

Attachment "B"
Oakland County Purchasing
Solicitation Specifications
Solicitation Event ID: 000173
Clinical Optimization Consultant
Due Date 01/10/2023 by 3:00 PM

Oakland County Purchasing is requesting proposals on behalf of the Oakland County Health Department for a consultant to streamline & optimize client. Please see the scope of the project below.

Scope of project:

As COVID vaccine administration is transitioning to normal clinic flow, we identified the need to review/revise clinic flow is imperative to meeting client scheduling demands.

Seeking a consultant to assess North and South office clinic workflows with the goal of:

- Project initiation, completion and implementation by August 31, 2023
- Can streamlines and optimizes client flow
- Can improve the overall client and staff satisfaction
- Can eliminating scheduling barriers to increase walk-in and scheduled appointments traffic for COVID and routine immunizations
- Assess staffing models to include ancillary staffing (medical assistants, auxiliary health workers) to increase Public Health Nurse availability to administer COVID vaccines
- Incorporate model for in-home vaccination to improve routine vaccination and COVID administrations
- Uses LEAN solutions – visual aids, standardized processes for service type
- Can conduct time studies for benchmarking to support # of clients to been vs productivity
- Strong background working in clinic/office settings
- Analyzes current client flow, gathers data, develops plan to improve client flow efficiency

Submission requirements

- Licenses/certifications/sustainability accreditations
- Sample timeline for outlined scope of project
- Relevant case studies
- Upgrade process if scope increases
- Rate schedules – itemized one-time, startup, recurring annual/monthly costs
- Regulatory compliance process
- Any pending legal issues or complaints against company
- 3 customer references

Evaluation Criteria

- Price estimate based on project scope
- Company Overview - years of experience, background, history, and location
- Mission/Vision statement
- Company Structure - private, public, partnership.
- Size of the company and team - number of part, full, and contract staff
- Awards/recognition in last 5 years
- Product or service overview
- Number of current customers

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- Target customer base
- Reported ROI
- What separates you from other vendors
- Sample timeline for outlined deliverables
- Experience working with Public Health or in Clinic settings
- Description of continuous process improvement
- Provides in house customer support
- Provides a written evaluation to client with ROI
- Relevant case studies
- Resources dedicated to our account