

VALLEY HOSPITAL ASSOCIATION dba MAT-SU HEALTH FOUNDATION

REQUEST FOR PROPOSALS

Mat-Su EMS Data Analysis Project - Request for Proposals

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| 1. Date of Issue: | 1.01.19 |
| 2. Submission of questions on the RFP | Ongoing |
| 3. Deadline to Submit Proposals | 2.15.19 @ 4:00 p.m. |
| 4. Award to Successful Firm | 3.01.19 |

The Mat-Su Health Foundation (MSHF) is requesting proposals from qualified consultants interested in bidding on this RFP. Qualified, interested parties must submit a completed proposal, along with signed cover letter, electronically by 4:00 PM, Alaska Time, 2.15.19, to:

Mat-Su Health Foundation
Attn: Melissa Kemberling
950 E Bogard Rd., Suite 218
Wasilla, AK 99654
mkemberling@healthymatsu.org

I. About Mat-Su Health Foundation

The Mat-Su Health Foundation (MSHF) is the official business name of Valley Hospital Association, Inc., which shares ownership in Mat-Su Regional Medical Center (MSRMC). In this capacity, the MSHF board members and representatives actively participate in the governance of Mat-Su's community hospital and protect the community's interest in this important healthcare asset through board oversight. The MSHF invests its share of Mat-Su Regional's profits into charitable works that improve the health and wellness of Alaskans living in Mat-Su.

Vision: A community where all persons have the opportunity for a healthy life

Mission: To Improve the Health and Wellness of Alaskans Living in the Mat-Su

Values: Prevention, Access, Wellness, Fairness, Leadership, Collaboration

Definitions

- Health – Complete physical, mental and social well-being and not merely the absence of disease and infirmity
- Wellness – A healthy balance of the mind, body and spirit that results in an overall feeling of well-being
- Wellbeing – A good or satisfying condition of existence; a state characterized by health, happiness and prosperity (Quality of Life)

II. Background

The Matanuska Susitna Borough is a land region the size of West Virginia inhabited by over 104,000 residents. Emergency Services for this area are provided by the borough government. In the last 25 years, Mat-Su has averaged 3.4% population growth per year. Accompanying this growth is a concurrent increase in demand for emergency services. The Vision Statement for the Emergency Services Department (EMS) is:

“To protect and preserve the lives and property of the people of the Mat-Su Borough employing a state of the art firefighting, rescue, emergency medical, and incident management competencies.”

The EMS Department has 8 full time responders, approximately 100 “on-call” responders and 4 ambulance units. In 2017, there were a total of 8,290 calls (an increase of 59% over the year before). Approximately 30% of these calls have a low level of severity, possibly indicating unsafe home environment, unmanaged chronic condition including mental health, addiction issues, lack of social connection, etc.

The Mat-Su Health Foundation and the Matanuska Susitna Borough EMS program desire to have a better understanding of the EMS/Golden Hour data that has been collected since 2017 for emergency medical services provided in the borough. This understanding will serve two purposes. First, to help the Borough EMS Department better plan and strategize to meet the needs of the borough. Second, to help the Mat-Su Health Foundation and its partners to understand the gaps in the outpatient healthcare system that are resulting in a high level of Alpha-severity level calls that could be addressed in a more cost-effective manner that saves lives and promotes health.

III. Scope of Work and Deliverables

Mat-Su EMS Data Analysis Project Scope of Work

Work with the Matanuska Susitna Borough EMS Department to pull data from their EMS Charts/Golden Hour system to answer the following questions:

1. Who are EMS serving? Provide a basic demographic overview of EMS patients for the last 18 months (age, community of residence, diagnosis, race/ethnicity, gender, payer source).
2. Who is being served based on level of severity and nature of call? Describe the types of patients by level of severity and major categories of nature of call.
3. What is the disposition and outcome of current EMS calls? Compare the findings from this analysis with national data or goals for EMS outcomes.
4. What are the needs of residents who are categorized as “Alpha level” calls? Describe characteristics of these residents and identify their needs that are not currently being met in the community. Also, identify programs that exist in other places that are designed to meet these needs at a lower cost than using the EMS system.
5. What are the types of calls, costs, and outcomes that relate to the following three groups: Mat-Su seniors, residents with behavioral health needs, and residents with chronic conditions?
6. What are the payer sources for EMS patients? Create a patient profile (i.e. age, community of residence, nature of call, race/ethnicity, gender) for each type of payer source.
7. What is the cost of EMS calls by level of severity? Provide an overview of cost by level of severity. Identify cost savings strategies that will work to prevent EMS calls.

8. What is the patient profile of EMS high utilizers? Define high utilizer as it pertains to EMS calls and classify the high utilizers, the nature of the calls, and the cost of these high utilizers.
9. Provide recommendations for standard reports that should be run on a regular basis by the EMS Department to monitor the provision of services.
10. Provide recommendations for addressing the key findings from the analysis.

The consultants should make at least one initial visit to Mat-Su to meet with EMS and MSHF staff, obtain the data, and understand the context of EMS in the Mat-Su Borough.

Deliverables

1. An initial fact finding visit to Mat-Su to understand the scope of the issue and start data collection.
2. A report that answers the questions above and provides recommendations for addressing the key findings.
3. A PPT that summarizes the answers to the questions above and the recommendations.
4. Delivery of the summarized findings/recommendations either in-person or via Zoom or Skype to a select group of stakeholders.

IV. Work Schedule

The contract term and work schedule set out herein represent Mat-Su Health Foundation’s best estimate of the schedule that will be followed. If a component of this schedule, such as the opening date, is delayed, the rest of the schedule will likely be shifted by the same number of days.

| Deliverable | Due Date |
|---|-----------------|
| Work plan and timeline | March 1, 2019 |
| Visit to Mat-Su | March |
| Attendance at biweekly telephone meetings with MSHF and EMS staff | Ongoing |
| Draft Report due | April 30, 2019 |
| Final report due to MSHF | May 30, 2019 |

V. Proposal Format and Content

MSHF seeks simplified, cost-effective proposals. However, in order for MSHF to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

- a) **Cover Letter:** The cover letter must include the complete name and address of offeror's firm and the name, mailing address, and telephone number of the person MSHF should contact regarding the proposal. Proposals must confirm that the offeror will comply with all provisions in this RFP. Proposals must be signed by a company officer empowered to bind the company. A statement that the proposal will remain in effect for 60 days after receipt by the Mat-Su Health Foundation.

- b) **Objectives and Services:** The consultant should describe their understanding of the objectives and challenges of this particular contract and define any assumptions made in formulating the response. They should identify any distinct and substantive qualifications for undertaking the proposed contract.
- c) **Methodology:** The Consultant must provide sufficient information and specific recommendations on how they will operationalize the tasks and deliverables in the scope of work
 - suggesting alternatives, if appropriate. They should describe their approach and what, when, where, and how the work will be done. They should address how particular geographic familiarity, experience and capabilities of your team might specifically contribute to the proposed methods. They should include a project schedule that meets or exceeds the project completion date.
- d) **Management and Project Staff:** The proposal must include a narrative description of the organization/business and a description of your proposed management structure and lines of authority. It should describe the work to be performed by the individuals, their name and their specific qualification and the substantive experience directly related to the proposed contract. For each person named, their employer, professional discipline and state residency should be identified and three references listed.
- e) **Relevant Project Experience:** The response must describe three recently completed previous projects that the project team has worked on that are related to size and scope of this project. Provide a brief narrative of the successes and adversities of the projects. Provide references, contact name and phone number for each project. Indicate which of the proposed staff/firms were involved in the projects.
- f) **Resumes:** Resumes should be limited to one page per person and describe each key personnel's experience with similar projects

Cost Proposal

The proposals will be evaluated with the budget information and a contract will be negotiated once the vendor is selected.

VI. EVALUATION CRITERIA

Proposals will be reviewed by a committee and will not be based on discrimination due to the race, religion, color, national origin, gender, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror. The following criteria will be weighed in evaluating the proposals for each response:

- a. **Objectives and Services (20 points)** Does the project proposal demonstrate a clear understanding of the project.
- b. **Methodology (25 points)** - Does the approach demonstrate an excellent technical understanding of how to approach the proposed project? Is the approach appropriate for the local context?

- c. **Management and Project Staff (25 points)** Who are the key staff dedicated to the project and what are their qualifications? What are the qualifications of the project manager? Does the consultant team have the expertise to carry out the tasks? Has the team worked together successfully on past projects.
- d. **Relevant Project Experience (25 points)** - Does the firm have experience with successfully completed similar projects? Are the consultant's previous clients satisfied with the quality of the work product on similar projects?
- e. **Quality of Proposal (5 points).**

VII. Additional Instructions

Location of Work

The work is to be performed, completed and managed at the contractor's site and at locations where the stakeholders convene. MSHF will not provide work space for the contractor. The contractor must provide its own work space. The contractor should include in its price proposal: transportation and per diem costs sufficient to pay for staff to make necessary trips to the Mat-Su-based meetings.

Right of Rejection

Offerors must comply with all of the terms of the RFP, and all applicable local, state, and federal laws, codes, and regulations. MSHF may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of MSHF. If an offeror does, MSHF may find the proposal to be a non-responsive counter-offer and reject the proposal. Minor informalities that do not affect responsiveness and/or change the meaning/scope of the RFP may be waived by MSHF.

MSHF reserves the right to refrain from making an award if it determines that to be in its best interest.

MSHF Not Responsible for Preparation Costs

MSHF will not pay any cost associated with preparation, submittal or presentation of any proposal.

Disclosure of Proposal Contents

All proposals and other material submitted become the property of MSHF and may be returned only at MSHF's option. All proposal information will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Trade secrets and other proprietary data contained in proposals may be held confidential if the offeror requests, in writing and that MSHF agrees, in writing, to do so. Material considered confidential by the offeror must be clearly identified, and the offeror must include a brief statement that sets out the reasons for confidentiality.

Offeror's Certification

By signature on the proposal, offerors certify that they comply with:

- (a) the laws of the State of Alaska:
- (b) the applicable portion of the Federal Civil Rights Act of 1964:
- (c) the Equal Opportunity Act and the regulations issued thereunder by the federal government:

- (d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government:
- (e) all terms and conditions set out in this RFP and:
- (f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury: and
- (g) that the offers will remain open and valid for at least 30 days.

By signature on the proposal, offerors also certify that programs, services, and activities provided to the general public under the resulting contract conform to the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government.

If any offeror fails to comply with (a) through (g) of this paragraph, MSHF reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict. MSHF reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the offeror. MSHF's determination regarding any questions of conflict of interest shall be final.

Discussions with Offerors

MSHF will answer questions pertaining to this RFP via email submitted prior to 12.20.13. The answers to these questions will be made available to all applicants if they communicate by this date that they are interested in submitting a proposal. Additionally, the MSHF may conduct discussions with offerors in order to determine if a proposal is reasonably susceptible for award. Such discussions between the offeror and MSHF staff are permitted to clarify uncertainties or eliminate confusion concerning the contents of a proposal and which do not result in a material or substantive change to the proposal.

MSHF may also conduct discussions with offerors for the purpose of ensuring full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by MSHF. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by MSHF. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, MSHF may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact MSHF prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal should be reduced to writing by the offeror.

Alaska Business License and Other Required Licenses

At the time the proposals are opened, all offerors must hold a valid Alaska business license and any necessary applicable professional licenses required by Alaska Statute. Offerors must submit evidence of a valid Alaska business license with the proposal. An offeror's failure to submit this evidence with the proposal will cause their proposal to be determined non-responsive.

Proposed Payment Procedures

MSHF will make payments based on a negotiated payment schedule. Each billing may not exceed 40% of the contract amount and must consist of an invoice and progress report. No payment will be made until the progress report and invoice have been approved by the Executive Director. MSHF will retain 20% of the contract amount until the contract is successfully completed.