

**State of Illinois**  
**Mass Vaccination Planning, Logistical Operations & Quality Improvement Services**  
**Request for Proposals**

**DUE: November 20, 2020 by 5:00 p.m. CST**

**BACKGROUND**

The Illinois Department of Public Health (IDPH) is seeking a vendor to assist with planning, logistical operations and quality improvement services for Statewide COVID-19 mass vaccination activities. The immunization of State residents with a safe and effective COVID-19 vaccine is a critical component of the United States' strategy to reduce COVID-19 related illness, hospitalizations, and deaths and to help restore societal functioning. Illinois is required by the U.S. Centers for Disease Control and Prevention (CDC) to plan for and operationalize a vaccination response to COVID-19 within Illinois in line with their *COVID-19 Vaccination Program Interim Playbook for Jurisdiction Operations*.

The success of Illinois' COVID-19 mass vaccination activities are not only dependent on participation and input from federal, state and local partners and professional interest groups, but also on the organization, task management and data collection of the planning and operations efforts. Adherence to timelines, budgets and data integrity are key. Due to the numerous components that are needed to ensure a comprehensive and implementable plan is put in place to vaccinate the citizens of the State of Illinois, robust and meticulous project tracking and quality improvement personnel and tools are essential.

Many State agency partners are integral to the mass vaccination planning process and a vendor is needed to ensure the effective coordination and communication between these entities. This includes at a minimum IDPH, the Illinois Emergency Management Agency (IEMA), Illinois State Board of Education (ISBE), Illinois Department of Financial and Professional Regulations (IDFPR), Illinois Department of Human Services (DHS), Illinois Department of Corrections (IDOC), Illinois Department on Aging (IDOA) and Guardianship and Advocacy Commission. The vendor may also be required to coordinate with other IDPH contractors and external stakeholders.

Throughout the course of this proposed contract, the selected vendor must remain nimble and responsive, and be able to adjust management activities, plans and strategies, as needed. The successful vendor's plans should be based on current known COVID-19 conditions and be scalable given the continued evolution of COVID-19. Respondents should present an all-encompassing budget that includes all expenses, e.g., subcontracting, salaries, supplies, technology and travel (if applicable). The budget must be recorded on the attached Budget Template (see Attachment A).

**KEY DATES**

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| November 9:  | RFP released   |
| November 13: | All questions from prospective respondents due by 5:00 PM CST<br>Submit via email to <a href="mailto:Vicki.Wilson@illinois.gov">Vicki.Wilson@illinois.gov</a>  |
| November 17: | Answers to questions from prospective respondents released and posted at the following link: <a href="http://www.dph.illinois.gov/rfp/mass-vaccination-logistics-services">http://www.dph.illinois.gov/rfp/mass-vaccination-logistics-services</a> |

November 20: Submissions due by 5:00 PM CST via email to [Vicki.Wilson@illinois.gov](mailto:Vicki.Wilson@illinois.gov)

November 30: (estimated): Contract award and start date for service delivery

### **DIRECTIONS**

The State is seeking proposals from interested vendors to assist with planning, logistical operations and quality improvement services for the Statewide mass vaccination activities. Proposals should account for an initial contract term of 12 months, renewable thereafter for periods not to exceed six-month increments, for a total possible duration of 24 months. Proposals should account for an immediate commencement of the planning, logistical operations and quality improvement services upon contract execution.

Proposals must include a technical program that reflects responses to the scope of work referenced below along with a project budget. However, the budget portion of the proposal must be submitted as a separate, clearly marked attachment, so that the budget portion may be evaluated separately from the evaluation of the vendor's technical proposal. Budgets must use the attached Budget Template (see Attachment A).

Proposals should include:

- name of vendor, vendor's address, and contact person, including work phone, cellular phone, and e-mail address;
- a description of how the vendor will achieve the individual elements within the scope of work;
- a description of key components and considerations for a successful COVID-19 vaccine plan;
- a description of how stakeholders will be engaged and incorporated into the process, as well as how they will be kept apprised of the progress, gaps and barriers to progress;
- an explanation of how the vendor will provide ongoing metrics to monitor progress on the priority areas and the associated tasks and assessment tools to identify any gaps in Illinois' COVID-19 mass vaccination plan;
- a description of the tools used to manage and track all facets of the project;
- a minimum of three (3) prior planning, logistical operations and quality improvement engagements with large government entities (preferably at least one engagement with a health care entity) of the size and breadth of IDPH with a similar scope of work for evaluation, including a description of the project, project durations, and contact information for that client;
- a timeline that includes key dates for planning and execution of the scope of work; and
- a detailed narrative that explains the vendor's policies and practices on diversity and inclusion, as well as policies and practices for employing staff and subcontractors from communities most impacted by COVID-19.

Proposals must be submitted via email by 5:00 p.m. CST on November 20, 2020 to:

Vicki L. Wilson  
Deputy Director - Finance and Administration & CFO  
Illinois Department of Public Health  
[Vicki.Wilson@illinois.gov](mailto:Vicki.Wilson@illinois.gov)

The State reserves the right to award a contract to the vendor with the best overall proposal within the State's timelines and to issue supplemental solicitations as warranted.

### SCOPE OF WORK

A) **Overview.** Vendor will assist with planning, logistical operations and quality improvement services for Illinois' COVID-19 mass vaccination activities to ensure the project is kept on target and key deadlines and milestones are met. The vendor will develop and implement a project strategy to: engage stakeholders, develop a plan aligned with the CDC's *COVID-19 Vaccination Program Interim Playbook for Jurisdiction Operations*, provide data collection and metric reporting capabilities, facilitate task management and conduct briefings with stakeholders. The vendor will provide staffing, technology, tools and subcontractors as necessary to develop, implement and complete the proposed project. The selected vendor will:

- 1) Review and make recommendations for improvement of key planning and guidance documents;
- 2) Work closely and collaborate with the Mass Vaccination Project Management team and vendors;
- 3) Develop metrics to show progress in the planning as well as progress on the mass vaccination efforts once vaccine is available;
- 4) Schedule, attend, moderate (as necessary) and provide minutes for all COVID-19 mass immunization planning and operations meetings/calls;
- 5) Use project management software to map the entire mass vaccination project and create and maintain a project timeline and milestone task tracking list including description of the task, responsible party, deadline for completion and status;
- 6) Follow up with responsible parties who are behind on milestones to ensure the task is completed, and identify possible additional support needed and other recommendations needed to accomplish the tasks;
- 7) Perform initial and continuous risk/gap analysis throughout the lifecycle of the project to identify additional support/resource, which may be necessary, to fill the identified gaps and address identified threats, including working with stakeholders; and
- 8) Ensure incorporation of all key components needed for successful COVID-19 mass vaccination planning, logistical operations and quality improvement services including, but not limited to:
  - a) A phased approach to vaccination;
  - b) Identifying and estimating critical populations;
  - c) Assessing current vaccine administration capabilities;
  - d) Provider recruitment and enrollment;
  - e) Methodology to prioritized and equitable vaccine distribution;
  - f) Vaccine inventory management;
  - g) Vaccine receipt, storage, staging and shipping (contingency planning);
  - h) Vaccine administration reporting;
  - i) Vaccine adverse reaction reporting;
  - j) Immunization Information Systems (IIS) requirements;
  - k) Addressing barriers for underserved communities;
  - l) Addressing negative stigma of vaccines in communities of color;
  - m) Law, code or policy changes needed;

- n) Strengthen the structure and management of the COVID-19 mass vaccination planning and operations Section in the Department's Incident Command Structure; and
- o) Ensure tasks are assigned with deadlines, progress is tracked, and deadlines are met or revised as necessary.

**B) Recommended Tools and Activities.** Selected vendor should recommend additional tools and/or software and activities that support COVID-19 mass vaccination planning.

**C) Additional Requirements**

- 1) Ongoing Communication with IDPH
  - a) Vendor must provide a team of a minimum of four persons, of which one must be physically located in Springfield, IL and one physically located in Chicago, IL. Team members should have a background in emergency management, public health logistics and/or management of large complex operations/projects and have a minimum of two (2) years' experience utilizing project mapping software, tracking project milestones and deadlines and developing and presenting metrics to show progress towards goals.
  - b) Vendor must designate a Project Leader (can be one of the four person team or an additional person), who must be the primary contact person designated by the vendor for oversight of the resulting agreement and communications related to same. The Project Leader must have a minimum of five years of project leadership experience including leading at minimum one project of similar size and magnitude to this one. The Project Leader must be physically located in either Chicago, IL or Springfield, IL and travel between the two locations as operations necessitate.
  - c) Vendor must initiate planning meetings/calls initially on a daily basis with IDPH and other designated partners, led by the vendor's designated Project Leader. The frequency of the meetings/calls are subject to change during the duration of resulting agreement as determined by IDPH. The planning meetings/calls will begin immediately, with the first call occurring no later than one week following contract execution. The vendor must provide updates on the following:
    - i. Task updates and progress towards deadlines
    - ii. Plan revisions
    - iii. Metrics
    - iv. Subcontractor activities
- 2) Final Report. Within the timeline and parameters designated by the State, and upon contract completion, within 30 days following the final active engagement date, the vendor will provide the State with a final Illinois COVID-19 mass vaccination planning and operations report, detailing the vendor's and subcontractor(s)' activities and results. At a minimum, the report will include highlights and achievements, summary and timeline of overall efforts.
- 3) Diversity and Inclusion and Communities Most Impacted by COVID-19. The State places a high value on diversity and inclusion. A successful vendor will employ a diverse workforce and will operate using policies that encourage and promote diversity and inclusion. Additionally, certain communities in Illinois have been disparately impacted

by COVID-19, and have experienced higher hospitalization rates, higher positive test results for COVID-19, higher fatality rates related to COVID-19, and have suffered other negative impacts from COVID-19 at a disproportionate rate as compared to other segments of the population. Vendors must provide with its proposal written policies and practices as it relates to diversity and inclusion, as well as a detailed narrative concerning measures taken to employ staff or utilize subcontractors from communities most impacted by COVID-19.

### **SELECTION OF VENDOR**

The vendor must demonstrate that they understand the COVID-19 mass vaccination planning and operations needs in Illinois and can effectively provide planning, logistical operations and quality control staffing, tools and resources necessary for success. The vendor must have experience and must provide evidence that it has provided successful planning, logistical operations and quality control with large government entities. The State may award to the most responsive and responsible respondent whose proposal best meets the below criteria.

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. Respondents 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.

**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. The BEP goal for this procurement is 4% of the total anticipated award amount. All questions regarding the subcontracting goal must be submitted by November 13, 2020 to [Vicki.Wilson@illinois.gov](mailto:Vicki.Wilson@illinois.gov) with the other questions associated with this solicitation.

The 4% BEP goal is for the total anticipated award amount, including but not limited to payments to subcontractors. Vendor submissions should include all BEP target information through a Utilization Plan. 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 Illinois Department of Central Management Services as BEP vendors. Go to <https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for 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, and a list of vendors associated with those codes, are attached to this solicitation as Attachment B. This is not an all-encompassing list of vendors that may be used as subcontractors to fulfill this goal. If the vendor has a 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 subcontractor is BEP certified with the State of Illinois.

## RESPONSIVENESS ELEMENTS

The chart below shows the elements of responsiveness that the State evaluates. The technical evaluation includes the following elements:

Element 1: Respondent demonstrates their previous experience performing project planning, logistical operations and quality improvement services of similar size and character. The submitted proposals should illustrate the Respondent's capacity to meet the responsiveness elements listed.

Element 2: Respondent proposes their solution to address the scope of work. The Respondent proposes their customized plan, services and demonstrates their ability to provide effective project planning, logistical operations and quality control to Illinois' COVID-19 mass vaccination planning and operations efforts.

The chart below describes the elements of responsiveness that IDPH will evaluate in the Offerors' proposals.

Proposal Specification Checklist Table <b>*Please indicate in your proposal, utilizing the table below, the section and page number where the requested information is located. Respondent must complete the Proposal Specification Checklist Table provided below to identify how their proposal meets the requirements of the solicitation.</b>		
<b>Mandatory Element</b>		<b>Where, in the vendor's response, is their ability to meet this mandatory element discussed?</b>
<b>Past Experience:</b> The Vendor must have a minimum of three (3) prior project planning, logistical operations and quality improvement experiences with large government entities of the size and breadth of IDPH and must provide evidence of such.		<b>Section</b>
		<b>Page(s)</b>
<b><u>Responsive Category</u></b> <i>Location in RFP</i>	<b><u>Program Specifications</u></b>	<b><u>Vendor's Proposal Page Ref.*</u></b>
<b>VENDOR AND STAFF CAPACITY</b>	Vendor's proposal demonstrates its capacity as a full-service planning, logistical operations and quality control firm with adequate staff and resources to provide all elements as described in the RFP including but not limited to moderating and taking minutes at all planning meetings; task assignment and tracking; plan analysis and revisions. The proposed team must include a minimum of four qualified persons.	Section  Page(s)

<b>EXPERIENCE</b>	Vendor provides examples of prior projects that demonstrate their experience providing successful project tracking and quality control services on projects of a similar scope and magnitude.	Section  Page(s)
<b>PLANNING</b>	Vendor’s proposal includes details for setting, tracking and working with partners to meet critical deadlines. The proposal is realistic and demonstrates accurate assessment of the needs and resources necessary for achieving a Statewide plan meeting all federal requirements.	Section  Page(s)
<b>IMPLEMENTATION</b>	Vendor’s plan illustrates its knowledge and techniques to provide effective project tracking and quality control services. Proposal reflects ability to begin working upon contract execution with necessary staff and resources. Vendor explained method for tracking and reporting data and metrics.	Section  Page(s)