



**PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL**

RFP21-CHCC/AOC-COVID-19-001

SUBMISSION DEADLINE: MARCH 20, 2021 TIME:10:00AM (CHST)

“CHCC VACCINATION CALL CENTER”

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.GOV.MP]. ONCE AT THE SITE, NAVIGATE TO **REQUEST FOR PROPOSALS** TAB ON THE LEFT NAVIGATION BAR. CLICK ON THE URL FOR THIS RFP. YOU WILL BE REQUIRED TO ENTER DATA TO ALLOW US TO TRACK ALL REQUESTS FOR THIS OPPORTUNITY.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY

COMMONWEALTH HEALTHCARE CORPORATION
DETAILED REQUIREMENTS AND SCOPE OF WORK
CHCC VACCINATION CALL CENTER
RFP21-CHCC/AOC-COVID 19-001

I. BACKGROUND INFORMATION

The CNMI is currently planning a phased approach to disseminate the COVID-19 vaccine. The goal of the vaccine campaign is to safely and effectively vaccinate 95% of the CNMI population for COVID-19 in 2021. Based on the most recent available census data (2010), the CNMI population is at 53,000 individuals. In order to ensure the timely administration of the COVID-19 vaccine and related information to the CNMI community, a robust call center needs to be established and operating by **03/29/2021**.

This RFQ package contains the necessary information and guidelines for interested vendors to develop and submit bid proposals.

II. NATURE OF WORK

During the period of the agreement, the prospective contractor is expected to work with CHCC staff at the identified location as specified in Section III of this RFP. The prospective contractor is expected to deliver the services in an efficient, trustworthy, and professional manner.

The prospective contractor must have experience to qualify for the award of the contract, the vendor must be able to show proof that it has the manpower, equipment, and financial resources to complete the scope of work as specified in Section IV of this RFP.

III. LOCATION OF WORK

Activities, as indicated in the scope of work and service specifications (section IV), shall be completed at a site provided by the vendor.

IV. DETAILED SCOPE OF WORK

The vendor selected will be expected to provide personnel, office space, computer workstations and related information technology equipment, phones, etc. The vendor selected will be expected to operate a Monday thru Sunday call center operation based on an agreed upon schedule by the CHCC. The vendor will be expected to provide the following to achieve the overall mission:

A. STAFFING:

Vendor will be responsible for recruiting, interviewing, and hiring individuals; including:

Developing job descriptions in collaboration with CHCC.

Ensuring an appropriate employee to manager/supervisor ratio

Provide language interpretation and plan for availability during office hours

Workforce management and flexibility on staffing levels

Create and share the staffing model/schedule that aligns with Call Center requirements and team layouts.

Workforce management:

Have a contingency plan to scale additional call center agents given additional call volume; and scaling up to hire agents needed in response to changes in vaccination group phases. This plan must be shared and approved by the CHCC.

Duties include, but not limited to:

Call Center / Hotline Agents (15):

- Manage and track multiple community inquiries regarding the COVID-19 vaccine and related information
- Report community inquiries to the CHCC Communications Team in order to create tailored messages in a timely manner
- Educate and share the most up to date COVID-19 vaccine information and CNMI response efforts with callers
- Assist community members in registering for an appointment to receive the COVID-19 vaccine

Supervisor (3):

- Update call center staff on new information in a timely manner
- Ensuring daily registration and scheduling duties are completed correctly
- Provide daily reports on number of patients scheduled
- Run performance metrics including: number of daily calls, nature

Manager (1):

- Work with the CHCC and other CHCC approved agencies to answer new community member inquiries regarding the COVID-19 vaccine
- Monitor the overall operation of the call center and ensure redundancy for seamless execution of the call center mission
- Oversee and ensure conflict resolution between staff and callers
- Ensure quality control and assurance

B. TRAINING AND CONFIDENTIALITY

Vendor will be responsible for facilitating ongoing training given changing needs and guidance, including COVID vaccine topics, workplace policies, customer service, confidentiality and ethics, and how to handle personally identifiable information, and others. Visibility to completion of training modules must be shared with CHCC.

Employees will need to sign a confidentiality agreement and comply with HIPAA policies.

Ensure full confidentiality and security of personally identifiable information being collected, and provide a security plan to address this.

Provide a document repository for COVID Vaccine FAQs, job descriptions, policies, etc that is also accessible by CHCC.

C. PERFORMANCE AND QUALITY ASSURANCE

Vendor is responsible for executing on the quality assurance plan and meeting QA goals, including, but not limited to:

Delivering feedback to call center agents based on quality monitoring observations

Identifying improvement targets and ensure goals are achieved

Create and provide a dashboard identifying appropriate measures to track and inform decision making actions. The structure and design of analytics must be approved by the CHCC and provided timely.

Provide the ability to report on an ongoing basis all information requested by the CHCC.

Submit daily reports, which track daily call volume, registrations completed, weekly reports on number of calls and types of calls, and monthly reports of trending data which include the following key performance indicators to include, but are not limited to:

1. # of potential vaccine recipients registered and scheduled per week through call center
2. Average handle time for different calls (inbound, outbound, registration only, reminder calls, etc).
3. Call transfer rate (to triage line, or other call center team)
4. Customer satisfaction and complaints
5. Accuracy of vaccine recipient information entered into the TurnKey registration system.
6. Minimum average and maximum wait time/hold time
7. # of dropped or unanswered calls
8. # of calls per inquiry
9. Status of calls (whether resolved, or unresolved).
10. Other indicators assigned by CHCC.

Tracking of all inquiries shall also include:

1. Case number
2. Date and time of call
3. Caller location by island
4. Reason for calling, including questions the callers posed
5. Information provided to the caller by vendor's staff
6. Agent Name and ID who handled the call

D. TECHNOLOGY AND EQUIPMENT

Vendor is responsible for providing hardware and software, including but not limited to"

1. Laptops/Desktops
2. Internet connectivity
3. Headsets
4. Phone options for landline and/or mobile
5. Language interpretation
6. Ability to send text / SMS reminders (optional)
7. Call center software

E. SPACE

Vendor is responsible for providing a space for the call center; that is also accessible to the community for potential onsite registration services.

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals submitted by the prospective vendors must contain the following information:

1. Brief history and description of the company (including the date the company was founded and date of operation in the CNMI.)
2. Statement of company's capabilities and experience.
3. Overall service plan and approach to project, including estimated timeline for completion, and itemized furnishing costs
4. Staffing plan to include the minimum number of staff and duties/responsibilities of personnel listed in Section A.
5. Evaluation and Performance Measurement Plan

Performance Measurement Plan must include:

- Performance Measures and Target
- The frequency that performance data will be collected
- How performance data will be reported to CHCC
- How quality of performance will be assured
- How performance measurement will yield findings to demonstrate progress towards achieving the goals of the COVID-19 Vaccination program.

Evaluation Plan must include:

- The types of evaluations to be conducted
 - Frequency of the evaluations
 - How evaluation findings will be used to ensure quality improvement
6. Quality Assurance Plan
 7. Workplace policies consistent with existing CHCC policies for health and safety

8. Call Center Software to track and monitor incoming and outgoing calls, responses including but not limited to name, inquiry, time, operator ID, resolution, etc.
9. Proposed fee for the scope of work (refer to Section III).
10. List of a minimum of three (3) references (arrange references from most recent projects).
11. Listing of Board of Directors or Officers and number of employees in the last three years. (if applicable)
12. Listing and type of equipment to be used in this project.
13. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel.)
14. Copy of valid CNMI Business License.
15. Proof of insurance coverage for the contractor and property liability insurance of at least \$100,000.00.
16. Copy of Company's Financial Statement
17. Other information that may be helpful to the evaluation team.

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Posting of Proposal

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [www.chcc.gov.mp]. Once at the site, navigate to the RFP tab on the left navigation bar. Click on the URL for this **RFP21-CHCC/AOC-COVID-19-001**. You will be required to enter the date to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the content of the proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract with the successful vendor pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

c. Place, Date, and Time of Submission

Proposers shall submit proposals and all supporting documents to **Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at cora.ada@chcc.gov.mp, no later than: 1000hrs (10am) Chamorro Standard Time on March 20, 2021.**

Please note submission instructions:

- All submissions must include the **RFP21-CHCC/AOC-COVID-19-001** and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
 - All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Failure to follow the instructions regarding the submission of RFP/ITB responses may result in the CHCC's choice to disqualify such proposals.

d. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects in said bid, if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

Any questions or requests for clarification should be directed to:

Commonwealth Healthcare Corporation
Attn: Esther L. Muna
P.O. Box 500409
Saipan, MP 96950
Email: cnmihealthofficial@chcc.gov.mp
Tel: 670-234-8950

All questions or requests for clarification must be made in writing. Facsimile/email transmission of questions or requests for clarification is acceptable.

VII. EVALUATION CRITERIA

Award will be made to the proposer whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below.

a. Technical Criteria

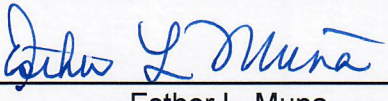
1.	Qualification	40
2.	Experience	40
3.	Cost	20
TOTAL POINTS		100 Points


b. Cost Criteria

Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

VIII. SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful vendor will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the RFP will be cancelled and re-advertised.

Approved By:  Date: 03/11/21
Esther L. Muna
Chief Executive Officer

Approved By:  Date: 03/11/21
Cora P. Ada
Director, Procurement & Supply



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



March 11, 2021

Ms. Donna Rivera
Saipan Tribune
PMB 34, P.O. Box 10001
Saipan MP 96950

SUBJECT: RFP21-CHCC/AOC-COVID-19-001

Referenced to above subject, please publish the attached Invitation to Bid in your newspaper on the following dates:

March 12, 13, 15, 16, 17, 18, 2021

The size of the advertisement should not exceed 1/16 page (3.4 x 2.6) of a page in your newspaper. Please email a copy of the ad, for correction if any, to cora.ada@chcc.gov.mp before the ad is put out for publication.

Please mail or submit your original invoice to the Commonwealth Healthcare Corporation, to CHCC Procurement & Medical Supply Office at P.O. Box 500409, Saipan MP 96950.

Your billing should reference to **RFP21-CHCC/AOC-COVID-19-001** and the requesting agency is Procurement and Medical Supply office to be charged un Purchase Order Number 709245 -OP.

Sincerely,

Cora P. Ada
Director, Procurement & Supply

/file



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



March 11, 2021

Ms. Noemi Borromeo
Marianas Variety
P.O. Box 500231
Saipan MP 96950

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Your billing should reference to **RFP21-CHCC/AOC-COVID-19-001** and the requesting agency is Procurement and Medical Supply office to be charged under Purchase Order Number 709246 -OP.

Sincerely,


Cora P. Ada
Director, Procurement & Supply

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