



**MEDICAL CLEARANCES
(Baltimore, Maryland)**
Request for Proposal (RFP) #50198

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ANTICIPATED TIMELINE

Key Milestone:	Date and Time
Issue Date	06-08-2020
Vendor's Intention to Bid email submitted to CRS by	06-17-2020
Questions Due	06-24-2020
Respond to Vendor's clarification questions	07-01-2020
Proposal Due Date	07-15-2020



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Invitation to Participate

To Prospective Vendors:

You're invited to participate in this RFP for MEDICAL CLEARANCES services. Catholic Relief Services is requesting a proposal from your company to fully gauge your company's technical specifications and qualitative attributes.

I am the Procurement professional responsible for facilitating this process. As the contact person, the rules of engagement are for you to contact me via e-mail, at victor.leon@crs.org, for questions related specifically to the RFP. Please follow the instructions provided in the document for your responses to the RFP. We look forward to working with you throughout this process and to receiving your proposal.

Please indicate your company's intention to bid on the services of this RFP by sending a letter or email with complete information, including the company name, mailing address, phone number, and email address to Victor Leon on or before the close of business of the date indicated in the Anticipated Timeline section of the cover page.

Sincerely,

Victor Leon
Procurement Specialist



Organization Overview and Background

Catholic Relief Services was founded in 1943 by the Catholic Bishops of the United States to serve World War II survivors in Europe. Since then, we have expanded in size to reach more than 130 million people in more than 100 countries on five continents.

For over 75 years, our mission has been to assist impoverished and disadvantaged people overseas, working in the spirit of Catholic social teaching to promote the sacredness of human life and the dignity of the human person. Although our mission is rooted in the Catholic faith, our operations serve people based solely on need, regardless of their race, religion or ethnicity. Within the United States, CRS engages Catholics to live their faith in solidarity with the poor and suffering people of the world.

Article 1. Statement of Work (SOW)

Scope of Work

Medical Clearance Vendor

1.1 PURPOSE

To facilitate a medical screening and clearance process and provide a recommendation to Catholic Relief Services (CRS) regarding suitability for international placement of employees and dependents.

1.2 BACKGROUND

CRS places employees in international assignments in over 50 countries. CRS desires to implement a global medical screening system for which medical exams could be accessed in any part of the world where employees may be located so that we can determine suitability for international placement for new employees, employees transferring to a new international location, and employees returning internationally after medical evacuation. International SOS

interventions and medical emergencies are sometimes due to preexisting conditions that could have been detected by a medical exam and blood tests, minimizing illness while overseas. Requiring pre-deployment medical clearance for expat employees can help protect staff from unnecessary risk and help meet the duty of care. In addition, dependents living with employees in the country of assignment are also at risk and would need medical clearance. In addition, maintaining the highest level of medical confidentiality and protecting CRS from incurring additional liability in this process is crucial. As CRS does not have a Medical Department or Medical Officer on staff, medical exams and blood work will be reviewed and recommendations provided by licensed medical professionals outside of CRS. It is necessary to maintain HIPAA-compliant secure storage of medical documents and restrict access to results only to appropriate CRS personnel. Moreover, the medical screening provider must ensure that all processes are legal and compliant with applicable statutes, specifically ADA, GINA, and Title VII.

1.3 OBJECTIVES

To minimize the likelihood of disabling illness during the assignment, CRS plans to implement medical screening to determine suitability for international placement and to help meet the duty of care.

1.4 ACTIVITIES:

- A. Arrange and coordinate, directly or through a partner, medical screening services (full-service exams, blood work, and other services) or securely receive completed exams from employee's medical services provider (employee-selected)
- B. Real-Time communication through a secure HIPAA-compliant web portal.
- C. Complete a medical review for medical clearance consideration.
- D. Securely provide medical screening results and a recommendation to CRS regarding suitability for international placement (based on assignment location).
- E. HIPAA-compliant secure storage of medical documents with limited or no access by CRS to maintain medical confidentiality.

EXAMS AND BLOOD WORK TO PERFORM

Required:

1. Medical History & Physical
2. Blood Tests & Urinalysis
 - a. Complete Blood Count (CBC) with Differential
 - b. Comprehensive Metabolic Panel (CMP)
 - c. Urinalysis with Micro (UA)
 - d. HIV Screen
 - e. TB Test (Spot recommended > 5yo)

Conditional:

3. Chest X Ray, if failed TB test or clinically indicated
4. ECG, if 50-plus years of age or clinically indicated
5. G6PD, if needing malarial prophylaxis (once/lifetime)
6. Blood Lead/ZPP, recommended for ages 1-5

METHOD:

Full Service by Medical Screening Provider and partners or receive medical records from Employee-Selected Providers

- A. Full Service: Medical Screening Provider arranges for exam in or near employee's location with contracted medical clinic and directly receives results. Includes coordination, scheduling, and follow-up with screened employees and clinics as needed.
- B. Employee-selected Providers: Employee arranges for exam with own licensed medical professional, who completes exams and uses forms provided by the medical screening provider as appropriate for consistency. Completed forms are submitted to medical screening provider for medical review and medical clearance consideration.

1.4.1 DELIVERABLES/OUTCOMES

- A. In a timely manner, arrange and coordinate, directly or through a partner, medical screening services (full-service exams, blood work, and other services) or securely receive completed exams from employee's medical services provider (employee-



selected) within and outside the U.S. for employees and dependents (approximately 150 exams per year).

- B. Real-time communication through a secure HIPAA-compliant web portal.
- C. Qualified medical professional completes a medical review for medical clearance consideration.
- D. In a timely manner, securely provide medical screening results and a recommendation to CRS regarding suitability for international placement (based on the assignment location).
 - N.B. Please indicate whether fitness determinations can be reviewed according to designed tiers (similar to the use of tiers by the U.S. Department of State), or whether the recommendation would be simply stated as “fit” or “not fit”.
- E. HIPAA-compliant secure storage of medical documents with limited or no access by CRS to maintain medical confidentiality

1.5 PLACE OF PERFORMANCE

A partial list of countries where service can be required is below. Service may be required in other countries as well. To access service, travel by the employee may be possible, if necessary.

For example, 2019 expatriate staff locations					
Afghanistan	DRC	Guinea-Bissau	Lesotho	Niger	South Sudan
Bangladesh	Egypt	Haiti	Liberia	Nigeria	Sri Lanka
Benin	El Salvador	Honduras	Madagascar	Pakistan	Sudan
Bosnia & Herz.	Ethiopia	Indonesia	Malawi	Philippines	Tanzania
Burkina Faso	Gambia	Iraq	Mali	Republic of Congo	Timor Lest
Burundi	Gaza	Israel	Micronesia	Rwanda	Togo
Cambodia	Ghana	Jordan	Mozambique	Senegal	Uganda
Cameroon	Greece	Kenya	Myanmar	Serbia	United States
CAR	Guatemala	Laos	Nepal	Sierra Leone	West Bank
Chad	Guinea	Lebanon	Nicaragua	Somalia	Zambia
Colombia				South Africa	Zimbabwe



START OF PERFORMANCE

Proposed to begin August 2020

CONDITIONS

1. International scope in over 50 countries
2. Ability to coordinate physical exams and blood work in locations with as little travel for employees as possible
3. Secure real-time communication and HIPAA-compliant storage of medical documents
4. Informed on country-specific risks
5. In order to prohibit discrimination, the medical clearance process should be done upon hire of the employee. Offers of employment will be conditional upon obtaining medical clearance, similar to contingency upon successful background checks.

CONTACT PERSONS

Human Resources personnel, including the International Assignments and Global Staff Care Specialist and the Talent Acquisition Team will work closely with the medical screening provider.

WHO WILL BE SCREENED?

1. New hire international employees and dependents
2. New hire Humanitarian Response Department employees (irrespective of location)
3. Employees transferring to new international assignments and dependents
4. Employees returning internationally after medical evacuation
5. International employees who last received medical clearance five years ago

Article 2. Required Bidder information

Bidders must provide the information in Annex F. (Please see Annex F for the details of the information to be provided).

2.1 Bidder and Company Information



2.2 Prior Experience/Brief Background

2.3 Successful and Unsuccessful Performance

2.4 Quality Assurance/Customer Service

2.5 Medical Screening Process

Article 3 – Bid Process and Evaluation Criteria

3.1 Introduction

3.1.1 Questions & Answer

CRS will allow for questions to be submitted via email if further clarification is required so that there is a clear and concise understanding of the requirements. Questions will be answered to all the participating bidders according to the date indicated in the timeline on the cover page.

3.2 Award Process

3.2.1 Method of Evaluation

Each bid will be evaluated by CRS and awarded to the contractor that provides the most cost-effective bid that meets or exceeds the requirements of this RFP. Ultimately, the award will be given to the contractor who provides the services that is in the best interest of CRS.

3.2.2 Evaluation Criteria

The following chart represents an idea of how the RFP will be scored:

		Weight
1.	Proposed Price (Commercial/Cost/Competitiveness)	30
2.	Technical (Capacity and Resources); A clear understanding of the scope of work required to ensure achievement of the project, Skills, Knowledge Experience, Expertise	40
3.	Quality Assurance/Customer Service (Customer Care and Continuous Improvement)	20
4.	Bidder Information, Background, Successful and Unsuccessful Performance	10
TOTAL:		100

3.2.3 Award Recommendation

The award recommendation will be made to the responsive and responsible bidder who offers the best value to CRS. Bidders are cautioned to propose the best possible offer at the outset of the process, as there is no guarantee that any bidder will be allowed an opportunity to submit a Best and Final Offer.

3.3 Proposal Details

3.3.1 Complete Proposal

To be considered, each Bidder must submit a COMPLETE proposal in response to this RFP. Each proposal should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFP. Prices and notations must be clearly typed or in ink. The following information must be included in all proposals. Bidders must respond to all sections of the RFP.

- a. Statement/Scope of Work – Bidder must provide a bid based on the work listed under the scope. This is addressed by completing the itemized Price Proposal which should address all elements to complete the work described in the scope of work section. (See Annex A.)
- b. Terms and Conditions – Bidder must include a statement simply agreeing to the

- Terms and Conditions contained in this Article. (See Annex B.)
- c. Certifications, Insurance Certifications, – Bidder must respond to each section. (See Annex C.)
 - d. Include proof of financial capacity, (i.e., P&L statement, Cashflow, Balance Sheet, Bank Letter) and total number of employees in the company. (See Annex D.)
 - e. Business Client References - Bidder must list three references (including name, phone, email and address). List two of its clients where a similar scope of services is provided and list one client whom you recently lost. (See Annex E.)
 - f. Required Bidder Information. (See Annex F.)
 - g. Reply to General Requirements. (See Annex G.)
 - h. Exceptions or Requested Alternative Contract Provisions (if necessary, Annex H).

3.4 Submitting Bids and Proposals

3.4.1 Sealed Bid Receipt

SEALED BIDS (PROPOSALS) MUST BE RECEIVED AND TIME-STAMPED AT THE CRS PROCUREMENT OFFICE ON THE DUE DATE SPECIFIED ON THE COVER PAGE OF THIS RFP. BIDDERS ARE RESPONSIBLE FOR SUBMITTING THEIR PROPOSALS TO CRS ON TIME. ONCE A BID IS SUBMITTED, IT CAN NOT BE MODIFIED. PROPOSALS THAT ARE RECEIVED AFTER THE SPECIFIED DUE DATE AND TIME CANNOT BE CONSIDERED UNLESS (a) ALL OTHER BIDS RECEIVED ON TIME DO NOT MEET SPECIFICATIONS, OR (B) NO OTHER BIDS ARE RECEIVED. IF YOU ARE CONSIDERING A LATE SUBMISSION, PLEASE REACH OUT TO CRS FOR A DETERMINATION IF A LATE SUBMISSION WILL BE ACCEPTABLE. IF THE PROPOSAL IS WITHDRAWN DURING THE VALIDITY PERIOD, THE VENDOR MUST NOTIFY CRS.

3.4.2 Protest

By submitting a response to this request for proposals, bidders agree that any protest to this request for proposals must be presented in writing, with a full explanation of the bidder's concerns, to CRS for consideration. At its sole discretion, CRS will make a final decision on the protest.



3.5 Offer Validity Period

Proposals must remain valid for a period of three (3) calendar months following submission (the "Validity Period").

3.6 Acceptance

Throughout this RFP, language referring to Contract or Contractor(s) refers to any Contract awarded from this RFP. This RFP in itself is not to be construed as a Contract or other binding obligation on CRS, unless and until CRS and Vendor have executed a definitive agreement on terms and conditions acceptable to CRS and Vendor. Without limiting the above statement, the issuance of this RFP and the submission of the proposal do not create any obligation upon CRS to buy goods or services from Vendor, or to enter any negotiations or binding legal relationship with any one or more Vendor

Article 4. Terms and Conditions

4.1 Contract Form, Conditions, and Term

4.1.1 Contract Form and Conditions

This Article 4 presents the Terms & Conditions ("T&Cs") which CRS considers to be essential and relevant to the contractual relationship between the parties. Bidders are expected to familiarize themselves with these T&Cs and be prepared to be governed by them in substantially the form presented here. In submitting a proposal, a vendor who desires to request an exception to these T&Cs and/or desires to propose an alternative approach to a particular provision should identify such provision(s) and explain the rationale for the exception or alternative. Additionally, should the Bidder propose to use a form contract adapted to its particular goods or services which substantially conforms to the T&Cs presented here, that form contract should be submitted as part of the Bidder's Bid Package as Annex H. In this Section 4, the successful Bidder is referred to as the "Vendor" or alternatively the "Contractor."

4.1.2 Contract Term

The initial contract term is for a period of two (2) years with a single 1-year renewal option. CRS may exercise this option with 60 day written notice to the vendor. Such renewal and any modified



terms shall be based upon prior negotiations between the parties. For the avoidance of doubt, under no circumstances does the contract renew automatically. The Effective Date of the contract shall be mutually agreed upon by the parties and stipulated in the contract recitals.

4.1.3 Invoicing and Payment Terms:

The Vendor will submit invoices to CRS on a monthly basis after goods or services have been delivered or performed. All invoices will reference the Purchase Order number. Payment will be net 30 days by check, ACH, or wire transfer (for international vendors only) as shall be mutually agreed between the Parties. Currency shall be U.S. Dollars.

4.2 Contract Management

4.2.1 Contractor Personnel Qualifications:

All persons assigned by Contractor to the performance of Services under the Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subcontractors and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered with a Subcontractor. For the purposes of the Contract, independent contractors engaged by Contractor solely in a staff augmentation role will be treated by CRS as if they were employees of Contractor for the Contract only; however, CRS understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

4.3 Subcontracting by Contractor

4.3.1 Contractor Full Responsibility

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. CRS will consider Contractor to be the sole point of contact with regard to all contractual matters under the Contract, including payment of any and all charges for Services and Deliverables. No subcontractors may be used without prior written approval from CRS.



4.4 Insurance

4.4.1 Liability Insurance

The Contractor must provide proof of insurance coverage. The insurance must protect CRS from claims which may arise out of or result from the Contractor's performance of services under the terms of the Contract, whether the services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable. The Contractor waives all rights against CRS, Directors, Officers, management, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under the Contract.

- a. Professional Liability, Errors & Omissions at \$1,000,000 per occurrence
- b. Commercial General Liability at \$1,000,000 per Occurrence: \$2,000,000 Aggregate
- c. Worker's Compensation, minimum Statutory requirement

4.4.2 Subcontractor Insurance Coverage

Except where the CRS has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under the Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

4.4.3 Certificates of Insurance and Other Requirements

Contractor must furnish to CRS' designated representative certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverages afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having

been given to CRS. Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must provide evidence that CRS and its agents, officers and employees are listed as additional insureds under each commercial general liability and commercial automobile liability policy. The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of the Contract. The minimum limits of coverage specified above are not intended, and must not be construed, to limit any liability or indemnity of Contractor under the Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance.

4.5 Indemnification

4.5.1 General Indemnification

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless CRS from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of the Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its Subcontractors, or by anyone else for whose acts any of them may be liable.

4.5.2 Employee Indemnification

In any claims against the CRS, its departments, divisions, agencies, sections, officers, employees and agents, by any employee of the Contractor or any of its Subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its Subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk are not intended to limit the scope of indemnification under any other provisions.

4.6 Termination/Cancellation

4.6.1 Termination for Cause

CRS may terminate the Contract, for cause, by notifying the Contractor in writing, if the Contractor breaches any of its material duties or obligations under the Contract (including a Chronic Failure to meet any requirements herein).

4.6.2 Termination for Convenience

CRS may terminate the Contract for its convenience, in whole or part, if it determines that a termination is in CRS' best interest. Reasons for the termination must be left to the sole discretion of CRS and may include, but not necessarily be limited to, CRS no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by CRS, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by CRS. CRS may terminate the Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If CRS chooses to terminate the Contract in part, the Services and related provisions of the Contract that are terminated for any cause must cease on the effective date of the termination.

4.6.3 Rights and Obligations upon Termination

If CRS terminates the Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the CRS may direct, for preservation and protection of Deliverables or other property derived or resulting from the Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of CRS.

4.6.4 Termination by Contractor

The Contractor may terminate the Contract if CRS (a) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under the Contract, (b) breaches its



other obligations under the Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services.

4.7 Transition Responsibilities

4.7.1 Contractor Transition Responsibilities

If CRS terminates the Contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor agrees to comply with direction provided by the CRS to assist in the orderly transition of information or data produced for CRS under the contract to CRS or a third party designated by CRS. If the Contract expires or terminates, the Contractor agrees to make all reasonable efforts to affect an orderly transition of services within a reasonable period of time that in no event will exceed 1 month or upon mutual agreement of the parties involved.



BID PACKET CHECKLIST

Please submit the full proposal (all annexes stated below) to victor.leon@crs.org by the

Proposal Due Date: _____

ANTICIPATED TIMELINE

Key Milestone:	Date and Time
Issue Date	06-08-2020
Vendor's Intention to Bid email submitted to CRS by	06-17-2020
Questions Due	06-24-2020
Respond to Vendor's clarification questions	07-01-2020
Proposal Due Date	07-15-2020

<input type="checkbox"/> Annex A. Price Proposal
<input type="checkbox"/> Annex B. Terms and Conditions (Place on Company Letterhead)
<input type="checkbox"/> Annex C. Certifications
<input type="checkbox"/> Annex D. Financial Statements
<input type="checkbox"/> Annex E. Business Client References
<input type="checkbox"/> Annex F. Bidder information
<input type="checkbox"/> Annex G. General Requirements
<input type="checkbox"/> Annex H. Exceptions or Requested Alternative Contract Provisions/Form

ANNEX A

PRICE PROPOSAL

Items	Fees
1. Medical History & Physical	
2. Blood Tests & Urinalysis	
a. Complete Blood Count (CBC) with Differential	
b. Comprehensive Metabolic Panel (CMP)	
c. Urinalysis with Micro (UA)	
d. HIV Screen	
e. TB Test (Spot recommended > 5yo)	
Chest X Ray, if failed TB test or clinically indicated	
ECG, if 50-plus years of age or clinically indicated	
G6PD, if needing malarial prophylaxis (once/lifetime)	
Blood Lead/ZPP, recommended for ages 1-5	

Pricing

1. What are the considerations regarding, and what is the structure for, pricing?
 - a. Given that the exam components can vary based on conditional factors (e.g., preliminary test results, age), how does this impact pricing?
 - b. In some cases, the vendor may arrange and schedule exams with contracted clinics. In other cases, the employee may arrange exams with independent employee-selected medical professionals. Please describe how these factors impact pricing.



ANNEX B

TERMS and CONDITIONS

****Please provide on company letterhead****

I _____ in representation of _____ hereby accept and agree to
(authorized name) **(company name)**

the terms and conditions of this Request for Proposal for the Medical Clearances to be carried out for Catholic Relief Service, located in Baltimore, Maryland, if awarded the contract.

Signed:

Name:

Date:



ANNEX C CERTIFICATIONS

Documents to submit (if applicable):

Please separately attach all applicable documents and label them as “Annex C Certificate of Insurance,” “Annex C Quality Certifications,” “Annex C Industry Certifications,” and “Annex C Safety Certifications,” respectively.

Please check the boxes below for documents you are including with this proposal.

- Certificate of Insurance (Mandatory)
- Quality Certifications (Optional)
- Industry Certifications (Optional)
- Safety Certifications (Optional)



ANNEX D
FINANCIAL STATEMENTS
&
TOTAL NUMBER OF EMPLOYEES

A. Please submit the latest audited financial statements as indicated below. (Include audit opinion and footnotes to the financial statements.)

- Income Sheet or Profit & Loss Statement
- Cashflow Statement
- Balance Sheet
- Bank Letter (indicating years as a client, type of accounts)

A. State whether the firm is a local, national, or an international firm. Indicate Global presence or international reach. A brief description of the size of the firm including whether it is privately held or publicly traded and number of employees.

B. Describe the local office and a brief description of the team that would be assigned to CRS and include an organizational chart relevant to the team being proposed, identify who CRS first point of contact would be, who would provide back-up coverage and what the escalation process is.



ANNEX E

BUSINESS CLIENT REFERENCES

List three references

Two clients where a similar scope of services is provided.

One client whom you recently lost.

Client 1

Name:

Phone:

Email:

Mailing Address:

Client 2

Name:

Phone:

Email:

Mailing Address:

Lost Client

Name:

Phone:

Email:

Mailing Address:



ANNEX F
BIDDER INFORMATION

Bidder Response:

Company Name:	
Address:	
City, State, Zip:	
Phone:	
Email Address:	
Web Page:	
Business Structure: (e.g., LLC, C Corp, S Corp)	

Bidder Response: (Please insert your responses within questions A through E below. The pages will expand as needed to fit your responses.)

- A. **Prior Experience/Brief Background:** Provide brief background of the company and indicate the prior experience of the company. (Explanation should contain 250 to 500 words.)

- B. **Successful Performance:** Please describe a successful performance for a client. (Explanation should contain approximately 250 words.)

- C. **Unsuccessful Performance:** Please describe an unsuccessful performance for a client. (Explanation should contain approximately 250 words.)

- D. **Quality Assurance/Customer Service:** How do you verify staff does the work adequately for delivery of the service? How do you evaluate performance and corrective actions? What is your plan for addressing complaints and achieving customer satisfaction?

- E. **Medical Screening Process:** Please explain through a flow chart the process for performing a medical screening to an employee or dependent.

ANNEX G
GENERAL REQUIREMENTS

GENERAL REQUIREMENTS:

(Please insert your responses within questions 1 through 3 below. The pages will expand as needed to fit your responses.)

1. Please describe the mechanism you propose which triggers the process of requesting medical screenings.
 - a. Would the medical screening provider provide a secure web portal in which CRS would request the screening of each employee (e.g., new hire employee, transfer employee) and dependents?
 - b. Please describe in detail the secure process by which each medical screening request would be transmitted by CRS to the medical screening provider.

2. CRS needs to have real-time communication through an integrated and secure HIPAA-compliant web portal designed and managed by the medical screening provider. Please describe in detail the following:
 - a. Please confirm if you would use and CRS would have access to a secure HIPAA-compliant web portal.
 - b. What are the components of the portal?
 - c. What information would be available to appropriate CRS personnel working closely with the medical screening provider through the portal?
 - d. Please describe the process by which information in the portal is updated in a timely manner?
 - e. Please describe all the benefits of this portal.
 - f. Please describe the process by which CRS communicates through the portal with the medical screening provider.
 - g. Does the portal maintain and preserve all communication in the portal between CRS and the medical screening provider? Please describe.

ANNEX G (continued)

GENERAL REQUIREMENTS

3. CRS needs the medical screening provider to securely provide medical screening results/review and a recommendation to CRS regarding suitability for international placement (based on the assignment location).
 - a. How does the medical screening provider securely deliver the results/review and recommendation to CRS?
 - b. Please provide a few examples of what medical screening results could look like.
 - c. Does a licensed physician complete all reviews on which recommendations are based? Please describe if other medical professionals conduct reviews.
 - d. Please describe the range of recommendations that could be provided.
 - e. Please indicate whether fitness determinations can be reviewed and provided according to designed tiers (similar to the use of tiers by the U.S. Department of State), or whether the recommendation would be simply stated as “fit” or “not fit”.

Vetting Requirements:

The bidder must verify that it does not appear on the following sites. Please include below (or attach) a screenshot of the results of each of the three searches.

- 1) The website of the System for Award Management (SAM) formally known as the Excluded Party List System (EPLS): <https://www.sam.gov>;
- 2) The website of the United Nations Security (UNSC) sanctions committee established under UNSC Resolution 1267 (1999) (the “1267 Committee”): http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml,
- 3) The Office of Foreign Assets Control Specially Designated Nationals and Blocked Persons List <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>



Annex H

Exceptions or Requested Alternative Contract Provisions/Form. (optional).