

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The purpose of this program is to identify a Contractor to furnish, provide technical support, cellular service and provide maintenance support for Smart Vending Machines that expand access to risk reduction support for people in Montgomery County, Maryland (County). Montgomery County Department of Health and Human Services' (DHHS) strategy for implementing risk reduction programs remains centered on utilizing existing partnerships and/or health and social services providers that serve persons who use drugs to integrate Syringe Services Program (SSP) or like services into our portfolio. The smart vending machines will be strategically deployed in the county using partnership with established programs and/or entities that have a history of providing comprehensive services to people who use drugs or situated in geographic areas known for active use and that are safely accessible to the population in need.

5.2. Intent

The purpose of this solicitation is to:

- Increase access to Risk Reduction supplies, *including but not limited to*:
 - Naloxone (Narcan)
 - Syringes and other injection supplies
 - Safe smoking supplies
 - Alcohol wipes
 - Fentanyl and Xylazine Test Strips
 - Pregnancy Test
 - Home HIV Test
 - Safer sex supplies (condoms, lubricant)
 - Information on substance use treatment and support services
- Reduce the incidence of overdose deaths and related health risk
- Improve public health outcomes for individuals who use drugs.
- Provide discreet and accessible resources to vulnerable populations.

5.3. Scope of Work

The County intends to award one (1) contract as a result of this RFP. The Offeror who is awarded a contract as a result of this RFP, herein after referred to as the "Contractor," shall perform the following tasks.

5.3.1. Smart Vending Machine Procurement and Customization

- 5.3.1.1. Furnish, deliver, install and set-up seven (7) indoor vending machines and three (3) outdoor temperature-controlled vending machines. The County will purchase and own the machines, and the machines will remain the County's property upon expiration of the current Contract.
- 5.3.1.2. All machines must be new and unused.
- 5.3.1.3. Machines must be robust, tamper-proof, and suitable for both indoor and outdoor installation as specified; It is preferred that the machines have touchscreen functionality over tactile buttons.
- 5.3.1.4. Machines must be able to accommodate at a minimum of 40 different product selections as reference section 5.2 above of potential items).
- 5.3.1.5. Must be customizable to showcase appropriate branding, have instructions available, and informational materials, as needed and approved by DHHS.
- 5.3.1.6. Ensure machines are equipped with a mechanism to securely dispensing supplies and must be equip to provide inventory management systems. Machines must have adjustable coils to allow for variation of sizing in dispensed items.

- 5.8.1.1. Each smart vending machine must be functioning and installed, with the specifications set forth in the scope of work, within 30 calendar days of DHHS placing an order.
- 5.8.1.2. Machine downtime must be tracked in the quarterly maintenance report and must not exceed 15 business days for both an average and for any one incident (unless approved by DHHS).
- 5.8.1.3. Any designated DHHS staff member must be trained to specifications outlined in 5.3.6 (Training and Support) within 15 business days of a machine being installed. DHHS will determine who needs training in each instance.
- 5.8.1.4. Any software related to machine functionality, inventory management, data collection, or any requirement outlined in this RFP must remain functional 98% of the time. Any downtime exceeding 8 hours must be reported to DHHS.

5.8.2. Client Satisfaction Survey

5.8.2.1 For each year the Contract is in effect, the Contractor must provide a customer satisfaction survey in a format approved by the County to at least 90% of clients. Of the clients who fill out the survey, at least 75% must be satisfied in each category. The survey must include at least the following:

How would you rate your recent experience using this DHHS Smart Vending Machine?

	Very Satisfied	Satisfied	Not Satisfied	Very Unsatisfied	Don't Know /Not applicable
Selection of items					
Machine ease of use					
Overall Experience					

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 Contractor must perform all work, and the Contractor must fill all orders for goods under the Contract begins upon the County's issuance of a Notice to Proceed and ends on September 30, 2027. Contractor must also perform all work in accordance with time periods stated 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 two (2) times for up to one (1) year each.

6.2 PRICE ADJUSTMENTS

- 6.2.1 Prices quoted are firm for a period of one (1) year after execution of the contract. Any request for a price adjustment after this one (1) -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

- 5.3.1.7. Ensure that the vending machines can provide information to potential consumers both visual and audio formats.
- 5.3.1.8. Ensure that the vending machines are [Americans with Disabilities Act \(ADA\)](#) compliant.

5.3.2. Installation

- 5.3.2.1. Upon commencement of the contract, the Contractor will conduct site assessments to determine optimal placement of vending machines in partnership with DHHS. Site assessments will be coordinated by DHHS. The Contractor will be given at minimum ten business days' notice prior to a scheduled site assessment.
- 5.3.2.2. Install smart vending machines at designated locations, adhering to all applicable safety and accessibility regulations.
- 5.3.2.3. The County may require the need to move machines while this Contract is active, the Contractor must provide the same level of services associated with the initial installation and delivery of the machines upon request of the County. This service will be billed per occurrence as listed in the pricing page.
- 5.3.2.4. Ensure electrical and network connectivity for optimal machine operation.
- 5.3.2.5. Test and calibrate machines to ensure proper functionality.

5.3.3. Inventory Management and Restocking

- 5.3.3.1. The Contractor must develop and implement a system for inventory management. The system must have the ability to alert the County to restock supplies.
- 5.3.3.2. The County will be responsible for the stocking of machines. However, the Contractor will be responsible for the training of designated DHHS employees on restocking, inventory management, and applicable coil/machine customization as it relates to stocking of items.
- 5.3.3.3. The County will monitor inventory levels and provide timely restocking based on usage patterns.
- 5.3.3.4. The Contractor must ensure that the smart vending machines can report inventory levels remotely.
- 5.3.3.5. Software or user license will be offered to the County for unlimited users and must include user training for software.

5.3.4. Maintenance and Repair

- 5.3.4.1. Provide regular preventative maintenance services to ensure optimal machine performance. Inspections of machines must be completed by the Contractor quarterly (at least once every three months following the inception of the Contract). Defects that are found during this inspection will generate a service or repair request and results of inspections will be captured in the quarterly maintenance report.
- 5.3.4.2. Respond promptly to service and repair requests. The Contractor must respond to any service or repair request within two (2) business days, and machine downtime must not exceed fifteen (15) business days from the Contractor response. DHHS' Contract Administrator may approve exceptions to this standard in exigent circumstances upon request. Such request must be made to the DHHS' Contract Administrator for this contract, in writing, within ten (10) business days from the date the service or repair request was made. The written notice must include the reason for the extended time and the estimated downtime expected.

5.3.5. Moving Current Machines

- 5.3.5.1. The County may request the Contractor to move a County own machine to another location or to another area at the same location. The Contractor must provide an all-inclusive rate to move a machine from one location to another at the County's request. The Contractor will ensure that all

steps that were completed during installation has been adhered to and the vending machines is tested and function properly.

5.3.5.2. The County will contact the Contractor to schedule a designated time to move the machine.

5.3.6. Data Collection and Reporting

- 5.3.6.1. Implement a system for collecting anonymous data on machine usage and inventory dispensing. Machine(s) must be capable of collecting custom data points such as but not limited to age, location, gender, type of item purchase from customers. Additional custom data points may be requested by DHHS throughout the contract life. DHHS will add or remove data points as needed.
- 5.3.6.2. Provide regular reports on machine usage, inventory levels, and other relevant data.
- 5.3.6.3. Ensure data privacy and confidentiality.
- 5.3.6.4. Ensure that the smart vending machine must be capable of providing data on the quantity of items are being dispensed, and the time of day the items are dispensed.
- 5.3.6.5. Provide reports when machine malfunctions occur
- 5.3.6.6. All data collected from the vending machines will remain the sole property of The County and must not be shared.

5.3.7. Training and Support

- 5.3.7.1. Provide training to DHHS staff on smart vending machine operation, inventory management system, coil customization, and any other required training regarding restocking and data management (as applicable). The Contractor must offer dates and times suitable for the County to perform training in a group environment.
- 5.3.7.2. Provide ongoing technical support and troubleshooting assistance.
- 5.3.7.3. Provide information and materials for users on how to use the vending machine and access related services (materials on related services to be provided by DHHS).

5.3.8. Technical Requirements

- 5.3.8.1. Vending machines must be capable of dispensing a variety of packaged items of varying sizes (see list of potential items under Section 5.2 Intent).
- 5.3.8.2. Machines must be equipped with free dispensing mechanisms.
- 5.3.8.3. Machines must be capable of operating in various environmental conditions (outdoor machines only).
- 5.3.8.4. Machines must be equipped with remote monitoring and reporting capabilities.
- 5.3.8.5. Machines must have a unique identifier number in order to locate and provide repair services.
- 5.3.8.6. Machines must be able to operate 24 hours a day, seven days a week; provide disaster recovery plan to ensure downtime is no more than 98%.
- 5.3.8.7. Machines must be equipped with temperature control capabilities to maintain the integrity of the medical supplies (outdoor machines only).
- 5.3.8.8. Machines must have back-up internet connection and power source.

5.3.9. Ordering

The County is not required to make any minimum purchases under the resultant contract, and the County reserves the right to make purchases from other sources in accordance with the Montgomery County Procurement Regulations, if it is in the best interest of the County.

5.4. Contractor's Qualifications

- 5.4.1. Demonstrated expertise to meet technical requirements and project timelines (reference section 5.8.1 for more detail on the County's required timelines).
- 5.4.2. Demonstrate experience with harm reduction practices (see Section 7.1.9 Evaluation Criteria).
- 5.4.3. Ability to comply with all applicable regulations and standards.
- 5.4.4. Provide proof of insurance.
- 5.4.5. Demonstrate experience in providing and maintaining smart vending machine successfully, to healthcare or public health sector and experience with capturing data on usage.
- 5.4.6. Demonstrate the staffing availability and expertise to perform services in the scope of services.
- 5.4.7. Demonstrate the experience with providing data and data systems that are relevant to public health entity.

5.5. Contractor's Responsibility

- 5.5.1. The Contractor will be responsible for the provision of all services as stated in this RFP, and for ensuring the quality and timeliness for all services under the contract resulting from this Solicitation.
- 5.5.2. Successful installation and operation of all vending machines.
- 5.5.3. Completion of training and provision of all required documentation and guidance to the County on restocking items.
- 5.5.4. Completion of quarterly inspections of machines and prompt resolution of any service/maintenance requests.

5.6. County's Responsibility

- 5.6.1. The County may make periodic visits to smart vending machine sites to monitor the provision of the services under this contract and inspect the functionality of the machines. The County will notify the Contractor prior to scheduling periodic site visits.
- 5.6.2. The County will provide access to site locations and electrical hookup needed at site for machines to function.

5.7. Reports/Deliverables

- 5.7.1. Maintain accurate records of service and repair activities. Service and repair activities will be captured in a mandatory quarterly reporting that will be due every three months following the inception of this Contract. The format of report must be coordinated with and approved by DHHS.
- 5.7.2. The Contractor will develop and implement a system for collecting anonymous data points based on the smart machine usage and inventory dispensing. The data will be transmitted to DHHS electronically via a monthly report in a format approved by DHHS on the 15th of every month. If data can be captured and available in real time via inventory management program or app, then the monthly report is not required. Required anonymous data points to be determined by DHHS after commencement of the Contract.
- 5.7.3. An annual report must be transmitted to DHHS (in a DHHS approved format) on October 1, 2027 (anticipated date) and annually from there on that combines the Maintenance reports, Monthly Data Reports (if applicable), and Performance Target Outcomes (outlined below in 5.8.1)

5.8. Performance Measures

5.8.1. The Contractor must meet the following performance targets: