Department of Public Health Mobile COVID-19 Vaccine Delivery Assurance Program Request for Proposal

DUE: February 15, 2021 5:00 p.m. CST via Email

Background

The State of Illinois is seeking to partner with well-established and experienced private sector third-party immunization providers with existing mobile models to administer COVID-19 vaccine provided by the State and to serve on the forefront of the COVID-19 mass vaccination campaign. The purpose of this RFP is to:

- Build a robust vaccine administration network across the State of Illinois;
- Create vaccine access points in geographic areas and communities that are medically underserved;
- Promote uptake of vaccine by Illinois residents; and
- Achieve high vaccine coverage rates across the State in accord with established prioritization strategies.

The State is seeking vendor proposals to assist with COVID-19 vaccine immunization services delivered within local communities throughout the State of Illinois, excluding the City of Chicago. The vendor shall have the ability to serve target populations in urban and rural areas. IDPH will direct the vendor to serve various congregate facility settings (such as independent living/senior housing, group homes and jails), and will identify geographies for the vendor to conduct open points of vaccine dispensing in community settings (such as community centers, churches and schools.

The immunization of Illinois residents with a safe and effective COVID-19 vaccine is a critical component of the strategy to reduce COVID-19 related illness, hospitalizations, and deaths and to help restore Illinois communities. The success of Illinois' COVID-19 mass vaccination activities relies also on the organization, task management, and data collection of the planning and operations efforts. Adherence to timelines, budgets, and data integrity are key.

The State is soliciting proposals from private sector third-party immunization vendors that have an existing model for providing end-to-end management of the COVID-19 vaccination process. This additional capacity will complement local health departments and other vaccination providers. The selected vendor may bill an administration fee but must follow federal CMS rules as applicable. No one seeking a vaccination may be turned away due to lack of insurance or immigration status.

While the State of Illinois will provide the initial supply of vaccine, should the vaccine become commercially available, vendor will be asked to secure the vaccine directly. Vendor agrees to use the provided COVID-19 vaccine to serve target areas and populations identified by the State of Illinois.

The State will evaluate proposals and make awards for the State of Illinois for all-inclusive mobile mass vaccination services. The award will be made to the vendor that can fulfill all services referenced in the scope of work indicated below. Partial awards will not be considered; however, the vendor may engage subcontractors to perform part or all services. If subcontractors will be engaged, vendor must include a complete list of subcontractors, their addresses, and a description of the work each subcontractor will be performing in the proposal.

The vendor selected will be expected to utilize the most recent Illinois COVID-19 Mass Vaccination Planning Guide (posted on the IDPH website), provide services consistent with the protocols listed in the most recent Guide, and adjust operations and vaccination priorities based on updates from the CDC and the Advisory Committee on Immunization Practices (ACIP).

The vendor selected will be expected to provide these services for the term of the contract, which is anticipated to be one year from contract execution. The contract may be extended by mutual agreement between both parties.

The State will provide a minimum of one IDPH staff member available for consultation with the vendor, the vendor's staff, and the vendor's subcontractors regarding program implementation.

Vendor must provide sufficient staffing of healthcare providers licensed or authorized by law in the State of Illinois with a Scope of Practice/approved Expanded Scope of Practice to deliver the vaccines to meet surge demands. All services are to be provided under continuous and direct supervision by the vendor. The vendor will administer COVID vaccine using only information, documentation, training, and directions provided or directed by IDPH.

The vendor will submit daily updates in the State's immunization information system (I-CARE), its successor or other data systems. Daily updates will reflect the most current number of patients who have received their first dose, number of clients who have received their second dose, vaccine on hand and vaccine administered; and documentation of quality assurance checks in a format provided by IDPH. The vendor must capture various data elements in I-CARE or its successor through an Electronic Medical Record (EMR). Data elements include but are not limited to patient demographics, vaccine administered code set (CVX), lot number, vaccine expiration date, precautions and contraindications, and additional data requirements set by the CDC and the State.

Vendor must provide all equipment and supplies including ultra-cold storage or other approved storage as required by the vaccine manufacturer for effective mass vaccination administration in anticipation of, or in response to, vaccine and patient volume at vendor's expense. Any equipment acquired by the vendor for use under the contract will remain property of the vendor.

Key Dates

February 2, 2021	RFP released
February 5, 2021	All questions from prospective vendors due via email to
	William.Smith@illinois.gov not later than 5:00 p.m. CST
February 8, 2021	Answers to questions from prospective vendors released and posted at
	the following link:
	http://dph.Illinois.gov/rfp/mobile-vaccine-delivery-assurance-program
February 15, 2021	Submissions due via email to William.Smith@illinois.gov not later than
	5:00 p.m. CST
February 16, 2021 (estimated)	Vendor Selection
February 26, 2021 (estimated)	Contract award
March 1, 2021 (estimated)	Start Date

Directions

The State is seeking proposals from interested vendors to assist with mobile COVID vaccine immunization services

delivered throughout the State of Illinois, excluding the City of Chicago.

The proposals must be submitted as two separate documents. The first document will include the vendor's response as to how it will deliver the services required and cannot include any pricing information. The pricing information must be presented on the attached budget template (see Attachment A). Each document will be evaluated separately. Proposals must include:

- Name of vendor, vendor's address and contact person, including work phone, cell phone, and email address.
- Operational plan (not to exceed ten pages total) that describes the vendor's proposal for each of the functions described in the Scope of Work stated below.
- Timeline (not to exceed two pages) that includes being fully operational by March 1, 2021.
- Plan for data collection, tracking, and weekly submission of all required datapoints to the State. All data must be in Excel, exportable to Excel, or otherwise transferrable to the State in an agreed-upon format.
- Plan for hiring and training vendor's staff on the foundational and evolving requirements of the various COVID-19 vaccines as they become available.
- References, which shall include the company names and company representative's contact information (name, title, email, and phone number) for three entities for whom the vendor has provided the same or similar services described in this RFP and of equal or greater vaccination capacity.
- Proposed pricing (submitted separately on the attached budget template). Proposals must be submitted via email no later than 5:00 p.m. CST on February 15, 2021 to:

William Smith
Illinois Department of Public Health
William.Smith@illinois.gov

The State reserves the right to award to the vendor that has the best overall proposal within the State's timelines and to issue supplemental solicitations as warranted. The State may award to the most responsive and responsible respondent whose proposal best meets the criteria listed below.

Scope of Work

The State seeks to award contracts for statewide mobile mass vaccination administrators with locations in multiple urban and rural areas within the State of Illinois. The State seeks proposals that include the following mass vaccination operations:

MANDATORY ELEMENTS

- 1) Vendor must have existing mobile service delivery vehicles throughout the State of Illinois and should indicate in the response how many are available for deployment and their locations. The State will consider vendors with subcontract(s) to ensure statewide capacity.
- 2) An electronic system already in place for scheduling, registration, administering, tracking, providing follow up, as well as reminding and securing an appointment for a second dose, with documentation of administration, for each client serviced which must be described in the proposal. The State prefers the vendor utilize EMTrack.
 - https://confluence.juvare.com/display/PKC/IDPH+Point+of+Distribution+Online+Training+Center
- 3) A method and process for reporting adverse reactions in the Vaccine Adverse Event Reporting System (VAERS) which must be described in the proposal.
- 4) Vendor must have the ability to integrate with/transfer Electronic Medical Record data to I-CARE which must

- be described in the proposal.
- 5) Vendor must have ability to report required vaccination data (approximately 20 data fields submitted via an HL7 message, including patient demographic information such as name, DOB, race, ethnicity, address, sex, occupation, etc., which must be described in the proposal. I-CARE is also able to capture and store detailed vaccine administration information such as CVX, lot number, vaccine expiration date, precautions and contraindications, and additional data requirements set forth by the CDC or the State, including race and ethnicity during the COVID-19 vaccination campaign) to the local and state level jurisdiction every 24 hours.
- 6) Hours of operation for vaccination services may be variable including seven (7) days per week and more than 12 hours per day. Vendor's availability should be described in detail. The State of Illinois is particularly interested in services provided during evenings, nights, and/or weekends, which may be more convenient for essential workers.
- 7) References which shall include the company names and company representative's contact information (name, title, email and phone number) for three entities for whom the vendor has provided the same or similar services described in this RFP and of equal or greater vaccination capacity,
- 8) Quantify and describe vendor's capacity for immunization services per week, i.e., how many sites/locations can vendor serve at one time, total number of immunizers and staff available to deploy statewide, maximum statewide throughput per week.
- 9) Indicate minimum lead time necessary to mobilize a team.

REGISTRATIONS

- 1) Vendor must have an approved registration in I-CARE upon contract award.
- 2) Vendor must be approved or have applied for approval by IDPH as a COVID-19 pandemic vaccination provider upon award.

PLANNING AND IMPLEMENTATION

Vendor must include in their operational plan how they will:

A. Follow IDPH guidance and requirements

- 1) Remain in direct communication with IDPH appointee on a weekly basis.
- 2) Follow evolving IDPH guidance.
- Follow the most recent version of the Illinois COVID-19 Mass Vaccination Plan including the protocol for prioritization of clients receiving vaccine based on specified criteria and phase of mass vaccination campaign.
- 4) Ensure any person, regardless of residency, is eligible for COVID-19 vaccination in the State of Illinois, according to the established priority groups.

B. Manage vaccine and supplies

- 1) Ensure equipment and systems are in place for dictated cold chain integrity storage of vaccine depending on vaccination type. CDC guidelines shall be adhered to, as well as all information provided by the vaccine manufacturer in the vaccine insert (e.g., Pfizer to minus 80c, Moderna to minus 20c) upon execution of the contract.
- 2) Secure sufficient quantities of vaccine-associated supplies (e.g., syringes, needles, personal protective equipment, specialized storage equipment) in a timely manner and maintain a steady supply stream.

C. Establish vaccination site(s) hours, locations and registration process

- 1) Schedule and coordinate location, and hours of operation for open points of dispensing.
- 2) Provide immunization services at third party locations as designated by the State or as

- requested by said third parties. Immunization services may be required at facilities housing persons with special needs. Vendor shall ensure that its staff are appropriately trained and qualified to administer vaccines in all circumstances.
- 3) Indicate if EMTrack usage is in place as **strong preference** for vendors who agree to utilize EMTrack to register and advertise points of dispensing.

D. Provide a safe environment for staff and patients

- 1) Operate the vaccination mobile clinic and environment in a manner that assures safety for staff and clients.
- 2) Ensure adequate staffing of healthcare providers licensed or authorized by law in the State of Illinois with a Scope of Practice (see from https://www.idfpr.com for details)/approved Expanded Scope of Practice (see Attachment B: Dental Scope Proclamation; Attachment C: Pharmacists. Techs Scope Proclamation; Attachment D: EMS Vaccination Admin Plans) to deliver the vaccines, including surge staffing for vendor-operated pre-existing locations in the State.
- 3) Conduct health and temperature screenings for all staff and clients prior to entering the vaccination mobile clinic. Persons with suspected illness must be excluded until the person has been screened for possible COVID infection.
- 4) Purchase and maintain personal protective equipment (PPE) appropriate for vaccination activities.
- 5) Establish appointment and/or queuing procedures to protect staff and clients to be vaccinated.
- 6) Establish infection control procedures to protect staff and clients to be vaccinated.

E. Provide COVID-19 vaccination mobile clinic staffing and oversight

- 1) Ensure vaccine administration by an authorized licensed/certified vaccinator only and performed consistent with standards of medical care.
- 2) Ensure vaccinators are providers licensed or authorized by law in the State of Illinois with a Scope of Practice (see from https://www.idfpr.com for details)/approved Expanded Scope of Practice (see Attachment B: Dental Scope Proclamation; Attachment C: Pharmacists Techs Scope Proclamation; Attachment D: EMS Vaccination Admin Plans) to deliver the vaccines, including surge staffing for vendor-operated pre-existing locations in the State.
- 3) Maintain adequate staffing to accomplish registration and address client questions and concerns.
- 4) Employ staff who are culturally and linguistically appropriate/competent for the population(s) to be served.
- 5) Ensure the vaccination mobile clinic is under the direction or oversight of a professional licensed by the State of Illinois and authorized to issue Standing Orders that allow qualified immunizers to administer vaccinations without a client-specific order.

F. Counsel clients about COVID-19 vaccine before vaccination

Vaccination clients must be educated about COVID-19 vaccine before administration. Vendors must:

- 1) Provide intended vaccine client with the appropriate FDA Emergency Use Authorization (EUA).
- 2) Answer intended vaccine client's questions or concerns.
- 3) Provide vaccination regardless of health insurance status or immigration status.

G. Administrate COVID-19 vaccine

Vendors must follow the FDA Emergency Use Authorization (EUA) that is specific to the vaccine product to be administered. In addition, medical guidelines for client screening should be established at each site.

- 1) Determine eligibility for each client to receive COVID-19 vaccine.
- 2) Screen client for contraindications to vaccination, which at the present time includes age, history of anaphylaxis to injectable medical products, and prior reaction to COVID-19 vaccine.

- 3) Maintain familiarity with vaccine products, eligibility criteria, and vaccine contraindications, as these will continue to change.
- 4) Prepare vaccine for injection in accord with manufacturers' recommendations, as provided in the EUA for providers.
- 5) Administer the vaccine according to manufacturers' recommendations, as provided in the EUA for providers, and in a manner that is consistent with accepted medical practices.

H. Observe post-administration of COVID-19 vaccine

Although acute adverse events are rare following vaccination, the vendor must be prepared to handle urgent past-vaccination events.

- 1) Create a response protocol for serious allergic events, e.g., anaphylaxis, that might follow COVID-19 vaccination.
- 2) Train all clinical staff about responding to anaphylaxis.
- 3) Maintain medical supplies for treating anaphylaxis, including injectable epinephrine. Advanced levels of treatment are not required. Initiating a response though 9-1-1 Emergency Medical Services is adequate.
- 4) Establish a 15-minute observation for all clients following vaccination. For clients with histories of any serious allergy, the observation period should be increased to 30 minutes.

Note - Observation periods can be conducted in non-clinical areas and involve non-clinical staff; however, a clinician with Advanced Life Support Certification must always be ready to respond.

- 5) Encourage clients to participate in the CDC's v-safe program, which is an online reporting software that allows easy reporting of post vaccination symptoms.
- 6) Report all serious adverse events to COVID-19 vaccination to IDPH.

I. Document post-administration of COVID-19 vaccine

- 1) The staff administering the vaccine must complete all required data in the Vaccine Administration Record or its equivalent, such as in an Electronic Health Record.
- 2) Provide a completed vaccination card to the vaccinated client or their caregiver.

J. Second dose vaccine requirements

COVID-19 vaccines that are currently authorized by FDA EUA require a second dose. The interval between doses is dependent on the product used. Vendors must:

- 1) Advise the client on when the second dose is due.
- 2) Assure that client understands the requirement that the second dose must be the same product used as the initial dose.
- 3) If possible, provide an appointment for the return visit for the second dose of vaccine.
- 4) Implement a reminder-recall system for clients who miss second dose appointments.

K. Data collection

- 1) Work with IDPH to identify mandatory data elements appropriate for the vaccination mobile clinic.
- 2) Employ a data system or data table or other digital means to capture the required elements. Indicate the data solution proposed for use, which must receive prior approval for use by IDPH.
- 3) Train staff on inputting data elements into the selected data system.
- 4) Enter vaccination data into I-CARE within 24 hours of a vaccination mobile clinic.

L. Data reporting

1) Provide monthly summary reports on vaccination activities performed.

- 2) Include information on events that may not be captured in daily data transfers. For example, numbers of clients who present for vaccination but are determined to be ineligible, clients with adverse events following vaccination, etc.
- 3) Periodic reporting of client knowledge, perceptions, and opinions on COVID-19 vaccination preferred for inclusions.

M. Establish and implement billing processes and assure no out-of-pocket charges to clients

- 1) Under no circumstance may the vendor charge clients a co-pay, deductible allowance, or other fee related to the visit.
- 2) Collect health insurance information for vaccinated persons if applicable.
- 3) Bill indicated health insurance for vaccination administration costs, including for private health insurance plans, Medicaid plans, and Medicare if applicable.
- 4) Participate in the federal COVID-19 Claims Reimbursement Program to obtain reimbursement for vaccinating uninsured people.
- 5) Adhere to all applicable Centers for Medicare and Medicaid (CMS) COVID-19 requirements.

EXPERIENCE

Vendor must minimally provide details of at least three of its annual flu immunization program or mobile immunization program experiences, that demonstrate history of providing successful administration, project tracking and quality control services where immunization of a subset of or the entire population of a state was intended. Details of additional immunization programs that involve a vaccine that requires at least one additional dose within a specified timeframe are desirable.

ADDITIONAL REQUIREMENTS

certified with the State of Illinois.

- 1) Vendor shall designate a Project Manager who shall be the primary contact person designated by vendor for oversight of the resulting agreement and communications related to same.
- 2) BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN: This solicitation request contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. There is a Business Enterprise Program (BEP) target goal of 4% of the total anticipated award amount. All questions regarding the subcontracting goal must be submitted by February 5, 2021 to william.Smith@illinois.gov with the other questions associated with this solicitation. Vendor submissions should include all BEP target information through a Utilization Plan (see Attachment E). Failure to submit a Utilization Plan shall render the offer non-responsive. Businesses included in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by the Department of Central Management Services as BEP vendors. Go to https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspxfor complete requirements for BEP certification. Vendors may visit https://cms.diversitycompliance.com/ to search for certified BEP vendors. The NIGP codes used to calculate the Business Enterprise Goal are 948-07 Administration Services, 948-43 Health Information Services, 948-72 Pharmaceutical Services, and 948-92 Vaccination Program Services. This is not an all-encompassing list of vendors that may be used as subcontractors to fulfill this goal. If the vendor has a
- 3) Vendor must demonstrate that they will follow best practices related to vaccine administration.
- 4) Vendor must accept that information provided regarding COVID-19 mass vaccination operations will evolve over time as IDPH guidance is updated.

potential subcontracting opportunity for goods or services that would be considered applicable to this

contract, the vendor may use that subcontractor to fulfill the BEP goal, assuming that the subcontractor is BEP

5) The proposal must also include the vendor's current insurance coverage plan applicable to the proposed operations and continuing operational management of all proposed deliverables for this contract during the

contract period. The insurance coverage must meet the State's standard contract terms shown in Attachment F.

- 6) Prevailing Wage Rates shall apply.
- 7) Vendor's proposed pricing shall be inclusive of all costs including but not limited to salaries, supplies, equipment, PPE, travel (e.g., transportation, lodging, meals), facility, fuel, and system costs (see Attachment A: Budget Template).

Selection of Vendor

The State determines how well the vendor meets the responsiveness requirements. The State ranks proposals, without consideration of price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Vendors who receive fewer than the minimum required points will not be considered for price evaluation and award.

If the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State determines whether the price is fair and reasonable by considering the proposal, including the vendor's qualifications, the vendor's reputation, all prices submitted, other known prices, the project budget, and other relevant factors.

The chart below describes the elements of responsiveness that IDPH will evaluate in the vendors' proposals (see Attachment G).

Proposal Specification Checklist Table: Please indicate, utilizing the table below, the section and page number where the requested information is in your proposal. Respondent must complete this Proposal Specification Checklist Table provided as Attachment G to identify how their proposal meets the requirements of the solicitation.			
Mandatory Element Vendor must have existing mobile service delivery vehicles throughout the State of Illinois and indicate how many are available for deployment and their locations. (Sub-contracts are acceptable to ensure statewide capacity.)	Where, in the vendor's response, is them ability to meet these mandatory elements discussed? Section Page(s)		
Mandatory Element Vendor must have an electronic system already in place for scheduling, registration, administering, tracking, providing follow up, as well as reminding and securing an appointment	Where, in the vendor's response, is their ability to meet these mandatory elements discussed? Section		
for the second dose, with documentation of administration, for each client serviced. (Preference for use of EMTrack.)	Page(s)		
Mandatory Element	Where, in the vendor's response, is their ability to meet these mandatory elements discussed?		
Vendor must have a method for reporting and tracking adverse events in VAERS.	Section Page(s)		

Mandatory Element Vendor must have the ability to integrate with/transfer Electronic Medical Record (EMR) data to I-CARE.	Where, in the vendor's response, is their ability to meet these mandatory elements discussed? Section Page(s)
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Vendor must have the ability to report required vaccination data (approximately 20 data fields submitted via an HL7 message, including patient demographic information such as name, DOB, race, ethnicity, address, sex, occupation, etc. I-CARE is also able to capture and store detailed vaccine administration information such as CVX, lot number, vaccine expiration date, precautions and contraindications, and additional data requirements set forth by the CDC or the State, including race and ethnicity during the COVID-19 vaccination campaign) to the local, state, and federal jurisdictions every 24 hours.	Section Page(s)
Mandatory Element Flexible hours of operation including evenings, nights, and/or weekends.	Section Page(s)
Mandatory Element Vendor must provide 3 references with complete contact information	Where, in the vendor's response, is their ability to meet these mandatory elements discussed?
	Section
	Page(s)
Mandatory Element Quantify and describe vendor's capacity for immunization services per week, i.e., how many sites/locations can vendor serve at one time, total number of immunizers and staff available to deploy statewide, maximum statewide throughput per week.	Section Page(s)
Mandatory Element Indicate minimum lead time necessary to mobilize a team.	Section Page(s)

Responsive Category	Program Specifications	Vendor's Proposal Page Reference
Location in RFP		
REGISTRATIONS	Vendor must have an	Section
	approved registration in I-	
	CARE upon contract	D (-)
	award.	Page(s)
	Vendor must be approved or	Section
	have applied for approval by	
	IDPH as a COVID-19 pandemic	Do = (a)
	vaccination provider upon	Page(s)
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PLANNING AND	Follow IDPH Guidance and	Section
IMPLEMENTATION	Requirements	
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	Manage Vaccine and	Section
	Supplies	
		Page(s)
	Establish vaccination site(s)	Section
	hours, location and	
	registration process	
		Page(s)
	Provide a safe environment for	Section
	staff and patients	
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	Provide COVID-19 vaccination	Section
	clinic staffing and oversight	
		Page(s)
		Page(s)
	Counsel clients about COVID- 19 vaccine before vaccination	Section
	19 vaccine before vaccination	
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Responsive Category		
Location in RFP	<u>Program Specifications</u>	Vendor's Proposal Page Reference
EXPERIENCE	Vendor must minimally	Section
	provide details of its seasonal	
	flu immunization program or	
	mobile immunization program	Page(s)
	that demonstrates its	
	experience providing	
	successful administration,	
	project tracking and quality	
	control services where	
	immunization of a subset of or	
	the entire population of a	
	state was intended. Details of	
	additional immunization	
	programs that involve a	
	vaccine that requires at least	
	one additional dose within a	
	specified timeframe are desirable.	
ADDITIONAL		6
ADDITIONAL	Vendor shall designate a	Section
REQUIREMENTS	Project Manager who shall be	
	the primary contact person	Page/s)
	designated by vendor for	Page(s)
	oversight of the resulting agreement and	
	communications related to	
	same.	
	Business Enterprise for	Section
	Minorities, Women, and Persons	
	with Disabilities Act Participation	
	and Utilization Plan.	Page(s)
	Vendor must demonstrate	Section
	that they will follow best	
	practices related to vaccine	
	administration.	Page(s)
	Vendor must accept that	Section
	information provided	3337011
	regarding COVID-19 mass	
	vaccination operations will	Page(s)
	evolve over time as IDPH	
	guidance is updated.	
	Vendor's current insurance	Section
	coverage plan applicable to	
	the proposed operations and	
	continuing operational	Page(s)
	management of all proposed	

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