targets for staffing and performance levels to provide Lackawanna County with access to reporting covering mutually agreed upon Key Performance Indicators.
- **Data Entry and Customer Service.** The vendor will build, maintain and deploy a network of qualified, diverse local workers to work at Vaccination POD Sites for Lackawanna County.
 - a) **Role Based and Recruitment.** The vendor shall source and train pools of qualified workers for each of the four following roles. The vendor shall maintain a pool of qualified candidates that is larger than the aggregate staffing need, to account for cancellations, no-shows and flexibility to ramp as needed.
 - i. **Greeter.** The duties include greet incoming citizens and triage to correct registration site.
 - ii. **Documentation.** The duties include registering the citizens and entering computerized data.
 - iii. **Line Monitor.** The duties include overseeing vaccination waiting lines in a manner to provide efficient operation flow.
 - iv. **Check Out.** Duties include providing vaccinated citizens with documentation, asking closing questions, and computerized data entry of responses.
 - b) **Candidate Identification.** The vendor will identify eligible workers for each role either from an existing pool of available candidates that the vendor maintains, or from new recruitment. Vendors will identify candidates from a diverse range of backgrounds, providing preference to those based in Lackawanna County and the surrounding communities. Vendors will provide reporting and a plan that details how they will ensure that underrepresented and disadvantaged groups from Lackawanna County are included and provided opportunities to work in this role.
 - c) **Candidate Screening.** The vendor will provide preliminary questionnaire plus a phone interview to all eligible workers to assess their qualifications and fit for the role
 - d) **Candidate Training.** The vendor will host virtual and on-site training sessions for candidates who have passed screening assessments. The vendor will be responsible for the development of training materials in partnership with Lackawanna County.
 - e) **Candidate Staffing.** The vendor will schedule workers who have successfully completed screening and training to deliver on 100% of the desired levels of



staffing by Lackawanna County. The vendor will also be responsible for scheduling volunteer outside of the candidate staffing pool. The volunteers will be given preference on input from Lackawanna County.

7. INSURANCE

- The vendor shall carry, in a solvent company authorized to do business in the Commonwealth of Pennsylvania: (a) Commercial Auto Insurance in amount of \$1,000,000.00 single limit bodily injury/ property damage: (b) Workmen's Compensation Insurance, as required by the Commonwealth of Pennsylvania, for vendor's employees in the performance of the Contract; (c) General Liability Insurance covering vendor and its employees in the amount of \$1,000,000.00 single limit bodily injury/property damage including Products Liability.
- Concurrent with the execution of the Contract, the Vendor shall provide proof of insurance coverage by providing a certificate of Vendor's insurance coverage, a copy of the declaration page of the insurance policy, and a copy of all endorsements applicable to the insurance required herein. The certificates of insurance, or endorsements attached thereto, shall provide that (a) the insurance coverage shall not be cancelled, changed in coverage, or reduced in limits without at least thirty (30) days prior written notice to the Lackawanna County Risk Management Deputy Director, (b) the County is named as additional insured, (c) the limits of liability required therein are on an occurrence basis, (d) the policy shall be endorsed with a severability of interest or cross-liability endorsement against whom a claim is or may be made in a manner as though a separate policy had been written for each insured or additional insured: however, nothing contained herein shall act to increase the limits of liability of the insurance company, and (e) Vendor's insurance shall apply separately to each insured against whom claims are made or suit is brought, except with respect to the limit of the insurance liability.

8. CRITERIA FOR EVALUATION OF PROPOSAL:

The Board will independently evaluate each submission and selection will be made upon the following criteria:

- Experience and reputation with respect to providing similar services to commercial or governmental organizations.
- Other factors determined to be in best interest of the County based on the Board's sole discretion.
- The vendor shall submit a list of three (3) references, including name of institution, address, and contact person and phone number.

9. PROPOSAL:

Each proposal must be in sufficient detail to permit evaluation, at a minimum, with respect to the following issues. Proposals must include the information that is specifically requested herein, as well as such additional information as a respondent deems relevant to the process. Each respondent agrees that the proposal submitted constitutes a firm offer to the County that cannot be withdrawn for thirty (30) days from the proposal due date. Addendum 1 of this RFP must be completed entirely and included with the proposal submission.

- Prior Experience - All proposals must include documentation that demonstrates that the



proposer is currently performing the required services or has successfully provided these services within the last two years.

- Documented references from three companies or organizations that can attest to the proposer's past performance or ability to provide the required services.
- The Certification of Assurance that the firm is not currently in violation of any regulatory rules and regulations that may have any impact on the firm's operations.
- The Certification of Non-Litigation that the firm or its principals are not involved in any current or pending litigation involving Lackawanna County or any of its Departments or Authorities.

10. CONFLICT OF INTEREST:

All submittals must state that there are no conflicts of interest to which the firm would be subject if it were to provide the requested services on behalf of the County.

11. COMMUNICATION WITH ELECTED OR APPOINTED OFFICIALS:

All communications during this process should be directed to the appropriate contact listed in this Request for Proposals. Any firm that makes any effort to communicate with any other official of Lackawanna County, either directly or indirectly, during this process will be **EXCLUDED** from consideration.

12. RESPONSIBILITIES:

The Successful Proposer shall have primary responsibility for the following for the life on the contract:

- The Vendor will, whenever on the County's premises, obey all instructions and County policies, which are provided to them with respect to performing services on the County's premises.
- The Vendor shall assure that its employees interact with County employees and with the public in a respectful, courteous, helpful and impartial manner. All employees of the Vendor in both the field and the office shall refrain from belligerent behavior and/or profanity. Correction of any such behavior and language shall be the responsibility of the Vendor.
- In the event that the Vendor or any of its employees cause damage to the County's equipment or facilities, the Vendor shall, at its own expense, promptly repair or replace such damaged items to restore them to the same level of functionality that they possessed prior to the actions of the Vendor or the Vendor's employees.
- The County is committed to promoting equal opportunities for all. The Vendor agrees to abide by the County's non-discrimination policy. The County will not tolerate or condone acts of discrimination based upon race, gender, religion, ethnicity, national origin, color, age, disability or any other unlawful form of discrimination.
- All Lackawanna County buildings are DRUG-FREE. The Vendor and all of its employees agree to comply with this DRUG-FREE policy while performing services on County property.
- No advertising, sales promotion or other materials of the Vendor may identify or reference this contract with the County without written consent from the County.

PROPOSERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE PROPOSAL SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTORS(S) -- NO EXCEPTIONS



13. CONFIDENTIALITY:

This RFP, and all proposals received in response, will remain confidential (with the exception of information that was previously public information) and will not be used for any purpose other than the evaluation of the proposals received by the Board. Each respondent, by responding to this Request, acknowledges the terms expressed above and agrees to safeguard the details of this process and the contents of this document.

14. CONTRACT TERM:

The successful proposal will result in a one (1) year contract beginning with contract approval. The possibility exists for contract extensions, if agreeable to both parties before the end of contract date.



Addendum 1

Schedule of Proposed Fees

Please provide an itemized cost proposal representing six months of cost for assisting Lackawanna County in providing Vaccine Medical Service including data entry, labor management, scheduling, and staffing of vaccine support staff for one or more Point of Dispensing (POD) locations in Lackawanna County.

TASK	PRICE
	\$
	\$
	\$
	\$
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	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$



ADDENDUM 2 Proposal Required Information and Certifications

Prior Experience

In the space provided below please describe your company's experience in performing commercial cleaning, disinfecting, and sanitizing. Include the amount of years that the company has been in operation.

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References

Identify below three references of clients that you have provided service to.

Reference 1

Name

Address

City State

Contact

Phone #



Addendum 1 Continued
Reference 2

Name	
Address	
City State	
Contact	
Phone #	

Name	
Address	
City State	
Contact	
Phone#	

Certification of No Conflict of Interest

I certify that the _____ (Company Name) that there are no conflicts of interest to which the firm would be subject if it were to provide the requested services.

Signature Title Date

Certification of Assurance

I certify that the _____ (Company Name) is not currently in violation of any regulatory rules and regulations that may have any impact on the firm's operations

Signature Title Date

Certification of Non-Litigation

I certify that the _____ (Company Name) or its principals are not involved in any current or pending litigation involving Lackawanna County or any of its Departments or Authorities.

Signature Title Date



