



Request for Proposals (RFP)

Assessment and Analysis on Quality of Telehealth Utilization in Health Centers

RFP Released: November 15, 2021

Proposals Due: December 6, 2021 (extended)

Points of Contact

Public Policy and Research Department, NACHC

Content Matter Inquiries: Sarah Baizer, sbaizer@nachc.org

Submission Process Inquiries: Latisha Harley, lharley@nachc.com

Organization Overview

The [National Association of Community Health Centers](#) (NACHC) was founded in 1971 to “promote the provision of high quality, comprehensive and affordable health care that is coordinated, culturally and linguistically competent, and community directed for all medically underserved populations.”

NACHC:

- Serves as the leading national advocacy organization in support of community-based health centers and the expansion of health care access for the medically underserved and uninsured.
- Conducts research and analysis that informs both the public and private sectors about the work of health centers, their value to the American health care system and the overall health of the nation’s people and communities – both in terms of costs and health care outcomes.
- Provides training and technical assistance to support and strengthen health center operations, clinical quality, leadership development and governing Boards of Directors at health centers across the country.
- Develops partnerships with the public and private sectors to build stronger and healthier communities.

Health centers, our nation’s healthcare safety, net provides comprehensive primary and preventive health care services for nearly 30 million patients at 1,400 community health centers in 13,000 communities across the country.

Purpose

The use of virtual tools to provide health care services increased dramatically during the COVID-19 pandemic through health care providers’ quick adoption of both video and audio telehealth. Health centers alone increased their telehealth utilization rate by 6,000% from the end of 2019 to the end of 2020. While much is known about the utilization of telehealth during the pandemic, less is known about patient outcomes and satisfaction with these virtual tools in comparison to traditional in-person visits. Through this RFP, NACHC is seeking a vendor to develop and launch a survey on this topic to health center patients, analyze findings, and draft a publication on the findings. The survey tool is intended to gauge health center patients’ satisfaction with virtual health care by service provided and location of health center. The data vendor gathers and resulting publication will contribute to NACHC’s growing body of research and data on health centers and telehealth.

RFP Services Desired

To better understand patients’ satisfaction with telehealth (both audio and video) across service lines and localities (i.e., urban vs. rural), NACHC is seeking expertise from a single organizational vendor in survey design, data collection, data analysis, and report writing. The selected vendor must have experience working with health centers and a track record of engaging health care providers in survey participation, deep knowledge of telehealth and potential problems with its adoption among patients, as well as a general understanding of patient satisfaction with health care services.

Time Period

Time period for services is January 8, 2022 – June, 2022. Vendor(s) may be retained for multi-year period of service, based upon successful performance during period of initial service (contract year ending June 31, 2022) and on-going availability of funds.

Scope of Work and Deliverables

Conduct an assessment of health center patients' outcomes and satisfaction from telehealth utilization during the COVID-19 pandemic and author publication on findings.

Deliverables:

1. Data collection
 - a. Create survey tool focused on patient outcomes from telehealth services provided during the COVID-19 pandemic and/or their satisfaction with said services.
 - b. Work closely with health centers to enlist population pool that accurately represents health center universe and the patients they serve.
 - c. Work closely with NACHC's director of policy research, Sarah Baizer, to ensure accuracy of tool and data collection strategy.
2. Data analysis
 - a. Clean data and weigh responses if respondent population doesn't accurately represent health center universe.
 - b. Analyze data to glean relevant outcomes and findings.
 - c. Share final dataset and related analyses with NACHC.
3. Publication (maximum 8 pages)
 - a. Author succinct, policy-focused document demonstrating impact of telehealth utilization on health centers' provision of different health care service lines during the pandemic, the impact this had on patient outcomes, and patient satisfaction with telehealth services.

Budget

NACHC is estimating a budget of up to \$50,000.00 for the activities advertised in this RFP. Vendor should submit a budget that reflects initial establishment and the deliverables/timeline noted above in the RFP.

Information Requested

Proposals must be submitted using NACHC's web-based portal by **December 6, 2021**. The system will notify you upon your successful submission into the portal. Incomplete proposals will not be considered. If NACHC selects your proposal, you will be notified no later than **January 8, 2022**.

Online Submission Portal: https://nachc.co1.qualtrics.com/jfe/form/SV_2bh9WjkZ1EFCg74

Proposals must contain the below items, which are evaluated based on the specific criteria outlined in the Evaluation table below.

- **Point of Contact Information**

- **Name / Description of Organization**
- **Curriculum Vitae (CV) or Resume**
- **Capability Statement**
- **Work Samples & Evaluation/ Documentation of Success**
- **Daily/Hourly Rate**
- **Budget Narrative**
- **Signed statement (see below)**

ATTESTATION

By my signature below, I hereby certify that this Proposal reflects my best estimate of the capability of organization and the true and necessary costs for the project, and the information provided herein is accurate, complete and current as of the date of my signature below.

I agree that my electronic signature is the legal equivalent of my manual signature on this application. By typing my name below, I certify that the information provided in the application is true and accurate.

Print Name:

Title:

Organization:

Signature:

Date:

Evaluation Criteria

Complete proposals will be evaluated using the criteria below.

Selection Domain	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
Experience and Education	Resumes/CVs for each expert / staff clearly show tenure, professional experience and/or education that reflects knowledge and ability in survey design, data collection and analysis, report writing, and general understanding of issues with telehealth adoption and/or patient satisfaction with health care. Page Limit for Resumes/CVs: 2 pages per consultant / expert	25
Capability Statement	Capability statement that demonstrates you/your organization's ability deliver services in the content area described as well as proven success. Page Limit for Capability Statement: 2 pages	25
Work Samples & Evaluation/ Documentation of Success	Evidence of successful and effective survey design, collection, analysis and presentation of results to general public. <ul style="list-style-type: none"> • Work Sample should demonstrate successful analysis and resulting publications in health care, particularly as it pertains to patient satisfaction and/or telehealth utilization. • Include at least 2 program evaluations or documentation demonstrating a track record of proven success with clients. Page Limit for Work Sample: not to exceed 10 pages Page Limit for Client Satisfaction/Documentation of Success: not to exceed 5 pages	25
Daily/Hourly Rate and Budget Narrative	Reasonableness of proposed budget for project implementation, inclusive of preparation and delivery to client. Reasonableness is determined by NACHC's non-profit status. <ul style="list-style-type: none"> • Hourly Rate should reflect overall cost rate inclusive of any fringe, overhead and/or general & administrative expense (G&A), if required. Please ensure costs are delineated as appropriate and by task. Page Limit of Budget Justification: 2 pages	20
Completeness of Application	Application materials submitted are clear, complete, and responsive to RFP guidance, including page limits.	5
Total		100