

VALLEY HOSPITAL ASSOCIATION dba MAT-SU HEALTH FOUNDATION

REQUEST FOR PROPOSAL

Connect Mat-Su Cloud 9 Pilot Project Implementation

1. Date of Issue: 5.24.23
2. Deadline to Submit Proposals: 6.9.23
3. Award to Successful Firm: 6.30.23
4. Project Completion: 9.30.23

Qualified, interested parties must submit a completed proposal, along with signed cover letter, electronically by 4:00 PM, Alaska Time, 6.9.23, to:

Mat-Su Health Foundation
Attn: Ashley Peltier, Director, Connect Mat-Su
apeltier@connectmatsu.org
(907) 373-3649

About Connect Mat-Su

As a program of Mat-Su Health Foundation, Connect Mat-Su provides information and referral virtually through phone, email, social media, website, and in person. The program provides services to an area the size of West Virginia, to people of all ages and backgrounds, and focuses on providing local resources for those within the Mat-Su Borough.

Connect Mat-Su also works to identify barriers to receiving services and works with community partners to make meaningful systems-level changes. There currently are seven systems-level projects that Connect Mat-Su has various levels of involvement in:

- Mat-Su Multidisciplinary Team (MDT) — team of providers streamlining access to services for high utilizers of social service programs
- E-referral for social determinants of health — a partnership with the State Of Alaska Health Systems Collaboration program, Mat-Su Regional Medical Center, and local Federally Qualified Health Centers connecting health care system utilizers with non-healthcare-related resource
- Crisis Now — a local initiative to provide crisis support services to community members and streamline access to behavioral health services
- Mat-Su Housing and Homelessness Assessment — steering committee member working to address housing needs and homelessness
- Hello BABY — a local collaborative building a support system and network of services for families
- Mat-Su Central Dispatch Transportation Pilot — working to implement a central dispatch system to improve utilization of public transit in the Mat-Su

Connect Mat-Su is actively participating in the projects above, with leadership roles in the e-referral, MDT, and Crisis Now projects. As facilitator for the MDT, in partnership with MDT member organizations, and with funding from the Alaska Mental Health Trust, Connect Mat-Su is leading a pilot project utilizing Cloud 9 telehealth software aimed to improve client outcomes through streamlined communication.

Additionally, the program utilizes the Salesforce CRM platform to track client interactions, maintain community resources, log and track community events, and to share resource trends and community needs with the Mat-Su Health Foundation Philanthropic team. The resource database is shared with partners that work at the state and local levels. Those partners operate as a “hub team” and share the responsibility of updating and maintaining the resources.

The Connect Mat-Su website www.connectmatsu.org is available for the public to access resource information, a community events calendar, and other pertinent information.

Scope of Work and Deliverables

For this project the contractor will complete all identified tasks within the timeframes discussed; collaborate with Connect Mat-Su staff and Cloud 9 representatives serving as interim project lead for implementation of initial deployment of the MDT pilot project; produce concise and timely reports that update on project progress; and provide project summary and road map to be used as model for continued implementation.

Scope of Work

- Develop implementation workflows for use with MDT and MDT clients
- Work with Connect Mat-Su Director, program evaluators, and Cloud 9 representatives to identify success metrics for pilot; assist in developing reporting mechanisms, frequency, and format
- Work with Connect Mat-Su Director, MDT facilitator, and MDT members to develop educational messaging for target audiences
- Collaborate with Connect Mat-Su staff on the development of a “train the trainer” platform and process for onboarding Cloud 9 platform users to include provider and patient users
- Work to develop Business Associate Agreement and execute signatures of MDT partner organizations

Deliverables

- Work plan and timeline
- Regular check-ins with Connect Mat-Su staff
- Regular project management meetings with implementation work group
- Implementation workflows
- Established and integrated program metrics and measures
- Educational marketing materials
- Training materials for “train the trainer” process
- BAA and fully executed agreements
- Project summary and road map

Budget

A budget of \$15,000.00 has been established for this project. Interested contractors are requested to submit a cost proposal based on their knowledge of the time and resources needed to complete the project as described within budget.

Work Schedule

The contract term and work schedule set out herein represent Connect Mat-Su’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.

The approximate contract schedule is as follows:

1) Issue RFP	5.24.2023
2) Due date of proposals	6.09.2023
3) Contract awarded by MSHF	6.30.2023
4) Planning Meeting(s)	7.07.2023
5) Project report due by	9.30.2023

Proposal Format & Content

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

Introduction and Methodology

Proposals 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. An offeror's failure to include these items in the proposals may cause the proposal to be determined non-responsive and the proposal may be rejected.

Experience and Qualifications

Offeror must provide the following:

- A narrative description of offeror's organization
- Contractor information, including:
 - Names and titles of key personnel
 - Résumés of key personnel
- Reference names and phone numbers for similar projects the contractor has completed

Cost Proposal/Budget

Cost proposal must include an itemized list of all direct and indirect costs associated with the performance of the contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, and supplies. Costs should be broken out by estimated number of work hours needed, hourly rates, and direct expenses and supplies.

I. Evaluation Criteria

This evaluation 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.

All proposals will be reviewed to determine if they are responsive. Specific evaluation criteria include the following:

- Suitability of the proposal: The proposed solution meets the needs and criteria set forth in the RFP.
- Competency and experience: The contractor has successfully completed similar projects and has the qualifications necessary to undertake this project.
- Value/pricing structure: The price is commensurate with the value offered by the contractor.

II. 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 workspace for the contractor. The contractor must provide its own workspace.

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 counteroffer 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;
- 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 with 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 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.

Proposed Payment Procedures

MSHF will make payments based on a negotiated payment schedule.

