

**NORTHEAST FLORIDA REGIONAL COUNCIL**

**REQUEST FOR PROPOSAL**

**FOR**

**VIRTUAL TABLETOP EXERCISE SERIES**

**FOR HEALTH CARE COALITION FACILITIES**

September 25, 2024

Northeast Florida Regional Council  
40 E. Adams Street, Suite 320, Jacksonville, FL 32202  
Tel: (904) 279-0880  
<http://www.nefrc.org>  
Point of Contact: Donna Starling [dstarling@nefrc.org](mailto:dstarling@nefrc.org)

**I. Introduction**

**A. Invitation**

The Northeast Florida Regional Council (NEFRC) requests proposals from qualified vendors to provide Virtual Tabletop Exercises to members of three healthcare coalitions in Region 3 – Northeast Florida Healthcare Coalition, North Central Florida Healthcare Coalition and the Coalition for Health and Medical Preparedness (CHAMP) based on the criteria listed in section II. Project Description.

**B. List of Events**

Action	Deadline (Eastern Time)
Request for proposal - released/published	<b>Friday, September 27, 2024</b>
RFP questions from vendors due to the NEFRC	<b>Monday, October 7, 2024 @ 3:00 pm</b>
NEFRC response to RFP questions published	<b>Wednesday, October 10, 2023 @ 4:00 pm</b>
<b>Proposals due (Technical &amp; Price)</b>	<b>Monday, October 21 @ 3:00 pm</b>
NEFRC approval of the award	<b>Friday, November 8, 2024</b>
Contract Awarded to vendor	<b>November 2024 (after FDOH approval)</b>

**RFP Questions and Response**

To ensure consistent responses and provide correct information to all interested parties, questions regarding this Request for Proposals should be directed to Donna Starling [dstarling@nefrc.org](mailto:dstarling@nefrc.org) no later than **Monday, October 7, 2024, @ 3:00 p.m.**  
Use subject line: **HCC Virtual TTX Proposal Questions**

The NEFRC will post the responses to the Vendor RFP questions to the NEFRC website <https://www.nefrc.org/> no later than **Wednesday, October 10, 2024, @ 4:00 p.m.**

**II. Project Description**

**A. Purpose**

This Request for Proposal (RFP) is to obtain the services of a Vendor that provides Virtual Tabletop Exercises to assist healthcare coalition member organizations to prepare for various hazards.

**B. Description of Entity**

The Northeast Florida Regional Council (NEFRC) is contracted by the Florida Department of Health (FDOH) to manage the three healthcare coalitions in north Florida through the Region 3 Healthcare Coalition Alliance (Alliance). Membership in these Healthcare Coalitions (HCC) includes various types of for-profit and not-for-profit healthcare facilities and ancillary services, as well as various public and private healthcare and other response partners.

Each of the three Coalitions represents different geographic areas that are a part of the overall healthcare system in the eighteen (18) county region. The Northeast Florida Healthcare Coalition includes Nassau, Duval, Baker, Clay, Flagler, and St. Johns Counties. The North Central Florida Healthcare Coalition includes Alachua, Bradford, Union, Gilchrist, Columbia, Hamilton, Suwannee, Lafayette, Dixie, Levy, and Putnam counties. CHAMP represents Marion County.

## **C. Scope of Work**

The following provides a set of tasks to be completed by the vendor under this scope of work. These tasks are expected to be completed using Homeland Security Exercise and Evaluation Program (HSEEP) guiding principles. The Program should include the following but is not limited to:

### **1) Virtual Exercise Design and Development**

- a. Development of exercise objectives, scenario, draft documentation, planning exercise conduct and evaluation, and coordinating logistics.
  1. Up to three (3) planning meetings with NEFRC staff on exercise design and development of the virtual scenario for the exercise.
- b. Develop three (3) different scenario tabletop exercises with each scenario offered two (2) times. This is a total of six (6) exercises using three scenarios.
- c. Develop marketing flyers for the exercises.
- d. Coordinate with NEFRC staff on dates and times of the exercises
- e. Manage registration for exercise participants

### **2) Conduct Virtual Exercise Series**

Prepare for exercise play, manage exercise play, and conduct immediate exercise wrap-up activities.

- a. Use Zoom, or other digital platforms, to conduct six (6) virtual tabletop exercises before June 30, 2025. using breakout rooms for large and small discussion groups. The six (6) exercises will be broken down into three (3) hazard scenarios. Each hazard VTTX will be offered twice.
- b. Up to 50 participants per exercise, unless otherwise agreed upon by the contractor and NEFRC staff.
- c. Tabletop exercises are expected to be a half-day (up to 4 hours)
- d. Develop a digital master list of exercise participants. Excel spreadsheet to include name, agency, county, email, phone number, and healthcare coalition affiliation.
- e. Create a digital certificate of completion for participants.

### **3) Exercise Evaluation**

Evaluation assesses performance against exercise objectives and identifies and documents strengths and areas for improvement relative to core capabilities.

- a. Develop a player evaluation form for the collection of player feedback.
- b. Develop a partially completed facility/participant After-Action Report and Improvement Plan (AAR/IP) template. The partially completed template is for participants to add facility-specific information, on their own, following the exercise to meet their individual facility/agency requirements.
- c. Develop separate After-Action Reports/Improvement Plans based on individual results of the tabletop exercises conducted for the Region 3 Healthcare Coalition Alliance.

### **4) Close-Out/Final Deliverables**

- a. Provide NEFRC with a sign-in sheet and digital master list of each workshop participants including the participants name, agency, county, email and phone number.

- b. Provide an Alliance AAR/IP for each set of TTXs (3 total) no later than 30 days after each exercise scenario.
- c. Provide NEFRC with an electronic copy of the exercise presentation and all expected HSEEP guiding documents
  - 1. Planning Meetings (agenda, sign-in sheets, and minutes)
  - 2. Exercise Sign-in Sheets
  - 3. Exercise Situation Manual
  - 4. Exercise Handouts, PowerPoint Presentation, & Evaluations
  - 5. After-Action Report and Improvement Plan
- d. Provide invoice to NEFRC.

**D. NEFRC Responsibilities**

- 1) NEFRC Staff will:
  - a. assist with selection of hazards for each scenario
  - b. attend planning meetings to review and approve content prior to presentation
  - c. assist with date selection of tabletops
  - d. assist Vendor with participant registration

**E. Technical Qualifications**

1) **Prior Experience**

The vendor should describe prior experience in developing HSEEP guided exercises and has a Master Exercise Practitioner Program, MEPP, certified member on the planning team. Experience providing virtual tabletop exercises for healthcare coalitions and/or healthcare disciplines that cross multiple jurisdictions.

2) **Technology**

Experience using Zoom, or other digital platforms, to conduct the tabletop using breakout rooms for large and small discussion groups. Additionally, the vendor should provide a platform for participants to download exercises documents.

3) **Organization**

The Vendor should describe its organization, size, and structure. Indicate, if appropriate, if the Vendor is a small or minority-owned business. Provide information about the team that will conduct the exercises.

4) **Staff Qualifications**

Describe the qualifications of staff assigned to the project.

5) **Small and/or Minority-Owned Businesses**

Efforts will be made by the NEFRC to utilize small businesses, minority, and women-owned businesses as established by the Small Business Administration (13 CFR 121.3-8). A Minority or Woman-Owned Business is defined as that which is certified by the State of Florida.

**F. Required Certifications**

The Vendor selected for the project will submit the following certifications:

**Public Entity Crimes Certification**

In accordance with Florida Statutes section 287.133(3) (a), when awarded, the Vendor will complete and return the Public Entity Crimes Certification form.

**Drug-Free Workplace Certification**

In accordance with Florida Statutes section 287.087, when awarded, the Vendor will complete and return the Drug-Free Workplace Certification form.

### III. Terms of Agreement

It is expected that the contract shall be a fixed-fee contract that expires at the end of the fiscal year, June 30, 2025, with the option for annual renewal for two (2) years running July 1 – June 30.

The Vendor awarded the contract shall secure, maintain, and present insurance coverage reflecting the minimum insurance requirements by the State of Florida for general liability, professional liability, and worker's compensation to include employer's liability limits as required by the State of Florida. The vendor must also name the NEFRC as an additional insured on the general liability and professional liability.

### IV. Proposal Details

#### A. Closing Submission Date

Proposals must be submitted **no later than 3:00 p.m. on Monday, October 21, 2024.**

#### B. Inquires

To ensure consistent responses and to ensure consistent and correct information to all interested parties, potential respondents must submit all questions and requests for clarification in writing to Donna Starling [dstarling@nefrc.org](mailto:dstarling@nefrc.org). Use subject line: **HCC Virtual TTX Quote Question**. All questions and answers will be posted at [www.nefrc.org](http://www.nefrc.org). No questions will be accepted after 3:00 p.m. on **Monday, October 7, 2024.**

Except for as provided above and for current business, during the bidding process, all prospective proposers are hereby prohibited from contacting any member of the Northeast Florida Regional Council's Board of Directors or employees in any respect during the solicitation and evaluation period. The violation of this rule shall result in the automatic disqualification of any response to a bid solicitation submitted by the violator.

#### C. Conditions

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Vendor and will not be reimbursed by the NEFRC.

#### D. Price

Please provide:

1. The total cost for six (6) tabletop exercises (3 exercise scenarios) to occur prior to June 30, 2025.
2. Additionally, please provide the price for an additional exercise scenario (2 offerings of the VTTX scenario) if the NEFRC would want to add an additional scenario to the series.

#### E. Applicable Laws and Regulations

The selected Vendor shall comply with all federal, State, and local laws, rules, and regulations.

#### F. Right to Reject

The NEFRC reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based on the factors described in this RFP. The NEFRC may request additional information from any proposer.

**G. Public Records**

Information supplied by the Vendor to the NEFRC is subject to the Florida Public Records Law. Florida law provides that municipal records shall at all times be open for personal inspection by any person, Section 119.01, F.S., The Public Records Law. Information and materials received by the NEFRC in connection with all Vendor' response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 30 days after bid opening, whichever occurs first. Section 119.071, F.S.

**V. Submission of Quote**

All Proposals should be submitted in three (3) documents/sections and title the documents/sections as follows:

**Part I- Project/Scope Description**

**Part II- Technical Qualifications**

**Part III- Price Proposal**

**Proposals may be submitted via email or hard copy.**

To submit via email:

3. Send the **three pdf documents** described above to Donna Starling [dstarling@nefrc.org](mailto:dstarling@nefrc.org)
4. Use the subject line: **HCC Virtual TTX Proposal – Your Company Name**
5. Failure to use the correct subject line on the email may disqualify the vendor
6. Email should be sent no later than **Monday, October 21, 2024 @ 3:00 pm.**

To submit via hard copy:

1. Quotes should be addressed to:  
**Northeast Florida Regional Council**  
**40 E. Adams Street, Suite 320**  
**Jacksonville, FL 32202**  
**Attention: Donna Starling-HCC Virtual TTX Proposal**
2. Submit the three parts described above in hard copy form
3. Submit one (1) PDF/electronic version on a flash drive
4. Proposals must be **received** by the NEFRC **Monday, October 21, 2024.**

**Late proposals will not be considered.**

The NEFRC reserves the right to waive any immaterial inconsistencies in a proposal that might otherwise appear to make said proposal nonresponsive. Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

- The proposal is not received timely in accordance with the terms of this RFP.
- The proposal does not include all the required documentation.
- The proposal does not address the Scope of Work.

**VI. Evaluation Criteria**

Evaluation of each proposal will be based on the following criteria:

<u>Factors</u>	<u>Point Range</u>
<b>1) Prior experience</b>	
a. Experience working with healthcare coalitions and related member agencies	0-10
b. Experience developing hazard scenarios impacting Florida	0-10
c. Experience managing digital technology with multiple discussion groups	0-20
d. Experience developing AAR template for facilities to personalize/complete	0-20
e. Experience providing a platform for sharing documents with participants	0-20
<b>Experience</b>	<b>Up to 80 points</b>
 <b>2) Organization, size, and structure</b>	
a. Minority-owned Business	0-5
b. Staff adequate for large TTX with multiple breakout groups	0-5
<b>Organization Type</b>	<b>Up to 10 points</b>
 <b>3) Staff Qualifications</b>	
a. Team composition and relevant experience of team members	0-5
b. Prior experience of team members	0-5
<b>Staff Qualifications</b>	<b>Up to 10 points</b>
<b>Maximum Possible Points</b>	<b>100</b>

**VII. Review and Notification Process**

The NEFRC may, at its discretion, request presentations by or meeting with any or all Vendors, to clarify or negotiate modifications of the Vendor’s proposals.

However, the NEFRC reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Vendor can propose.

The NEFRC contemplates award of the contract to the responsible Vendor with the highest total points.

It is expected that the NEFRC will have a decision selecting the successful Vendor by November 8, 2024. Once selected by the NEFRC, the vendor selection and budget must be approved by the Florida Department of Health prior to execution of the contract.

In accordance with Florida Statutes section 120.57, Any person who is adversely affected by the agency decision or intended decision shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further

negotiation, or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation. The formal written protest shall be filed within 10 days after the date the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time periods provided by this paragraph. The NEFRC reserves the right to segment proposals or accept portions of proposals as is in the best interest of the program and the NEFRC. Final price negotiation will be the result of selection of all, or portion of the most successful proposal.