Mobile Specimen Collection RFP Q and A as of 6.6.20

Question #1 – Will healthcare providers have to be licensed in Illinois?

Yes. Any clinical personnel supplied by the vendor(s) will be required to demonstrate the necessary qualifications to perform any medical services required under the contract. Specific medical licensure requirements, regulatory statute, and administrative rules for various professions can be downloaded from https://www.idfpr.com.

Question #2 – Are you looking for collection sites and not specific instruments or reagents for testing?

This solicitation is for operation of teams and sites for specimen collection, not provision of instruments or reagents for processing specimens.

Question #3 – Is this new RFP being replaced by the original RFI our team submitted for?

Respondents to the RFI that was issued in April 2020 must respond separately to this solicitation to be considered for this award.

Question #4 – Does my company have to cover every single location on the mobile specimen collection map?

This solicitation seeks to make one award per Restore Illinois region (there are 4 Restore Illinois Regions, identified by different shades of blue in Attachment A to the RFP.) The selected vendor for a region will be responsible for operating all existing Community-Based Testing sites within that region, as well as all mobile testing sites and facility teams within that region. Respondents may make multi-region bids.

Question #5 – We are an MBE transport of medical specimens not collections. How do I find out the companies that are bidding on this RFP that do collections and transport but may need a MBE? Do I go to [Gateway supplier portal] or [Bid Buy]?

There is no mechanism for identifying possible bidders prior to the submission deadline. Attachment B to the RFP was included to assist potential vendors in identifying BEP-certified subcontractors. Interested subcontractors may also monitor the State's website for information about the award of this contract, should they wish to contact a successful bidder and offer services as a possible subcontractor.

Question #6 - Is there a separate one for the actual processing and resulting of the tests? This one seems to deal just with the sample collection.

This solicitation is for operation of teams and sites for specimen collection, not laboratory processing. There is not currently an active solicitation for laboratory processing.

Question #7 – If a secondary lab would be needed, can we provide with your approval?

This solicitation is for operation of teams and sites for specimen collection, not laboratory processing. To the extent that a vendor identifies possible laboratory capacity for processing collected specimens, vendor is free to provide that information as part of a bid, but vendors are not expected or required to perform laboratory testing or source laboratory capacity.

Question #8 - Can we advertise incentives to potential patients to schedule appointments ahead of time?

Respondents are free to propose operations plans that include incentives to promote demand for testing. However, the State reserves the right to issue guidance for testing eligibility and to direct prioritization of available testing capacity.

Question #9 - We are a drug testing company that conducts urine, breath, oral swab and DNA testing. We are currently certified to conduct all these tests. We also perform CLIA waived POCT tests. Is there a particular certification that you are looking for?

Any clinical personnel supplied by the vendor(s) will be required to demonstrate the necessary qualifications to perform any medical services required under the contract. Specific medical licensure requirements, regulatory statute, and administrative rules for various professions can be downloaded from https://www.idfpr.com. A company that is currently certified to conduct those tests in Illinois should demonstrate whatever certifications it uses to perform those functions in Illinois.

Question #10 - On page three it indicates the state will provide payment per specimen with a guaranteed minimum equivalent to 400 specimens per day for mobile site teams. On the last page it mentions pricing must be submitted on a cost per site per day basis for first 400 specimens for mobile and community sites. Can you clarify how the guaranteed minimum equivalent of 400 specimens pertains to the cost per site per day pricing structure.

The State will guarantee minimum per-day payment equivalent to the price of collecting 400 specimens, even if that site does not collect 400 specimens on that day. At any site that collects above 400 specimens in a given day, payment for all specimens above 400 will be paid on a per-specimen basis. Vendors may choose to propose pricing on a pure per-specimen basis, (e.g.: "Vendor proposes a price of x per specimen," which would guarantee a minimum payment of $400x per day and then $x for each additional specimen collected above 400) or may choose to propose pricing on a per-day basis for the first 400 specimens, with a per-specimen price thereafter (e.g. "$y per site per day, with an additional $x per specimen collected above 400 specimens.")

Question #11 - Must all bids be per region and all it's component pieces (mobile, facility and community sites) or can one bid on individual entities within a region.

The State seeks to make one award per region, with the selected vendor for a region responsible for operating all three types of teams within that region. A potential vendor who is interested in operating only one type of team may submit a proposal for just that type of team, with the understanding that the State's preference remains to award a single contract for all team types within a given region.

Question #12 - On the guaranteed minimum equivalent of 400 specimens for mobile site teams. Is the minimum amount of tests the vendor must conduct per day or is it the minimum amount of tests the state will pay out per day?

The vendor must be able to collect an average of 500 specimens per site per day for mobile sites, 750 specimens per day for community-based testing sites. If a site remains open for a full 8 hours on a given day, the State will guarantee minimum per-day payment equivalent to the price of collecting 400 specimens, even if that site does not collect 400 specimens on that day.

Question #13 - Can Advanced Nurse Practitioner provide oversight as opposed to medical?

The proposal must provide for the employment of or contract with a supervising physician or appropriate licensed professional to oversee the clinical operations of the vendor. This includes prescribing tests, as the State will not issue standing orders or prescribe tests.

Question #14 - What pricing ranges were there for the last vendor projected for specimen?

This is a new RFP for a newly-created specimen collection structure, and there are no previous awards or bids for teams of this type.

Question #15 - Will the test provide us with Mobile testing sites? Will they work with the city for proper zoning and permit approvals? Will these mobile testing sites change within the region? How often will they change? When will we know if the site changes?

The State will direct locations for mobile testing sites and will facilitate coordination with local jurisdictions. Mobile testing sites may change during the duration of the contract, and the State will work with the selected vendor to provide as much notice as possible to vendor in advance of location changes.

Question #16 - Will the patient be required to bring prescription for testing? Do we have scan this over to state? Does the state need prescribing physicians information?

The proposal must provide for the employment of or contract with a supervising physician or appropriate licensed professional to oversee the clinical operations of the vendor. This includes prescribing tests, as the State will not issue standing orders or prescribe tests.

Question #17 - As far as getting proper health insurance information, what are the vendor's responsibilities in regards to making sure the health insurance is active? Does the vendor have to do any eligibility check or any authorizations?

The selected vendor will be responsible for collecting insurance information. It is not expected that the vendor will conduct eligibility checks or make eligibility determinations, though the State reserves the right to work in good faith with the selected vendor to develop the most efficient and effective system for gathering insurance information.

Question #18 - I understand the vendor needs to use states online portal to submit patient information. What if the online portal is down or vendor has internet connectivity issues, will the states accept the same fields in a excel format? Or will the vendor have to enter everything in the portal when it get access?

The vendor is expected to provide reliable internet connectivity for the sites. In the event of an outage in the State's online portal or other isolated connectivity issue, the vendor will be expected to provide the State with the data on the same day of collection in a mutually agreed-upon electronic format. In the event of a connectivity issue attributable to the vendor, the vendor will be required to conduct the necessary data entry in the portal when connectivity is reestablished.

Question #19 - For mobile testing and community testing what are the protocols in regards to operation when it rains or we have bad weather and when weather get colder? How will the state accommodate?

The State anticipates that the mobile and community testing sites will operate primarily as drive-through facilities that can operate in inclement weather. Vendor will be responsible for providing necessary equipment to shield its personnel from inclement weather.

Question #20 - Electricity at the site at mobile testing site?

Vendors may propose pricing assuming that electricity is available at the mobile testing sites.

Question #21 - What if the patient comes in without a prescription? And they don't have a primary care physician? How is the state marketing these sites? Is this open for everyone?

The solicitation does not anticipate that patients will arrive with a prescription. The proposal must provide for the employment of or contract with a supervising physician or appropriate licensed professional to oversee the clinical operations of the vendor. This includes prescribing tests, as the State will not issue standing orders or prescribe tests. Respondents are free to propose operations plans that include incentives to promote demand for testing. However, the State reserves the right to issue guidance for testing eligibility and to direct prioritization of available testing capacity.

Question #22 - Could you just apply for mobile testing site?

The State seeks to make one award per region, with the selected vendor for a region responsible for operating all three types of teams (mobile, facility, and community-based) within that region. A potential vendor who is interested in operating only one type of team may submit a proposal for just that type of team, with the understanding that the State's preference remains to award a single contract for all team types within a given region.

Question #23 - Are we handling the actual specimen collection from patients, or just from the collection facilities?

This solicitation is for a vendor to both perform specimen collection and transport specimens to laboratories.

Question #24 - What materials would we be required to provide for collection from the facilities, and transportation?

The State will provide specimen collection kits, consisting of swabs, vials, and VTM. The vendor is responsible for providing all other necessary equipment, such as personal protective equipment for vendor's personnel, refrigerated storage for collected specimens, and equipment for site operations.

Question #25 - Where are we delivering the specimens- delivery address?

Specimens will be delivered by the vendor to a State-identified laboratory within the same Restore Illinois region. The State reserves the right to direct the vendor to deliver specimens to a laboratory in the metro Chicago region; in the event that a vendor outside of the Northeast region is directed to deliver to a laboratory in metro Chicago, the time for delivery will be extended to 8 hours. Prospective vendors for the North Central, Central and Southern regions may offer two prices, one for delivery within their Restore Illinois region, and one for deliver to the metro Chicago area.

Question #26 - What training will be required for drivers and dispatchers?

The solicitation does not require specific training; prospective vendors should include any training proposals in the operations plan.

Question #27 - One collection from each facility and the end of the day? If so, drivers to meet and consolidate?

For each site, vendors are expected to make a single delivery to the designated laboratory of all the specimens collected from a particular site after the close of specimen collection for that day (as opposed to continuous deliveries throughout the day).

Question #28 - Vehicle requirements? Assuming cargo vans?

This solicitation does not require specific vehicle types. Please note that collected specimens may need to be kept at refrigerated temperature from collection through delivery to the laboratory.

Question #29 - Is there training or certification to extract and prepare samples?

No specific certification is required to collect a specimen. The proposal must provide for the employment of or contract with a supervising physician or appropriate licensed professional to oversee the clinical operations of the vendor. This includes prescribing tests, as the State will not issue standing orders or prescribe tests.

Question #30 - How is the insurance information collected?

The solicitation requires potential vendors to include a proposal for insurance collection in the submission's operations plan.

Question #31 - Can we team up with a health provider to do the capture/packaging?

The State seeks to make one award per region, with the selected vendor for a region responsible for operating all three types of teams (mobile, facility, and community-based) within that region. Vendors may partner with other vendors or engage sub-contractors to perform part or all of the proposal; however, awards will only be made to vendors that can fulfill all the services requested, and partial awards will not be considered. The proposal must include a complete list of all proposed contractors, their addresses, and a description of their proposed work in the proposal.

Question #32 - Do the samples need to be kept at a certain temp throughout the day and during transport?

While not all COVID-19 tests require refrigeration, and the State aims to prioritize the use of tests that can be maintained at room temperature, some COVID-19 tests require the use of viral transport medium (VTM) that must be kept at refrigerated temperature prior to test administration, and many COVID-19 tests require that collected specimens be maintained at refrigerated temperature from the time of collection through delivery to a laboratory. The vendor is therefore expected to provide refrigerated storage and transport for collected specimens.

Question # 33: Do you have a preferred approach for bids on multiple regions? Should the vendor submit a separate proposal for each region and a fifth with a proposal showing pricing, with economies of scale, to serve all regions? Would you prefer for the vendor to submit one proposal with a chart showing pricing for each region as a stand-alone contract and pricing to provide logistics for the entire state?

Vendors may submit multi-region bids in a single proposal.

Question #34: How should the cost proposal reflect the 15% BEP? Do you expect the vendor to have an executed agreement with one or more BEP subcontractors prior to submitting the proposal?

Vendors should submit BEP target information through a Utilization Plan. Utilization Plan information may be found at https://www2.illinois.gov/cpo/general/Documents/Utilization%20Plan%20Version%2020.0%20%282.5.2020%29.pdf

Vendors need not have a finalized executed agreement with BEP subcontractors prior to submitting the proposal; the Utilization Plan provides for a letter of intent or a demonstration of good faith efforts.

Question #35: In the RFP on page 4, it says collection of "high risk" populations. Please elaborate and define "high risk."

As used in this solicitation, "high risk" means populations at high risk for contracting COVID-19 infection, due to geographic location, location in a facility (such as long term care facility) with an active outbreak, or other conditions that increase risk of adverse health outcomes from COVID-19 infection. The State will direct the location of teams and the location of mobile testing sites, and reserves the right to issue guidance for testing eligibility and to direct prioritization of available testing capacity.

Question #36: How much time is allocated in scheduling to access correctional facilities, manufacturing plants, etc.? Based on experience, we predict that these sites take extra time to set up and process people through. How will delays caused by facilities, and not under the control of the vendor, be handled?

The State does not have a final allocation of scheduling of teams to various types of facilities. The State will work to provide information about facilities to be tested with as much lead time as possible, and to facilitate access to those facilities to minimize delay and setup challenges. The State will work in good faith with the vendor to address delays not attributable to the vendor.

Question #37: How does the State anticipate that the vendor would collect insurance information for high risk populations such as those in correctional facilities?

The solicitation requests the vendor to provide a plan for collection of insurance information in the operations plan. The State recognizes that not all people from whom specimens will be collected will have insurance or have insurance information readily available; the State anticipates that for uninsured persons being tested, the vendor will follow the process in RFP section D(2)(b). The State will work in good faith with the selected vendor to address insurance

collection issues as they arise, including in facilities like correctional facilities where modified procedures may be appropriate.

Question #38 Many restricted environments, such as correctional facilities, do not permit vendors, visitors or others to use devices that require wifi connectivity. How does the State anticipate that the vendor will complete on-site data entry, including entry of insurance information, at such sites?

In the event that specimen collection takes place at a facility that does not permit the use of wireless internet devices, the vendor will be required to collect the information in electronic format that can be fed into the State's portal upon completion of specimen collection, either through transfer in excel or through manual data entry. The State will work with the vendor to devise agreed-upon protocols for transfer of data in such circumstances.

Question #39: The RFP references a penalty for the vendor if in the event that the vendor fails to collect full insurance information or a fully completed uninsured resident questionnaire for more than 1 percent of specimens. What is the size and scope of the penalty? Is there any penalty to the vendor if the vendor reports incorrect insurance information that is reported accurately based on the information presented by the patient?

The State anticipates finalizing the terms of the penalty with the selected vendor during the contracting process. The State does not intend to penalize vendors that accurately report insurance information as it was told to them.

Question #40: The RFP references a penalty for the vendor in the event that the vendor fails to deliver samples within the 4/8 hour time frame. What is the size and scope of the penalty?

The State anticipates finalizing the terms of the penalty with the selected vendor during the contracting process. The timeliness of specimen delivery to laboratories is of significant importance to this project.

Question #41: What provisions will be made in the event that the State is delayed in designating which laborator(ies) should receive the samples?

Vendors will not be responsible for delays in delivery to the designated laboratory that are attributable to the State's failure to provide timely information.

Question #42: How will anomalous events outside the vendor's control, such as a major highway accident and detour, demonstrations, etc be accommodated in the penalty assessment for failure to meet specified timelines?

Vendors are expected to account in their operations plan for delays that may occur in the ordinary course, such as rush hour traffic, road construction, etc. In the event of truly anomalous events, such as complete unanticipated road closure due to accident, the State will

work in good faith with the Vendor to mitigate the delay and modify contractual penalties accordingly.

Question #43: What options are there for adding a surcharge for delays encountered that are outside the vendor's control, including delays caused by facilities reducing access or highway blockages? In the event of delays, we will need to provide additional compensation to our employees.

Vendors are expected to account in their operations plan for delays that may occur in the ordinary course, such as rush hour traffic, road construction, etc. In the event of truly anomalous events, the State will work in good faith with the Vendor to address any attendant increases in costs.

Question #44: Our estimate of staffing needs is based on the throughput of patients and the time required to process each one. The RFP refers to an "uninsured resident questionnaire." Can you please provide a copy of the questionnaire so that we can estimate time and workload to complete?

For purposes of bidding, vendors may assume that the time to complete the uninsured resident questionnaire will be roughly equivalent to the time it takes to collect insurance information.

Question #45: Based on experience to date, overall population, or other relevant data, can the State estimate the percentage of patients requiring testing who present proof of insurance vs. the percentage of patients requiring completion of the uninsured resident questionnaire?

The State is unable to provide such an estimate. For purposes of bidding, vendors may assume that the time to complete the uninsured resident questionnaire will be roughly equivalent to the time it takes to collect insurance information.

Question #46: How is the uninsured resident questionnaire submitted? Is it scanned to a portal? Is data entered on a screen? Is it submitted in hard copy?

The uninsured resident questionnaire information will be submitted through the State's online portal or in other similar electronic format.

Question #47: There is software that allows vendors to look up insurance information using information on a driver's license. Could driver's licenses be collected instead of insurance information so the vendor doesn't need to copy insurance cards?

The vendor is free to propose any system it chooses as a means of satisfying the requirement for collecting insurance information in Section D(2)(a) of the RFP, but must be willing to accept insurance card information in the event that a person does not have a driver's license or any alternative system is not able to successfully look up a person's insurance information.

Question #48: What is the penalty for a lost sample?

The State anticipates finalizing the terms of the penalty with the selected vendor during the contract negotiation process. For purposes of bidding, the vendor may assume that there will be zero payment for any lost samples.

Question #49: What is the option for adding a surcharge if time collecting samples is extended past an 8 hour day or the given collection time at a site? In the event of longer days, we will need to pay for additional staff time.

Sites are expected to run 8 hours per day. To the extent a vendor proposes to operate sites beyond 8 hours, the vendor should include a price for an 8 hour operating day, and then provide any alternative pricing information resulting from a proposed longer operation time.

Question # 50: The RFP references minimum guaranteed numbers of specimens for mobile site teams and community-based testing sites. What is the minimum daily guaranteed number of specimens for facilities teams?

Because the size of facilities may vary significantly, pricing for facility teams is solicited differently from mobile site teams. Facility teams are expected to have the capacity to serve two sites per day, 300 specimens per site, and should be priced on a per-team, per-day basis. Vendor will be paid that per-day price per team regardless of the size of the facilities visited that day. In the event the team is deployed to a facility that is larger than 300 specimens, the team's time will be allocated in half-days accordingly (e.g., a full day's work for a facility requiring 600 specimens, a day and a half for a facility requiring 900 specimens, etc.)

Question #51: The RFP references minimum guaranteed collections; maximum numbers that vary too much from the guaranteed minimums have staffing implications that the vendor will need to budget for. How greatly doe the State expect the maximum daily number of specimens to vary from the minimum? How much advance notice will the State provide to the vendor regarding maximum numbers of samples expected or allowed?

The sites are expected to be operational for 8 hours. The maximum number of specimens that can be collected in that period will depend on the operational plan proposed by the vendor and may vary by, for example, number of testing lanes and level of staffing. Prospective vendors are encouraged, but not required, to provide capacity in excess of stated capacity minimums (500 for mobile sites, 750 for community-based testing sites.) The State will guarantee a minimum payment equivalent to 400 specimens per day, regardless of how many specimens are actually collected that day. Above 400, the vendor will be paid on a per-specimen basis. Vendors may bid in any way they choose that allows for adequate staffing to conduct the minimum test capacity (500 for mobile sites, 750 for community-based testing sites) in an 8 hour day.

Question #52: The RFP requires 8 hours of testing between the hours of 6 AM and 8 PM. Are the exact hours of operation of each site set by the vendor?

Yes, though the State reserves the right to request that the vendor adjust those hours of operation based on demand and utilization.

Question #53: In cases where teams are expected to travel during the day, such as the facilities teams, is the travel time considered to be in addition to the 8 hours of testing per day? Is the travel time included in the 8 hours of testing?

The 8 hour operational day in the RFP applies to mobile teams and community-based testing teams. Facility teams are not contemplated to be conducting a full 8 hours of specimen collection per day; rather, the RFP states that they are expected to visit 2 sites per day, with no more than 2 hours' drive between, and be able to conduct 300 specimen collections per site. Vendors may propose to staff that model any way they choose.

Question # 54: In addition to paying the prevailing wage for employees under this contract, does the State have any requirements for providing health insurance or other benefits?

The RFP specifies that prevailing wages apply where applicable; that is the only wage requirement in the RFP.

Question #55: The RFP refers to provision of PPE for staff under this contract. Does the State have any specific requirements for PPE that might be less than, or more than, the PPE typically used under best practices for this type of testing?

For purposes of preparing bids, vendors may assume use of typical best practices PPE for this type of testing.

Question #66: Does the State provide any immunity from lawsuits for lost specimens, errors in results or reporting, or other liabilities associated with this project?

The State does not anticipate any indemnification provisions in this award.

Question #67: Planning for employees, couriers, logistics and operations is extremely difficult without site locations. The project is anticipated to go live within 15 days from now; when will initial site locations be named? When sites are moved, how much advance notice will the vendor receive of where new sites are located?

The State aims to provide information about site location as far in advance as possible, and to provide as much advance notice of site relocation as possible. However, the State also recognizes that the COVID-19 pandemic requires flexibility and the ability to adjust quickly to changing conditions, and understands vendors will need to build the uncertainty of that flexibility into their pricing proposals. The State does not anticipate announcing the initial site locations prior to the close of this solicitation.

Question #68: We understand that the State will connect the vendor(s) to local police for traffic direction and security. Is there any circumstance under which the vendor would be expected to hire additional security?

The State will facilitate coordination with local law enforcement with respect to traffic. While local law enforcement may be willing to provide site security in some instances, it is not presumed, and the vendor is expected to provide any necessary site security that the vendor anticipates is necessary.

Question #69: We would like to confirm the minimum number of specimens per day. Is the following math correct?

> **Per day (total across all regions)**
> **Mobile site teams: 6 total, 400 minimum specimens per day = 2,400 specimens**
> **Facility teams: 6 total, 300 minimum specimens per facility, 2 facilities per day = 3,600 specimens**
> **Community-based: 10 sites, minimum 400 per day = 4,000 specimens**
>
> **Total minimum number of specimens across all regions = 10,000 specimens per day**

The 400-specimen number is the number of specimens for which the State will guarantee payment per day at the mobile and community-based testing sites. The math above is therefore correct for determining minimum per-day payment across all four Restore Illinois regions. However, please note that the RFP requires that the mobile testing sites be capable of collecting 500 specimens per day, and the Community Based Testing sites must be capable of collecting 750 specimens per day – that is, if that many people come to seek testing in the 8 hour operational day, that the site will be adequately staffed to be able to collect their specimens. Thus, the minimum capacity total would require that the vendor be able to collect (6*500 + 6*(300+300) + 10*750) = 14,100 specimens per day across all 4 Restore Illinois regions. Vendors will be paid on a per-specimen basis for every specimen over 400 collected at mobile and community-based sites.

Question #70: What are the terms of payment? What surcharge is applied if the payment is delayed?

The State will negotiate payment terms with the selected vendor.

Question #71: It is our understanding that the state plan calls for 100,000 tests/day. We believe that this proposal guarantees 10,000 tests/day if all 22 sites are operating. How does this plan intersect with the State's overall plan for 100,000 tests/day?

The State aims through this RFP to rapidly expand the State's testing capacity in the short term as part of its larger long-term testing strategy. The RFP contemplates the possibility of

contracting for additional mobile or facility teams subject to available laboratory capacity to process additional specimens.