

REQUEST FOR PROPOSAL

North Central Accountable Community of Health

For

Selection of a Vendor to Provide
Comprehensive Plan for Telehealth Infrastructure and Access

Bid Submittal Deadline: 02/12/2020 at 5:00PM PST



North Central Accountable
Community of Health

Prepared by:

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REQUEST FOR PROPOSAL

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Organizational Overview

The North Central Accountable Community of Health (NCACH) is a nonprofit organization serving Chelan, Douglas, Grant, and Okanogan Counties. As one of nine ACHs across Washington State, NCACH plays an integral role in the Health Care Authority's Medicaid Transformation Project to improve the health of their communities and transformation of health care delivery. NCACH's mission is to *"Advance whole-person health and health equity in North Central Washington by unifying stakeholders, supporting collaboration, and driving systemic change, with particular attention to the social determinants of health"* by:

- Addressing health equity and improving the wellbeing of all people in the North Central Region.
- Advancing social, emotional, physical, and behavioral health as embodied in the principles of whole-person care.
- Catalyzing the success of other entities by making complementary efforts and maintaining an environment of collaboration and community benefit.
- Unifying regional efforts by coordinating and promoting collaboration across sectors.
- Helping groups focus on cross-cutting priorities, pursuing durable solutions, and prioritizing efforts that deliver systemic improvement.

Purpose of Request for Proposal

NCACH is soliciting proposals from qualified vendors to produce a practical and achievable plan for a community-based solution to enhance telehealth capacity for the North Central Washington region, including Chelan, Douglas, Grant and Okanogan counties. This plan will include a realistic vision, address design elements at both a community and regional level, and outline implementation steps and associated budget. See Scope of Work Section for more details.

Project Background

With the onset of Covid-19 in March 2020 and the subsequent lock down that followed, healthcare, social-service and community based organizations had to pivot to telehealth services. This proved to be a learning curve for providers and patients alike. As a predominantly rural region with some areas designated as frontier, residents face barriers that preclude them from achieving whole person health and organizations are limited in their capacity to provide services due to workforce shortages.

While telehealth adoption increased, barriers to accessing healthcare continue to exist, including: lack of reliable broadband, and lack of access to private spaces and technology for patients to support an optimal setting for telehealth and tele-behavioral health appointments. Stakeholders within our region began discussing potential opportunities for creating an interconnected system that would allow patients to access kiosks in strategically placed locations like community centers or tele-carts in schools, allowing students, staff and potentially community members a place for telehealth appointments where workforce shortages and access to basic health services are a challenge. However, it is still unclear whether this is an appropriate and feasible strategy to address community needs.

NCACH's vision for this project is to utilize a subject matter expert to bring community together to identify the needs of its residents and develop a system that helps residents in our region access healthcare, behavioral health and social services utilizing technologies within their own communities.

Scope of Work

The scope of work proposed includes three parts:

1. Conduct an environmental scan of the region and individual communities to understand current infrastructure and broadband capabilities, as well as opportunities. This should involve planning and facilitating strategic dialogues with partners and community members across the North Central region to develop a collaborative approach to supporting access to telehealth that meets the needs of communities, while benefitting each individual participating clinical or non-clinical organization.
2. Based on these dialogues, develop a report that outlines a realistic vision of a regional program design that takes into account the needs of individual communities, overall budget, and implementation plan with a timeline for a collaborative telehealth program starting with a small pilot and scaling up to the whole region. This might include partnerships with agencies already working on broadband/wireless placement in North Central Washington and determining how they connect with individual clinical and non-clinical partners.
3. Individual Needs Assessment and Plan—it is important that clinical and non-clinical partners are able to access and engage with telehealth applications, such as kiosks and remote patient monitoring. The consultant will work with up to twenty-five organizations to assess their level of maturity with adoption of telehealth. In addition, the consultant will assist with the development or refinement of a strategic vision for the role telehealth will play in their service delivery model over the next five years, including projected budget needs to fulfill that role.

Project Deliverables

It is NCACH's expectation that throughout the life cycle of this agreement, the selected vendor will provide detailed documentation and information on the following components of this discovery and planning effort. The selected vendor should take recommended corrective actions where applicable.

1. Summary of strategic dialogues, including locations and attendees
2. Project vision/design, budget, implementation plan and timeline as outlined below
3. Individual organization vision and budget to be submitted to organization and attestation from organization of receipt. (Attachment A)

Proposal Content

Proposal should be prepared as simply as possible and provide a straightforward, **concise** description of the organization’s capabilities to satisfy the requirements of this RFP.

1. Cover letter (optional)
2. Provide company profile, indicating background, experience, core competencies and high level points:
 - How would you depict your approach, philosophy and strategy to conduct an environmental scan of a broad geographic region and its individual rural communities?
 - Describe your methodology for conducting strategic dialogue with partners and community members.
 - Describe your Subject Matter Expertise capabilities and aptitude to develop an interconnected broadband network of telehealth applications in the communities served and how they connect with individual clinical and non-clinical partners.
3. Provide examples of past community assessments that exhibit the organization’s experience in planning and executing successful projects based on the needs of diverse communities. Examples that include telehealth projects is a plus.
4. Provide biographies and relevant experience of key staff and management personnel and their role within the project.
5. List any subcontractors and the roles they will play.
6. List any agency you will work collaboratively with on this project. Describe how you will work with these agencies. List each partner’s key roles and/or responsibilities.
7. Describe the organization’s approach to working with multiple stakeholders with competing priorities.
8. Describe the proposed planning and implementation timeline as outlined in “Implementation Schedule Description.” Vendors should include a plan with timeline that provides a clear understanding of the vendor’s capacity to complete the scope of work by a given time.
9. Describe your anticipated process for gathering information and content needed for the project.
10. Provide estimated budget to produce required deliverables. Please include a line item budget as well as a narrative.

Evaluation Criteria

The follow criteria will be used to review proposals:

Criteria	Weight
Vendor’s demonstrated capability to provide the services, including organization experience, core competencies, philosophy and methodology.	25%
Ability to effectively articulate and define proposed project with sufficient detail to evaluate merits of proposed project.	15%
Approach to conducting environmental scan and strategic dialogues	10%
Cost to conduct scope of work <ul style="list-style-type: none"> • Environmental Scan and strategic dialogues • Written report that includes realistic vision, design, implementation timeline and budget • Individual organization assessment and report 	25%
Timeframe for completing scope of work	10%
Suitability to Meet Project Goals	15%

Proposals will be evaluated by a committee of North Central Washington including but not limited to stakeholders representing healthcare, behavioral health, non-profit, and community based organizations and economic development councils. Applicants will be notified by March 2nd, 2021.

Eligibility

Applications will be accepted from eligible organizations who:

- Are an established business able to provide services in the state of Washington.
- Comply with all current and applicable Washington State laws and regulations.
- Submit a completed application by February 12, 2021 5:00pm PST.
- Consent to utilize NCACH's payment portal to receive payment for services.

Timeline

RFP Issued	January 14, 2021
Deadline for submitting questions	January 28, 2021
Completed Proposals due	February 12, 2021
Proposal Selection pending NCACH Board Approval	February 26, 2021
NCACH Board Approval	March 1, 2021
Project Commences	March 15, 2021

*All dates are subject to change at the sole discretion of the NCACH.

Questions

Questions regarding this request must be submitted via email to wendy.brzezny@cdhd.wa.gov by 5:00pm January 28th. Questions received after 5:00pm January 28th, will not be considered. Please include "NCACH Telehealth RFP Question" in the subject line of the email.

Limitations of Liability

NCACH assumes no responsibility or liability for costs incurred in responding to this proposal request or in responding to any further request for interviews, presentation, additional data, etc.

Instructions for Submitting Application

All proposals should be submitted electronically to:

North Central Accountable Community of Health
Attn: Wendy Brzezny
Whole Person Care Collaborative Manager
Email: wendy.brzezny@cdhd.wa.gov

All submitted materials will become property of NCACH and will not be returned. NCACH reserves the right to (a) enter into an agreement for all or any portion of the requirements and specifications set forth in this RFP with one or more applicant, (b) reject any and all proposals and re-solicit proposals, or (c) reject any and all proposals and temporarily or permanently abandon this selection process, if deemed to be in the best interests of the NCACH. Applicant is hereby notified that NCACH will maintain in its files concerning this RFP a written record of the basis upon which a selection, if any, is made by NCACH.

Telehealth Application

Proposals Due: February 12, 2021 5:00pm PST

Applicant Information

Applicant Agency/Organization: _____

Complete Mailing Address: _____

Federal Tax I.D. Number: _____

CEO/Executive Director: _____

Phone: _____

Email: _____

Project Director (if known): _____

Phone: _____

Email: _____

Fiscal Officer: _____

Phone: _____

Email: _____

Certification: The applicant understands and agrees to the following conditions:

- This RFP is for selection of a qualified vendors to complete 3 bodies of work outlined in the RFP under "Scope of Work."
- All project records will be made available to NCACH upon request and will not be disposed of without written authorization from NCACH.
- Current business license and can conduct business in Washington State
- Comply with all current and applicable Washington State laws and regulations.
- Currently based in the United States.
- If chosen as the final applicant, we certify that we will register in the Financial Executor Portal used by NCACH for payments.

We certify to the best of our knowledge and believe that the information contained in this application is true and correct and that the document has been duly authorized by the applicant organization.

Signature of Agency Director: _____ Date: _____

Narrative Responses

1. Provide a description of the applicant agency including but not limited to current programs, agency's mission and vision, size of staff
2. Provide biographies and relevant experience of key staff and management personnel and their role within the project.
3. Provide a statement of competencies including
 - a. Why the applicant is best suited to implement and achieve the project goals;
 - b. Provide examples of past community assessments that exhibit the organization's experience in planning and executing successful telehealth projects based on the needs of the communities.
 - c. Examples of the organization's talent and capacity to contract for long term and/or innovative services.
4. Please provide information on the following, high level points
 - a. How would you depict your approach, philosophy and strategy to conduct an environmental scan of a region and its individual communities?
 - b. Describe your methodology for conducting strategic dialogue with partners and community members.
 - c. Describe your Subject Matter Expertise capabilities and aptitude to develop an interconnected broadband network of telehealth applications in the communities served and how they connect with individual clinical and non-clinical partners.
5. List any subcontractors and what their roles will be.
6. List any agency you will work collaboratively with on this project. Describe how you will work with these agencies.
7. Describe the organization's approach to working with multiple stakeholders with competing priorities.
8. Describe your anticipated process for gathering information and content needed for the project.
9. Outline a plan with timeline that provides a clear understanding of the vendor's capacity to complete the scope of work by a given time. Additionally, please identify any circumstances that may create potential delays.
10. Estimated budget to produce required deliverables, including analysis. Please include a line item budget as well as a narrative.

Letters of Support

[Optional] Attach relevant and specific letters of support for your agency specific to this RFP.

ATTACHMENT A

To be completed when vendor submits an organization strategic vision and budget to NCACH partner as proof deliverable has been met. Please do not submit the individual organization strategic vision and budget to NCACH.

Contractor Business Name: _____
Business/Contact Email Here: _____
Business Phone Number Here: _____

Date of Receipt: _____

Description of Goods Delivered: The NCACH partner received organizational strategic vision and budget.

The undersigned individual hereby acknowledges the participation in an assessment on level of maturity with adoption of telehealth services that informed the development of the strategic vision and budget for implementation. Further, acknowledgement of written document outlining the vision and budget that was inspected with care and aligns with previous conversations with contractor.

The undersigned individual hereto agrees to the foregoing as evidenced by their signature below.

Signature

Date

Name and Titled Printed

Organization