



REQUEST FOR PROPOSAL (RFP)

MOBILE MEDICAL UNIT

**MOUNTAIN HOPE GOOD SHEPHERD CLINIC, INC
312 PRINCE STREET
SEVIERVILLE, TENNESSEE 37862**

Introduction

Mountain Hope Good Shepherd Clinic, Inc. (MHGSC) is a charitable care health center with a twenty-five year commitment to serving the healthcare needs of uninsured persons and families who live or work in Sevier County. Our mission is to provide quality healthcare through service and education. MHGSC was founded with one bold and clear vision. All people in Sevier County should have access to affordable, quality healthcare.

MHGSC has provided healthcare to over 32,000 individuals since opening the doors. We provide comprehensive care for all ages, regardless of ability to pay. MHGSC services include adult and pediatric medical care, behavioral therapy, psychiatry, dental, support services, and medication assistance services, and more. Education has always been an integral part of our mission. Our community health services are our primary outreach into the community.

Project Overview

As part of its Outreach program, Mountain Hope Good Shepherd Clinic is implementing mobile medical unit services. The intent is to extend primary care access, health screenings, and education to those with limited access to health services, including minorities, low-income families, underserved, and rural communities.

Required Qualifications

Vendors interested in responding to this solicitation must demonstrate their ability to successfully provide the required services outlined in the scope of work contained herein. Only proposals from qualified vendors meeting the outlined specifications will be accepted.

Calendar of Events

Issue RFP Open May 3, 2024

Proposal Submittal Deadline June 7, 2024, 4pm EST

Estimated Notification of Selection June 17, 2024

Estimated Agreement Date June 21, 2024

Dates indicated above are subject to change at the sole discretion of MHGSC.

Scope of Work

The scope of work outlined below has been established for the purpose of achieving and implementing program goals and obligations. The scope is provided as a reference, proposals may offer additional services in support of the RFP goals. MHGSC is accepting proposals for mobile medical units capable of supporting primary care and behavioral services. The scope of the project includes all design, construction, training, and delivery of a mobile medical unit. The unit shall meet all applicable documents, publications, and standards in effect at the time of manufacture. These shall include, but not limited to, all U.S. Dept. of Transportation (DOT) and Federal Motor Vehicle Safety Standards (FMVSS), requirements applicable.

The following must be met to comply with minimum specifications.

- Approximately 29 to 34 feet in length with a space design conducive to services being offered with a height to meet road clearance and general bridge height requirements. Please be mindful the unit will travel to mountainous areas with narrow roads and curves.
- The unit does not require CDL to operate.
- Minimum of one medical exam room and one private area to accommodate behavioral services.
- The unit shall have an automatic transmission with a gasoline or diesel engine to support the operations of the unit.
- Anti-lock braking system.
- Power steering
- ADA acceptable lift that is patient friendly, easy to navigate and safe.
- Workspace with a sink, refrigerator, and secure locking cabinetry.
- Reception area with countertops, cabinets for placement of printer, and sitting space.
- Microwave
- Adequate power cord supply
- 32" Flat Screen HDTV
- Back up Cameras and adequate mirror visibility
- Commercial Grade Generator
- External Outlets
- External Electric Awning.
- Slide wall extender to allow for additional space.
- Windows with privacy screens
- Bathroom facilities with hot and cold water, sink, adequate ventilation, toilet, and door closure for privacy.
- Exterior lighting.
- Internal LED lighting.
- The vehicle shall have MHGSC exterior wrap per MHGSC approved design and logo.
- Exam room to include standard size exam table, stool, locking storage areas, and adequate room for examinations.
- Wall mounted Welch Allyn equipment panel with otoscope, ophthalmoscope, speculum holder, thermometer, and blood pressure equipment in the exam room.
- Medical grade refrigerator for medication storage.
- Wall mounted glove dispensers and needle holders in the exam room.
- Heating and air system.
- Ability to transfer between generator and external power sources with ease.
- Fire safety includes fire extinguishers and smoke detectors.
- Internet connectivity package to ensure electronic accessibility to electronic health record cloud based software and electronic prescribing in rural areas.

Alternate Configurations: Other vehicles that meet the needs specified above will be considered if there is information provided to justify suitability for the scope of work to be performed.

Additional Inclusions

- The proposed delivery date of a fully operational unit based on the specifications.
- Submissions of unit drawings and dimensions. At a minimum, a detailed scaled floor plan, including cabinets, exam equipment, and workspace. Exterior images are to be included.
- On location training on operations of the unit and equipment.
- Warranty details. All vendor and extended warranty information must be provided. The information should include the additional cost for an extended warranty.
- On location delivery.

Proposal Submission Requirements

This request for proposal represents the requirements for an open competitive process. Proposals are required to be submitted **on or before 4 p.m. EST, Friday, June 7, 2024**. Any proposal received after this deadline will not be considered. An official agent or representative of the company must sign the proposal by submitting a cover letter with the company logo. Include the contact person name, phone number, and email address.

To be considered, all proposals must be completed and submitted following the provided instructions, including the Cost Proposal Worksheet. Proposals not conforming to these requirements will not be considered.

The costs must include all-inclusive for parts, labor (internal and contracted), and fees for the delivered and fully equipped mobile unit. Any proposals which call for outsourcing or contracting work must be included along with the name and description of the organizations being contracted.

Vendors are to provide a description of experience in designing and building a mobile medical unit and provide at least three (3) references including company name, contact name, contact email, and contact phone number.

An overview of the timeframe and major steps for completion of the project; production time and estimated delivery date must be specified.

Quality and Workmanship

The mobile medical unit must be manufactured to high quality and workmanship standards such as, but not limited to:

- The mobile unit shall be free from defects that may impair its serviceability or detract from appearance. The general appearance of the mobile unit shall not show any evidence of poor workmanship.
- All bodies, systems, equipment, and interfaces with the chassis shall be done per OEM's Body Builders Book. All components shall be new.

- Defective or refurbished components shall not be furnished.
- Parts, equipment, and assemblies, which have been repaired or modified to overcome deficiencies, shall not be furnished without the approval of the purchaser.
- Component parts and units shall be manufactured to definite stand dimensions with proper fits, clearances, and uniformity.
- Welded, bolted, and riveted construction utilized shall be in accordance with the highest standards of the industry.

The following deficiencies shall be cause for rejection:

- Rough, sharp, or unfinished edges, burrs, seams, corners, joints, cracks, and dents.
- Non-uniformed panels. Edges that are not radiused, beveled, etc. Body panels or components that are uneven, unsealed, or contain cracks, dents or have voids.
- Paint runs, sags, orange peel, fisheyes, etc., and any other imperfection of lack of complete coverage of paints or coatings.
- Misalignment of body fasteners, glass, viewing panels, light housings, other items with large or uneven gaps, spacing, etc. such as door, body panels, and hinged panels.
- Hoses, wiring, or harness routed through panels and bulkheads without grommet or other protective insulation, routed across components in a manner allowing chaffing to occur or routed in such a manner to be damaged by the exhaust system.
- Improper electrical connections, or loose, vibrating, or abrading components.
- Interference of chassis components, body parts, doors, etc.
- Improperly supported or secured hoses, wiring harnesses, mechanical controls, etc., including interference with other components.
- Leaks of any gas, vacuum, or fluid lines (air conditioning, coolant, oil, oxygen, etc.).
- Inappropriate or incorrect use of hardware, fasteners, components, or methods of construction.
- Incomplete or improper welding, riveting, or bolting.
- Lack of uniformity and symmetry were applicable.
- Loose, vibrating, abrading body parts, components, subassemblies, hoses, wiring harnesses or trim. Noise, panel vibrations, etc.
- Improper body design that could cause injury during normal use or maintenance, and which fails to provide access to perform routine or mandatory repairs or maintenance on the mobile unit electrical and mechanical systems. In addition, the improper combination of options which by their combination and installation are incompatible regarding function or safety.
- Sagging, non-form fitting upholstery or paddings.
- Incomplete or incorrect application of rustproofing.
- Equipment malfunctions.
- Inadequate welding, riveting, bolting, or attachment components.
- Visual deformities.
- Unsealed appurtenances or other body components, leaking gaskets, etc.
- Delamination of plastic composition materials.

- Any deviation from specification requirements or manufacturer’s standard production practice whether or not stipulated herein, detracts from form, fit, functions, durability, reliability, safety, performance, or appearance.

Any deviation from specification requirements or any other item, whether or not stipulated herein, that affects form, fit, function, finish, durability, reliability, safety, performance, or appearance shall be cause for rejection.

Proposal Evaluation Criteria

MHGSC will award this contract based on the most responsible and responsive proposal received. Price is important, but price alone will not be the sole determination for the award. The determination for the award is the responsibility of MHGSC personnel. Issues such as conformance to the specifications contained herein, reference feedback, experience at similar projects, length of time in business, the quality of construction proposed, design details, warranty, and many other factors including price will be evaluated, MHGSC reserves the exclusive right to reject, for any reasons at its sole discretion, the proposal of any vendor. By signing your RFP response proposal, you agree to the award criteria. To ensure consideration for the RFP, your proposal should be complete and include the following:

- **Overall Proposal Suitability:** Proposed solution(s) must meet the scope and needs included herein and be presented in a clear organized manner.
- **Value and Cost:** Vendors will be evaluated on the cost of their solution(s) based on the equipment produced and work to be performed in accordance with the scope of this project.
- **Production Time and Delivery Date:** Proposals will be evaluated based on the respondent’s production time and the proposed delivery date.

| EVALUATION CRITERIA | PERCENT OF TOTAL SCORE | |
|--|------------------------|--|
| Proposal Completed per RFP | YES/NO | |
| Project Experience and References to Support | YES/NO | |
| Disbarred or suspended on SAM.Gov | YES/NO | |
| Overall Proposal Suitability | 31% | |
| Value and Cost | 35% | |
| Production Time and Delivery Date | 34% | |

Project Timeline

Evaluations of proposals will be conducted within 10 days of the bid opening. If additional information or discussions are needed with any vendor during the evaluation period, the vendor(s) will be notified. Qualifying proposals will be presented to MHGSC staff and Executive Committee for discussion/review, and selection.

Final contract terms and conditions will be negotiated with the selected vendor. All contractual terms and conditions will be subject to review by the MHGSC Board of Directors or Executive Committee and will include scope, budget, schedule, and other necessary items pertaining to the project.

Equipment Construction Timeline

The timeline/schedule for the vehicle build phase of the project is negotiable, but the desired delivery for the mobile unit is November 30, 2024, or your earliest date thereafter.

MHGSC reserves the right to waive irregularities and to reject any and all bids. MHGSC also reserves the right to negotiate with the selected vendor in the event the price exceeds available funds.

MHGSC may consider informal any bid not prepared and/or submitted in accordance with the provisions hereof and may waive any informalities or reject any and all bids. Any bid received after the time and date specified shall not be considered.

Checklist of Items to be Returned

To be considered, all proposals must be complete and submitted following these instructions and utilizing the Cost Proposal Worksheet. Vendors may also submit any additional documentation they would like to support their proposal. Proposals not conforming to these requirements will not be considered.

Due on or before June 7, 2024, 4pm EST.

- Cover letter signed by an authorized company representative with respondent contact information.
- Description of experience designing and building mobile medical units included in the cover letter or separate.
- Examples of similar vehicle projects along with three (3) references including company name, contact name, contact email, and phone number.
- Scaled drawing depicting the submitted proposal illustrating the layout.
- Overview of end to end project timeline and major steps/check points with the estimated delivery date specified.
- Completed proposal cost worksheet which must be completed in its entirety as follows.

Financial Quote

- Base vehicle cost, fees, standard equipment/features

- Optional Accessories included in the proposal.
- Medical Equipment
- Exterior wrap
- Wi-fi connectivity package

Warranty information

Training Plan

Timeframe for Project Completion

Closet authorized service location noting name, address, phone number, and proximity to the client.

List of utilized medical vendors.

Proposal Submission and Questions

Each vendor must submit questions via email to Deborah Murph (dmurph@mountainhope.org) no later than May 17, 2024. The email subject line for all correspondence should state **RFP Mobile Medical Unit**. Questions will be answered via return email.

Responses to this **RFP are due by 4 p.m. EST on June 7, 2024**. One (1) original and one (1) copy of the complete proposal must be mailed or hand-delivered in a sealed envelope marked:

Mountain Hope Good Shepherd Clinic

Attention: Mobile Unit

P.O. Box 5937

Sevierville, TN 37864

The selected proposer will enter into negotiations with MHGSC regarding the specific terms of an appropriate agreement. If agreement cannot be reached with a selected proposer within a reasonable time, MHGSC may reject that proposer and commence negotiations with one or more other proposers.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

Mountain Hope Good Shepherd Clinic reserves the right to terminate this solicitation prior to entering into any agreement with any qualified vendor pursuant to this Request for Proposal, and by responding hereto, no vendors are vested with any rights in any way whatsoever.

Mountain Hope Good Shepherd Clinic reserves the right to reject any or all proposals for not complying with the terms of this RFP.

The terms and provisions contained in Appendix II to Part 200 - Contract Provisions for Non-Federal Entity Contracts Under Federal Awards shall be a required and included in any purchase agreement or contract entered into between Mountain Hope Good Shepherd Clinic, Inc. and vendor.

Mobile Medical Unit Cost Proposal
For Mountain Hope Good Shepherd Clinic, Inc.

All cost proposals must include the following, at a minimum. However, vendors may include a more detailed cost proposal.

| | |
|---|-----------|
| VEHICLE INFORMATION | |
| Vehicle Brand and Model | |
| Model Year | |
| Length | |
| Base BID | |
| Vehicle Chassis | \$ |
| Custom Medical Options | \$ |
| Graphics/Wrap Package | \$ |
| Connectivity Package for Wi-Fi | \$ |
| Interior Options | \$ |
| Exterior Options | \$ |
| HVAC | \$ |
| Plumbing for Sinks | \$ |
| Generator and Power Supplies | \$ |
| Delivery Costs | \$ |
| Training Costs | \$ |
| Title Cost | \$ |
| Other Specify | \$ |
| Total BID (Not to Exceed \$400,000.00) | \$ |

Cost Proposal Certification

Bid is firm for 60 days and signed by the following individual authorized to certify pricing and enter into agreements.

| | |
|------------------------------|--|
| Vendor Name: | |
| Vendor Address: | |
| City, State, Zip: | |
| Representative Name (Print): | |
| Representative Signature: | |
| Representative Title: | |
| Date: | |
| Representative Email: | |
| Representative Phone Number: | |