

# **Gulf Bend Mental Health Mental Retardation Center – DBA Gulf Bend Center Request for Proposal –Laboratory Services**

Gulf Bend Center (GBC or the Center) is requesting a proposal from a Laboratory Clinic with experience in client-based laboratory services for GBC.

## **I. BACKGROUND INFORMATION**

GBC is a community center in the State of Texas formed as the result of legislation passed in 1965. GBC is a 501(c)(3) non-profit agency governed by a nine-member Board of Trustees. It has grown from a small organization offering limited services to a major behavioral health provider, serving over 8000 individuals annually in a comprehensive array of mental health, and intellectual developmental disabilities services. GBC provides services in a seven-county region that includes: Victoria, Jackson, Calhoun, Refugio, Goliad, Dewitt, and Lavaca Counties.

### **A. Purpose of Laboratory Services**

The purpose of this Request for Proposal is to obtain the services of a Laboratory who will provide various Laboratory services starting September 1, 2019. The services to be provided by the Laboratory will be discussed in the next section.

### **B. Scope of Services Requested by Independent Contractor.**

Selected Contractor will provide laboratory services including:

- Bi-Directional Interface with GBC’s Electronic Health Record (E.H.R. – Clinical System).
  - See Section II.B. Technical Support.
  - See Attachment A: Evaluation Worksheet.
- Laboratory Services to include the following:
  - Drawing of blood specimens
  - Processing of laboratory chemistry profiles for eligible Center clients.
  - In addition, the following services will be provided:
    - Full range of pharmacy testing ability;
    - Supplies and equipment necessary for submitting specimens to laboratory (e.g. a printer at Center main clinic location 6502 Nursery Drive, Victoria, Texas 77904);
    - Convenient off-site draw station;
    - 24-hour turn-around on Chemistry Profiles, STAT testing and Repeat Assays when needed;
    - Billing of third-party carriers including Medicare and Medicaid.

### **C. Terms of the Contract**

The contract for Laboratory services, based upon the Board of Trustees' approval of the proposal, will be for the following term:

- A three-year period which will cover GBC’s fiscal years FY20-FY22. September 1, 2019 through August 31, 2022.
- There will be an additional three-year renewal period at the discretion of the Center, which will cover GBC’s fiscal years FY23-FY25. September 1, 2022 through August 31, 2025.
- The agreement can be terminated for cause.

## **D. Dispute Resolution**

Disputes concerning the terms of contracted services that cannot be resolved will be brought before an independent mediation center, whose decision will be binding upon both parties.

## **II. TECHNICAL PROPOSAL CONTENT**

NOTE: There should be no dollar units or total costs included in the Technical Proposal of the document.

### **A. Cover Letter**

See Conditions for Submission of Proposal in Section IV.

### **B. Technical Component**

To describe clearly the clinic's understanding of the work to be done, the proposer will:

- Provide the demonstration of previous experience and/or ability in developing Bi-Directional Lab Ordering and Results Interfaces with Electronic Health Record systems.
- Provide evidence that the proposer has experience in performing Laboratory Services for community Mental Health (MH) – Intellectual Developmental Disabilities (IDD) centers and include current and past client contact information;
- Explain the proposer's approaches to performing Laboratory Services, including the methodology, nature and extent of Laboratory procedures to be performed;
- Describe the proposed staff in terms of job positions in the Laboratory clinic;
- List names of staff member(s) who will work throughout the duration of the contract, as well as those staff members who will be responsible for planning, directing and conducting work throughout the contract.
- Describe the level of assistance that will be expected from GBC personnel; and
- Make a statement concerning the independence of the proposer, including direct and indirect financial interest, and the relationship, if any, of any employee of GBC and/or any members of the Board of Trustees.

### **C. Management Component**

The proposer will furnish satisfactory evidence of capability to provide in a professional and timely manner the services stated in the Request for Proposal. To meet this requirement, the proposer will:

- If applicable, provide the name of the external quality control review organization of which the proposer is a member and the proposer's length of membership. Also, state the review organizations planned frequency of reviews;
- If applicable, also state whether the clinic has received a review and whether in the most recent review an unqualified report was issued (a copy of the review report must be provided to GBC);
- State whether the proposer is a national, regional or local laboratory clinic.
- State whether the proposer is currently under the terms of a public or private reprimand by any Texas licensing boards or agencies of other states;
- Provide evidence of the ability to comply with the requirements in Sections II and VII of the Request for Proposal.

### **D. Evaluation**

Criteria used to evaluate the proposer's methodologies, products and services are included as Attachment A.

### **III. DOLLAR COST PROPOSAL**

#### **A. Total Maximum Price**

The dollar cost bid should contain all pricing information relative to performing the services as described in this request for proposal. GBC will not be responsible for expenses incurred in preparing and submitting the technical proposal or the sealed dollar cost bid. Such costs should not be included in the proposal. The first page of the dollar cost bid should include the following information:

- Name of Laboratory clinic,
- Certification that the person signing the proposal is entitled to represent the clinic, empowered to submit the proposal and authorized to sign a contract with GBC, and
- A laboratory service price chart for the FY20, September 1, 2019 to August 31, 2020, one-year term period as described in this Request for Proposal. Please see 'Attachment B' below for details of Labs requested.

#### **B. Manner of Payment**

Payments will be made in accordance with the contract.

### **IV. CONDITIONS FOR SUBMISSIONS OF PROPOSAL**

#### **A. Proposals must include:**

- A cover letter clearly stating the name of the clinic and the name, address and telephone number of the proposer's representative.
- Proposal must address each of the requirements as stated in this Request for Proposal;

#### **B. Acceptance/Rejection of Submittal**

GBC may reject any and/or all proposals, and to negotiate portions thereof, including the following:

- Proposals that address only part of the requirements contained in this Request for Proposal with not be considered.
- Select any proposal, considering the quoted estimated fee and other factors.
- Request any additional information from the proposer that GBC may reasonably require.
- Reject proposals that have been modified.

#### **C. Preparation Costs**

- GBC shall not be responsible for proposal preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal.
- By submitting a proposal, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

#### **D. Oral Interviews and Other Communications Prior to Submission**

- GBC may ask proposers to send a representative for an oral interview prior to approval of a proposal.
- GBC is aware of the time and effort you expend in preparing and submitting bids.

- Let us know of any bid requirements, which are causing you difficulty in responding to the Center's RFP.
- We encourage you to meet with the Center's Selection Committee to address any questions and/or concerns.
- We want to make this process as smooth and easy as possible so that all vendors can compete for Gulf Bend Center's business.
- GBC will not be liable for the costs incurred by the proposer for such interview.

#### **E. Late Submissions**

- Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

#### **F. Confidentiality – Open Records Act**

- The content of all proposals will be kept confidential throughout the selection process.
- Once the selection process has ended and a selection has been made, copies of any proposal will be available for other respondents to review.

#### **G. Disposition of Proposals**

- All materials submitted in response to the RFP shall become the property of the Center.

#### **H. Non-Participation**

- If you do not wish to participate in the current proposal process, but wish to participate in the future, all procurement 'Request for Proposals' will be provided on the public website for Gulf Bend Center at <https://www.gulfbend.org/>. The link will be found on the home page by clicking on the green tab that says 'RFP/Contracts'.
- If you will to provide your clinics future interest in bidding for products and/or services, please submit a "No Bid" by the same time that the proposal is due and at the same location as stated for bidding.

#### **I. Awarded Proposal Withdrawal**

- An awarded proposal that has been accepted by GBC, may not be withdrawn or canceled by the proposer without permission of GBC.

#### **J. GBC Provisions**

- **FUNDING:** Funds for payment have been provided through GBC budget approved by the Board of Trustees annually for each fiscal year. State of Texas statues prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or obligations that may arise past the end of the current GBC fiscal year shall be subject to budget approval.
- **SALES TAX:** GBC is exempt by law from payment of Texas Sales Tax and Federal Excise Tax.
- **EXCEPTIONS/SUBSTITUTIONS:** All bids meeting the intent of this request for proposal will be considered for award. Bidders taking exception to the specifications, or offering substitutions, shall state these exceptions in the 'Exceptions/Comments' section provided below, 'Attachment E', or by attachment as part of the proposal. The absence of such a list shall indicate that the bidder has not taken exceptions and that GBC shall hold the bidder responsible to perform in strict accordance with the

specifications of the proposal. See ATTACHMENT A. GBC reserves the right to accept all or none of the exception(s)/substitutions(s) deemed to be in the best interest of GBC.

- PROPOSAL MUST COMPLY with all federal, state, county and local laws concerning these types of service.
- INVOICES: When applicable, invoices will show all information as stated above and will provide a monthly invoice. Invoicing will be mailed directly to Gulf Bend Center Accounts Payable Department, 6502 Nursery Dr., Ste 100, Victoria, Texas 77904, or emailed to [payables@gulfbend.org](mailto:payables@gulfbend.org).
- REMEDIES: The successful bidder and GBC agree that both parties have all rights, duties and remedies available as stated in the Uniform Commercial Code.
- VENUE: This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Victoria, Texas.
- ASSIGNMENT: The successful proposer will not sell, assign, transfer or convey this contract, in whole or part, without the prior written consent of GBC.
- SILENCE OF SPECIFICATION: The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point will be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications will be made based on this statement.

## V. PROCEDURES FOR SUBMITTING PROPOSALS

### A. Delivery of responses to the Request for Proposal, whether email, mail or hand-delivery, should be addressed to:

Anna Arage, CFO  
Gulf Bend Center  
6502 Nursery Drive, Ste 100  
Victoria, TX 77904  
[anna1685@gulfbend.org](mailto:anna1685@gulfbend.org)  
361-582-2339

(Hand Deliver to CFO Office on Second Floor)

- Proposal must be received no later than **July 17, 2019** by EOB.

### B. Number of Copies of Proposal

- Submit one copy of the Technical Proposal and one copy of the Dollar Cost Bid. Each copy must be clearly marked as "Technical Proposal" or "Dollar Cost Bid."

## VI. ASSISTANCE TO PROPOSERS

Any person wishing to obtain additional information about the Request for Proposal or about the operations of GBC:

- May contact Anna Arage, CFO, by phone at 361-582-2339. If there is no answer, please leave a message.
- You may also contact the Center by emailing the CFO at [anna1685@gulfbend.org](mailto:anna1685@gulfbend.org). Please put 'Request for Proposal –Laboratory Services' in the subject line of email.

## VII. STATEMENT OF REQUIREMENTS

## **A. Minimum Qualifications**

All Laboratory clinics submitting a proposal must:

- Be licensed to do business in the State of Texas.
- Current certifications and licenses.
- Accredited Laboratory status by The College of American Pathologists.
- CLIA Laboratory Certificate of Compliance.
- Maintain policies of general and professional liability insurance coverage.
- Consistently maintain and allocate enough staffing resources to provide timely service for GBC's laboratory service needs.
- Maintain staff that are qualified and available to provide specialized technical expertise in various disciplines as necessary.
- Maintain all standards applicable to medication-related services.
- Maintain all standards related to confidentiality and releases of information.

## **B. Proposal Guidelines**

Please respond as outlined in this request for proposal and observe the following guidelines:

- Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
- Written proposals must be received at our offices no later than **07/17/2019** – Electronic proposal must be emailed to [anna1685@gulfbend.org](mailto:anna1685@gulfbend.org) & [tyler1772@gulfbend.org](mailto:tyler1772@gulfbend.org) no later than **5:00 pm on 07/17/2019**.
- Our final Laboratory selection will be made based on our evaluation of the criteria outlined in Attachment A of this Request for Proposal.

Submission of a proposal will be construed to imply agreement in advance to the services outlined in the enclosed materials. Brochures, photos, annual reports or any other appropriate printed material may be included in your proposal. The proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

## **C. Questions**

- Clinic History and Experience
  - Provide a brief history of your clinic including size, volume of business, locations, number of years in business and business philosophy.
  - Describe the visibility and influence of your clinic in the Laboratory field.
  - Describe your approach to the ongoing training of your staff.
- Clients
  - Describe your internal mechanism for ensuring customer satisfaction with your services.
  - Provide contact names and phone numbers of 3 references.
- Services
  - Describe lab services timeframes.
- Describe attributes that make you a valuable strategic partner to GBC.

## **D. Confidentiality of Records of Individuals Served by this Agreement.**

- Contractor agrees to keep all protected health information (PHI) of employees confidential in accordance with all applicable state and federal laws, statutes, and regulations protecting the confidentiality of such information, including the following: Code of Federal Regulations, Title 45, Parts 160 and 164, Federal Standards for Privacy of Individually Identifiable Health Information (e.g. Federal Privacy Rule); 42

C.F.R. Part 2; Code of Federal Regulations, Title 42, Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records; and the Texas Health and Safety Code, Chapter 81, Chapter F (confidentiality of information related to HIV/AIDS test results).

**E. Key Dates Required for the RFP**

The following table outlines Gulf Bend Center’s key dates and events for RFP process.

06/26/2019	RFP is available at <a href="https://www.gulfbend.org">https://www.gulfbend.org</a>
06/26/2019-07/10/2019	Initial Meetings for questions, etc. Oral Interviews
<b>07/17/2019</b>	<b>Deadline for receipt of Proposals to Our Company’s office EOB.</b>
07/18-19/2019	Center’s Selection Committee review period of proposals submitted.
07/19/2019	Notification of Awarded Proposal
07/23/2019	Board approved.

- Proposals shall be received no later than Wednesday, July 17, 2019 EOB (5pm).
- Proposers must sign and date the proposal on the appropriate page provided below.
- Proposals which are not signed and dated in this manner may be rejected.
- Initial meetings may be scheduled with the Center’s Selection Committee to go over questions and/or concerns.
- The Committee will be available to meet with interested financial institutions as to clarification of needs during the initial open RFP period from June 26, 2019 through July 10, 2019.
- To schedule meeting(s) during the initial open ITB period, please call Anna Arage, Chief Financial Officer, at 361-582-2339 or email [anna1685@gulfbend.org](mailto:anna1685@gulfbend.org).
- Bids received after the deadline, Wednesday July 17, 2019, EOB (5pm), will not be considered for the award of the contract and will be considered void and unacceptable.
- Accepted bids will be reviewed July 18 - 19, 2019. A decision will be made, and notification of the awarded proposal will be made by Friday July 19, 2019 EOB.
- We will contact all Laboratory clinics-vendors who turned in proposals following the reviewing.
- GBC reserves the right to extend the submission deadline or any other deadline or date indicated in the RFP if an extension would be in the best interest of Gulf Bend Center.
- The recommended proposed clinic MUST provide GBC with the signed agreement/contract and all required documentation (if applicable) prior to the service start date of September 1<sup>st</sup>, 2019.
- The signed RFP will act as a bidding contract which must include all other necessary agreements.

## **ATTACHMENT A EVALUATION WORKSHEET**

This worksheet is to be used to document GBC's evaluation of the proposers' qualifications. Points within the ranges specified are to be assigned to the below-listed criteria as a means for quantifying the relative strengths and weaknesses of the various proposals. In the event that oral interviews are necessary to break a tie or for making final clarification in the evaluation process, additional points may be awarded. While the total score is a significant factor, the requester of the services reserves the right to consider other factors in making a final selection.

### **PROFESSIONAL QUALIFICATIONS**

The evaluation of professional qualifications of the proposers will be based on the following criteria:

#### **I. MANDATORY CRITERIA**

Proposals will not be considered for further evaluation unless there is compliance with the following criteria. The proposer:

- A. Must have proper credentials to perform required services.**
- B. Must demonstrate ability to create a useful Bi-Directional Interface with GBC's current Streamline Health SmartCare E.H.R. System.**
- C. Must adhere to Gulf Bend Center's policies and procedures.**
- D. Must not have a record of substandard work.**
- E. Must submit a proposal meeting all the requirements of the Request for Proposal.**

#### **II. TECHNICAL CRITERIA**

Proposals which have met each of the criteria in Section I above will be evaluated on the following criteria:

##### **A. Technical experience of the clinic:**

- Experience in negotiations with medication supply vendors
- Experience in developing Bi-Directional Lab Ordering and Results Interfaces with Electronic Record Systems.
- Experience in government entities helpful.
- NOTICE: GBC has experience in working with Lab providers and EHR systems and recognizes that there are costs in both time and funds to both the Lab Provider and GBC in working with EHR vendors in the development of Bi-Directional Interfaces. These costs and (Time to Production) will be part of the overall determination of best value and ROI (Return on Investments) in the selection process.

##### **B. Characteristics of the staff, including consultants to be assigned to the services:**

- Size and structure of the clinic, including staff positions
- Qualifications of supervisory personnel, consultants and any other team individuals.
  - Education, including continuing education courses during the past two years



- Years and types of experience
- General direction and supervision to be exercised over the staff assigned by the clinic's management personnel

**C. Clear understanding of the work to be performed:**

- Client-based laboratory services for GBC.

**ATTACHMENT B  
RFP –LABORATORY SERVICES  
ACKNOWLEDGEMENT  
TO BE COMPLETED BY BIDDER**

**GULF BEND CENTER IN ITS SOLE AND ABSOLUTE DISCRETION SHALL HAVE THE RIGHT TO AWARD CONTRACTS FOR ANY OR ALL MATERIALS LISTED IN EACH PROPOSAL, SHALL HAVE THE RIGHT TO REJECT ANY AND ALL PROPOSALS, AND SHALL NOT BE BOUND TO ACCEPT THE LOWEST PROPOSAL AND SHALL BE ALLOWED TO ACCEPT THE TOTAL PROPOSAL OF ANY ONE VENDOR, OR AS OTHERWISE STATED IN THIS PROPOSAL.**

**THIS SUBMISSION IS GUARANTEED AS AN IRREVOCABLE OFFER VALID THROUGH JULY 10, 2019 AFTER THE PROPOSAL OPENING DATE.**

**BY RETURNING THIS BID PROPOSAL COMPLETED, THE BIDDER CERTIFIES THAT THE PROPOSAL SPECIFICATIONS ARE UNDERSTOOD AND COMPLIED WITH. PROPOSAL MAY BE CONSIDERED INVALID IF NOT RETURNED.**

**Name and Address of Company:**

**Authorized Representative:**

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Number/Street Address

\_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Email address

**BID AMOUNT FOR SERVICES TO BE RENDERED WITHIN ALL ASPECTS OF THIS RFP – FY20 LABORATORY SERVICES BY TEST DESCRIPTION:**

Test Number	Test Name	Proposed Amount
9179	Comprehensive Metabolic Panel	
115	Electrolyte Panel	
9175	Hepatic Function Panel	
173	Lipid Panel	
1000	Complete Blood Count W/Auto Diff	
1041	Complete Blood Count W/O Diff	

<b>3254</b>	<b>Drug Abuse Screening 10*</b>	
<b>2217</b>	<b>Glucose</b>	
<b>2708</b>	<b>Hemoglobin A1c</b>	
<b>2835</b>	<b>Thyroid Stimulating Hormone</b>	
<b>2840</b>	<b>Vitamin B12</b>	
<b>4958</b>	<b>Vitamin D, 25 Hydroxy</b>	
<b>3094</b>	<b>Valproic Acid (ST)</b>	
<b>2128</b>	<b>Lithium (ST)</b>	
<b>3025</b>	<b>Carbamazepine (Tegretol) (PR)</b>	

**BIDDER MAY ATTACH SUPPORTING DOCUMENTATION AS DEEMED NECESSARY. PLEASE REFERENCE DETAILS ON 'ATTACHMENT D'.**

**ATTACHMENT C  
NOTICE 'NO BID' FORM**

Dear Vendor,

Please check the appropriate box below, complete the remainder of this form and return it **BY THE SCHEDULE DUE DATE OF THE BID:**

- Our Company cannot provide the services requested.
- We have chosen **NOT** to submit a Proposal at this time. We did not submit a Proposal because:

Reason(s) \_\_\_\_\_

- Please REMOVE our name from future requests until further notice.

Reason(s) \_\_\_\_\_

Company Name: \_\_\_\_\_

Representative (Print Name): \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Fax Number: (\_\_\_\_) \_\_\_\_\_

**PLEASE RETURN THIS FORM ONLY TO:**

**ANNA ARAGE, CFO  
GULF BEND CENTER  
NOTICE 'NO BID' RFP – LABORATORY SERVICES  
6502 NURSERY DRIVE STE 100  
VICTORIA TEXAS 77904  
OR EMAIL AT: [anna1685@gulfbend.org](mailto:anna1685@gulfbend.org)**

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date \_\_\_\_\_



**ATTACHMENT E  
EXCEPTIONS/COMMENTS**

**EXCEPTIONS/COMMENTS:**

**Bidder's exceptions and or comments provided:** \_\_\_\_\_

**a)** \_\_\_\_\_

**b)** \_\_\_\_\_

**c)** \_\_\_\_\_

**d)** \_\_\_\_\_

**e)** \_\_\_\_\_

**f)** \_\_\_\_\_

**g)** \_\_\_\_\_

**h)** \_\_\_\_\_

**i)** \_\_\_\_\_