



FOR PROVIDERS.
BY PROVIDERS.

ACHC RFP: INDUSTRY DATA COLLECTION

Number of businesses per state operating within
ACHC's programs.

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1.1. What is ACHC?

As a trusted industry leader for more than 27 years, Accreditation Commission for Health Care is a nationally-recognized accreditation organization synonymous with providing the very best in customer service, integrity, and value. ACHC offers a collaborative approach to accreditation with service-specific standards that align with national compliance and industry best practices. Our Surveyors and Accreditation Advisors are friendly and helpful, ensuring that healthcare organizations obtain the highest quality accreditation that helps improve their business and deliver the highest quality patient care.

1. Why is ACHC issuing this RFP?

As ACHC expands its programs and services, it seeks to gain insight into the markets it serves.

2. How will ACHC identify the bid winner?

The company that best aligns with our criteria will be awarded the contract. We will evaluate based on the following:

- a. Value
- b. Depth of research
- c. Quality and data accuracy guarantee

See 1.9 Evaluation and Award Process for more information.

3. When will ACHC determine the bid winner?

The RFP will be available starting at 5:00pm EST. on 20 September 2013 and will remain open until 10 October 2013 at 12:00pm EST. All respondents will be notified of our selection.

1.2. Statement of Purpose

ACHC will collect data about businesses operating in each state in the following categories (See Appendix 1 for detailed information):

- Home Health (Deemed Status)
- Hospice (Deemed Status)
- Private Duty (Non-Deemed Status)
- Durable Medical Equipment
- Pharmacy
- Sleep
- Behavioral Health
- Convenient Care

Each one of the above programs has the potential to operate autonomously based on state-specific regulations. ACHC needs quality (current, accurate) state-specific data about healthcare providers that operate in our programs to target marketing and business development efforts.

1.3. Background Information

ACHC's clients are diverse in nature, ranging from small "mom and pop" operations to nationally-recognized healthcare organizations. These providers also have a large

variance in sophistication for business, technology and operations – where ACHC must be flexible to the needs of each and every client. As ACHC’s business portfolio continues to grow, the development of a stronger presence with digital technology remains important to our strategy, including a client-facing web portal that allow users control of their accreditation experience.

1.4.Scope of Work

This is an open and competitive process.

All submitted quotes must be inclusive of the total price. If the price excludes certain fees or charges, a detailed list of such fees with a complete explanation of their nature must be included.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

1.5. Objectives

ACHC’s objective is to gain access to the number of operating businesses per ACHC program in each state (less organizations currently accredited by ACHC). Contact ACHC for a current total of ACHC accredited organizations per program per state.

1.6.Deliverables

Detailed information of the number of businesses per state per ACHC program (7 programs) are required:

- Business name
- Business address
- Decision maker name
- Decision maker email
- Decision maker phone number
- Years in business
- Number of locations
- Programs offered (based on ACHC’s programs or other if applicable)
- Are they accredited?
- If so, by whom?
- What is their accreditation end date?

All information is required to be delivered with the exclusion of organizations that are currently accredited by ACHC. A detailed list of ACHC accredited organizations will be delivered to the bid winner upon selection.

1.7. Term of Contract

ACHC will negotiate contract terms based upon selection. All contracts are subject to review by ACHC legal counsel, and a project will be awarded upon signing of a legal contract that will outline terms, scope, budget and other necessary items.

1.8. Requirements for Proposal Preparation

All submitted proposals must include several cost proposals to accomplish the scope outlined above. Proposals must also include the total cost for the analysis of the United States, as well as the cost to obtain the data state-by-state. The proposal must encompass all software, sub-contractor and external expenses necessary for collection of specified data.

Please submit proposals in the following format:

- Cover letter
- Company profile/qualifications
- Expected timeline for completion: no greater than six (6) weeks
- Reiteration of needs (ensure you clearly understand what ACHC requires)
 - Program specific businesses per state
 - Home Health (Deemed Status)
 - Hospice (Deemed Status)
 - Private Duty (Non-Deemed Status)
 - Durable Medical Equipment
 - Pharmacy
 - Sleep
 - Behavioral Health
 - Convenient Care
- Cost options
 - All programs for all states
 - All programs per state
 - Each program for all states
 - Each program per state
- Sample data
- Data Guarantee/Accuracy
 - What is the expected accuracy of data collected?
 - Replacement policy for inaccurate data
- Any additional supporting documents

1.9. Evaluation and Award Process

The following criteria will form the basis upon which ACHC will evaluate proposals and award the contract.

- Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP.
- Candidate Experience – Candidate has successfully completed similar projects and has the qualifications necessary to undertake this project.
- Value/Pricing Structure and Price Levels – The price is proportionate with the value offered by the proposer. As a not-for-profit institution, ACHC is able to accept pro bono service and recognize the provider to the full extent allowed by the Internal Revenue Service.
- Depth and Breadth of Staff – The candidate firm has the appropriate staff to develop and collect the data in the time frame requested.

- Proposal Presentation – The information is presented in a clear, logical manner and is well organized.

1.10. Process Schedule

This RFP is dated 20 September 2013. Proposers may also request a copy be sent via email by contacting Sean Wetherell at swetherell@achc.org.

Proposals are due no later than 12:00PM EST, 10 October 2013.

Proposals will be evaluated immediately thereafter. During this time, we may request an interview with our evaluation team on or about 10 November 2013.

The name of the candidate firm who has been selected will be decided on or about 20 November 2013.

Negotiations will begin immediately with the successful candidate and should conclude no later than 2 December 2013.

1.11. Points of contact for future correspondence

There are multiple stakeholders in this project, including the Marketing and Business Development team. The main point of contact will be Sean Wetherell:

ACHC
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Appendix 1: Program Descriptions

Home Health:

A public or private agency that specializes in providing skilled nursing services, home health aides, and other therapeutic/rehabilitative services in the home. These services may include Social Work and Occupational and Speech Language Therapy, in addition to Nutrition, wound care, palliative care, behavioral care, telehealth, and other specialist programs. These reasonable and necessary skilled services are provided on an intermittent basis, under physician orders. Many payer guidelines further require recipients to be homebound and many home health organizations establish homebound status as an admission requirement.

Hospice:

Services designed to give supportive care to people in the final phase of a terminal illness and focus on comfort and quality of life, rather than cure. Hospice programs generally are home-based, home being defined as where the patient lives including nursing homes, assisted living facilities, group homes, and inpatient hospice units as well as private homes. The philosophy of hospice is to provide support for the patient's emotional, social, and spiritual needs as well as medical symptoms as part of treating the whole person.

Private Duty:

Private Duty home care organizations provide a broad range of services from skilled nursing care, home health aides, and homemakers. Their goal is to provide whatever the aged, ill, or disabled or their families need in order for their loved ones to remain independent where they most want to be - in their own home. Rehabilitative and support services for chronic illness may also be provided, along with a wide array of other services such as home monitoring, case management, specialty nursing programs including wound care, infusion, and behavioral health.

DMEPOS:

Medical equipment and/or supplies provided to consumers for use in recovery, rehabilitation, and/or management of chronic conditions. Accreditation standards include the provision for instruction in the set-up, use and safe operation of the equipment and/or supplies, maintenance, repair and replacement, selected clinical and specialty services (assessments, disease management).

Pharmacy:

ACHC is a recognized leader in the area of Pharmacy Accreditation. ACHC surveyors are licensed pharmacists who draw upon relevant experience to provide a comprehensive assessment of an organization as well as provide helpful, consultative advice. Pharmacy accreditation encompasses Community Retail Pharmacy, Long Term Care Pharmacy, Infusion Pharmacy, Ambulatory Pharmacy, and Specialty Pharmacy.

Behavioral Health:

Behavioral Health accreditation covers an array of services offered to persons challenged with mental health, intellectual/developmental disabilities, and/or substance abuse issues. Such services include outpatient treatment, residential treatment,

supported living, supported employment, integrated care, integrated home care, psychosocial rehabilitation, intensive outpatient treatment, case management, and intensive in-home care, among others.

Sleep:

ACHC offers standards specific to sleep accreditation that are designed to be relevant to organization's business practices and facilitate higher quality patient care. ACHC provides sleep accreditation for Sleep Labs and Home Sleep Testing Services.

Convenient Care (beta testing):

Convenient Care clinics are health care clinics located in retail stores, supermarkets and pharmacies that treat uncomplicated minor illnesses and provide preventative health care services. They are sometimes called "retail clinics," "retail-based clinics," "walk-in medical clinics," or "nurse-in-a-box." CCCs are usually staffed by nurse practitioners (NPs) or physician assistants (PAs). Some CCCs, however, are staffed by physicians.