

# Illinois Department of Public Health Ventilatory Device Maintenance and Repair Services

## Request for Proposal

**DUE: November 17,2022 at 5:00 pm Central Time Background**

### Background

The State of Illinois (State) seeks proposals to provide maintenance and repair services for the current and future additions to the State of Illinois' ventilatory device and supply cache maintained by the Illinois Department of Public Health (IDPH) and related equipment and supplies. This includes coordination of biomedical preventative maintenance and repairs based on ventilatory device manufacturer guidelines. The State will evaluate the proposals and make one award for an all-inclusive ventilatory device maintenance and repair service contract to a vendor that can fulfill all the services requested. Vendor would be able to subcontract or outsource to another company.

Services must be provided primarily at the current site where the ventilatory devices are stored in East Peoria, Illinois during normal business hours which are 7:30 a.m. to 4:00 p.m., Monday through Friday. As required, vendor services may be needed outside of the timeframes previously mentioned during selected emergency situations. In addition, services may be required to be performed at locations where State-owned ventilatory devices have been deployed.

At the direction of the State, the vendor selected must provide maintenance and repair services that are scalable in both number of ventilatory devices and associated equipment and supplies for the various types and models of ventilatory devices and associated equipment manufactured.

IDPH must ensure sufficient staff and specifications to protect the safety and integrity of its ventilatory device cache. Because ventilatory devices are durable medical equipment, they have additional requirements beyond other common warehoused items. Therefore, the vendor must assign one or more individuals with both a medical background (Medical Doctor, Doctor of Osteopathy, Advanced Practice Nurse, Physician Assistant, or Respiratory Therapist) and prior experience maintaining ventilators and Bilevel Positive Airway Pressure devices (BiPAPs) to the contract. Staffing may be part-time but must be sufficient to meet the requirements dictated below. The vendor must also assign one or more biomedical engineers/biomedical engineering vendors to the contract that are trained and certified to maintain ventilators. IDPH's current ventilator cache includes both Ventec VOSCN Pro ventilators and Phillips Trilogy 100 ventilators. Vendor selected would have to figure out a subcontract for any additional services to be provided which they do not have in house to meet the requirements of the RFP. All Phillips ventilators were purchased used and are on recall status; therefore, the vendor would need to negotiate a Phillips recall evaluation in collaboration with IDPH. Vendor should help get the recalls settled by the company and that they agree to work with them for a solution for us buying without a warranty. Staff engaged in the performance of this contract must be supervised by the vendor and are not considered employees of the State.

The vendor may engage subcontractors to perform parts of the services. If subcontractors will be engaged, the vendor must include a complete list of all subcontractors, their addresses, and a description of the work each subcontractor will be performing in the proposal. Vendor will be

responsible for oversight to all subcontractors. Subcontractor performance will be the responsibility of the vendor and not the State.

The vendor selected will be expected to collaborate with IDPH throughout the contract period in accordance with the terms of the contract. The State will provide a minimum of one IDPH staff member available for consultation with the vendor, the vendor's staff, and any vendor subcontractors on all aspects of this contract.

The vendor will submit monthly updates which reflect the most current inventory, including serial number and State tag number; preventative maintenance and/or repair completed, initiated, or scheduled; and documentation of quality assurance checks in a format provided by IDPH.

The vendor and its subcontractor(s) must provide all equipment required for services related to this contract at vendor's expense. Any equipment acquired by the vendor for use under the contract will remain the property of the vendor. The vendor will not be responsible for providing warehouse build-out such as shelving, electrical outlets, partitions to create a dust-free environment, or any other materials and equipment associated with the ventilatory device storage area. These items will be provided by the warehouse where the ventilatory devices are currently stored.

The vendor selected will be expected to provide these services for the term of the contract which is anticipated to be one year from contract execution. The contract may be extended at the State's discretion.

The proposal must also include the vendor's current insurance coverage plan applicable to the proposed operations and continuing operational management of all proposed deliverables for this contract during the contract period. Said insurance coverage must meet the State's standard contract terms shown in **Attachment A** and name both the State and the warehouse owner where the ventilatory devices are stored as an additional insured

#### Key Dates

October 27, 2022	RFP released
November 3, 2022	All questions from prospective vendors due via email to Regina.Jackman2@Illinois.gov or Cecil.Taylor@Illinois.gov
November 10, 2022	Answers to questions from prospective vendors released via IDPH website
November 17, 2022	Submissions due via email to Regina.Jackman2@Illinois.gov or Cecil.Taylor@Illinois.gov on November 17, 2022, no later than 5:00 p.m. CST
November 28, 2022 (estimated):	Contract award
December 1, 2022 (estimated):	Start date

## Directions

The State is seeking proposals from interested vendors to provide maintenance and repair services for the current and future additions to the State of Illinois' ventilatory device and supply cache and related equipment and supplies. This includes coordination of biomedical preventative maintenance and repair based on ventilatory device manufacturer guidelines.

Proposals must be submitted as two separate documents. The first document will include the vendor's response as to how it will deliver the services required and cannot include any pricing information. The pricing information must be presented on the attached budget template (**see Attachment B**). Each document will be evaluated separately. Proposals must include:

- Name of vendor, vendor's address, and contact person, including work phone, cell phone, and email address.
- Operational plan (not to exceed five pages total) that describes the vendor's proposal for each of the functions described in the Scope of Work stated below to be performed.
- Timeline (not to exceed two pages) that includes securing biomedical engineering expertise (either within the company or with one or more subcontractors) within 30 days of contract execution.
- Plan for data collection, tracking, and monthly submission of all required datapoints to the State. All data must be in Excel, exportable to Excel, or otherwise transferrable to the State in an agreed-upon format.
- Plan for hiring and training of vendor's qualified staff "as needed" on the foundational and evolving requirements of ventilatory device maintenance and repair.
- References, which shall include the company names and company representative's contact information (name, title, email and phone number) for three entities for whom the vendor has provided the same or similar services described in this RFP and of equal or greater warehouse capacity (approximately 1,400 sq. ft.).
- Proposed all-inclusive pricing (submitted separately on the budget template provided in Attachment B) that includes vendor personnel expenses; all equipment/supplies needed for the maintenance and repair to ventilatory devices; any maintenance and repair related shipping expenses; all subcontractor expenses.

Proposals must be submitted via email no later than 5:00 p.m. CST on Thursday, November 17, 2022, to:  
Gina Jackman or Marcus Taylor

Illinois Department of Public Health

Office of Preparedness and Response

[Regina.Jackman2@Illinois.gov](mailto:Regina.Jackman2@Illinois.gov) or [Cecil.Taylor@Illinois.gov](mailto:Cecil.Taylor@Illinois.gov)

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

## Scope of Work

The State seeks to award one contract for maintenance and repair services for the current and future additions to the State of Illinois' ventilatory device and supply cache maintained by IDPH and related equipment and supplies. The State seeks proposals that include all the following criteria:

The below outlines criteria for two distinct skillsets needed to assure the proper operation of IDPH's ventilatory devices cache that meet the same safety standards established by the Joint Commission as required for Centers for Medicare and Medicaid Services (CMS) compliance.

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Vendor must include in their operational plan how they will meet the following objectives. The vendor's operations plan should be submitted to address the two phases proposed: (a) the Initial Phase which represents the first 60 days of the contract period; and (b) the Continuation Phase which commences the 61st day after contract execution.

### INITIAL PHASE

- 1) Conduct Basic Inspection- The ventilatory devices and supplies, which includes ventilators and BiPAP devices, will undergo an initial visual inspection, surface evaluation and confirmation of presence of State inventory tag number and serial number by vendor. Identify ventilators/BiPAPs that were deployed/used in 2020/2021 since they will need to undergo cleaning during the Continuation Phase. The vendor will need to ensure that the ventilators will be maintained on shelving units for ease of ongoing assessment, charging and routine maintenance. The boxes that the ventilators were originally shipped in will be stored separately for use during deployment. These boxes may be stored stacked. The BiPAP devices will be maintained in their original shipping boxes during storage, and routinely checked.
- 2) Document Warranty and Certification - Scan, electronically store in 0365 software, and organize hard copies of warranty and certification materials for each device. Verify warranty and certification with the manufacturer and update as appropriate.
- 3) Charge Ventilator Batteries - Based on manufacturer recommendations, ventilator batteries must be charged on a regular basis. IDPH's current inventory includes the Phillips Trilogy 100 ventilators which are required to be charged every 3 months. IDPH's current inventory also includes Ventec VOCCN Pro ventilators which are required to be charged every 12 months when in battery storage mode.
- 4) Unbox and Inspect Ventilatory Device Supplies -A large quantity of supplies was purchased to accompany the ventilatory devices. Supplies must be unboxed, undergo inspection, have expiration dates and batch/lot codes documented, and be organized, collated, and packaged based on the type of device and device needs. Supplies must be "bundled" with equipment box, so they remain together in the event of deployment, or potential relocation
- 5) Repair Ventilators - Ventilators purchased in a used condition will need to be thoroughly inspected by one or more licensed and certified biomedical preventative maintenance engineers within the first 60 days of the contract. Extensive repair costs (anything over \$1,000 per unit) shall be approved

by IDPH before initiation. At present, it is anticipated that 2-5 of the total 365 ventilators currently in IDPH's cache will require moderate to extensive repair.

## **CONTINUATION PHASE**

- 1) Maintain/update an electronic {i.e., Excel spreadsheet) ventilatory device inventory listing, minimally containing the following for each ventilatory device (See **Attachment C** for type and quantity of ventilatory devices):
  - a. Ventilator serial number
  - b. Ventilator State inventory tag number
  - c. Current ventilator location status (in warehouse, deployed, out for maintenance/repair)
  - d. Date(s) of ventilator last battery charge cycle
  - e. Date(s) ventilator preventative maintenance conducted
  - f. Date(s) ventilator preventative maintenance scheduled
  - g. Date(s) and type(s) of repairs
  - h. Date(s) deployment requested, shipped, and returned and hospital name(s) to which it was sent
  - i. Inventory of all related supplies and expiration dates
- 2) Submit monthly inventory reports to IDPH including all datapoints above.
- 3) Monthly, perform routine visual inspection, surface evaluation and other routine assessments of the ventilators and BiPAP devices.
- 4) Charge ventilator batteries every 3 months, or as defined in manufacturer guidelines.
- 5) Define a rotation schedule for routine preventative maintenance of ventilators (minimally every other year or sooner based on usage hours or manufacturer's guidelines). For example, half of the ventilators may have preventative maintenance during odd years, and the rest of the ventilators may be scheduled for preventative maintenance during even years.
- 6) Identify supplies due to expire within 6 months, and work with IDPH to make items available to healthcare partners to ensure use of supplies prior to expiration to avoid waste (NOTE: consumables may be shipped separately without a ventilatory device and shipping will be paid for by the State).
- 7) Assure adequate supply kits in inventory for each device and arrange with IDPH to order additional supplies as appropriate.
- 8) Assist in coordinating return of ventilator devices from healthcare partners. NOTE: shipping expenses for shipping ventilators/ventilatory devices to/from healthcare partners will be covered by the State.

- 9) Inspect ventilatory devices returned from healthcare partners after deployment, provide an external cleaning, and assure the ventilator is ready for future use.
- 10) Repeat steps outlined in the Initial Phase for all newly acquired ventilatory devices.
- 11) Adhere to IDPH guidance regarding ventilatory device requests from healthcare partners and coordinate deployment once approved by IDPH. Must be available to handle requests and deploy ventilatory devices within 24 hours after request notification.
- 12) Follow up with the healthcare partners that receive the ventilatory devices and coordinate retrieval of the ventilatory devices from the healthcare partners after use at the direction of IDPH.
- 13) Install any software updates for ventilatory devices according to manufacturers' recommendations.
- 14) Adhere to best practices related to ventilatory device maintenance, quality checks and repair in adherence to CMS guidelines (Please see **Attachment D** for details).
- 15) Vendor will confirm accuracy of any subcontractor documentation which is provided upon completion of services, including the month and year of service, services completed, and next due date for preventative maintenance based on manufacturer requirement of warranty. This same information should be displayed on each device.

#### **ADDITIONAL REQUIREMENTS**

- 1) There is a Business Enterprise Program (BEP) target goal of 4% for this solicitation. Vendor submissions should include all BEP target information through a Utilization Plan (see Attachment E). Failure to submit a Utilization Plan shall render the offer non-responsive. Businesses include in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by the Department of Central Management Services as BEP vendors. 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 E**. 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 the subcontractor is BEP certified with the State of Illinois.
- 2) Any clinical personnel supplied by the vendor to meet the SME requirement will be required to demonstrate the necessary qualifications to perform any SME services required under the contract.
  - a. Specific medical licensure requirements, regulatory statute, and administrative rules for various professions can be downloaded from <https://www.idfpr.com>
- 3) Prevailing Wage Rates shall apply.

- 4) Separate pricing proposal shall be submitted in the format shown in **Attachment B**.
- 5) Vendor shall include in their proposal the Proposal Specification Checklist Table provided as **Attachment F**.

**Selection of Vendor**

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.

The State further reserves the right to terminate the contract at any time if services provided are deemed unacceptable. There will be a 3-month evaluation of services by IDPH to ensure the vendor is successful at the mission.

The chart below describes the elements of responsiveness that IDPH will evaluate in the Vendors' proposals:

<p>Proposal Specification Checklist Table <b>*Please indicate, utilizing the table below, the section and page number where the requested information is located in your proposal. Respondent must complete this Proposal Specification Checklist Table provided below to identify how their proposal meets the requirements of the solicitation.</b></p>	
<p><b>Mandatory Element</b> Vendor must provide the number of FTEs available for fulfillment of this contract.</p>	<p><b>Where, in the vendor's response, is their ability to meet these mandatory elements discussed?</b></p>
	<p>Section</p> <p>Page(s)</p>
<p><b>Mandatory Element</b> Vendor must provide 3 references specific to prior logistics work with complete contact information.</p>	<p><b>Where, in the vendor's response, is their ability to meet these mandatory elements discussed?</b></p>
	<p>Section</p> <p>Page(s)</p>
<p><b>Mandatory Element</b></p>	<p><b>Did the vendor meet these mandatory elements discussed?</b></p>

Separate pricing proposal submitted inclusive of all costs including but not limited to salaries, supplies, equipment, travel (e.g., transportation, lodging, meals), facility, and system costs. Prevailing wages apply.	YES / NO
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<u>Program Specifications</u>	<u>Vendor's Proposal Page Reference</u>
Minimum of three names of current employees that will address the responsibilities of this contract.	Section Page(s)
INITIAL PHASE  Overall strategic plan for completing the initial phase as described in the Scope of Work within 60 days during normal business hours with warehouse staff present. Address time, labor, and logistical needs.	Section Page(s)
INITIAL PHASE  Process for basic inspection as defined in the Scope of Work, including quality assurance measures including: <ul style="list-style-type: none"> <li>1. Visual inspection</li> <li>2. Surface evaluation</li> <li>3. Confirmation of presence of IEMA tag number and Serial number</li> <li>4. Plan for storing and stacking ventilator boxes</li> <li>5. Plan for storing and routinely checking BiPAP devices</li> </ul>	Section Page(s)
INITIAL PHASE  Process for maintaining Warranty and Certification documentation and verifying with the manufacturer.	Section Page(s)
INITIAL PHASE  Detailed plan, including a timeline, for ensuring all ventilator batteries are charged within the first 60 days of the executed contract and maintained per manufacturer recommendations	Section Page(s)



including maintaining ventilators on a rotational basis.		
	<p>INITIAL PHASE</p> <p>Detailed plan, including a timeline, for ensuring ventilatory device supplies are properly processed as per the Scope of Work within the first 60 days of your contract including:</p> <ol style="list-style-type: none"> <li>1. Timeline and process for inspection</li> <li>2. Process for documentation of expiration dates and batch/lot codes</li> <li>3. Process for organizing based on type of device and device needs</li> <li>4. Process for bundling supplies</li> <li>5. Plan for staging ventilatory devices and associated supplies for possible deployment.</li> </ol>	<p>Section</p> <p>Page(s)</p>
	<p>INITIAL PHASE</p> <p><u>D</u>etailed plan, including timeline, for preventative maintenance for all used ventilators, including the name(s) of possible subcontractors qualified to provide preventative maintenance for both VenTec and Trilogy ventilators within the first 60 days including:</p> <ol style="list-style-type: none"> <li>1. Inspection</li> <li>2. Repair schedule</li> <li>3. Name(s) of qualified biomedical engineer(s)/biomedical preventative maintenance companies, and their qualifications, you are considering for fulfillment of this contract.</li> </ol>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Overall strategic plan for completing the continuation phase as described in the Scope of Work within 60 days during normal business hours with warehouse staff present with time, labor, and logistical needs addressed.</p>	<p>Section</p> <p>Page(s)</p>

	<p>CONTINUATION PHASE</p> <p>Plan for an electronic (i.e. Excel) ventilatory equipment inventory management program will be maintained and updated, minimally containing the following for each ventilatory device:</p> <ol style="list-style-type: none"> <li>1) Serial Number</li> <li>2) IEMA Tag Number</li> <li>3) Current status of ventilatory device (in warehouse, deployed to hospital, out for preventative maintenance (PM)/repair)</li> <li>4) Date of last battery charge cycle</li> <li>5) Dates of preventative maintenance (PM) conducted/scheduled</li> <li>6) Dates and types of any repairs</li> <li>7) Dates of deployment, return and hospital name(s)</li> <li>8) Inventory of all supplies and expiration dates</li> </ol>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Explanation of format and process to used for submitting monthly inventory reports to IDPH including all datapoints above.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan, including timeline/schedule, for performing routine visual inspection, surface evaluation and other routine assessments of the ventilators and BiPAP devices on a monthly basis.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan, including timeline/schedule, for charging ventilator batteries every 3 months, or as defined in manufacturer guidelines.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan, including timeline, for rotation schedule of vents for routine preventative maintenance</p>	<p>Section</p> <p>Page(s)</p>

	(minimally every other year, or sooner based on usage hours) including rotating schedule of sending the vents out for Preventative Maintenance (PM).	
	CONTINUATION PHASE  Plan, including timeline, for Identifying supplies due to expire within 6 months.	Section  Page(s)
	CONTINUATION PHASE  Plan, including timeline, for assuring adequate supply kits in inventory for each device.	Section  Page(s)
	CONTINUATION PHASE  Plan for coordinating return of ventilator devices from hospitals.	Section  Page(s)
	CONTINUATION PHASE  Detailed plan, including timeline/schedule, for inspecting ventilatory devices returned from hospitals after deployment, external cleaning, and readiness for future use.	Section  Page(s)
	CONTINUATION PHASE  Plan for all services outlined in the Initial Phase for all ventilatory devices acquired during the Continuation Phase, including timeframe.	Section  Page(s)
	CONTINUATION PHASE  Plan for acting on IDPH guidance regarding ventilatory equipment requests from hospitals and coordinate deployment via warehouse personnel.	Section  Page(s)

	<p>CONTINUATION PHASE</p> <p>Method and process for follow up with hospitals that receive these devices and eventual retrieval of the devices from the hospitals.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan, including timeline, for ventilatory devices inspection on a rotating basis every other year or sooner, based on hours of usage, as outlined in the device manufacturer guidelines to assess for possible need for repair.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan, including timeline, for routine preventative maintenance conducted on ventilators as per manufacturer guidelines during the Continuation Phase.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan for ensuring any necessary software updates are installed per manufacturer's recommendations.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Plan for determining the need for ventilator repair, receive an estimate for the cost of repair, receive permission from IDPH as necessary to perform the repair, and repair ventilators as appropriate.</p>	<p>Section</p> <p>Page(s)</p>
	<p>CONTINUATION PHASE</p> <p>Description of knowledge of and adherence to best practices related to ventilatory device maintenance, quality checks and repair.</p>	<p>Section</p> <p>Page(s)</p>

	<p>CONTINUATION PHASE</p> <p>Description of process to confirm accuracy of any subcontractor documentation which is provided upon completion of services.</p>	<p>Section</p> <p>Page(s)</p>
<b>ADDITIONAL REQUIREMENTS</b>	<p>Business Enterprise for Minorities, Women, and Persons with Disabilities Act Participation and Utilization Plan. Attachment E</p>	<p>Separate Attachment</p>
	<p>Demonstration that best practices related to ventilatory device maintenance and repair and quality checks of related equipment and supplies are followed.</p>	<p>Section</p> <p>Page(s)</p>
	<p>Inclusion of Proposal Specification Checklist Table Attachment F</p>	<p>Separate Attachment</p>