

Bid Board Notice

Procurement I.D. Number: DHMH/OHS0001

EMM#: MDDM0031025073

Date Issued: February 18, 2016

Due Date: March 4, 2016

Title: Health Information Technology (HIT) Environmental Scan

THIS SOLICITATION SHALL BE MADE IN ACCORDANCE WITH THE SMALL PROCUREMENT REGULATIONS DESCRIBED IN COMAR 21.05.07

I. PROCUREMENT OBJECTIVES

A. Summary Statement

The Office of Health Services, Department of Health and Mental Hygiene, seeks the assistance of a vendor to create and administer surveys, as well as collect data for a Maryland HIT environmental scan for the period April 4, 2016 to September 30, 2016.

B. Issuing Office

Rosetta Sabb, Procurement Officer
Maryland Department of Health and Mental Hygiene
Office of Health Services - Medical Care Programs
201 West Preston Street – Room 128G
Baltimore, Maryland 21201

The Contract Monitor for this solicitation:

Mr. Paul Messino
Maryland Department of Health and Mental Hygiene
201 W. Preston Street – Room 212
Baltimore, MD 21201
Phone: 410-767-8719
E-mail: paul.messino@maryland.gov

C. Submission Deadline

A copy of the proposal with original signature **MUST** be received **VIA MAIL** by the Procurement Officer **no later than 2:00 p.m. Eastern Time Friday, March 4, 2016** in order to be eligible for consideration. All proposals must include federal tax identification number or social security number.

Offerors should allow sufficient mail transit time to ensure timely receipt by the Issuing Office. Proposals and/or unsolicited amendments to proposals arriving after the closing hour and date will not be considered.

II. GENERAL INFORMATION FOR VENDORS

A. Background

The Department of Health and Mental Hygiene's Medical Assistance Program ("the Program") provides for the delivery of medically necessary health care services to a variety of eligible low-income individuals. The Program has more than 1 million participants and annual expenditures exceeding \$8 billion. The Program is also extremely complex and dynamic and has changed dramatically in recent years. To accommodate new policies that promote real-time health data collection and value-based reimbursement for health care services, the Program has implemented programs to expand use of health information technology (HIT) in Maryland.

One program requiring technical assistance is the Electronic Health Record (EHR) Incentive Program authorized under the American Recovery and Reinvestment Act (ARRA). To help improve the quality, safety and efficiency of health care, the 2009 Health Information Technology for Economic and Clinical Health Act, or the "HITECH Act" established programs under Medicare and Medicaid to provide incentive payments for the "meaningful use" of certified Electronic Health Record (EHR) technology. The Medicare and Medicaid EHR incentive programs provide incentive payments to eligible professionals and eligible hospitals as they adopt, implement, upgrade or demonstrate meaningful use of certified EHR technology (CEHRT). These incentive programs are designed to support providers in this period of HIT transition and to encourage their use of CEHRT.

The Program has launched other efforts to expand use of HIT to improve population health, beyond CEHRT. For instance, the Program uses HITECH funding to facilitate connection to Maryland's Health Information Exchange (HIE), which allows for data exchange among providers, health care organizations, and managed care organizations (MCOs). Real-time health data collection via HIT is integral to improving care while reducing cost.

The Program seeks the assistance of a vendor to complete a Maryland HIT environmental scan.

First, the Program will require assistance with data collection and achieving statistical significance. Data collected through this environmental scan must be statistically significant for:

1. Health care providers in the State;
2. The subgroups of:
 - a. Medicare, Medicaid, and private-pay providers;
 - b. Major provider types, such as physicians, specialists, dentists, and physician extenders;

- c. Health care settings, including hospital, acute care, and long-term care

Later, the Program will seek assistance with analysis and reporting of results.

B. Contract

1. The contract resulting from this solicitation shall be a firm fixed price contract, beginning April 4, 2016.
2. The Department reserves the right to reduce or withhold contract payment in the event the Contractor does not provide the Department with all required deliverables within the time frame specified in the contract or in the event that the Contractor otherwise materially breaches the terms and conditions of the contract. Upon approval by the Department, the Contractor shall submit an invoice for each approved deliverable at the date established in the Work Plan for the price listed in the Financial Proposal.

C. Submission of Proposals

Offerors **MUST** submit three separate sealed envelopes as follows: One submission is to be labeled “Technical Proposal”, another “Financial Proposal”, and the third “PIA Copy Technical”. The Public Information Act (PIA) copy of the technical proposal shall be redacted so that confidential and/or proprietary information has been removed. All three are to be identified as Sealed Proposals for this Bid Board Notice and are to contain the Offeror’s name, due date and time.

Only mailed proposals will be accepted for this solicitation.

III. SPECIFICATIONS

A. Description

The Maryland Department of Health and Mental Hygiene is seeking a vendor to provide assistance in creating and administering surveys, as well as collecting data for a Maryland HIT environmental scan. The vendor shall provide services as described below:

1. With the assistance of the Department, create a HIT survey. The survey shall contain questions that evaluate the following:
 - i. Provider adoption of CEHRT;
 - ii. Readiness to meet federal meaningful use requirements;
 - iii. Clinical data exchange with regional HIEs (other than CRISP);
 - iv. Interest in currently available or planned HIE functionalities;
 - v. Interest, participation, and plans to participate in Maryland’s State-Regulated Payor EHR Adoption Incentive Program;
 - vi. Adoption, use, and plans for implementing telehealth;

- vii. Interest, participation, and plans to participate in quality improvement programs, such as Accountable Care Organizations, and Patient-Centered Medical Home (PCMH); and
 - viii. Difficulties with participating in the EHR Incentive Program, HIE, Maryland's State-Regulated Payor EHR Adoption Incentive Program, telehealth, or quality improvement programs.
2. Obtain a statistically significant sample of providers maintained by the statewide provider directory for:
 - i. All health care providers in the State;
 - ii. The subgroups of:
 - a. Medicare, Medicaid, and private-pay providers;
 - b. Major provider types, such as physicians, specialists, dentists, and physician extenders;
 - c. Health care settings, including hospital, acute care, and long-term care
 3. Administer surveys regarding HIT implementation to selected providers; and
 4. Achieve statistically significant results.

**B. Specifications
Deliverables:**

1. Create survey or surveys meeting the requirements above.

This deliverable will be considered complete when the Contractor receives written approval from the Department that the survey or surveys are satisfactory.

2. Collect a statistically significant number of survey responses in the areas noted above.

This deliverable will be considered complete when the Contractor submits to the Department: the total population for each subgroup, the formula used to determine statistical significance, and the total number of surveys completed for each subgroup.

3. Provide the Program with the raw survey data as a Microsoft Excel file.

This deliverable will be considered complete when the Contactor submits an Excel file with the raw data as well as a cover tab within the Excel file showing counts by subgroup.

C. Vendor Experience and References

The vendor **MUST** demonstrate experience and list three (3) references.

IV. EVALUATION AND SELECTION PROCESS

A. Evaluation

The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance:

A. Knowledge and Experience

1. Demonstrated expertise with survey creation and use of survey data collection for similar projects
2. Experience with obtaining statistical significance within prior surveys
3. Experience with obtaining survey responses from health care providers across a range of care settings
4. Knowledge about Health IT

B. Proposed Work Plan

A detailed list of tasks, with milestones, deliverables, and timelines that could be used to carry out the scope of work of this Bid Board.

B. The Evaluation Process

All qualified Offerors will be ranked from the lowest (most advantageous) to the highest (least advantageous). In making this most advantageous Proposal determination, technical factors will receive more weight than financial factors. If, however, the technical ranking is essentially equal for two (2) or more Offerors, the cost as described in the financial proposal may become the primary determinant of the award.

Before contracting with the Maryland Department of Health and Mental Hygiene, the vendor must sign a business associate agreement with the State of Maryland for the purposes of ensuring compliance with the requirements of Health Insurance Portability and Accountability Act (HIPAA), and the Maryland Confidentiality of Medical Records Act (MCMRA), as this contract may involve the exchange of Protected Health Information (PHI). The vendor must also sign an acknowledgement of the use of federal funds for RFP under HITECH 42 CFR part 495 subpart D in order to start business with the Program.

C. Transmittal Letter

A transmittal letter prepared on the Offeror's business stationary **MUST** accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief. The letter shall be signed by an individual or corporate officer who is authorized to bind his firm to all statements, including services, material availability, timeliness and prices contained in the proposal.

D. Two-Volume Submission

The selection procedure requires that the evaluation of the technical proposals be conducted before the cost data are reviewed. Consequently, each proposal **MUST** be submitted as two separate enclosures as indicated below.

E. Volume I - Technical

The Technical Proposal shall include:

1. A transmittal letter on the Organization’s letterhead with the name, telephone number, e-mail address, fax number, Social Security Number/Federal Employer Identification Number and position/title of the individual who will serve as the primary contact for the contract.
2. Brief description of the Offeror’s understanding of the project.
3. The Offeror’s qualifications as follows:
 - a. Examples of relevant projects or engagements
 - b. Resume(s) of key staff
4. References of 3 prior clients including name(s) and telephone number(s).

F. Volume II - Financial

The Financial Proposal shall include:

1. Total cost for this proposal (including direct and indirect costs).
2. Total contract not to exceed \$24,999.
3. Firm-fixed price, deliverables based costs, using the below table:

| Deliverable | Price |
|---|--------------|
| I. Creation of Department-approved survey(s). | \$ _____ (a) |
| II. Collection of statistically-valid survey results. | \$ _____ (b) |
| III. Delivery of raw data survey data. | \$ _____ (c) |
| TOTAL (a + b +c) (Note: This must be a fully loaded amount to include all direct and indirect cost outlined in the Notice) | \$ _____ |

The financial proposal **MUST** be in a separate volume from the technical proposal.

Place of
Performance:

Department of Health and Mental Hygiene
201 West Preston Street
Baltimore, MD 21201

Contract
Monitor:

Mr. Paul Messino
Maryland Department of Health and Mental Hygiene
201 W. Preston Street – Room 212
Baltimore, MD 21201
Phone: 410-767-8719
E-mail: paul.messino@maryland.gov

Due Date: March 4, 2016

Basis for
Award:

The contract resulting from this solicitation shall be awarded to the offeror meeting the criteria noted in this solicitation document with the most advantageous offer. If bids are received from responsive Offerors that are identical in prices, terms and conditions and which meet all requirements set forth in the proposal, an award will be made in accordance with State Regulations 21.05.02.14B. If a tie still exists, the Offeror with the most experience shall be used to determine the successful bidder.

BID PAGE

Medical Care Programs - Office of Health Services

Maryland Department of Health and Mental Hygiene

201 West Preston Street, Room 128, Baltimore, Maryland 21201
Title: Health Information Technology (HIT) Environmental Scan

Procurement I.D. Number: DHMH/OHS0001

EMM#: MDM0031025073

This contract shall not exceed \$24,999. The proposals will be evaluated on the best value to the state.

| Deliverable | Price |
|---|--------------|
| I. Creation of Department-approved survey(s). | \$_____ (a) |
| II. Collection of statistically-valid survey results. | \$_____ (b) |
| III. Delivery of raw data survey data. | \$_____ (c) |

\$ TOTAL: (a + b + c = \$24,999) _____

(Note: This must be a fully loaded amount to include all direct and indirect cost outlined in the Notice)

Bid Price Authorized by:

Name/Title _____

Signature _____ Date _____

Address _____

City, State, Zip _____

Federal ID #: _____

eMM# _____

Phone Number/Fax Number _____

E-mail Address _____

*The Department does not guarantee a minimum or maximum of hours. The number is used for bidding purposes only.

**THE STATE OF MARYLAND ENCOURAGES
MINORITY BUSINESS ENTERPRISES TO
PARTICIPATE IN THIS PROCUREMENT PROCESS.**