

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

- 5.1.1 The Office of Animal Services requires same day, regular and occasional emergency pick-up and delivery of rabies specimens from the Montgomery County Animal Services and Adoption Center (MSASAC), located at 7315 Muncaster Mill Road, Derwood, MD 20855 to the Maryland Public Health Laboratory (State Lab), located at 1770 Ashland Avenue, Baltimore, MD 21205.
- 5.1.2 Same day, regular pick-up and delivery notification, made by a Customer Service Representative from the OAS Dispatch Center, occurs by 8:00 A.M., Monday through Friday, no weekends, or holidays.
- 5.1.3 Same day, occasional emergency pick-up and delivery notification, made by a Customer Service Representative from the OAS Dispatch Center, occurs after 8:00 A.M. Monday through Friday, weekends, and holidays.
- 5.1.4 Rabies specimens are individually stored in freezer bags and placed into separate 7-quart containers prior to pick-up.
- 5.1.5 Containers are provided by the County and the number of containers for pick-up and delivery varies anywhere from 1 to 12 per trip.

5.2. Intent

- 5.2.1 The purpose of this Request for Proposal (RFP) is to contract with one contractor, to provide for the same day, regular and occasional emergency pick-up and delivery of rabies specimens.
- 5.2.2 The County makes no guarantee of a specific compensation amount. All compensation payable under any contract resulting from this solicitation is subject to and contingent upon the County's appropriation and encumbrance of funding for this program described in this solicitation. This solicitation will result in one contract with the successful offeror.

5.3. Scope of Services/Specifications/Work Statement

- 5.3.1 Upon award of a Contract resulting from this Solicitation, the successful awardee (hereinafter referred to as the "Contractor") must, at the direction of the County, provide same day, regular and occasional emergency pick-up, and delivery of rabies specimens.
 - 5.3.1.1 The Contractor must be available for a same day, regular pick-up and delivery of rabies specimens:
 - 5.3.1.1.1 The Contractor must answer the County's call by 8:00 A.M. advising whether a regular pick-up is needed.
 - 5.3.1.1.2 If a pick-up is needed, Contractor will pick up rabies specimens from MCASAC by 9:00 A.M. and delivery to the State Lab by 11:30 A.M.
 - 5.3.1.1.3 If a pick-up is not needed per the County's 8:00 A.M. call, Contractor is released from providing regular lab courier services that day.
 - 5.3.1.2 The Contractor must be available for same day, occasional emergency pick-up and delivery of rabies specimens:
 - 5.3.1.2.1 The Contractor must answer the County's call after 8:00 A.M. Monday-Friday, weekends, or holidays advising an emergency pick-up is needed.
 - 5.3.1.2.2 The Contractor will have an hour from the initial phone call to arrive at MCASAC to pick-up rabies specimens and 2 ½ hours from time of pick-up to delivery rabies specimens to the State Lab.
 - 5.3.1.3 The Contractor must transport empty containers for return delivery the following workday morning. Contractor will not be compensated for same day returns which create an additional trip charge.
 - 5.3.1.4 The Contractor must provide the County with a working and monitored phone number, set up with voice messaging or text messaging to accept daily pick-up call notification.

5.3.1.5 In the event, an emergency pick-up is needed, Contractor must respond back to the County as soon as possible or within 30 minutes of a request for service.

5.4. Contractor's Qualifications

- 5.4.1 The Contractor must have sufficient primary and backup staff experienced in providing the services in the same volume as required by the County and as described by this Solicitation.
- 5.4.2 The Contractor must be reliable, punctual, keep accurate records, able to communicate clearly, and provide good customer service.
- 5.4.3 The Contractor must have insured and licensed drivers to operate a vehicle with a clean driving record in the past year as well as all other necessary licenses required by law to perform services described by this Solicitation.
- 5.4.4 The Contractor must perform annual background checks on its drivers and provide bloodborne pathogen training.
- 5.4.5 The Contractor and Contractor's staff must have a working cell phone and navigational tools such as Google Maps, Apple Maps, Waze, MapQuest, etc. to be familiar with various routes from MCASAC to the State Lab to meet deadlines.

5.5. Contractor's Responsibility

- 5.5.1 Provide County with a working and monitored phone number and answer County's phone calls.
- 5.5.2 Call County when onsite at MCASAC to gain access to facility and freezer.
- 5.5.3 Consistently use the same primary staff (drivers) with exceptions for vacation, illness, and other usual customary types of leave or have adequately trained individuals to act in a backup role to the primary staff.
- 5.5.4 Obtain and maintain all necessary licenses for lab courier services and provide a copy of such licenses upon request by the County.
- 5.5.5 Be aware of and perform services in accordance with all applicable County, State and Federal laws and regulations pertaining to lab courier services and as respects to any wage requirements or laws or any other laws or regulations as applicable.
- 5.5.6 Submit monthly invoices to the County for all lab courier trips made by the Contractor.
- 5.5.7 Not assign, transfer, convey, or sublet or otherwise dispose of this Agreement, or any or all its rights, title, or interest herein, without the prior written consent of the County.
- 5.5.8 Always provide adequate qualified staff and reliable equipment while providing services under a Contract resulting from this Solicitation.
- 5.5.9 Comply with all County policies and procedures.

5.6. County's Responsibility

- 5.6.1 The County will call the Contractor by 8:00 A.M. for a same day, regular pick-up and delivery, Monday through Friday, no weekends, or holidays.
- 5.6.2 The County will call Contractor any time after 8:00 A.M. Monday through Friday, weekends, and holidays if a same day, emergency pick-up is needed.
- 5.6.3 The County will provide the Contractor with containers.
- 5.6.4 The County will answer the Contractor's call when onsite.
- 5.6.5 The County will unlock exterior and interior doors to give Contractor access to the MCASAC freezer where rabies specimens are held for pick-up.
- 5.6.6 The County will provide instructions for the delivery and drop-off of rabies specimens at the State Lab.

5.7. Reports/Deliverables

- 5.7.1 Contractor must provide monthly a detailed listing of all lab courier trips made for that time by date.

Invoicing

- 5.7.2 Upon receipt, acceptance, and approval of the Contractor's invoice, the County will make payment, net 30 days, for expenses incurred by the Contractor in providing the goods and services. All required reports and other supporting documentation must be submitted before

the Contractor's monthly invoice can be approved. Invoices must be sent to the Contract Administrator or designee.

- 5.7.3 The Contractor must not provide any services until the County issues a written Notice-To-Proceed (NTP) and Purchase Order for the required services, and the Contractor receives and accepts a request for services from the County.
- 5.7.4 Submit invoices including the following information:
 - 5.7.4.1 Contractor's Name and Address
 - 5.7.4.2 Current Purchase Order Number
 - 5.7.4.3 Date of Services, Service Type Provided, and Cost

6. SECTION C - PERFORMANCE PERIOD

6.1. Term

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which the County must perform all work under the Contract begins on the Contract's effective date and ends after a one (1) year period. Contractor must also perform all work in accordance with time periods state in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term 2 times for 1 year each.

6.2 Price Adjustments

- 6.2.1. Prices quoted are firm for a period of two years after execution of the contract. Any request for a price adjustment after this two-year period is subject to the following:
 - 6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee
 - 6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
 - 6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.
 - 6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.
 - 6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.
 - 6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.
- 6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.

7 SECTION D - METHOD OF AWARD/EVALUATION CRITERIA

7.1 Procedures

- 7.1.1. Upon receipt of proposals, the Qualification and Selection Committee (QSC) will review and evaluate all proposals in accordance with the evaluation criteria listed below under Section D.7.1.9.a. The QSC will also review an offeror for responsibility.