



**Solicitation Information
March 20, 2015**

RFP# 7549433

TITLE: Livery Services for the State of RI, Office of State Medical Examiners

Submission Deadline: April 17, 2015 at 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **March 31, 2015 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

BOND REQUIRED: NO

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified firms to provide Livery Services for the Office of the State Medical Examiners (OSME) for the State of Rhode Island, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

The initial contract period will begin approximately July 1, 2015 and continue for three years, ending June 30, 2018. Contracts may be renewed for up to two additional 12-month periods at the sole discretion of the State.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered.

Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard

HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement

SECTION 2: BACKGROUND

The Office of the State Medical Examiners (OSME) is a division within the Rhode Island Department of Health whose mission is to investigate sudden, unexplained or unnatural deaths occurring within the State of Rhode Island. OSME transports decedents to its facility and investigates the cause and manner of death for approximately 1,000 individuals annually. Nearly two thirds of these cases require assistance from livery services professionals.

The OSME is authorized under R.I.G.L 23-4 to perform such services.

Specific Requirements

The vendor must possess extensive prior experience in livery services, particularly relative to the removal and transport of decedents from a death scene to a mortuary/autopsy facility.

The State of Rhode Island, OSME, requires 24/7, 365 days response of a Livery Service. Under the direction of the OSME staff, the Livery Service will be required to retrieve and transport decedent remains directly to the OSME, currently located at 48 Orms Street, Providence, Rhode Island, from any location within the State of Rhode Island.

The successful bidder must meet or exceed the following requirements and must abide by all criteria set forth in this Request. Required documentation must be furnished prior to the onset of the contract period and updated throughout the contract period, as well as at any time changes occur that would impact compliance with the contract.

1. Livery organization must provide proof of adequate liability insurance for the organization, including all employees providing services to the OSME.
2. Livery organization must provide license plate numbers, as well as proof of registration and inspection for all vehicles used to provide services to the OSME, in accordance with the RI General Laws, rules and/or regulations. Livery organization shall apprise the OSME of any changes to its fleet throughout the contract period.
3. Livery organization must provide proof of valid operator licenses (photocopies to OSME) for all employees operating its livery vehicles and servicing the OSME.
4. Livery organization must provide proof of worker's compensation insurance for all employees.
5. Livery organization must provide evidence of background checks performed by the Rhode Island Department of the Attorney General, Bureau of Criminal Identification, for all employees and business owners.
6. If there are any changes in livery services personnel, Livery organization must provide the OSME with updated information, with respect to the requirements set forth in numbers 3 through 5 above, immediately upon the hire of new staff.

7. Livery organization must provide written proof to the OSME that employees providing services to the OSME are appropriately trained in blood borne pathogens and universal precautions, as well as the professional removal and secure transport of decedent remains and their personal effects.
8. Livery organization must provide proof to the OSME that the livery service has adequate staffing levels, as well as the adequate number and type of vehicles to accommodate the needs of the OSME daily.

SECTION 3: SCOPE OF WORK

General Scope of Work/Criteria:

1. Upon initial contact by the OSME, the Livery organization must respond within forty five (45) minutes to the location (scene) of the deceased person.
2. Upon contact, the Livery organization must inform the OSME immediately:
 - a. Of the anticipated time of arrival at the scene;
 - b. If Livery does not reasonably expect to arrive at the scene within the maximum “required” response time (i.e. due to inclement weather or unusual traffic delays), Livery must advise the OSME as soon as possible after initial contact.
3. Livery organization personnel will accept and abide by the direction(s) given by the OSME during the course of retrieval and transport of decedents.
4. Upon removal of a decedent(s) from a scene, Livery will proceed directly to the OSME offices unless otherwise instructed by OSME staff.
5. Livery organization must be prepared to respond to scenes with appropriate equipment and/or materials to remove and transport decedents, including but not necessarily limited to, stoke sleds, 4 wheel drive vehicles and/or ATV’s.
6. Livery organization personnel must be prepared, equipped and properly trained for the removal and transport of morbidly obese and/or decomposed decedent remains in a safe and professional manner.
7. Livery organization personnel must respond to scenes with appropriate attire, including but not limited to, collared shirts, casual or dress pants (no jeans), reflective traffic vests, raincoats and proper personal protective equipment (PPE).
8. The Livery organization must comply with all stated criteria and/or requirements listed above for the duration of the contract period.

SECTION 4: TECHNICAL PROPOSAL

1. **Staff Qualifications** – Provide resumes/CV’s for owner/President and all staff; describe qualifications and experience of key staff who will be involved in this project, including their experience in the business of livery services for decedents.

2. **Capability, Capacity, and Qualifications of the Offeror** - Please provide a detailed description of the Vendor’s experience as a Livery Service, including the retrieval and transport of decedents. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.

The successful bidder must meet or exceed the following requirements as stated in **Section 2: Background** and as follows:

- A. Livery organization must provide proof of adequate liability insurance for the organization, including all employees providing services to the OSME.
 - B. Livery organization must provide license plate numbers, as well as proof of registration and inspection for all vehicles used to provide services to the OSME, in accordance with the RI General Laws, rules and/or regulations. Livery organization shall apprise the OSME of any changes to its fleet throughout the contract period.
 - C. Livery organization must provide proof of valid operator licenses (photocopies to OSME) for all employees operating its livery vehicles and servicing the OSME.
 - D. Livery organization must provide proof of worker’s compensation insurance for all employees.
 - E. Livery organization must provide evidence of background checks performed by the Rhode Island Department of the Attorney General, Bureau of Criminal Identification, for all employees and business owners.
 - F. If there are any changes in livery services personnel, Livery organization must provide the OSME with updated information, with respect to the requirements set forth in numbers 3 through 5 above, immediately upon the hire of new staff.
 - G. Livery organization must provide written proof to the OSME that employees providing services to the OSME are appropriately trained in blood borne pathogens and universal precautions, as well as the professional removal and secure transport of decedent remains and their personal effects.
 - H. Livery organization must provide proof to the OSME that the livery service has adequate staffing levels, as well as the adequate number and type of vehicles to accommodate the needs of the OSME daily.
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3. **Work plan** - Please describe in detail, the number of staff (identifying their role/title) and vehicles (identifying each by make, model & year) that will be used to perform the services requested by the OSME. In addition, please identify the number and type of staff who will provide services to the OSME for each day (broken down

by shift, i.e. 7AM-3PM and 3PM-11PM, etc) throughout the week.

- 4 **Approach/Methodology** – Describe in detail any and all business plans/models and/or staffing structures that will help to effectuate the services requested by the OSME.

SECTION 5: COST PROPOSAL

Provide a separately sealed cost proposal for fees charged for the livery services outlined in this proposal. Fee structure should include a set amount to be charged on a per case/run basis. Please explain the basis and rationale of your fee structure. Alternative fee schedule proposals will be considered; however, you must provide an understandable fee structure and explain the benefits of the alternative approach.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7549433** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP # 7549433 Livery Service for RI Office of State Medical Examiner**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled

due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original proposal only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original proposal only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf> .