

**Administration  
Information & Technology Service**



**BOSTON PUBLIC HEALTH COMMISSION  
REQUEST FOR PROPOSALS (RFP)**

**RFP# ITS-003-2024**

**Incident Response, Case Management and Tracking Application**

**May 7th, 2024**

<b>RFP Coordinator</b>	<i>All communication regarding the RFP <u>must</u> be made through the RFP Coordinator identified below.</i> <b>Name:</b> Nelson Pidgeon <b>Contact Information:</b> NPIDGEON@BPHC.ORG
<b>RFP Issue</b>	<i>The RFP and related attachments can be found and downloaded at the Boston Public Health Commission website <a href="#">City of Boston Bids and RFPs</a>.</i> <b>Date:</b> April 8, 2024, at 10:00 am, local time (EST)
<b>Submitted Questions Due</b>	<i>All questions <u>must</u> be received by the RFP Coordinator identified above by:</i> <b>Date:</b> April 26, 2024, no later than 4:00 p.m., local time (EST)
<b>Proposal Submission</b>	<i>Proposals <u>must</u> be received by the Division of Procurement Services by:</i> <b>Submission Deadline:</b> May 29, 2024, no later than 4:00 p.m., local time (EST). <i>Proposals <u>must</u> be submitted electronically to the following address:</i> <b>Electronic (e-mail) Submission Address:</b> RFR@BPHC.ORG

**Issued by  
Boston Public Health Commission  
1010 Massachusetts Ave, 2nd Floor, Boston, MA 02118**

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**PUBLIC NOTICE**

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**BOSTON PUBLIC HEALTH COMMISSION  
INFORMATION & TECHNOLOGY SERVICES  
REQUEST FOR PROPOSALS (RFP)  
RFP# ITS-003-24**

**Incident Response, Case Management and Tracking Application**

The BPHC seeks a software tool to track and manage incidents and cases related to violent incidents in the city of Boston. This tool would ideally have features related to **incident response management, case management, and customer relationship management** to support Boston’s Community Healing Response Network (CHRN) team in achieving their goals of:

- Making data-driven decisions
- Promoting a culture of care and accountability
- Supporting consistency and equity of service delivery

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: [City of Boston Bids and RFPs](#)

Proposals must be submitted to the Procurement Services of BPHC, via e-mail, at: [RFR@bphc.org](mailto:RFR@bphc.org) Proposal submissions must be received no later than 4:00 p.m., local time (EST), on May 29<sup>th</sup>, 2024. Proposals will be opened the following business day. Proposals not submitted to the BPHC Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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## RFP TERMS/ACRONYMS with DEFINITIONS

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

<b><u>Term/Acronym</u></b>	<b><u>Definition</u></b>
<b>BPHC</b>	Boston Public Health Commission
<b>DVP</b>	Division of Violence Prevention
<b>CHRN</b>	Community Healing Response Network
<b>NTT</b>	Neighborhood Trauma Team
<b>RFP</b>	Request for Proposal
<b>ITS</b>	Information Technology Services
<b>CAFH</b>	Child, Adolescent & Family Health

**BOSTON PUBLIC HEALTH COMMISSION  
INFORMATION & TECHNOLOGY SERVICES  
REQUEST FOR PROPOSALS (RFP)  
RFP# ITS-003-24**

**Incident Response, Case Management, and Customer Relationship Management  
Application**

**PART I  
INTRODUCTION**

**A. Purpose and Background**

The Community Healing Response Network (CHRN), formerly known as the Neighborhood Trauma Team Network (NTT) is a program of the Child, Adolescent & Family Health (CAFH) Bureau of the Boston Public Health Commission (BPHC), works collaboratively to respond to incidents of community violence (exposure to intentional acts of interpersonal violence committed in public areas) across the city. CHRN supports impacted individuals and communities with information, referrals, and healing activities. CHRN, a program in the Division of Violence Prevention comprises a city-wide response team, eight neighborhood-based teams and a hotline.

The network's work is responsive, dynamic, and relational. It requires team members to transition between different modes of trauma response and healing support while managing their own wellbeing. The work spans the following goals:

1. **Stabilization:** ensuring individuals impacted by community violence are physically and emotionally stable. The team is activated immediately following an incident (shooting or stabbing) and works on scene and in the subsequent ~72 hours to support individuals and the broader community. The tasks involved in this goal include providing psychological first aid, information gathering to understand the event and its impact on the community and supporting funeral preparation and attendance.

The tool will track:

- information about incidents gathered on scene and after the incident.
- the individuals served noting the time and place of service.
- services provided subsequent to the incident – these include help with funeral arrangements, psychological first aid, funds for hotels, food and other necessities.

2. **Resource sharing:** providing connections to resources. As the team canvasses the neighborhood and interacts with impacted individuals, it is common for needs to surface. Team members offer referrals to relevant organizations, often based on their relationships and experiences with these service providers.

The tool will:

- track referrals and follow-up information on individual clients.
- ideally, provide ready access to list available resources.

3. **Community healing:** supporting the broader community by creating safe spaces to connect and making it known how they can reach out for support. Beyond the scope of an incident of violence, the neighborhood teams work with community members to create

opportunities for joy and celebration, healing, and communion.

Tasks include hosting community events and connecting routinely with community members to build relationships.

The tool will track:

- the ability for scheduling/hosting community events and connecting routinely with community members to build relationships.

4. **Team wellness:** supporting mutual respect across the network and ensuring team members have time and space for self-care. The work of trauma response and healing can itself be traumatizing or re-traumatizing. These roles are demanding, often under-resourced, and often filled by individuals with personal experience with or in connection to the impacts of community violence. The well-being of network team members is core to their ability to serve their communities.

The tool will track:

- network-wide meetings and trainings, as well as self-care activities specific to each organization.

## B. General Provisions

1. From the time the RFP is issued until award notification is made, all contact with the BPHC regarding the RFP must be made through the RFP Coordinator. No other person/BPHC employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the BPHC's discretion.
2. Issuance of the RFP does not commit the BPHC to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the BPHC. Proposals are to follow the format and respond to all questions and instructions specified below in the "Proposal Submission Requirements" section of the RFP.
4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, BPHC will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal BPHC information of previous contract history with the Bidder (if any). BPHC also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities.
5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
6. The RFP and the awarded Bidder's proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the BPHC.
7. Following the announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the Commonwealth of Massachusetts Freedom of Information Act (FOIA)
8. The BPHC, at its sole discretion, reserves the right to recognize and waive minor

informalities and irregularities found in proposals received in response to the RFP.

- 9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.
- 10. **Optional:** In case of a Certified Underrepresented Business Enterprise (MBE/WBE/LGBTE/DOBE) vendor. The proposers must include their certificate.
- 11. **Optional:** In case the proposer is a Veteran-Owned Business, Proposer should include a letter indicating the company is 51% or more Veteran-owned.

**C. Contract Term**

The BPHC is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the BPHC may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	7/1/2024	6/30/2025
Renewal Period #1	7/1/2025	6/30/2026
Renewal Period #2	7/1/2026	6/30/2027

**D. Number of Awards**

The BPHC anticipates making one (1) award as a result of this RFP process. The BPHC reserves the right to make more than one (1) award if it is determined to be in the best interest of the BPHC to do so.

## **PART II SCOPE OF SERVICES TO BE PROVIDED**

### **A. General Guidelines**

The Information & Technology Services (ITS) seeks a supplier with a platform that has a set of core functions that can support the users, tasks and workflows described here, as well as the capacity and structure to support any up-front customization of the product to meet the needs of the network. We are aware that any one program may not support all these needs and welcome proposals from providers who have tools that can meet subsets of these requirements i.e. incident management or customer related case management.

1. The software tool we are seeking will support the work of the following user types

#### **a. Network dispatcher**

The network dispatcher is housed within CHRN team. They are responsible for:

- Fielding inbound notifications from the Boston Police Department (BPD) or Emergency Medical Services (EMS)
- Activating neighborhood teams and communicating safety levels on-scene
- Coordinating response with relevant partners based on the individuals involved (such as, Boston Public Schools and Boston Medical Center)
- Schedules / hosts incident debrief meetings
- Creating incident reports

The tool will:

- provide a means for assigning and notifying teams, record case updates related to incidents, schedule meetings and notify/alert attendees.

#### **b. Neighborhood team leader**

Each neighborhood team has a leader or leaders who manage the activities of the team, which is often housed in multiple organizations. This team leader is responsible for:

- Assigning a team member to a case and point persons to families involved
- Managing staff schedules, On-Call rotations, and time off
- Tracking the status of cases, tasks, and referrals
- Tracking team resources, budgets, and wellness requests
- Planning community-engagement initiatives and events

The tool will:

- provide the team leader with a means to assign, schedule, notify, create, plan and record data and information associated with this role's responsibilities

#### **c. Team member**

Each neighborhood team is composed of members from neighborhood community organizations, health centers, and the CHRN neighborhood network. Team members are responsible for:

- Canvassing the impacted neighborhood and identifying victim, family and community needs, which can range from relocation services, referral to mental health clinicians, workforce related resources
- Promoting the hotline and sharing the hotline number



- Connecting community members with trusted resources and partners to address needs
- Coordinating referrals with teammates from across the network
- Coordinating funeral support with partners
- Keeping track of active cases, referrals, and tasks

The tool will:

- On scene: provide team members with a means to record data collected on location at the incident, a list of resources team members can share with those affected by the incident
- Post-incident: Access to relevant cases with the ability to add and update information on an ongoing basis

#### **d. Hotline responder**

The hotline responders are trained clinicians, and they respond to city-wide requests for support post-incidents. They are responsible for:

- Responding to calls and requests from the community, the network, and partners
- Keeping track of their active cases, referrals, and tasks
- Responding to city-wide incidents by canvassing impacted neighborhoods
- Coordinating funeral support with network partners
- Staying up to date with their clinical training

The tool will:

- provide a means for hotline responders to create and update records of calls received, record and coordinate events (i.e. funerals and community gatherings) and potentially also notify attendees

#### **e. Data manager**

These are individuals at BPHC who are responsible for:

- Assessing patterns and trends in incidents, team response, and community health and engagement as supported by CHRN
- Creating and sending reports to a variety of stakeholders
- Tracking the CHRN employee's wellness needs and resource requests

The tool will:

- Allow ad hoc reports to be created within the system but at a minimum, allow a means to export the data in CSV format that will allow the data team to analyze and create reports

### **B. Platform requirements**

We expect the selected vendor to conduct a user research process in order to customize the platform to address the needs of the network. We provide here a set of core functions that have surfaced through initial research with network team members representing each of the user types.

We do not expect that the proposed platforms will meet all of these requirements. We have provided some rationale for the desired functions with the understanding that we will

inevitably make trade-offs together to meet user needs within constraints of technology, scope and budget.

## 1. Documentation

The tool must support collection of a range of types of data in a range of contexts and workflows. Documentation will include: case files, referrals, neighborhood photographs, community events, and team profiles. We seek a tool that is customizable to this range of documentation needs.

Key features:

- **Customizable data templates and fields** are important to allow for the BPHC to create documentation formats to support its range of use cases, increasing collaboration across the network.
- **Live, trackable updates** support the team's need for shared visibility of information that can evolve quickly. Features such as timestamps can increase trust in each other by making activity visible.
- **Branching logic** is responsive to the emerging information and realities of a case, event, or neighborhood. This can build the sense of collaboration between the BPHC and neighborhood teams by not requesting information that isn't relevant.
- **Searchable and filterable databases** that hold longitudinal data on incidents, and resources in the network and city. This can increase visibility into resource use and availability, while supporting the team's referral process.

## 2. Tracking and reporting

The platform will facilitate data tracking to serve the range of users in their work. This will range from tracking to support day-to-day workflows such as monitoring open cases, to understanding longer term trends and patterns across teams, neighborhoods, or incident types.

Key features:

- **Customizable dashboards** will support different user types in a greater understanding of the scope and impact of the network's activities.
- **Downloadable manipulable data** can help users to analyze data for strategic evaluation and decision-making, and to look across city programs and trends.

## 3. Communication

The platform's ability to support communication within and across network teams is important to team members. This tool can unify what are currently disparate communication channels, creating a hub for shared information.

Key features:

- Scaled, two-way communications that allow for communication within the tool and pushed to other channels like email or text can encourage adoption of the tool. Visibility into chains of messages can improve the safety of the team by ensuring relevant people have necessary information.
- Alerts and reminders can notify users of follow-ups or other actions, helping to drive consistency of practice across the network. Real time notifications can also be essential for team safety, for example as information about the conditions of an incident scene become known.

- Syncing to other platforms can make it easier to move between other modes of work (e.g. email or text) to build seamless communication or to build in features such as scheduling (e.g. with calendar integration).

#### 4. Accessibility

The security of access to the tool is of critical importance because of both the nature of the data it will hold and the context for this documentation. The platform's privacy and security features can improve CHRN's ability to collaborate by supporting a shared confidence in how and with whom information is shared within the tool.

Key Features:

- **Be both desktop and mobile accessible as some modes of working will be stationary and some will be out in the field.**
- While a HIPAA compliant tool would be ideal, documentation of personal and confidential data, including sensitive information about an individual's incident-related history but not patient health information will be stored in the application.
- Secure log in, time out and other security features will be essential to ensure that data stays secure as team members move through their dynamic work.
- De-identification at multiple levels is important to the team's ability to collaborate and to its ability to trust the tool enough to enter sensitive data, for example about a client who is undocumented.
- Tiered permissions will create rules around who can access what type of information. Some degree of shared information is important to network cohesion, visibility, and trust while details of a case or individual must be available only to those directly involved in service delivery or approved access to these fields (i.e., senior supervisors at BPHC).

## PART III KEY RFP EVENTS

### A. Questions

1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
  - a. Bidders and other interested parties must use **Appendix E** – Submitted Questions Form – for submission of questions. The form is to be submitted as a MS WORD document.
  - b. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator, identified on the cover page of the RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
  - c. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The BPHC assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date [BPHC RFP Page](#). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

### B. Amendments

All amendments released in regard to the RFP will also be posted on the following website [City of Boston Bids and RFPs](#) . It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

### C. Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 4:00 p.m. local time, on the date listed on the cover page of the RFP. E-mails containing original proposal submissions, or any additional or revised proposal files, received after the 4:00 p.m. deadline will be rejected without exception.
2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the BPHC RFP email address at [RFR@bphc.org](mailto:RFR@bphc.org).
  - a. Only proposal submissions received by e-mail will be considered. The BPHC assumes no liability for assuring accurate/complete e-mail transmission and receipt.
  - b. E-mails containing links to file-sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
  - c. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization's Information Technology team to ensure that your security settings will not encrypt your proposal submission.
  - d. File sizes are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
  - e. Bidders are to insert the following into the subject line of their e-mail proposal

submission: “**RFP# ITS-003-24 Proposal Submission – [Bidder’s Name]**”

f. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

- **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

All required eligibility documentation stated in PART IV, Section I

- **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments are stated in PART IV, Section II.

- **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

All required information and attachments are stated in PART IV, Section III.

- **File 4 [Bidder’s Name] – Cost Proposal:**

*PDF format preferred*

**Appendix D** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

## **PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The BPHC seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder's proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The BPHC, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

### **Proposal Format and Contents**

#### **Section I Preliminary Information (File #1)**

##### **1. Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

##### **2. Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

#### **Section II Organization Qualifications and Experience (File #2)**

##### **1. Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder's stated qualifications and skills.

##### **2. Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

### **3. Organizational Chart**

Bidders must provide an organizational chart. The organizational chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions.

### **4. Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

### **5. Financial Viability**

Bidders must provide the following information for each of the past three tax years:

- a. Balance Sheets
- b. Income (Profit/Loss) statements

### **6. Licensure/Certification**

Provide documentation of any applicable licensure/certification or any specific credentials required to provide the proposed services.

### **7. Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder's general liability, professional liability, and any other relevant liability insurance policies that might be associated with the proposed services.

**8. Optional:** In case of a Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) vendor. The proposers must include the Commonwealth of Massachusetts Supplier Diversity Office (SDO) Certification letter with their proposal.

**9. Optional:** In case the proposer is a Veteran-Owned Business, Proposer should include a letter indicating the company is 51% or more Veteran-owned.

## **Section III Proposed Services (File #3)**

### **1. Services to be Provided**

Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

## **Section IV Cost Proposal (File #4)**

### **1. General Instructions**

- a. Bidders must submit a cost proposal that covers the period starting on 4/01/2024 and ending on 3/31/2025.
- b. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- c. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the BPHC, may be included in the proposal. Only costs to be

incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

**2. Cost Proposal Form Instructions**

Bidders must fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the BPHC.



## **PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

### **A. Evaluation Process - General Information**

1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the BPHC.
3. The BPHC reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The BPHC may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.

### **B. Scoring Weights and Process**

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

#### **Section I. Preliminary Information (No Points – Eligibility Requirements)**

Includes all elements addressed above in Part IV, Section I.

#### **Section II. Organization Qualifications and Experience (40 points + Optional: 10 points)**

Includes all elements addressed above in Part IV, Section II.

Extra 5 points in case the vendor is a Commonwealth Of Massachusetts approved and certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) vendor.  
Extra 5 points in case the proposer is a Veteran-Owned Business.

#### **Section III. Proposed Services (25 points)**

Includes all elements addressed above in Part IV, Section III.

#### **Section IV. Cost Proposal (35 points)**

Includes all elements addressed above in Part IV, Section IV.

2. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
3. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 35 points. Proposals with higher bids values will be awarded

proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

$(\text{Lowest submitted cost proposal} / \text{Cost of proposal being scored}) \times 35 = \text{pro-rated score}$

**No Best and Final Offers:** BPHC will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

- 4. Negotiations:** The BPHC reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the BPHC's Request for Proposal to an extent that may affect the price of goods or services requested. The BPHC reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest-ranked Bidder, the BPHC may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the BPHC may cancel the RFP, at its sole discretion.

### **C. Selection and Award**

1. The final decision regarding the award of the contract will be made by representatives of the BPHC subject to approval by the BPHC Procurement Review Committee.
2. Notification of conditional award selection or non-selection will be made in writing by the BPHC.
3. Issuance of the RFP in no way constitutes a commitment by the BPHC to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. BPHC reserves the right to reject any and all proposals or to make multiple awards.

## **PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

### **A. Contract Document**

1. The successful Bidder may provide to execute a Master Agreement with appropriate riders to BPHC.

The Bidder could use the BPHC Standard Contract documents or use its own Master Agreement contract, along with other forms and documents commonly provided by BPHC. Allocation of funds is final upon awarded negotiation and execution of the contract, subject to the review and approval of the BPHC Procurement and Legal Departments. Contracts are not considered fully executed and valid until approved by the BPHC Procurement and Legal Departments and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders.

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

2. The BPHC recognizes that the actual contract effective date depends upon the completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the BPHC Procurement and BPHC Legal Departments.
3. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the BPHC.

### **B. Standard BPHC Contract Provisions**

1. Contract Administration

Following the award, a Contract Administrator from the BPHC will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. BPHC staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

2. Payments and Other Provisions

The BPHC anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the BPHC Purchase Order (PO) number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

## **PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Cost Proposal Form

**Appendix E** – Submitted Question Form

**APPENDIX A**

**Boston Public Health Commission  
PROPOSAL COVER PAGE  
RFP# ITS-003-24**

**Incident Response, Case Management and Tracking Application**

<b>Bidder's Organization Name:</b>			
<b>Chief Executive - Name/Title:</b>			
<b>Tel:</b>		<b>E-mail:</b>	
<b>Headquarters Street Address:</b>			
<b>Headquarters City/State/Zip:</b>			
<i>(Provide information requested below if different from above)</i>			
<b>Lead Point of Contact for Proposal - Name/Title:</b>			
<b>Tel:</b>		<b>E-mail:</b>	
<b>Headquarters Street Address:</b>			
<b>Headquarters City/State/Zip:</b>			

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the BPHC or any other BPHC employee, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity entering into the resulting contract with the BPHC if they are awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

<b>Name (Print):</b>	<b>Title:</b>
<b>Authorized Signature:</b>	<b>Date:</b>

**APPENDIX B**

**Boston Public Health Commission  
DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION  
RFP# ITS-003-24  
Incident Response, Case Management and Tracking Application**

<b>Bidder's Organization Name:</b>	
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*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
  - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, BPHC, or local government transaction or contract.*
  - ii. Violating Federal or BPHC antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.**
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
- d. Have not within a three (3) year period preceding this proposal had one or more federal, State, or local government transactions terminated for cause or default.*
- e. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of State and federal law and can result in fines, prison sentences, and civil damage awards.*

<b>Name (Print):</b>	<b>Title:</b>
<b>Authorized Signature:</b>	<b>Date:</b>

**APPENDIX C**

**Boston Public Health Commission  
QUALIFICATIONS and EXPERIENCE FORM  
RFP# ITS-003-24**

**Incident Response, Case Management and Tracking Application**

**Bidder's Organization Name:**

**Present a brief statement of qualifications. Describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.**

**APPENDIX C (continued)**

Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. Please note that contract history with the BPHC, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.

<b>Project One</b>	
<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	
<b>E-Mail:</b>	
<b>Brief Description of Project</b>	

<b>Project Two</b>	
<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	
<b>E-Mail:</b>	
<b>Brief Description of Project</b>	



**APPENDIX C (continued)**

<b>Project Three</b>	
<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	
<b>E-Mail:</b>	
<b>Brief Description of Project</b>	

**APPENDIX D**

**Boston Public Health Commission  
COST PROPOSAL FORM  
RFP# ITS-003-24**

**Incident Response, Case Management and Tracking Application**

<b>Bidder's Organization Name:</b>	
<b>Proposed Cost:</b>	\$

Bidders are to provide all cost-related information including the total cost figure in the area below or in an attached document.

The Total Cost figure will be used in the cost formula as described in PART V, B., 3. Of the RFP.

