



Cherokee County Board of Commissioners
Purchasing Department
1130 Bluffs Parkway, Canton, GA 30114
Phone: (678) 493-6000
Fax: (678) 493-6035

REQUEST FOR BID/PROPOSAL

RFB 2018-036 Body Removal Transport Services

THE PROJECT: The Cherokee County Board of Commissioners Purchasing Department (County) is requesting competitive sealed ☐ Bids or ☒ Proposals in support for body removal of deceased persons for the Cherokee County Coroner's Office - as described herein.

There ☐ will be ☒ will not be a mandatory meeting to review the requirements.

The term of Agreement(s) resulting from this solicitation can be found in the Statement of Work.

All times in the solicitation are local times to Cherokee County Board of Commissioners, 1130 Bluffs Parkway, Canton, Georgia 30114.

The County reserves the right to reject any or all bids/proposals, to waive technicalities and to make a selection and final award as deemed to be in the best interest of the County, including using any form of contract it deems most advantageous to the County. The County further reserves the right to reject the bid of any vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or who upon investigation shows is not in a position to perform the contract. Incorporated herein by this reference are Cherokee County's Standard Solicitation Terms and Condition.

SCHEDULE:

Issued	03/02/2018
Site Visit/Pre-Bid Meeting	Not Applicable
Questions Due	03/13/2018
Answers Due	03/16/2018
Bids/Proposals Due	03/23/2018 @ 10:00 AM
Anticipated Award Date	04/17/2018

THE EXPECTED PERIOD OF PERFORMANCE IS:

The base period of performance is broken down into two areas; Physical Delivery of Product(s) and Service Delivery. This is a function of the Statement of Work (SOW) and/or specification and reflects if there is physical item or items to be delivered and / or delivery of services. An X in the box corresponding to item 1 below, Physical Delivery indicates a physical item or items are to be delivered and an X in the 2. Delivery of Services indicates that Services are to be performed. Either or both may apply to the work contemplated by this solicitation.

Additionally, should there be and X in the box corresponding item 3. Option Grant, then the County requests the right to extend the period of performance beyond the Base Rate as specified.

1. ☒ NO PHYSICAL ITEMS ☐ PHYSICAL DELIVERY REQUIRED:

For Physical Delivery solicitations, the period of performance for an award shall begin with either the placement of Purchase Order or the date indicated on the Agreement. All items to be delivered are to be FOB Cherokee County at the address indicated in the solicitation. Performance shall be complete upon final acceptance by the County. Time is of the essence for the delivery of each item specified. Warranty requested as below:

☐ Warranty Term Requested: N/A

2. ☐ NO SERVICES REQUIRED ☒ PERFORMANCE OF SERVICES:

For Performance of Services solicitations, the period of performance shall begin with the placement of either a Purchase Order or the date of the Agreement unless the Agreement, the SOW or the Solicitation Terms indicate that performance shall begin upon the issuance of an Authorization to Proceed (ATP), in which case the ATP would represent the beginning of performance. Term of services requested are as below:

Services Term:

- ☐ One Year
☐ Two Years
☒ Three Years (one (1) year with two (2) one-year options)
☐ Other:_____

SUBMITTAL INSTRUCTIONS: Interested Bidders/Proposers should carefully review the requirements defined herein and provide complete and accurate submissions that should include the following items (if indicated by an X in the box:

- ☒ Information and Addenda Acknowledgement Form (Appendix A),
- ☒ Non-Influence and Non-Collusion Affidavit (Appendix B),
- ☒ E-Verify Affidavit (Appendix C),
- ☒ References* (Appendix D),
- ☐ Acceptance of County' Standard Agreement**, as below: (Appendix E),
 - ☐ Professional Services Agreement
 - ☐ Construction Services Agreement
 - ☐ Other: _____
- ☒ Suspension, Debarment and Litigation Affidavit (Appendix F),
- ☐ Contractor's License Certification (Appendix G)
- ☐ Bonds Requirements if the price bid > \$100K
 - ☐ Ability to Provide Performance, Labor & Matl. Payment Bond (Appendix H)
 - ☐ Bid Bond (See Appendix I)
- ☐ Evidence of/ability to provide Insurance at the limits identified herein,***
- ☐ Certifications, Licenses or Registrations as required by law and/or as requested.
- ☒ Pricing on the Pricing Form provided (Bid Form)
- ☐ Contractor's Qualifications Statement (Appendix J)
- ☐ Added Terms to Construction Service Agreement (Attachment)
- ☐ Substitutions Proposed: See Instructions Standard Solicitation Terms****, Item 9
- ☐ _____
- ☐ _____

Notes:

*The County reserves the right to contact not only those references provided, but may also use previous performance for the County, other contacts it identifies and other sources of information believed to be viable to evaluate capability, viability and performance.

**If Acceptance of County's Standard Agreement is checked, all work/items defined herein are to be quoted according to these requirements. Copies of these agreements can be located at the County's Procurement web page.

***Insurance levels requested are those identified in the County's Standard Agreement, section "I."

****Standard Solicitation Terms Refer to Cherokee County Standard Solicitation Terms and Conditions

EVALUATION CRITERIA:

Bids/Proposals that contain options or additive work above and beyond the base bid will be evaluated financially according to the criteria described in the solicitation. However, should the use of options or additive work proposed exceed the County budget, the County retains its rights to address such situations as described in its Standard Terms For Bid and Proposal Solicitation as well as the right to award based on the base bid only or the base bid plus quoted additive work that is within its budget.

☐ Bids determined to be Responsive and Responsible will be ranked based Bid Form Criteria.

OR

☒ Proposals determined to be Responsive and Responsible will be evaluated on the following criteria:

20%	Experience/Performance
10%	Professional Standards
10%	Approach
10%	Availability
50%	Cost
<hr/>	
100%	TOTAL

HOW AND WHERE TO SUBMIT BIDS AND PROPOSALS:

The County has two methods for receiving bids and proposals that are mutually exclusive; either electronically or by physical receipt. The box with the “X” below indicates how and where bids or proposals are to be submitted. The County will NOT accept proposals by fax, or e-mail unless authorized, in writing, by the Procurement Director. The solicitation submission deadline will be strictly enforced; no late bids/proposals will be accepted for any reason, please plan accordingly.

A. Electronic Submissions Only:

☒ Bids and Proposals are to be submitted electronically ONLY to the County’s designated Web site or location. Physical copies are not to be submitted unless approved in advance by the Purchasing Director.

Proposals and all requested documentation to be provided electronically should in the Adobe Portable Document Format (PDF) unless otherwise indicated in these solicitation instructions. Documents provided in response to this solicitation are to be named according to the following naming convention:

- a. [Solicitation Number]_[Vendor Name]_[Document Type]
Example: “2017-111_ABC Company_Proposal”

AND/OR**B. Physical Submissions Only:**

☐ Bids and/or Proposals are to be submitted on-time and ONLY in physical (paper) form and delivered to Cherokee County Procurement Department, Solicitation #_____ 1130 Bluffs Parkway, Canton GA 30114. On-line submissions are not to be tendered without the advanced approval of the

Purchasing Director.

Number of Submittals: 1 Original and 1 Copy

QUESTIONS/ADDENDA: Only written inquiries will be permitted during the solicitation period. Questions are to be submitted via email to the Purchasing Agent for this solicitation at: rblack@cherokeega.com no later than the date and time indicated in the Schedule, as may be amended. Answers will be posted via formal Addendum and only released as part of the solicitation documents on the County's designated website. All interested parties are instructed to monitor the County's website on a regular basis throughout the solicitation period. The final date for posting of Addenda is per the Schedule, as may be amended.

STATEMENT OF WORK AND/OR SPECIFICATION LOCATED ON THE NEXT PAGE

STATEMENT OF WORK AND/OR SPECIFICATION:

SCOPE OF SERVICES

1. Vendor shall provide removal and transportation services 24 hours per day/365 days per year at the request of a representative of the Cherokee County Coroner's office. For purposes of this RFP, "business hours" shall include the hours of 7:00 AM to 6:00 PM, Monday through Friday. "After hours" shall include the hours after 6:00 PM on weeknights, until 7:00 AM the next weekday morning, and after 6:00 PM Friday evening until 7:00 AM Monday morning. Vendor shall note in proposal if service on holidays shall be considered "After hours" or shall incur a separate charge. If a separate charge shall be incurred for holidays, Vendor shall note in proposal. There may be times when a removal shall begin in one timeframe (i.e. business hours) and end in another timeframe (i.e. after hours). Vendor shall charge the appropriate rate based on the time when the removal request is received from a representative of the Cherokee County Coroner's office and not when it is completed.
2. Vendor shall provide removal and transportation services for any decedent or human remain from any location within Cherokee County to the Cherokee County Morgue, to be located at 959 Marietta Highway, Canton, GA 30114. Other delivery locations shall include; Northside Cherokee Hospital Morgue, 450 Northside Cherokee Blvd., Danton, GA 30115 and Georgia Bureau of Investigation, 3121 Panthersville Road, Decatur, GA 30034.
3. Decedent removal is required from various locations that shall include, but not be limited to, residences, roadways, wooded areas, hospitals/healthcare facilities, and funeral homes.
4. Vendor shall utilize mobile communication (i.e. cell phones, two-way radio) between the Vendor's main office, mobile vehicle(s), and representatives of the Cherokee County Coroner's office.
5. A representative of the Cherokee County Coroner's office will contact the Vendor when the decedent is ready for removal. The response time for confirmation of an available responding staff member to the designated location shall not exceed 15 minutes.
6. Vendor shall respond to each death scene within one (1) hour of notification. Exceptions may be made for after-hours hospital morgue removals at the direction of a representative of the Cherokee County Coroner's office.
7. Vendor shall utilize vehicles appropriate for the removal and transportation of decedents. Vehicles shall be subject to approval by the Cherokee County Coroner or his designated representative. Inappropriate or poorly maintained vehicles will not be allowed. Vehicles shall be unmarked and shall not display company names other than the Vendor transport service name (i.e. funeral home, crematory). Vendor shall utilize vehicles capable of transporting two (2) decedents concurrently. Vendor shall have at least one (1) vehicle available with the ability to traverse off-road sites (unpaved roads, grassy/mud surfaces) and perform removals during inclement weather, which may increase roadway hazards. Vehicle must be capable of cooling to below 70 degrees, which is the minimum required temperature of the transport compartment when occupied.
8. Vehicles shall be licensed, registered and insured in accordance with all county, State, and Federal regulations.
9. Vendor staff/personnel shall dress in business attire or professional uniforms specific to the transportation/removal company. No affiliated or non-affiliated company promotion shall be made via logo on attire, nametags, or any other visible means.

10. Vendor shall allot forty-five (45) minutes of time on-scene for stand-by and removal. On-scene time starts upon arrival and ends when the decedent is removed from the scene. Vendor must be aware there are times when a removal may be delayed due to law enforcement and/or other agency involvement beyond the control of representatives of the Cherokee County Coroner's office.
11. Each removal and delivery shall be attended to by a minimum of two members of the Vendor's staff. Vendor staff/personnel shall make routine removals of bodies up to 250 pounds. A representative of the Cherokee County Coroner's office and/or other outside agency staff may provide assistance when bodies exceed 250 pounds but this should not be relied upon. Vendor staff/personnel at the scene must be able to lift bodies up to 600 pounds without the assistance of other agency employees.
12. Vendor shall provide stretchers in good working condition. At least one (1) available stretcher must be rated with a weight capacity of no less than 600 pounds.
13. A representative of the Cherokee County Coroner's office may not be available or present for all removals, especially those from hospital/healthcare facilities, emergency rooms, or morgues. Vendor shall provide the appropriate number of staff to remove decedents up to 600 pounds.
14. Vendor shall place, maintain, and transport all decedents in a supine position within the correctly sized body bag unless otherwise directed by a representative of the Cherokee County Coroner's office. If the removal is performed in a hospital/healthcare facility, the decedent, ideally, will already be in a bag provided by that facility. In those cases, the bag must be examined for tears and defects prior to removal. If the facility's bag is compromised, the decedent shall be left in the damaged bag and placed inside an approved body bag provided by the Vendor. In cases where the decedent is extremely obese, special oversized heavyweight bags will be utilized as determined by a representative of the Cherokee County Coroner's office. Body bags will be responsibility of the Vendor to provide.

Note: Approved body pouches that are rated to preserve the continuity of the condition of the body and any accompanying property as well as minimizing exposure to transmittable diseases, contact with body fluids and biomedical contamination. The Vendor must utilize body pouches that meet the following standards:

- a. Light Adult Body Pouches – 8ML minimum, 36" X 94", straight zipper
 - b. Heavy Adult Body Pouches – 20ML minimum, 36" X 94", straight zipper six handles
 - c. Oversize Adult Body Pouches – 20ML minimum, 72" X 90", straight zipper
 - d. Infant Body Pouches – 8ML minimum, 22" X 30", straight zipper
15. The Vendor will provide and have available at all times while conducting Cherokee County Coroner business, all necessary supplies and equipment, including, but not limited to:
 - a. A backboard;
 - b. A breakdown stretcher or gurney capable of respectfully and safely removing, handling and transporting the decedent(s);
 - c. All other equipment necessary to respectfully and safely remove, handle, pouch and transport the decedent(s) no matter the size, condition or removal location of the decedent(s); and
 - d. Appropriate protective clothing including disposable gloves.

15. Vendor staff/personnel must participate in chain of custody procedures. It shall be the responsibility of the Vendor to secure all personal property received with the body inside the body bag, seal the bag with unique numbered evidence seal, and write such number on the body bag with the assigned Cherokee County Coroner's case number and the decedent's last name.
16. Vendor staff/personnel must use universal precautions during removal, transport, and transfer. All employees must comply with Occupational Safety and Health regulations 29 CFR 1910.1030 Occupational Exposure to Bloodborne Pathogens and 29 CFR 1910.132-136 Personal Protective Equipment. Vendor shall supply all routine personal protective equipment necessary to meet these standards. The County strongly recommends
17. Vendor staff/personnel shall not function in an investigative manner. Employees shall only enter the scene perimeter under the direction of by a representative of the Cherokee County Coroner's office.
18. Vendor staff/personnel must demonstrate respect for the decedent and all family members and associated persons at the scene at all times during the course of removal and transport.
19. Vendor shall transport all decedents directly from the scene to the location provided by by a representative of the Cherokee County Coroner's office. No non-Cherokee County Coroner's business or personal business may be performed concurrently while transporting a decedent from a scene to the designated location.
20. Vendor staff/personnel must maintain confidentiality of all information obtained at the scene, at all times. This includes, but is not limited to, the decedent's name, age, gender, sexual orientation, circumstances of death, scene descriptions, as well as any other information that could be deemed sensitive. Any breach of confidentiality may result in the termination of the contract and possible legal action.
21. Vendor employees shall complete a sign-in procedure at the morgue for every decedent transport.
22. Vendor shall be responsible for all Vendor staff/personnel compensation and all associated local, State, and Federal required employee coverages; fuel; vehicle maintenance; routine personal protective equipment; and any other expenditures associated with this service not already mentioned.
23. Vendor and all its employees are prohibited by terms of contract and the State of Georgia Funeral Services Board from soliciting on behalf of any Funeral Home on any removal call. Absolutely no removal personnel are to represent themselves as agents of any Funeral Home, crematory, cemetery, and/or any other party associated with an organization other than the transport service in the course of any removal call. This representation includes clothing, nametags, vehicle banners or markings, business cards, or any verbal communication.
24. Vendor staff/personnel shall not be under the influence of illicit drugs or alcohol or impaired by prescription drug use at any time.
25. Vendor shall generate an invoice for each transport and shall submit individual invoices for services performed. Invoices shall be itemized and include the information below:
 1. Date of service
 2. Name of representative of Cherokee County's Coroner's Office requesting the

transport

3. Identification name of the deceased person
4. Address or description of the pickup location
5. Name and address of delivery location
6. Time referral was received and time delivery was completed
7. Name of Contractor staff person providing service
8. Description of services provided (based on billing criteria)

26. Vendor shall provide a monthly report to the CCMEQ. Report shall include CCMEQ case number, time of arrival and departure from the scene, scene location, time of arrival and departure from the CCMEQ morgue, and name(s) of responding Vendor staff/personnel.

27. Vendor shall bring any issues encountered to the attention of the CCMEQ employee responsible for the particular scene, or to the Chief Medical Examiner or his/her designee, in a timely manner not to exceed two (2) business days after the incident occurred.

EVALUATION CRITERIA

Each proposal will be evaluated on the basis of the information presented in the proposal package and on an analysis of any other available information provided. The County may conduct such investigations or interviews as it deems necessary to assist in the evaluation of any proposal submitted and to establish to the County's satisfaction the qualifications of any respondent. The criteria outlined below, and described further hereinafter, will be used to evaluate the proposals. Criteria are listed in no particular order.

20% Experience/Performance – Evaluation of past performance on projects of similar nature and complexity as the proposed project; evaluation of client references whether included in the proposal response or not

10% Professional Standards – Evaluation of standards of employee training, developed policy and procedure, and appearance (i.e. professional attire, vehicles)

10% Approach – Evaluation of the overall understanding of the scope of the proposed project; completeness, adequacy, and responsiveness to the required information of the RFP

10% Availability – Evaluation of the work load of the proposer, adequateness of staffing and vehicles to be assigned to the proposed project, and time schedule of the proposer in relation to that of the location of the offices or facilities from which the services are to be provided to the County

50% Cost – Evaluation of the overall cost of the required services as submitted in the RFP, where applicable.

PROPOSAL FORMAT/CONTENT

Proposals shall be prepared simply and economically, providing a straightforward and concise description of the Vendor's ability to fulfil the requirements of the RFP. The following information shall be included in your response. This outline is not all-inclusive and respondents may add information as deemed appropriate. In order to ensure a uniform review process and to obtain the maximum degree of comparability, responses must be organized and submitted in the following format:

Overview/Background

1. Provide a brief overview of the responding Vendor's background, to include the following information: company name, address, telephone and facsimile numbers, website, number of employees, and primary contact person for contract (including name, title and e-mail address).
2. Provide the address of proposed transport vehicles.

Experience/Qualifications

1. Provide a profile of the Vendor's organization, including number of years in business, experience in industry and qualifications. The Vendor must identify and distinguish between its own experience and qualifications and that of any parent entity, predecessor and/or wholly-owned or partially-owned subsidiary, if applicable.
2. Provide resumes of key personnel of the organization specifically those who will be assigned to this Project including any degrees, certifications and experience in work similar in size and scope to the County.
3. Provide a minimum of three (3) customer references of projects similar in scope and size to the proposed Project. References shall include contact names, current phone numbers and email addresses, dates of service, and a brief description of the Project.

Fleet of Vehicles

1. Provide the following information for each potential vehicle that shall respond to a removal request whether for transport or administrative purposes: Make, Model, year, and vehicle ID/license plate number.
2. Provide a photograph (front and side view) of each vehicle listed.

Staffing/Personnel

1. Describe training provided to Vendor employees regarding all policies, procedures, and regulations regarding decedent removal. Provide copies of training materials provided to employees.
2. Describe dress code policy or proposed attire required to be worn by responding employees. Provide a copy of published policy in employee manual/handbook, if any.
3. Describe established policies for a) drug and alcohol use in the workplace and b) use of background checks for employees. Provide a copy of published policy in employee manual/handbook, if any. Vendor shall provide proof of background checks on employees, if they have been completed. If background checks have not been performed, Vendor shall obtain appropriate forms and signatures from employees and the County will perform the background checks.

Cost Proposal Form

1. Provide completed Cost Proposal Form (as provided) along with a breakdown of how pricing is determined and an outline of any additional fees not included in pricing. The Cost Proposal Form shall not be altered or changed.

Price Proposal Form**Deceased Transport Proposed Pricing**

The following form shall be completed and submitted as a part of the proposal requirements of the RFP. The pricing should include up to two deceased that are picked up from and then delivered to the same location.

Standard Transport During Business Hours: _____ per delivery

Standard Transport Non-Business Hours: _____ per delivery

Premium Charge: _____ (Vendor to identify what constitutes a premium charge event)

Increase for Renewal 1 _____ %

Increase for Renewal 2 _____ %

Vendor Company Name: _____

Authorized Signature: _____

(Printed Name)