

Cherokee Nation

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REQUEST FOR PROPOSAL

MANAGED SERVICES PROVIDER

ADDENDUM 2



Bid Due Date: Wednesday, September 25, 2024

CHEROKEE NATION

P.O. Box 948
Tahlequah, OK 74465
(918) 453-5000

ADDENDUM #2
RFP-MANAGED SERVICES PROVIDER

09/13/2024

QUESTIONS SUBMITTED BY DEADLINE:

Questions Submitted

1) Are all hours worked billable including overtime, lunches, and orientation?

Answer: Varies by position

2) Should overtime be “blended” into the hourly bid rate?

Answer: Should be broken down to regular rate and OT rate

3) Please provide a list of incumbent suppliers and their bill rates.

Answer: Confidential

4) What is the estimated annual spend of this contract?

Answer: 15,600,000 approximately

5) What is the total amount of spend broken down by vendor over the last year? Over the duration of the contract period?

Answer: Confidential

6) For cost, can we provide ranges, or do we need a specific rate?

Answer: Ranges

7) Will vendors be required to bill Medicare/Medicaid or any third-party insurance?

Answer: No

8) What is the name of your current payroll provider?

Answer: Cherokee Nation Health Services

9) What is the invoicing frequency?

Answer: Bi-weekly

10) Do you have a dispute window for invoice discrepancies?

Answer: Up to 45 days

11) How do you receive your invoices?

Answer: electronically

12) When does your work week start?

Answer: Sunday-Saturday

13) How long have the incumbent suppliers held this contract?

Answer: 5 years upon satisfactory performance

14) Are you satisfied with the incumbent suppliers? If not, what are you unsatisfied with?

Answer: confidential

15) What is the current amount of contractor usage over the past year? Entire contract period?

Answer: Varies by day, need, and season

16) What is the main cause or reason to send this project to bid?

Answer: Federal guidelines

17) What technology is used currently to manage this program internally?

Answer: internal

18) What is the expectation and frequency for on-call needs?

Answer: varies by specialty

19) What is the expectation for replacing a candidate that is ill/calls off?

Answer: contractor to prioritize

20) Is there a minimum experience requirement for the personnel sent to your facilities?

Answer: based on position

21) What is the average length of assignment (12 months, 3 months, per diem)?

Answer: 3 months on average, but can vary based on position. No per diem.

22) What can we expect for lead time for requisitions for per-diem vs. travel?

Answer: Do not participate in per-diem

23) Can you provide details as to projected volume and headcount for each discipline included in the scope of work?

Answer: See answer 15

24) Page 13, Evaluation Factors, "Customer Service-include Customer Satisfaction Surveys from other similar providers"-Customer satisfaction surveys were not included in the RFP. Do you have a template, or do you want vendors to submit customer satisfaction surveys using their own template?

Answer: N/A

25) Page 7, General Responsibility, "The successful contractor will provide all necessary tools, equipment, parts, supplies, labor, and supervision..." –Can you please elaborate on the tools, equipment, parts, supplies, and supervision duties needed for this opportunity?

Answer: see RFP

26) How many employees currently work under (or will be anticipated to work under) this contract?

Answer: See question 15 and 23

27) How many vendors are presently under contract with the Nation?

Answer: 1

28) Who are the present vendors?

Answer: confidential

29) How are vendors vetted and chosen to provide services to the Nation under this project?

Answer: N/A

30) How many vendors will be awarded as a result of this solicitation?

Answer: 1

31) What are the current billable hourly rates or percentage mark-up rates?

Answer: Confidential

32) What were the hourly bill rates or percentage mark-up rates at the time of award?

Answer: Confidential

33) How much was spent (dollar value) on this service last year?

Answer: See question 4

34) How much is intended to be spent (dollar value) once the contract is awarded?

Answer: See question 4

35) Is there a Prevailing/Living wage requirement associated with this project?

Answer: No

36) Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?

Answer: For TERO, see #54

37) May we attend the bid opening meeting in-person?

Answer: No

38) Can you share the annual temporary contract labor spend for the Health Services Facilities that fall under Cherokee Nation?

a) The Spend in 2023 if possible?

b) The anticipated spend in 2024?

c) Volume of contractors currently on assignment?

Answer: See #4

39) How many current staffing vendors support the Health Services Facilities?

a) Are you able to share who those vendors are?

Answer: 1

40) Have you previously utilized an MSP or VMS?

Answer: Yes

41) Regarding tribal sovereignty and the right to self-governance. Is it the intent of Cherokee Nation to refer to the laws of the United States as it pertains to risk and/or liabilities for the contracted clinical professionals? The reason I ask is there is a perceived risk from our legal department by having any and all legal concerns/disputes fall solely to tribal sovereignty and the right to self-governance.

Answer: Yes will be governed by federal and tribal law only

42) What is the annual budget of the contract?

Answer: See #4

43) Do you need actual resumes or sample resumes?

Answer: Resumes of potential candidates

44) Is this bid refresh? If yes, can you share details from where we can get old proposals details?

Answer: N/A

45) What is the total number of hospital beds?

Answer: 55

46) Is there a diversity target Cherokee is hoping to achieve?

Answer: N/A

47) Are you looking for a vendor-neutral MSP?

Answer: N/A

48) What is your contingent spend volume?

Answer: See #4

49) Do all suppliers who participate in this program need to be TERO certified?

Answer: No

50) Is Cherokee Nation seeking a vendor-neutral solution?

Answer: N/A

51) Does Cherokee Nation wish to include a per diem staffing resource management as part of the MSP?

Answer: No

52) What are Cherokee Nation's top 3 challenges with respect to contingent labor?

Answer: N/A

53) Is Cherokee Nation looking for MSP services on clinical only?

Answer: Yes

54) Will there be any points awarded for TERO subcontractors?

Answer: Yes, 10 points will be awarded

55) Have there been or are there any additional proposal documents issued that Contractors need to complete with the RFP submission?

For example:

-Pricing proposal sheet

-Signature form

-Etc.

Answer: See RFP