



RFP Number: 038-0021

Date: 6/19/2018

Request for Proposals

For

Specialty-Primary Care Workgroup Facilitation

All communication regarding this RFP must be to:

Mitchell Jacobs
Director, Procurement
Supply Chain Services
(646) 458-8661
Jacobsm1@nychhc.org

I. RFP Timeline

Date	Action
6/19/2018	Publish RFP
6/25/2018	Mandatory webex pre-proposal conference: June 27, 2018 from 1:00 PM to 2:00 PM https://hhc.webex.com/meet/hannah.byrnesenochnychhc.org
6/26/2018	Questions Due by 3:00 p.m.
7/6/2018	Submission deadline by 3:00 p.m.



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II. NYC Health + Hospitals

New York City Health and Hospitals Corporation (NYC Health + Hospitals) is an integrated health care system of hospitals, neighborhood health centers, long-term care, nursing homes and home care – the public safety net health care system of New York City. NYC Health + Hospitals is committed to the health and well-being of all New Yorkers and we offer a wide range of high quality and affordable health care services to keep our patients healthy and to address the needs of New York City's diverse populations.

<http://www.nychealthandhospitals.org/>

III. Project Description

NYC Health + Hospitals is preparing to launch a series of Specialty-Primary Care (SPC) Workgroups to develop “Expected Practices” for approximately three dozen ambulatory specialty services. Expected Practices serve as a common resource for primary care clinicians and specialists, providing clarity on expected referral workflows, pre-visit workup, roles and responsibilities regarding transitions of care between services, and other important areas of alignment. The SPC Workgroup approach is modeled after the successful effort in Los Angeles County and will directly support the expansion of eConsult across H+H specialty services. Participating eConsult services will rely on the Expected Practices to provide clarity on referral workflows and foster communication between primary care providers and specialists.

The development of Expected Practices as a system-wide initiative will provide a unique opportunity to identify and reduce variations in clinical practice across the system by defining and publishing standard expectations that are applicable to all care delivery sites. Improving communication and clarifying expectations among specialist and primary care clinicians will reduce confusion, potentially minimizing unnecessary testing while ensuring that patients needing ambulatory specialty care are prepared for their visits and have all needed preliminary workup.

IV. Minimum Criteria

The proposer must meet the following minimum qualifications in order to participate in this RFP:

- Minimum of 5 years' experience facilitating meetings with large groups of clinicians (15-25 people)
- Local offices within the tri- state area
- At least two experiences working with a multi-location hospital system

V. Scope of Work: Specialty-Primary Care Workgroup Facilitation

The SPC Workgroups will be constituted from specialty and primary care clinicians within NYC Health + Hospitals nominated by facility or system leadership. Following a consensus-building model, each Specialty-Primary Care Workgroup will meet approximately 6-12 times in order to develop and finalize a set of 5-8 Expected Practices addressing the top priority topic areas identified in conversation with workgroup members and facility and health system leadership. There will be a total of approximately 36-40 SPC Workgroups, each of which will be responsible for developing a set of Expected Practices that must be accepted and approved by the Workgroup and system leadership.

Project Milestones:

- Detailed project plan: expected within 1 month of contract award
- Project launch: expected within 2 months of contract award
- First deliverable finalized: expected within 12 months of contract award
- Final deliverable finalized: expected within 36 months of contract award

Project Deliverables:

- Deliverable: 5-8 Expected Practices for each specialty
 - Each Expected Practice must represent consensus among the participants and reflect best practices in clinical practice
 - Each Expected Practice must be formally approved by the Workgroup and associated system leadership
 - Each Expected Practice due on a rolling basis, no later than 1 month after approved by participants.
 - Documents must be provided in editable form (e.g. Word document) as well as in PDF or Publisher form for publication
- Specialty-specific meetings will be coordinated by the Contractor and held approximately biweekly for 6-9 months until the deliverable is completed.

Provide a response to the following:

- 1) Approach to achieving the goals
- 2) Tentative project plan
- 3) Staffing model
- 4) Cost proposal
- 5) Indicate how your firm meets the following:
 - a. Documented expertise in developing meeting output materials, e.g. reports, consensus statements, for public dissemination
 - b. Documented expertise in fostering collaboration and developing consensus among various stakeholders
 - c. Demonstrated familiarity with NYC public health landscape and hospital operations
 - d. Capacity to coordinate and facilitate 8-10 workgroups concurrently
 - e. Ability to provide research assistance for workgroups around current recommendations on clinical practice

VI. Scoring Criteria

The scoring criteria for both Scopes of Work shall be as follows:

Category	Weight %
Qualifications & Experience	33%
Work plan & time frame	42%
Understanding of scope of work	25%



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VII. Contract and Payment

The term of the contract resulting from this RFP shall be for a term of 36 months.

Payment will be net 90.

VIII. RFP Process and Rules of Participation

A. RFP Process

1. Questions. Substantive questions regarding the Scope of Work must be received by the date and time in the RFP Timeline and by the person designated on the first page of this RFP. Questions not timely received by such person are not guaranteed a response.

2. Conference. A pre-proposal conference is MANDATORY and shall be held at the location set forth in the RFP Timeline.

3. Submission. Proposers shall submit the Proposal Package in digital format by the time and date set forth in the RFP Timeline on a CD or flash drive.

The Proposal Package envelope must include the RFP name and number.

Proposers may submit the Proposal Package in person or otherwise shall use a common carrier with signature and time stamp required to the following address:

NYC Health + Hospitals
Attn: Mitchell Jacobs
160 Water Street
Floor 13
New York, NY 10038

Proposals that are late or unsealed will not be considered, however, NYC Health + Hospitals may accept late proposals when it is in its best interests and the lateness of the proposal is deemed non-material.

B. Proposal Package Contents

1. Page limit. The Proposal Package shall not exceed 15 pages, not including the Executive Summary, exhibits or other attachments.

2. Cover Sheet. A cover sheet containing the following information:

- RFP Title
- Vendor Name and Address
- Principal contact person name and contact information
- Vendor Tax ID number
- Number of addenda received

3. Table of Contents. The proposer must provide a table of contents with page numbers.

4. Executive Summary. Provide a summary of no more than one page describing how you will meet the goals of the RFP and a summary of the cost information.

5. Vendor's Background and Organization: In this section provide the following information:

- Number of employees
- Organization chart
- Audited financial statement for the last 3 years
- Background of principals
- Recently completed similar size projects
- A copy of any licenses relevant to this project
- Duration you have been doing business in this service or product line

6. References. List of five current clients and contacts, including email addresses and phone numbers.

7. Technical Proposal. The Technical Proposal must address all issues in the Scope of Work and include any other information you believe would be relevant,

8. Cost Proposal. If not already addressed in the Technical Proposal, vendor must set forth a cost proposal including line item detail of equipment, labor and all overhead and profit within the proposal.

9. MWBE Utilization Plan (form attached). NYC Health + Hospitals follows New York State Executive Law Article 15-A which requires 30% participation of New York State Certified MWBEs as subcontractors. The directory of New York State Certified MWBEs can be viewed at: <http://bitly.com/1b7OmNI>. An MWBE Utilization Plan shall be submitted with the names of the MWBE subcontractors the proposer plans to use to meet such goal. Waivers will only be given after good faith efforts have been demonstrated.

10. NYC Health + Hospitals Terms and Conditions, Form 110-96 (attached). NYC Health + Hospitals does not accept any changes to the terms and conditions set forth as mandatory within Form 110-96. Any exceptions taken to such mandatory terms may result in rejection of the proposal.

Any exceptions to the terms and conditions must be set forth in writing, with reasons for such objection, and alternate language suggested.

11. Confidential or Proprietary Information. NYC Health + Hospitals is a public entity subject to New York State's Freedom of Information Law (FOIL). Therefore, any confidential or proprietary information should be marked accordingly to assist in any FOIL request. Such information deemed by the vendor to be confidential or proprietary shall be easily separable from the non-confidential or non-proprietary sections of the proposal.

12. Doing Business Data Form ("DBDF") (attached). In accordance with New York City Local Law 34 of 2007, the proposer must submit an accurate and complete DBDF, enclosed in a separate envelope. Failure to do so will result in rejection of the proposal.

13. Business Associate Agreement ("BAA") (attached). The selected vendor must submit a signed copy of the BAA. No modifications may be made to the BAA

14. Additional Required Forms. Supply and Service Employment Report, W-9.

C. Rules of Participation

1. Communication with NYC Health + Hospitals. From the date this RFP is issued until the award of contract proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP.
2. Solely within its discretion, NYC Health + Hospitals may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, or choose not to award a contract as a result of this RFP.
3. Addenda. NYC Health + Hospitals may issue addenda to this RFP to correct or clarify the solicitation. It is the proposer's responsibility to ensure that it has received all addenda. Prior to submitting the Proposal Package the proposer should check with the contact person on the first page of this RFP.
4. Modifying Proposals. A proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the submission deadline.
5. Mistakes. NYC Health + Hospitals may waive or modify any mistakes in proposals that are deemed to be not material.
6. NYC Health + Hospitals shall not be bound by any oral or written representations, statements or explanations other than those made in this RFP or in formal written addenda issued to this RFP.
7. Proposal. The proposal is a written offer and shall be irrevocable for six months. The offer may not be withdrawn after the submission deadline.
8. Modifications to or withdrawals of a proposal after the submission deadline shall not be considered.
9. Costs. NYC Health + Hospitals shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith.
10. Negotiations. NYC Health + Hospitals may award a contract on the basis of initial offers received. The Proposal Package should therefore contain the proposer's best terms from a programmatic and cost standpoint. NYC Health + Hospitals may choose



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to negotiate all proposers or a limited pool of proposers and award a contract to one or more proposers.

11. Award. If a contract results from this RFP the contract will be awarded to the highest-rated responsible proposer(s) based on the evaluation factors set forth in the RFP.

12. Conditions of Award. All proposed awards will be subject to compliance with NYC Health + Hospitals legal requirements, vendor responsibility determination, and approval by its internal governing bodies.

D. Evaluation

1. Evaluation Committee. An Evaluation Committee shall be formed and comprised of a minimum of five persons who will evaluate the proposals.
2. Scoring. The Evaluation Committee shall score and weight responsive proposals of proposers that meet the Minimum Qualifications in accordance with the scoring criteria set forth above in this RFP.
3. Presentations. The Evaluation Committee may require all or a short list of proposers to give one or more oral or visual presentations in support of their proposals and/or otherwise demonstrate the information contained therein.

Proposal Package Checklist

An envelope addressed to the person set forth on the first page of this RFP, including the name and number of this RFP.	
A flash drive or CD containing the Proposal Package	
Acknowledgment of Addenda, if any	
Doing Business Data Form	
Business Associate Agreement	
MWBE Utilization Plan	
Supply and Service Employment Report	
W-9 Form	
<p>Online Disclosure Filing</p> <p>Vendors must complete an online disclosure filing via the PASSPort system (formerly known as Vendex). To do so you must:</p> <ol style="list-style-type: none"> 1) Go to: https://passport.cityofnewyork.us 2) Create a username using your email address 3) Login with your username to create an account for your company 4) Complete and submit the online questionnaire 	