

BID BOARD NOTICE

ID Number: MHCC 18-008
Issue Date: November 20, 2016
Title: Telehealth Readiness Assessment – Question and Scoring Development

I. PROCUREMENT OBJECTIVES**A. Purpose**

The Maryland Health Care Commission (MHCC or Commission) is an independent regulatory agency whose mission is to plan for health system needs, promote informed decision-making, increase accountability, and improve access in a rapidly changing health care environment by providing timely and accurate information on availability, cost, and quality of services to policy makers, purchasers, providers and the public. The Commission is composed of 15 Commissioners appointed by the Governor with the advice and consent of the Maryland Senate. Among the Commission's responsibilities is to support the advancement of telehealth in Maryland.

Over the last few years, MHCC has awarded five rounds of telehealth grants and one mHealth grant to 12 qualified organizations to implement innovative projects in the State that assess the effectiveness of telehealth and mHealth in various care settings. Lessons learned from each round of projects have informed subsequent rounds of grant awards, as well as other projects throughout Maryland. More information about past grantee work in expanding telehealth is available on MHCC's website: mhcc.maryland.gov/mhcc/pages/hit/hit_telemedicine/hit_telemedicine.aspx.

As a result of the lessons learned from these telehealth projects and discussions with telehealth leaders in Maryland, MHCC believes a telehealth readiness assessment tool (TRA tool) would benefit the industry. The TRA tool would allow small physician practices in Maryland to determine their readiness for implementing or scaling up a telehealth project, including identifying patients who are good candidates for telehealth services and providers that are well-positioned to adopt telehealth. The MHCC believes the TRA tool could be valuable to small Maryland physician practices as they prepare to participate in alternative care delivery models outlined in the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA).

B. Scope of Work

The MHCC is issuing this solicitation to obtain an experienced vendor to:

1. Develop the TRA tool questions:

- a) Iterations of draft self-administered questions must occur in consultation with MHCC
 - b) The number of questions must be valuable while not overly cumbersome for a small physician practice
 - c) Draft questions must take into account: 1) best practices related to health literacy and patient engagement in a health care setting; and 2) challenges and barriers to telehealth implementation and sustainability for small physician practices;
 - d) Questions must be drafted in such a way that guards against potential biases of the user
 - e) Draft questions must be enhancing to address feedback received as part of the field testing
2. Develop the TRA tool scoring methodology:
- a) Iterations of draft scoring methodology must occur in consultation with MHCC
 - b) Scoring methodology must be enhancing to address feedback received as part of the field testing
3. Field test draft TRA tool questions and scoring methodology:
- a) Draft questions must be tested with potential respondents to verify that questions are understandable to small physician practices
 - b) Sufficient input from small practices must be obtained when field testing
 - c) The MHCC will provide contacts to the vendor; however, the vendor may supplement the contact with their own

The total funding available is \$50,000 and the duration of the engagement is four months. Offerors must have a strong working knowledge of telehealth and an ideal state of deployment in small physician practices. The Offeror shall have experience in designing self-administered weighted questionnaires. Offerors are required to have knowledge of social science methods for developing self-administered questionnaires and be familiar with the American Association for Public Opinion Research, *Best Practice for Survey Research*, <http://www.aapor.org/Standards-Ethics/Best-Practices.aspx>.

Please note, MHCC is not seeking a vendor to conduct its own readiness assessment of Maryland practices.

Contract Deliverables & Due Dates

Key Deliverables	Due Date
Kick off meeting	January 12, 2018
Draft categories for questions	January 17, 2018
Final categories for questions	January 29, 2018
First draft - questions and scoring methodology	February 15, 2018
Second draft - questions and scoring methodology	February 27, 2018

Key Deliverables	Due Date
Final draft questions and scoring methodology for field testing	March 16, 2018
Draft approach to field testing	February 15, 2018
Final approach to field testing	March 27, 2018
Field testing	April 24, 2018
Revised questions and scoring methodology	May 1, 2018
Final questions and scoring methodology	May 11, 2018

Note: Contract deliverables/due dates are tentative; therefore, contract deliverable/due dates are subject to change at the discretion of the MHCC.

C. Term of Contract

The contract will begin on or about January 12, 2018, with an end date of four months thereafter, on or about May 11, 2018.

D. Issuing Office

The issuing office for this solicitation is the Maryland Health Care Commission, 4160 Patterson Avenue, Baltimore, Maryland 21215; Attention: Andrea Allen, Procurement Officer.

E. Vendor Requirements

Before a business entity can do business in the State it must be registered with the State Department of Assessments and Taxation (SDAT). SDAT is located at State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. The SDAT website is <http://dat.maryland.gov/Pages/default.aspx>.

It is strongly recommended that any potential Offeror complete registration prior to the due date for receipt of proposals. An Offeror’s failure to complete registration with SDAT may disqualify an otherwise successful Offeror from final consideration and recommendation for Contract award.

In order to receive a contract award, Offerors must be registered on eMaryland Marketplace (eMM). Registration is free. Go here to register: <https://emaryland.buyspeed.com/bs/>. Click on “Register” to begin the process and follow the prompts.

F. Submission Deadline

To be eligible for consideration, proposals must be received by the Issuing Officer at the Commission office by 4:00 p.m., Monday, December 18, 2017. All bids must include Federal Tax Identification (FEIN) and eMaryland Marketplace (eMM) Numbers. Consultants mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Commission. Bids may also be submitted electronically to Andrea.Allen@maryland.gov by the specified date and time.

G. Procurement Method

The procurement method for this solicitation is a small procurement as described in the Code of Maryland Regulations (COMAR) 21.05.07. The maximum award allowed under these regulations is \$50,000.

II. SPECIFICATIONS

For additional information contact Angela Evatt, Chief, Health Information Exchange at MHCC:

Phone: 410-764-3574

E-Mail: angela.evatt@maryland.gov

III. BASIS FOR AWARD

In recommending an Offeror for award, an Evaluation Committee (committee) will be established to review all proposals. The committee will recommend the Offeror whose proposal provides the most advantageous offer to the State.

IV. SELECTION PROCESS

A. Evaluation Committee

A committee appointed by the Issuing Office will evaluate all proposals received by the closing deadline. The committee may request additional technical assistance from any source.

The committee will evaluate each technical proposal using the evaluation criteria set forth below. Only those technical proposals deemed reasonably susceptible of being selected for an award and whose Offeror is initially judged to be “responsible” shall be considered “qualified offerors”. All other offers will not be considered qualified and the Offerors shall be so notified.

In recommending an offeror for award, the committee will give more weight to an offeror’s technical proposal than to its financial proposal. The committee shall recommend qualification of offerors whose proposals provide the most advantageous plan(s) to the State considering price and the evaluation criteria set forth in the offers.

B. Evaluation Criteria

The evaluation criteria set forth below are arranged in descending order of importance. (Therefore, 1 is more important than 2 and 2 is more important than 3) Within each criteria, the subcriteria are also arranged in descending order of importance. (In other words, 2.A is more important than 2.B; and 3.A, is more important than 3.B., and 3.B. is more important than 3.C., etc.) In addition, it would be improper to assume that 2.A. is either less important or more important than 3.A., 3.B., etc. An Offeror can only conclude that criteria 3 as a whole is less important than criteria 2 as a whole.

Criteria:

1. Experience and qualifications of the proposed staff

- a. Knowledge and experience with telehealth technology and small physician practice workflows;
 - b. Familiarity with designing and implementing a systematic process of developing self-administered questionnaires;
 - c. Understanding of best practices related to health literacy and patient engagement in a health care setting; and
 - d. Awareness of the challenges and barriers to telehealth implementation and sustainability for small physician practices.
2. Proposed Work Plan:
- a. Commitment and ability to participate, in person or virtually, in progress status update meetings with MHCC staff.
 - b. A reasonable approach to drafting self-administered questions and scoring methodology. The work is expected to occur in consultation with MHCC;
 - c. A reasonable and detailed strategy and timeline as it pertains to:
 - i) Developing self-administered questions and determining the number of questions to be valuable, while not overly cumbersome for a small physician practice;
 - ii) Developing a scoring methodology; and
 - iii) Field testing questions and scoring methodology (including how the Offeror plans to obtain sufficient input from small practices) and process to enhancing the questions and scoring.
3. Statement of Problem – A clear understanding of:
- a. The challenges and barriers with respect to the work
 - b. The MHCC objectives and goals with respect to the work

V. **INFORMATION REQUIRED IN OFFEROR PROPOSALS**

A. **Transmittal Letter**

A transmittal letter prepared on the Offeror’s business stationery is to accompany the original and required copies of this proposal. The letter **MUST** be signed by an individual who is authorized to bind his/her firm to all statements, including services and prices contained in the proposal. The transmittal letter should include the following:

- Name and address of the Offeror;
- Name, title, e-mail address, and telephone number of primary contact for the Offeror;
- Solicitation Title and Solicitation Number that the Proposal is in response to;

- Signature, typed name, and title of an individual authorized to commit the Offeror to its Proposal;
- Federal Employer Identification Number (FEIN) of the Offeror, or if a single individual, that individual's Social Security Number (SSN);
- Offeror's eMaryland Marketplace (eMM) number; and
- Offeror's Minority Business Enterprise (MBE) certification number (if applicable)

B. Technical Proposal

The Technical Proposal should be prepared in a clear and precise manner and be limited to 15 pages. It MUST address all applicable points of this proposal EXCEPT the financial information. This volume consists of, and MUST contain the following sections for each part of the technical requirements for which a proposal is being submitted:

1. Statement of the Problem

The "Statement of the Problem" should demonstrate that the Offeror clearly understands MHCC's objectives and goals with respect to the work that is the topic of this bid proposal. The Offeror should also demonstrate an understanding of the challenges and barriers faced by small physician practices in implementing telehealth, including the lack of a sufficient TRA tool that is readily available to these practices, and can address potential biases of the user.

2. Proposed Work Plan

The "Proposed Work Plan" section contains a brief general description of the work plan proposed to meet the requirements as outlined under IV.B.2. above. It should address the vendor's methods and techniques for meeting the requirements outlined in this procurement. The Offeror shall provide a scheduling matrix (Gantt chart) of proposed Contractor Personnel utilization in hours matched to the requirements of the procurement. The Offeror shall include job titles and the percentage of time each individual will spend on his/her assigned tasks.

3. Experience and Qualifications of the Proposed Staff

The "Experience and Qualifications of the Proposed Staff" section should describe the proposed staff's experience and qualifications relative to the specific responsibilities outlined in the work plan for this procurement as outlined under B.2. above.

- a) Please include individual resumes for key personnel who are to be assigned to the project if the Offeror is awarded a contract. Subcontractors, if any, must be identified, and a detailed description of their contributing role relative to the requirements of the proposal should be included in the proposal. Each resume should be limited to three pages and include the

amount of experience the individual has had relative to the work called for in this solicitation.

- b) Letters of Commitment for the intended work on the project from all key personnel, including subcontractors, should be included with the proposal.
- c) An approach to addressing staff turnover in cases where staff with important expertise must be replaced during the contract work.

C. Financial Proposal

The financial proposal must provide both an hourly rate by labor category (time and materials) and a firm fixed price as described in COMAR 21.06.03.02.A(1). Both financial proposals must be sufficient to cover the cost of all deliverables as detailed under I.B. above. The information will be used for evaluation purposes and bid comparisons. Once awarded, MHCC will inform the Offeror which financial proposal it will accept. Billing under the time and materials contract will be for actual hours worked by each individual up to a maximum total annual billing of \$50,000 for the contract. Billing under the firm fixed price contract will be monthly, based on the completion and approval of each deliverable/milestone, up to the fixed price established for this contract. The contractor may not bill for work unless and until such work is specifically requested by the Contract Monitor.

Key Deliverables	Principle		Consultant		Total \$
	Hours	\$	Hours	\$	

VI. TERMINATION CLAUSE

This contract may be terminated at any time and/or for any reason at the convenience of the State. Offerors must acknowledge this statement in their response to this Bid Board notice.

The MHCC may release another procurement request to secure a vendor to develop a dynamic TRA tool using the questions and scoring methodology developed under this procurement request. The Contractor for this solicitation is prohibited from bidding on any and all relative subsequent solicitations.

**MINORITY BUSINESS ENTERPRISES AND SMALL BUSINESSES
ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION**