PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL (RFP)

ENVIRONMENTAL HEALTH & DISEASE PREVENTION PROGRAM (EHDP)

RFP24-CHCC/EHDP-017

SUBMISSION DEADLINE: JULY 8TH, 2024   TIME: 10:00AM (CHST)

" PERMITTING AND INSPECTION DATA MANAGEMENT SYSTEM"

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.HEALTH]. 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
Commonwealth of the Northern Mariana Islands
1178 Hinemlu' Street, Garapan, Saipan, MP 96950

REQUEST FOR PROPOSAL (RFP)

ENVIRONMENTAL HEALTH DISEASE PREVENTION (EHDP)

RFP24-CHCC/EHDP-017
"PERMITTING AND INSPECTION DATA MANAGEMENT SYSTEM"

I.   PROJECT SUMMARY

The Commonwealth Healthcare Corporation ("CHCC") is requesting proposals to interested vendors to acquire technical and professional services for the implementation of an environmental health permitting and inspection data management system within the Environmental Health & Disease Prevention program (EHDP). The CHCC is specially looking for an on-premises data system that can track owners, facilities, programs, inspection, complaints, special events permitting, employee training, reporting, and billing.

II.   BACKGROUND INFORMATION

The Commonwealth Healthcare Corporation (CHCC), Environmental Health Disease Prevention (EDHP) Program located in the Commonwealth of the Northern Mariana Islands is soliciting proposals from interested vendors to acquire technical and professional services for the implementation of an environmental health permitting and inspection data management system within the Environmental Health & Disease Prevention program (EHDP). The CHCC is specially looking for an on-premises data system that can track owners, facilities, programs, inspection, complaints, special events permitting, employee training, reporting, and billing.

The EHDP provides services across the islands of Saipan, Tinian and Rota. It is composed of three units: inspection and enforcement, surveillance and investigation, and professional support services.   There are 21 personnel including 13 field inspectors, three supervisors, two administrative support staff and two technical support staff. The EHDP protects public health through programs that promote healthy environmental conditions and reduce health risks through regulatory oversight. This is accomplished by performing inspections, conducting investigations, and monitoring the following programs and activities for regulatory compliance.

1. Food & drink service (restaurant/retail, temporary food service, mobile, cater, wholesale & transportation operations, pushcarts)

2. Food manufacturing (processing, packing, importation, distribution, warehousing)
3. Ice, water and other beverage bottling plants and distributors
4. Barber shops/beauty parlors (services include noninvasive topical treatments, waxing, nail care, etc.)
5. Tattoo/body piercing
6. Massage parlors, bathing houses, spas, gymnasiums
7. Health clinics (optical, acupuncture, dental, chiropractic)
8. Pharmacy
9. Convalescent homes
10. Penal institutions
11. Hotels, motels, and other room accommodations
12. Schools and other child-care facilities
13. Swimming pools and water parks
14. Funeral establishments, crematoriums, cemetery, burials (land and sea)
15. Foreign vessel clearance
16. Mosquito/vector surveillance and control
17. Food recall and imports
18. Premise inspections
19. Food safety training and certifications
20. Other miscellaneous and emerging programs
21. Permitting and reporting related to any of the above
22. Complaint response, investigations, enforcement and emergency response related to any of the above

III. NATURE OF WORK

During the agreement period, the prospective contractor is expected to work with CHCC staff at the identified location specified in Section IV of this RFP. The prospective contractor is expected to deliver the goods/services in an efficient, trustworthy, and professional manner. The prospective contractor must have experience to qualify for the award of the contract and must be able to show proof that it has the experience and system resources which has been tried and tested, and already on the market to complete the scope of work as specified in Section VI of this RFP.

IV. LOCATION OF WORK

Commonwealth Healthcare Corporation
EHDP Office Navy Hill Saipan

IV. DETAILED SCOPE OF WORK

EHDP is interested in an on-premises solution that can collect, manage, and analyze environmental health data, as well as produce reports, conduct surveys, track staff time, and assist with regulatory compliance. Cloud based solutions will not be accepted.

The proposed solution must support all environmental health (EH) data and functional activities. This includes handling internal business workflows, reports and analytics, information security, time tracking, and other requirements described below. The solution must have the ability to track various processes across the program units. This includes internal tracking of permit progress, project status, facility inventory, and certifications.

The solution must be available on mobile and desktop devices and contain an offline field inspection module. The CHCC will procure all necessary hardware. The vendor will be responsible for professional services for project management, system configuration, implementation, report creation, system maintenance, 24/7 technical support with acceptable response and resolution time, and training.

The solution must have the ability to communicate and integrate with other software tools and business and financial systems such as GIS/ESRI, Microsoft Enterprise services and applications, Adobe, Laserfiche, DocuSign.

The anticipated software solution shall include all functions related but not limited to the following capabilities:

- Program Management
  - Custom Forms (application, renewal, inspections, complaint, etc.). Ability to add, remove and modify all fields and functionality in the system.
  - Field inspection/Data entry
  - Scheduling inspections
  - Reporting
  - Optional feature for HL7 interfacing or FHIR
  - Inspector training records
  - Various administrative actions:
- Permitting
  - Food handler certification tracking
  - Licenses/ Permits
  - Application renewals for all programs
- Billing and Payment
  - POS system
  - Receipts
  - Invoicing

- Complaint Reports
- Facilities Tracking
- Daily Activity and Time Tracking
    - Inspection scheduling
    - Notification and alerting of expired permits, certificates, pending inspections (pre-operations, routine, complaint, compliance)
- Inspections
    - Plan review and approval letters
    - Foodborne, waterborne, vectorborne and other illness investigations
    - Food recalls
    - New, Renewal, Pre-operations, Complaints, Routine
- Reporting and Data Analysis tools
- General Requirements:
- Inspection software to conduct risk based inspections and permitting for Environmental Health Services to include but not limited to food establishment inspections, manufacturing operations inspections, hotels, motels and other rooms accommodations, tattoo/body piercing, swimming pools, barber shop, beauty parlors, schools, childcare facilities, massage parlors, bathing houses, swimming pools, spas, gymnasiums, health clinics (optical, dental, acupuncture), funeral establishments, crematorium and cemeteries; penal institutions; ship sanitation and premises.
- Software capable of completing various types of inspections to include but not limited to routine inspections, pre-operations inspections, complaints, re-inspection, foodborne and vectorborne investigations and field visits;
- Software capable of generating ad-hoc queries and reports that can export to MS Excel, for all inspections and investigations, and evaluation components of inspection programs;
- Software capable of reporting designing;
- Software capable of providing a variety of inspection and billing forms;
- Software capable of generating mass mailing, email or facsimile;

Permitting and licensing			
Ref No.	Function	Description	Response
1.	Reminder	Reminder functionality throughout the system that could be set to trigger based on certain events; sending emails through outlook to permit holders who fail to renew within specific deadline.	

	Templates	Pre-filled, canned permit that can be printed for one or all establishments at a time	
	Electronic permit	Permit made available and sent via email (optional feature)	
Inspections			
	Field options	List of canned violations, comments, enforcement actions and corrective actions to be uploaded and used for inspection fields	
	Mobile printing	Printing inspection report direct from tablet and/or email to owner or manager (optional feature)	
	Inspection Functionality	Ability to enter inspection dates, time, type of inspection, inspector names, violations, violation codes, predefined comments, enforcement actions, corrective actions, follow-ups and next inspection dates, comments, electronic signatures, or other fields specific to the program	
	Inspection Frequency	Set and manage inspection frequency formulas or intervals for each program type	
	Inspection set up	Mark items as "out" of compliance, and allow inspectors to view a list of codes with the appropriate code violations	
	Required Fields	Require certain fields to be completed prior to final submission into the system	
	Time tracking	Capture and monitor time spent at a facility for reporting	
	Inspection groups	Data from food inspections group into two areas: 1.) Foodborne Illness Risk Factors and Public Health Interventions, and 2.) Good Retail Practices	
	FDA Risk based inspection format	Designate food compliance based on FDA format: In Compliance, Out of Compliance, N/A (Not Applicable) and N/O (Not Observed)	
	Food Codes	When "Out" of compliance is selected in either section: Inspector can view list of food codes for area indicated as "out" of compliance and select the appropriate code violation. Then a description of	

		what was observed is entered along with any corrective actions	
	Citing violations	Per violation, inspector can mark if violation was corrected on site or option for corrected by date	
	Inspection calculations	Specify whether a noted violation is a "repeat violation" by looking at the last routine inspection, violations totaled and reported on	
	Violation edits	Remove or edit violation before completing inspection report; retain user logs of removed and edited violations.	
	Violation reporting	Upon saving the inspection, total counts for critical violations and non-critical violations	
	Inspection intervals	Ability to schedule inspections at varying frequencies, based on risk category	
System Operation and Administration			
	Inventory management and tracking	Track equipment and supplies issued to staff	
	Training Management	Track training schedules for staff and facility contacts	
	Event Management	Track and report community events	
	User Information Management	Ability for domain or application administrator to add, modify or delete user information	
	Access Privileges	Ability for administrator to assign, and modify access privileges for users	
	Access Privileges	Ability for administrator to assign and modify access privileges for screens and fields	
	Workflow	Ability for the system to provide workflow functionality, allowing for automation of business processes	
	Contact Management	Ability for the system to relate addresses, owners, contact information, etc. to more than one facility and check for duplicate records. Unique identifier for each operator.	

	Workload Dashboard	Ability for staff to view when inspections are due and complaints are assigned to them	
	Facility Management	Ability for the system to allow a facility to have multiple programs related to it? For instance, a school could have food and pool.	
	Comment Field	Ability for the system to provide a comment section on the establishment screen to note "illegal operation" or other comment for reference	
	Schedules	Ability for the system to print staff schedules or to-do lists	
	Staff Management	Ability for management review staff current and past due inspections	
	Auto-Fill	System wide Auto-fill capability making inspections, permits, forms and applications easier to complete.	
Reporting Tools			
	Report Writer	Ability for installed report writer	
	Ad Hoc Reports	Ability for ad hoc reporting capabilities available	
	Standard Reports	Available standard set of preformatted reports	
	Audit Reports	Audit report available for user activities and access	
	Comparison Reports	Ability for the system to allow for canned or customized reports to monitor users, facilities and violation fields?	
	Report Functionality	Ability for the system to have a "drill down" feature, allowing user to begin with a summary level screen and inquire on progressively more detailed information?	
	Filtering	Ability for inquiry screens offer filtering ability to search based on any known value	
	Print Function	System capable of reprinting reports, checks, or bills with restart capability when reports, checks, or bills being printed are interrupted?	

	Search Options	Search criteria support not exact matches, partials, wildcards or similar	
	Report Routing	Ability for system automatically route reports via a workflow	
	Report Access	Ability for system to provide system-wide search functionality for keyword search, across all master and transaction records, to assist with fulfilling Freedom of Information Act	
	Form Management	Can the system manage and update printable inspection reports?	
	Violation Reporting	Ability for user query inspection data for specific violations (Examples: Manager Certification, Hands Clean and Properly Washed, no bare-hand contact with RTE food, Food-contact surfaces cleaned and sanitized, Proper Cold Holding, etc)	
	Export	Files or reports be exported in various formats such as Excel, PDF, text, etc	
Billing/Payment			
	POS	Have "Point of Sale" abilities: Receipts and daily reports	
	Receipt details	Detail payment type (cash, check with check number)	
	Balancing	Capture cash received, batch payments, and balance the cash drawer by user	
	Payment Screen View	Ability to look at one screen and see the complete client billing/ payment history	
	Revenue reporting	Track revenue back to the source of earnings (activity/program)	
	End of day reporting	Detailed daily cash receipt report.	
	Credit/Debit payment	Optional feature: ability to use system to track credit, debit and ACH payments.	

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals must be submitted to Procurement & Supply Office and must include all items listed below. Incomplete proposals may not be considered.

1. Brief history and description of the company (including the date the company was founded and date of operation)
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. Proposed fee for the scope of work (refer to Section IV)
5. List of a minimum of three (3) references (arrange references from most recent projects)
6. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel.
7. Copy of current business license valid in the CNMI, 50 United States, or other US territories and W-9
8. Copy of Company's Financial Statement
9. Other information that may be helpful to the evaluation team

> ➤ **A Software demonstration for Evaluators is required.**

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.health]. Once at the site, navigate to **Request For Proposals (RFPs)** tab on the left navigation bar/ Click on the URL for this RFP **(RFP24-CHCC/EHDP-017).** You will be required to enter data to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the content of this 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 of this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract(s) with the successful service vendor(s) 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

Please email your proposals and all supporting documents to Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at **procurement@chcc.health,** no later than **10:00AM July 8th, 2024 Chamorro Standard Time (CHST).**

Proposers may opt to submit (3) hard copies in addition to the original proposal (4 in total) to the CHCC Division of Procurement and Supply, Main Office Garapan Saipan.

Please note submission instructions:
- All submissions must include the RFP/ITB # 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 these instructions will be considered unresponsive and your proposal will not be included for technical evaluation.

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 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 said in bid, if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

All questions or requests for clarification must be made in writing through email until close of business **July 1st, 2024.** No oral comment, response, answer, or direction from other CHCC Personnel is binding unless also furnished in writing to all prospective bidders by the CHCC's Procurement Director in the form of an amendment to the RFP.

Email all inquiries to:

- Bel Busby
  Director, Information Technology
  Email: bel.busby@chcc.health
  Tel. No. 670-234-8950 ext 2937

Or/cc

- Cora P. Ada
  Director, Procurement & Supply
  Email: cora.ada@chcc.health
  Tel No. 670-234-8950 ext 3561

Or/cc

- Aileen Benavente Pangelinan
  EHDP Program Manager
  Email: aileen.benavente@chcc.health
  Tel. No. 670-236-2022

VII.   EVALUATION CRITERIA

This section pertains to the measurement of points of the scope of work, responsiveness, and capabilities. The 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. 26.66% = Experience in similar or related products.
2. 26.66% = Demonstrative understanding and ability to meet requirements.
3. 26.66% = Approach to the project.
4. 20.00% = Cost (both cost of the project and on-gong costs)

A software demonstration for evaluators is required.

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.

IX. 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 Contractor will be advised to negotiate their fees 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 and based upon the Evaluation Results. If the negotiation is not agreed to with any of the responsible Proposers, the RFP will be cancelled and re-advertised pursuant to §140-80.1-210 Competitive Sealed Proposals.

Approved By: _____ Date: 06/06/24
Esther L. Muna, PhD, FACHE, MHA
Chief Executive Officer

Approved By: _____ Date: 6/6/24
Cora Ada
Director of Procurement & Supply