State of Indiana
RFP – 23-72658
Attachment F – Strategic Stockpile and Logistics Services Technical Proposal Template

Instructions:

Respondents should structure and submit technical proposals in accordance with this attachment.

Please review the requirements in Attachment K (Scope of Work) carefully and address each section as prompted below. Please describe your relevant experience and explain how you propose to perform the work in its entirety. The requirements in the SOW should inform how Respondents complete their technical proposals as the "Sections" referenced below correspond to the sections in the SOW.

Where appropriate, documentation supporting the Technical Response may be included. Exhibits or attachments should be clearly labeled for ease of reference and provided as separate documents.

Respondents are strongly encouraged to submit inventive proposals for addressing the State's goals that go beyond the minimum requirements set forth in Attachment K of this RFP.

For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors' activities.

2.0 Minimum Requirements

Please explain how you meet the requirements and propose to execute Section 2.0 in its entirety and describe all relevant experience.

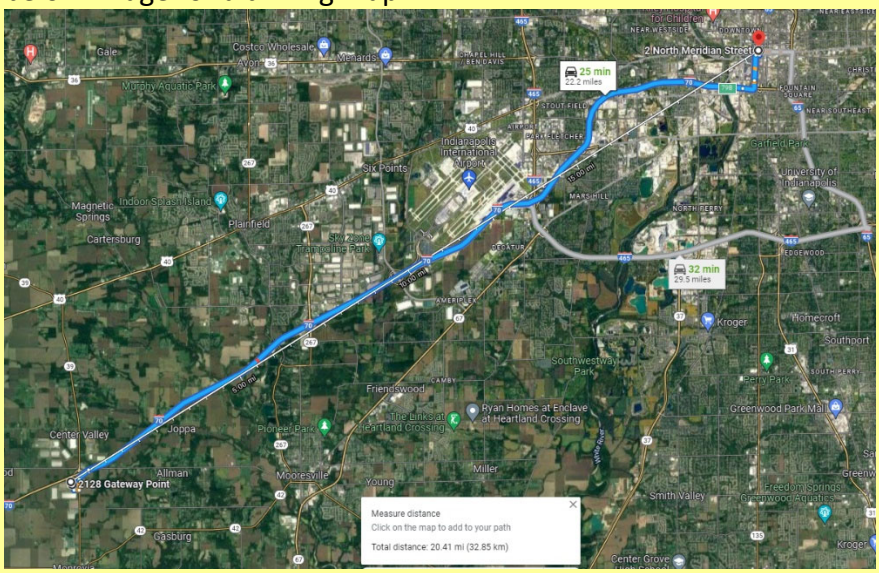
With 16 years of experience, LSL meets and exceeds the requirement of three to five years of experience in the maintenance, operational control, distribution, and management of activities like those included in the Scope of Work.
Regarding licensure, LSL currently holds an ISO 13485 certification, is in the process of securing ISO 9001 certification, and expects to obtain ISO 9001 certification by the contract start date. LSL is also in the process of obtaining C-TPAT certification and expects the process to be complete by the contract start date. LSL will possess the necessary IDOH DEA licensure and will be compliant with the Hazardous Materials Endorsement (HME) Threat Assessment Program and the Drug Supply Chain Security Act by the start date of the contract. The relationships LSL has with local DEA personnel will help to expedite the process to obtain the license for this site.
All three of LSL's Federal stockpile facilities have DEA licensure, are FDA registered, and hold the State Board of Pharmacy license. LSL also has an exemplary audit history with the FDA - with zero findings to date. LSL's experience in this process will ensure that licensure is obtained in a timely manner. LSL is also a Verified-Accredited Wholesale Distributor (VAWD) 3PL, is cGMP-compliant, and is a member of the National Emergency Management Association (NEMA).

3.0 Warehouse Site and Location Requirements

Please explain how you meet the requirements and propose to execute Section 3.0 in its entirety and describe all relevant experience.

Over the last 16 years, LSL has built out and managed approximately 6.5M SF of cGMP compliant distribution space. The facility design and improvement process accounts for all aspects of the facility including the following: site security, temperature control, temperature and humidity monitoring, alarm reporting, racking layout, system redundancy (HVAC, power, data connections), IT, material handling equipment, parking, office, breakroom and restrooms, dock equipment, staging areas and DEA cage. Product is maintained in accordance with applicable regulations, including those associated with the FDA, DEA, and State Board of Pharmacy.
LSL has developed a cGMP compliant set of Standard Operating Procedures (SOPs). These SOPs are the backbone of our Quality Program, and ensure that product is handled, stored, and distributed in accordance with FDA, DEA, and state Boards of Pharmacy guidelines. These guidelines include those associated with facilities, training, document control, change control, equipment, temperature monitoring, vendor qualification, security, pest control, redundancy, and product handling. Additional guidelines include those for deviation and corrective action/preventive action (CAPA) systems, inventory management, order management, returns, and preventive/corrective maintenance. The SOPs are a standard set of guidelines

approved by our senior quality leadership, and our staff is trained on them in accordance with our training program.
LSL currently maintains, monitors, and controls facility conditions to comply with the temperature and humidity requirements, and will adhere to the requirement of correcting any temperature excursion within 24 hours. For a more detailed description of LSL's approach to temperature control, refer to the Inspection and Maintenance section of this Technical Proposal response.
Given LSL's business concentration in the Indiana metro area, we already have senior executive level employees onsite, including a QA Coordinator, Facility Coordinator, and HR Coordinator.
LSL's proposed site will be located at **2128 Gateway Point, Clayton, IN 46118,** approximately 22.2 miles from the State's IDOH North Meridian location. Refer to the below image for a driving map:



This **existing site is cGMP compliant and equipped to manage the State's various product storage and distribution requirements.** This is a new site that was fully conditioned/built out in Q1 2022. The State's operations (80,000 total SF) will be separated from the rest of the facility by either a 12' heavy gauge steel fence equipped with blackout security mesh or a sheet rock demising wall. The steel fencing will be equipped with motion sensors on top of the fencing, ensuring that product and personnel are secure. The construction of the demising wall will require additional electrical and quality validation, which would result in increased costs and delays to the project timeline. A more thorough discussion of these options can be found in the Warehouse and Personnel Security and Access Requirements section of this response and the Narrative section of the Cost Proposal.
Current supply chain disruptions have caused historic delays in construction projects. Lead times for critical construction items such as generators, switchgear, ATS, sub panels, RTUs, and dock equipment range from anywhere between 35-75 weeks. Additionally, MHE lead times range from 50-100 weeks. In LSL's experience, even with the use of the Defense Priorities and Allocations System (DPAS) program letter for our

work with Federal stockpiles, lead times remain protracted. As LSL's proposed site is already built, functional, and furnished with priority MHE, these lead times will be a non-issue for the State. This site allows the State a mission-ready capability in times of supply chain disruption and prolonged lead time procurement.
LSL has an existing internet and data network, which the State can utilize to support the requirements of bandwidth and connectivity. LSL is also capable of providing a stand-alone network to support the State requirements if requested.
As detailed in Section 3 of the Statement of Work, all State considerations have been taken into account toward this site's improvements. The following proposed site layout highlights the site requirements, with the attached plan serving as a supplemental document to the RFP response.

Indiana Stockpile Site Plan:
Within the site plan, LSL has secured the following space:

- 7,000 SF to store Push Package
- 4,000 SF for staging containers and materials
- 2,000 SF for repackaging operations
- 21,000+ total SF for Open Floor Plan/Staging Space
- 1,350 SF for Biomed Workstations (6 stations)
- 120 overflow tractor trailer parking spaces (does not include dock spaces)
- Eight rack back for secured gate storage (small/sensitive equipment storage)
- Charging storage space for ventilator equipment
    - 5,267 SF of furnished Office Space supporting IDOH staff/electrical requirements, containing; Reception area, conference room, rest area, bathroom/restroom/showers
- Six offices, supply room, file room, TELCO room, four Dock doors and levelers (currently installed and operational) with common entry point for inventory control monitoring of materials
- Two forklifts, six pallet jacks

Size: 80,000 SF

Pallet Storage Capabilities:

- 5,170 double-deep locations
- 120 Pallet DEA cage (III-V storage)
    - If Schedule II storage is required, a DEA-approved safe will be provided

Storage Conditions:

- 80,000 SF Temperature Controlled (20°C to 25°C)
- One, 52 Pallet (2°C to 8°C) Drive-In Cooler
- Two (-20°C) Reach-In Freezers
- Two (-40°C) Reach-In Freezers
- Two (-80°C) Reach-In Ultralow Freezers

See the attached “Indiana Stockpile Racking Plans,” “Office Plan,” and “Site Plan with Fence and Gate.”
LSL will adhere to the damage provision outlined in the SOW.

4.0 Facility Design and Warehouse Space Requirements

Please explain how you meet the requirements and propose to execute Section 4.0 in its entirety and describe all relevant experience.

LSL has over 16 years of experience in managing DEA scheduled products within our facilities and has an exemplary audit history. The relationships LSL has with local DEA personnel will help to expedite the process to obtain the license for this site. LSL assumes that a 120-pallet position DEA cage to support schedule III-IV would be sufficient. Additionally, LSL can provide a DEA-approved controlled substance safe to store schedule II products. LSL’s proposed facility does not yet have DEA licensure, but is in the process of applying and will secure the necessary licensure by the contract start date.

LSL has over 16 years of cold chain experience and currently manages a total of 1,052,846 SF of Controlled Room Temperature (CRT) space and 71,680 SF refrigerated and freezer space in our Indiana facilities alone. Based upon LSL’s assumption of the State’s estimated needs, LSL proposes a 52-pallet position 2°C to 8°C cooler which could be expanded to meet future requirements, two reach-in –20°C freezers, two reach-in –40°C freezers, and two reach-in Ultra-Low units to support the operation. Multiple reach-in units are proposed to provide the State with redundancy and room for growth.

LSL will establish the working environment with 5,170 controlled room temperature pallet positions, which offers the State additional space for expansion and future program space based upon emerging needs. 2,500 pallet positions will be dedicated for State of Indiana product, and the other 2,500 pallet positions will remain available for Surge activity as needed. In addition, LSL has secured the required open dock space to support higher than normal Surge inbound, outbound, and staging activities.

Beyond the specifications listed previously, LSL’s proposed site is already conditioned to store CRT products and is equipped with the backup generators necessary to maintain product integrity in the event of a power failure. The only conditioning activities necessary at this site are those that separate State space from other areas in the facility and office space conditioning. The State has two options for separating their space from the rest of the facility: either the installation of a secure steel fence (which will ensure that product is kept secure, and the CRT environment remains validated) or a demising wall (requiring temperature to be re-validated and offering no additional level of security). LSL has 16 years of experience with facility construction and conditioning – we will deliver our proposed solution to the State in a timely, accurate, and efficient manner. Because the facility only requires the conditioning activities described previously, the State will not face delays in construction due to supply chain

disruptions. The stockpile will be ready to serve the citizens of Indiana by the end of the allotted four-month transition period.
LSL has experience conducting inspection processes, including routine maintenance and charging, for various medical device products. Our trained BioMed team performs Preventative Maintenance to manufacturing specifications on equipment such as Ventilators, Automated External Defibrillators (AED), Compressor Pulmo-Aide, Pulse Oximeters, Aspirators, CPAP Machines, Glucometers, Humidifiers, Thermometers, and Oxygen Concentrators. LSL can routinely inspect, maintain, and charge various medical devices and non-medical devices as listed in the SOW, such as generators. LSL will install the equipment necessary to perform this work, including charging stations. Further details concerning LSL's equipment maintenance approach are included in the Inspection and Maintenance section of this response.
LSL will make available two 30 AMP shore power connections to charge IDOH mobile units.

5.0 Warehousing and Storage

Please explain how you meet the requirements and propose to execute Section 5.0 in its entirety and describe all relevant experience.

LSL's ERP application maintains, tracks, and manages all product rotations, the reporting of product shelf life and the quarantine program to ensure that short dated or expired product is unable to be shipped out without an EUA from the FDA. Further, LSL's ERP has the capability for virtual warehousing, allowing for mobile inventory management (as would be necessary in the event of a disaster such as a flood), allowing the State to create a virtual warehouse anywhere a response is needed. This allows for item degradation from inventory, as deployed from the virtual site, and rapid inventory emergency response management across the State, in event of need. Elements of LSL's ERP includes the Warehouse Management System (WMS), the Order Management System (OMS), and the Transportation Management System (TMS). The WMS is described in this section as well as the Logistics section of this response, and the OMS and TMS are described in the Distribution/Shipping section of this response.

LSL's Control Tower team monitors site inventory and the flow of information within and outside the facility. This team will support the onsite personnel to maintain an access control log and to alert warehouse personnel. More details concerning the Control Tower team's role are provided in the Logistics section of this Technical Proposal response. LSL will also provide portal access for the State of Indiana to review inventory and transactions.

LSL's Corporate Quality Control Unit (CQCU) will maintain document revisions, manage ongoing temperature monitoring, handle recalls, manage quarantine hold & release, submit regulatory filings, and conduct quarterly GEMBA walks (to monitor procedural compliance), and perform an annual audit with a detailed inspection report for management.

As with other LSL processes, the safety of personnel in the facility and the cleaning of the facility itself are guided by LSL quality standards expressed in SOPs and WIs. These guidelines ensure regulatory compliance (OSHA) and product efficacy.

All LSL sites are outfitted with state-of-the-art Material Handling Equipment (MHE) and dock equipment. This allows the LSL associates to work efficiently and maintain product flow during periods of high-volume Surge. LSL has extensive experience with State and National stockpiles and has designed our sites to allow for sufficient staging and processing. LSL has included 8,000 square feet of staging for Surge events in addition to the required space (below) due to program knowledge and experience.

- 7,000 SF to store push package
- 4,000 SF for staging container and materials
- 2,000 SF for repackaging operations

LSL has developed extensive SOPs and WIs directly for stockpile use. Our receiving process includes multiple points of lot verification and location verification all to ensure inventory accuracy. Our Cycle Count program ensures that all products are verified and stored correctly, and our shipping process also ensures multiple points of verification and identification to ensure accuracy on the outbound.

LSL manages repackaging through an internal work order process that is FDA compliant and includes Quality Assurance oversight and line clearance procedures to ensure accuracy.

Controlled substances will be handled and stored in accordance with applicable 21 CFR part 11 regulations. Storage of PPE and other medical supplies (test kits, bandages, vaccines, diluent, etc.) will be conducted in accordance with LSL procedure and State requirements.

6.0 Distribution/Shipping

Please explain how you meet the requirements and propose to execute Section 6.0 in its entirety and describe all relevant experience.

The State's facility will operate from 07:00 to 19:00 Monday through Friday during regular operations. LSL will manage two 8-hour shifts (07:00 – 15:30 and 10:30 - 19:00) to accommodate the 12-hour standard workday. In the event of a surge, LSL has designed a plan to allow for highly trained warehouse employees and supervisors to work 24 hours per day. In addition to these highly trained employees, LSL has a commercial operation within the same facility (partitioned) that has immediate skilled labor available for Surge activity. In addition, LSL partners with multiple organizations that can provide skilled labor within a 48-hour timeframe for increased support.
LSL has established SOPs and WIs for the picking, packing and shipping of products. These procedures direct the step-by-step processes used to pick and verify orders, the information captured and recorded from receipt to outbound order, the type of shipping container, and pack-out protocol used to ensure product integrity while in transit.

Within LSL's ERP application, the Order Management System (OMS) and the Transportation Management System (TMS) ensure that products are distributed effectively and in a timely manner. These systems are described below. LSL's Warehouse Management System (WMS) is described in the Warehousing and Storage and Logistics section of this Technical Proposal response.

[redacted]

[redacted]

Same-Day Emergency Delivery

[redacted]

[redacted]

Vaccine Distribution

[redacted]

7.0 Logistics

Please explain how you meet the requirements and propose to execute Section 7.0 in its entirety and describe all relevant experience.

ERP Application

LSL's highly customizable ERP warehouse application contains a Warehouse Management System (WMS), an Order Management System (OMS), a Transportation Management System (TMS) and a reporting engine. These systems are fully integrated and customized to meet the specific needs of the State, and a portal will be available to the State. LSL will use its ERP warehouse application to perform all warehouse activities. The systems leverage industry standard security, built for high-availability, support disaster recovery (DR) objectives, and have been validated to FDA standards and are 21 CFR Part 11 compliant. These systems all allow LSL to perform both inbound and outbound transportation via parcel, courier, or LTL as needed. The WMS and the reporting engine are described in detail below, while the OMS and TMS are discussed in the Distribution/Shipping section of this response.

[redacted]

[redacted]

Control Tower
Once the stockpile program has been implemented, LSL will act in a Control Tower capacity to provide ongoing assistance and support to site staff and State personnel. The State will be assigned a single point of contact (Account Manager) and an Executive Sponsor. The Account Manager will act as the liaison between the State and the various corporate support functions within LSL. An interdisciplinary team at LSL's facility will provide ongoing support. This team will be responsible for the maintenance of the program including the following:

- IT support
- Reporting
- Training
- Drills and Exercises
- Inventory Control
- Regulatory Support and Document Control
- Operations Support
- Audit – Annual (Executive Report & Summary)

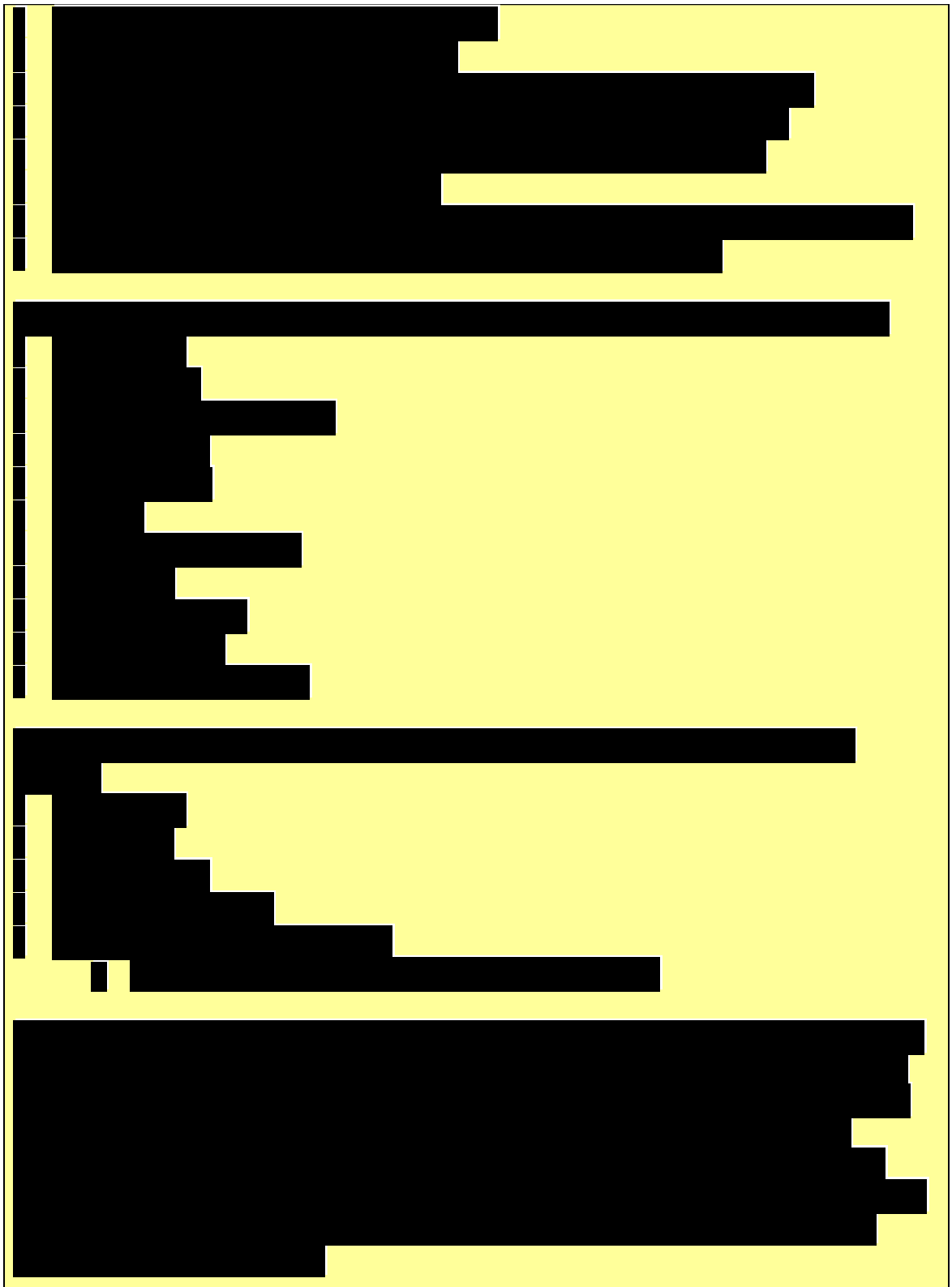
Along with managing the inbound and outbound processing of orders, LSL will also perform kitting of MCM and vaccines as needed by following established procedures and work instructions already developed and in place.

8.0 Receiving

Please explain how you meet the requirements and propose to execute Section 8.0 in its entirety and describe all relevant experience.

LSL will follow approved FDA and cGMP compliant SOPs and WIs that have been developed, tested, and audited for over 16 years. This will allow for a high level of inventory accuracy. LSL will adhere to the receiving requirements outlined in the SOW and receive and process 12 truck shipments and deliver 12 truck shipments on a weekly basis during normal operating hours.

[redacted]



LSL has a robust MHE training program that has been continuously improved over the past 16 years. All associates engaged in the operation of MHE must be trained and certified to operate equipment. Furthermore, LSL incorporates the i-Warehouse

program that is badge access controlled which only allows approved certified operators to operate the equipment. This focused approach ensures employee and product safety. In addition, LSL reports monthly on our safety goals vs. actual performance.

9.0 Inspection and Maintenance

Please explain how you meet the requirements and propose to execute Section 9.0 in its entirety and describe all relevant experience.

Temperature Control and Monitoring

The temperature zones in the facility will be controlled and monitored by two separate and fully redundant systems. The controlled-ambient space will be serviced by rooftop HVAC units sized to ensure redundancy in the event of any individual unit failure. Reach-In freezers (-40°C), and coolers (2°C to 8°C) are monitored by the system outlined below. Based upon the response to the question and answer, LSL will maintain the temperature in the required range.

Temperature will be computer-controlled and monitored by two independent systems. Alarms will trigger alerts to all parties to ensure that there are no temperature excursions. The second system mirrors the first system. Independent probes will be used for each of the independent systems, and both will be validated.

LSL's quality processes govern the temperature mapping, validation, and ongoing temperature-monitoring processes required to ensure cGMP compliance. All systems will be validated, and all records will be maintained in accordance with cGMP and LSL Standard Operating Procedure requirements. LSL will produce and submit monthly temperature reports, and temperature data is logged daily. LSL will adhere to the requirement of correcting any temperature excursion within 24 hours.

Biomedical Equipment Maintenance

LSL has over ten years of experience conducting inspection processes, routine maintenance, and charging for various medical device products including ventilators, respirators, and other non-medical device products such as generators for the Strategic National Stockpile. LSL will install the necessary equipment and electrical to operate the Durable Medical Equipment (DME) work area, develop cGMP compliant SOPs, and product/client work instructions. This support will allow the State to ensure proper operation and performance of equipment when deployed during an emergency.

Once IDOH provides details for the Equipment Maintenance program, LSL can provide a final staffing plan for Biomedical Technicians. Due to the size and scope of the IDOH, LSL proposes six equipment maintenance stations, each supported with a technician. These technicians will be managed by a biomedical equipment manager to ensure that personnel are maintaining/calibrating equipment in accordance with product specifications. This dedicated area, staffing, and overall footprint can be optimized to

State requirements based on further discussion and planning. IDOH personnel will be given access to the facility for inspections during normal business hours.

10.0 Warehouse and Personnel Security and Access Requirements

Please explain how you meet the requirements and propose to execute Section 10.0 in its entirety and describe all relevant experience.

LSL has expert level experience in providing secure spaces for our client's products and personnel. LSL has supported stockpile sites over the past 16 years, and has exceeded security requirements while providing interior and exterior IDS (Intrusion Detection System), 24/7 badge access, access logging, motion detection, glass break mechanisms, UL-certified 24/7 central station monitoring, and internal and external camera coverage of the facility and product. LSL provides its personnel with the required security training and will obtain all required permits and licensure before project start.

The facility is also furnished with fire alarm and suppression systems.

11.0 Lifecycle Management

Please explain how you meet the requirements and propose to execute Section 11.0 in its entirety and describe all relevant experience. In addition, please provide a lifecycle management plan that you will utilize to rotate the pre-identified PPE surge inventory through a sustainable lifecycle management model.

To ensure the readiness and effectiveness of all supplies in a stockpile, LSL utilizes a product rotation program in which items are removed from stockpile inventory before they reach their expiration date. In this way, products reach the patients that need them most and waste is minimized. [redacted]

12.0 Personnel Non-Security Requirements

Please explain how you meet the requirements and propose to execute Section 12.0 in its entirety and describe all relevant experience.

LSL personnel adhere to the guidelines for appearance and security outlined in the LSL Employee Handbook. In the handbook, personnel are instructed to maintain a professional appearance, to wear protective gear in accordance with safety regulations, and to always wear visible identification. Smoking and weapons are not allowed in the facility, and LSL is a Drug Free Workplace. An excerpt from LSL's employee handbook pertaining to these policies is included here for reference.

LSL is a Drug Free Workplace. LSL Manages pre-employment and random drug screening based on the requirements of our clients as well as any legal requirements to do so. All LSL employees regardless of client requirements receive a multi-jurisdictional 7-year minimum background check.

LSL Drug screening Policy:
SUMMARY OF DRUG AND ALCOHOL POLICY
The Company is committed to maintaining a safe workplace free from unlawful drugs and alcohol and complies with all applicable laws, including the Federal Drug-Free Workplace Act.

As a condition of initial and continued employment, the Company prohibits you from reporting to work or performing your duties with any unlawful drugs or alcohol in your

system. You are also prohibited from using, possessing, manufacturing, selling, trading, distributing, dispensing or making arrangements or offering to distribute unlawful drugs or alcohol while at work, while performing job duties, off site at training or meetings, on Company or customer property (including personal vehicles onsite), during lunch or breaks, or in Company vehicles.

Further, the Company prohibits all unlawful drug use, possession, or distribution, whether on or off duty – drugs can stay in your system and affect work later.

Occasions for Testing: To enforce this policy, the Company may, at any time where lawful, require as a condition of initial or continued employment, any applicant or employee, including managers and supervisors, to submit to a physical examination and/or urine, breath, blood, saliva or other type of test to determine the presence of drugs or alcohol in their system. Where lawful, the possible occasions for drug testing include, but are not limited to:

1. Pre-employment or re-employment;
2. When the Company has a reasonable suspicion that you may be affected by drugs or alcohol that could adversely affect job performance or the work environment;
3. When the Company has a reasonable suspicion that you have violated the Drug and Alcohol Policy;
4. When you suffer or contribute to an on-the-job injury or are involved in, or contribute to an accident and it's possible this policy may have been violated;
5. When you seek a transfer or promotion, or return from a suspension or leave of absence; or
6. Where permitted by state law, as part of any random program of testing which the Company may implement.
7. Where otherwise required by law.
8. All DEA Roster employees and any associates designated as potential to enter the controlled DEA cage will be mandatory pre-screen drug tested and placed on a random drug screen rotation. **(Full policy available upon request)**

LSL maintains a companywide appearance policy. All employees must professionally represent the image of the company while at work.

LSL Appearance Policy:
PERSONAL APPEARANCE
Our Company's professional atmosphere is maintained, in part, by the image we present. We expect all employees to present a neat, well-groomed appearance and a courteous disposition. These qualities go further than any other factor in making a favorable impression on the public and your co-workers. All office employees may wear business casual attire or the designated uniform Monday through Thursday. Fridays may be business casual to include jeans unless you are with a client; then you must dress in a businesslike manner.

Warehouse employees provided with Company uniforms should keep them in neat and clean condition. Employees provided with Company uniforms must wear them at all times when on duty. Fridays may include jeans. Jeans must be free of holes and decorations.

Good personal hygiene is also important in terms of our customers' favorable opinion and in terms of your respect for your co-workers. Accordingly, you are expected to come to work in a clean condition.

We also want to meet our customers' expectations in terms of the Company's image and style. No employee may have a visible tattoo. Any employee who might have such a tattoo must keep it covered while at work or while representing the Company. Likewise, we do not want to appear extreme to our customers by the number or locations of piercings visible to a customer. You may be asked to remove or cover a piercing.

In the warehouse, for safety, hair must be secured neatly, **loose clothing and shirts must be tucked in**, and jewelry must not dangle. Likewise, footwear must cover your entire foot.

You are expected to observe our Personal Appearance guidelines at all times while at work. Employees who report to work in unacceptable attire or appearance will be requested to leave work and return in acceptable attire or appearance. Such time away from work will be without pay for non-exempt employees. Violation of this policy may result in discipline, up to and including immediate termination.

Safety:
LSL provides any OSHA required PPE for all warehouse employees. All employees wear closed toe shoes and all OSHA required safety equipment in our facilities.

Identification and Access:
All LSL employees receive a key coded photographic identification card that allows them access to designated facilities where they are certified to perform work.

Tobacco use:
LSL prohibits all tobacco use in our facilities, and outside except for designated areas.

LSL Tobacco Policy:
TOBACCO AND SMOKING
Use of tobacco in any form is permitted only in designated outdoor places at Company facilities. Smoking is prohibited by law in any area where paint or other flammable materials may be present. This policy also applies to electronic cigarettes, also known as e-cigarettes, e-cigs, e- smoke, digital cigarettes, alternative cigarettes and "vaping." In cases of excessive time spent smoking, managers may restrict or curtail smoking

privileges during the workday.

Weapons:
LSL prohibits all weapons in the workplace.

LSL Weapons Policy:
WEAPONS AND DANGEROUS INSTRUMENTALITIES
Except as otherwise stated in this Handbook, explosives, weapons (other than firearms) or dangerous instruments of any kind are prohibited on Company property and in Company vehicles at any time. Likewise, no employee should possess any explosive, other weapon or dangerous instruments at any time while performing any work for the Company. Although the Company retains the right to determine the scope of this paragraph on weapons and the terms contained in it, *possess* as used in this policy generally means to have on your person, in your vehicle or any vehicle assigned to you, or in other property in your presence or under your control (such as bags, packages, purses, briefcases, desks, toolboxes, lockers, etc.), while on Company property or while you are at work for the Company.

13.0 Service Interruptions

Please explain how you meet the requirements and propose to execute Section 13.0 in its entirety and describe all relevant experience.

LSL installs redundant systems in every one of its buildings, and in the case of complete power failure, these systems allow the State and LSL to continue work during normal operating hours and surge events. These redundant systems include backup generators, HVAC, Wi-Fi (ensures there are no dead zones throughout the facility), and temperature monitoring probes. [redacted]

The WMS engine is designed for performance and high availability. The system runs in the AWS cloud and the workload is balanced across two “hot” data centers with a public VPC subnet and private VPC subnet running inside the availability zone. We deploy web, application, and database load balancers across the two availability zones to maintain the highest level of performance and system availability. The system is accessed via an internet gateway. AWS is responsible for protecting the infrastructure that runs all the services offered in the AWS cloud. LSL will provide advanced notice of scheduled service interruptions to the State.

LSL has WMS Disaster Recovery Service Level Agreements (SLAs) of 30 minutes and four-hour Recovery Time Objectives. With this architecture and these SLAs, we can have the system back up and operational within four hours of the event with at most 30 minutes of work lost.

16.0 Reporting and Tasks/Deliverables Expectations

Please explain how you meet the requirements and propose to execute Section 16.0 in its entirety and describe all relevant experience.

As part of the lifecycle management plan, lifecycle reports are also created that include process schedules, inventory sale reports, and disposal reports.

The kickoff meeting and weekly touchpoint meetings will be held in accordance with IDOH preferences.

17.0 Staffing Requirements

Please explain how you meet the requirements and propose to execute Section 17.0 in its entirety and describe all relevant experience.

LSL has 16 years' experience of maintaining stockpile facilities for constant readiness. We will provide sufficient staff on site for regular operations. On-Site leadership (Manager or Supervisor) will be utilized to ensure that daily and surge operations are conducted efficiently, and will serve as a point of contact for the facility. LSL will hire staff to complete the routine business of the State. LSL currently has a commercial operation within the same facility (partitioned) that has immediate skilled labor available for Surge activity. If LSL requires additional labor, LSL has partnered with other organizations that will provide skilled labor within 48-hours of a Surge activation. The number and duration of employees will be dependent on the scope of the Surge. Since Stockpile has been LSL's core business for the past 16 years, our experience, partnerships, and expertise make the difference.

Staffing will include an Operations Manager that will be the single point of contact to IDOH. In the event of a Surge requiring 24-hour operation, the operations Manager and Operations Supervisor will each run a 12-hour shift with staff to support the 24-hour operation. Below are the staffing levels to cover the requirements of the SOW. Additionally, LSL has assumed the need of 1 Biomed Manager and 6 Biomedical Technicians to support an undisclosed number of Durable Medical Devices that may require preventive Maintenance (if applicable).

- Operations Manager
- Operations Supervisor
- Forklift Operator x 6
- Human Resource Coordinator x 0.5
- Facility Coordinator x 0.5
- Quality Coordinator x 0.5
- Biomedical Technician Manager (optional)
- Biomedical Technician x 6 (optional)
- Control Tower Account Manager x 0.5

LSL has an abundance of real-world Surge experience throughout our 16 years of Stockpile Managed service for the National and State Stockpiles. Our system and procedures have been refined by our surge responses to H1N1, Ebola, Zika, Monkeypox, COVID-19, Afghanistan Repatriation, hurricanes, and many other events. A table outlining these events and others that LSL has responded to is included in the Experience Serving State Governments section of the Business Proposal response.

18.0 Quality Assurance Surveillance Plan (QASP)

Please explain how you meet the requirements and propose to execute Section 18.0 in its entirety and describe all relevant experience.

LSL's Quality Control Manual — a full, high-level overview of LSL's quality assurance program — has been included for reference in this submission as an attachment titled "Quality Manual." For a more detailed description of LSL's receiving process, please refer to the Receiving section of this Technical Proposal response.

19.0 Transition Planning and Readiness Activities

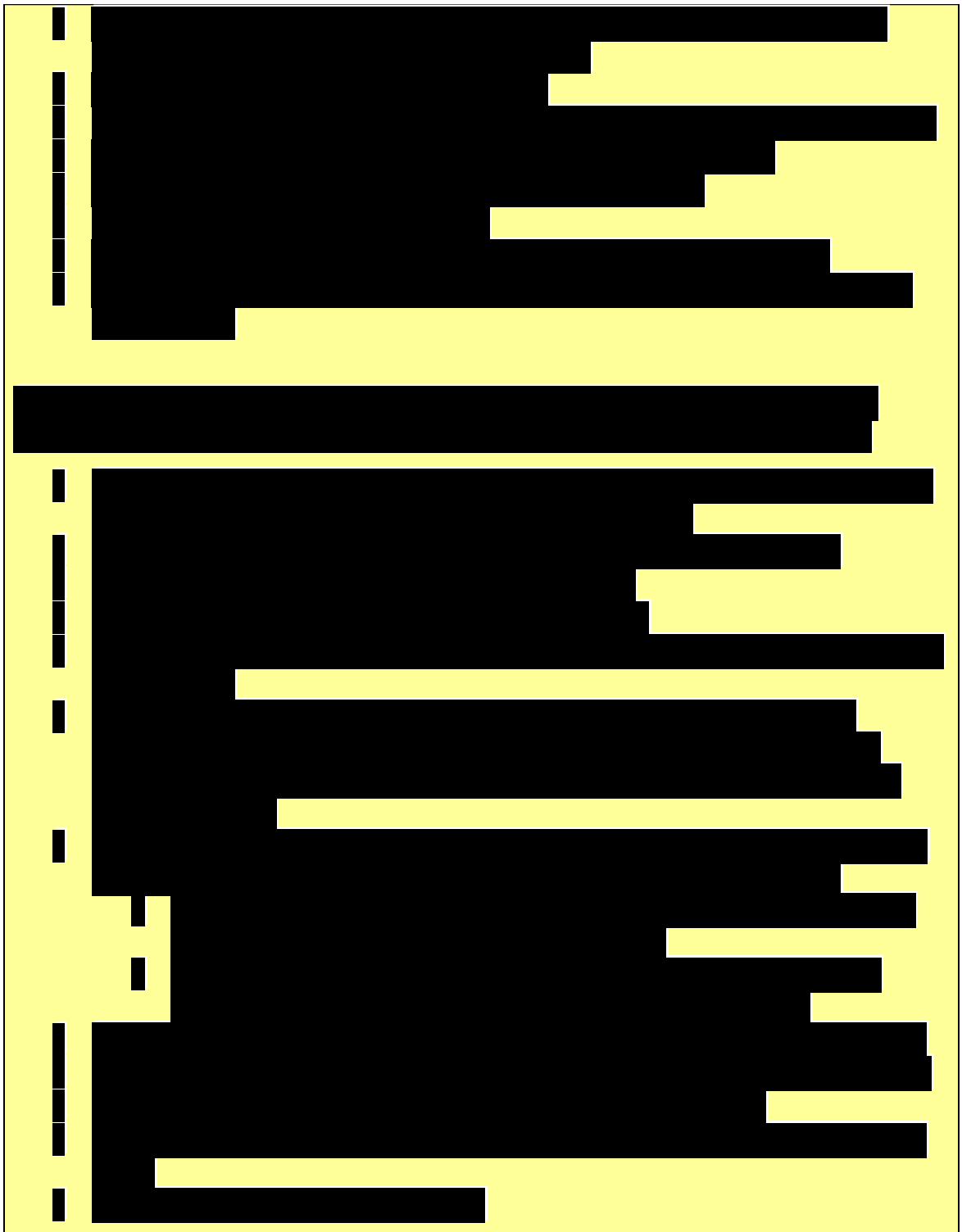
Please explain how you meet the requirements and propose to execute Section 19.0 in its entirety and describe all relevant experience.

LSL will complete the CDC assessments prior to the initiation of the contract. LSL has been a vendor of the CDC and thoroughly understands the requirements to successfully manage stockpile inventory and has established processes that guide this work.

[redacted]

Transfer of Product – Incumbent

[redacted]



Operating Assumptions

The following is a list of assumptions that have been utilized while preparing this plan. Changes or alterations to this scope could negatively impact the project schedule.

- LSL's operation schedule is based upon storage pallet count of 5,000

- A pallet count of up to 2,500 pallets will be transported from the incumbent
- LSL assumes that the IDOH will allow LSL to strategically request products from the incumbent that allows for proper slotting. LSL assumes that its vetted drivers will have expedited access into incumbents' facility.

Transportation Plan

LSL has extensive experience moving products from Incumbent facilities to LSL facilities as a result of contract awards. LSL has transferred over 25,000-50,000 pallets on several occasions, each on time, compliant, and with high Client satisfaction. LSL will utilize a long-term vendor to transport IDOH products from the incumbent at the rate of six loads per day Monday-Friday 07:00am to 1:00pm. LSL will reserve the ability to work weekends to ensure all transition activities occur on time as per the SOW requirements. LSL will follow all required procedures and regulations. The Transportation and Operations Manager will coordinate scheduling and provide the IDOH, the incumbent, and LSL Leadership appropriate information regarding all shipments. LSL estimates moving 2,500 pallets (100 loads) during this time.

The transportation assets for each day will include:

- 2 – road trucks
- 2 – trailers
- 2 – drivers

Reporting Plan

Reporting can be accessed by the IDOH at any time, or the LSL Control Tower Team can pull ad hoc reports to share with the IDOH. The IDOH will be provided a login(s) to LSL's Client Portal which will give the IDOH access to real time transactional and inventory data. Transactional data includes receipts, shipments, adjustments, and internal warehouse moves. The LSL Control Tower can pull this data as well and package a full report on IDOH inventory status 12 months prior to contract end date.

Contingency & Risk Management

Below are the steps taken to mitigate risk:

- LSL will secure additional trucks and drivers should mechanical or transportation labor shortfalls arise.
- Extra Strike Team personnel may be used as needed.
- There is a scheduled buffer during the project available for variances to project scope.
- LSL will provide corporate oversight by leveraging Inventory Control, Information Technology, Human Resources, and Quality Assurance to ensure proper operational flow.