

MARYLAND HEALTH CARE COMMISSION

BID BOARD NOTICE

Procurement ID Number: MHCC 13-001

Issue Date: May 24, 2012

Title: Health Information Technology Program Evaluation

I. Purpose

The Maryland Health Care Commission (MHCC or Commission) will select a contractor on a time and materials basis to identify key components and criteria of an information technology (IT) evaluation program (evaluation) that is suitable for health information exchanges (HIEs) and administrative networks (clearinghouses) operating in Maryland. The evaluation will ascertain whether program activities have resulted in the desired benefits for program participants and the results will inform future policies by program managers and policymakers. Additionally, the evaluation will be used to assess the effectiveness of health IT programs in Maryland and identify methods to improve performance and discover potential unintended outcomes.

II. Requirements

The MHCC is the state agency responsible for expanding health IT adoption and use in Maryland. The MHCC seeks a contractor to convene an Information Technology Program Evaluation workgroup (workgroup) to develop criteria for evaluation of health IT programs, including methods, assessment instruments, and data collection arrangements. Participants on the workgroup will include hospital Chief Information Officers, providers, representatives of the organizations to be evaluated and other stakeholders involved in the programs. The workgroup participants will develop the scope of evaluation, develop the evaluation questions, and identify data sources and collection procedures to obtain relevant, credible information. The contractor will also be required to identify two organizations to pre-test the evaluation, administer the evaluation, and modify the evaluation based on the pre-test results. Additionally, the contractor will make recommendations for administering the evaluation as a self-assessment or administered by a third party and the frequency for evaluation.

The outcome of the work will be detailed in a report that includes proposed key recommendations developed by the contractor with input from the workgroup for criteria for health IT program evaluations in Maryland. The contractor is required to research industry best practices or effective strategies in implementing health IT program evaluations. The contractor is also required to work closely with the MHCC and the workgroup participants in completing the work.

Through a combination of independent literature review and facilitating workgroup discussions, the contractor is required to assist the MHCC in the development of the criteria and report. The contractor is expected to have an understanding of health IT programs operating in Maryland and be well suited to gain an understanding of industry needs around implementing program evaluations.

The contractor is required to perform the following activities:

1. Compose a literature review of industry best practices or effective strategies regarding health IT program evaluation.
2. Identify key components and criteria of an information technology evaluation program (evaluation) that is suitable for HIEs and administrative networks (clearinghouses) operating in

Maryland, including methods, assessment instruments, and data collection arrangements. At a minimum, the contractor must:

- a) Consider the *GAO Performance Audit Standards* and *GAO Designing Evaluations*; and
 - b) Assess limitations of the evaluation.
3. Convene an Information Technology Program Evaluation workgroup (workgroup). In collaboration with the workgroup, the contractor will:
- a) Define the scope of evaluation, which should, at a minimum, include:
 - i. Organizational missions, goals, and objectives are achieved effectively and efficiently;
 - ii. The relative cost and benefits or cost effectiveness of program performance;
 - iii. Whether a program produced intended results or produced effects that were not intended by the program’s objectives;
 - iv. The validity and reliability of performance measures concerning program effectiveness and results, or economy and efficiency;
 - v. Management information and public reports that are produced, such as performance measures, are complete, accurate, and consistent to support performance and decision making; and
 - vi. The relative ability of alternative approaches to yield better program performance or eliminate factors that inhibit program effectiveness.
 - b) Develop useful and relevant evaluation questions, measures and metrics, including how to assess adoption, use, impact and effectiveness.
 - c) Select an appropriate evaluation approach or design for each evaluation question, including a range of qualitative and quantitative methods.
 - d) Identify data sources and collection procedures to obtain relevant, credible information.
4. Pre-test the evaluation with two to three organizations and modify the evaluation and process based on analysis.
5. Develop recommendations for administering the program as a self-assessment or administered by a third party and the frequency for evaluation.

Alternatively, the responder may propose a different approach. The contractor has some latitude in deciding how to carry out the contract responsibilities and to make suggestions that will improve the project scope. Potential contractors must specify their expected approach in their response to this Bid Board Notice. If a bidder proposes to subcontract tasks, such as information gathering, analysis, and document development, the contractor must clearly identify and provide a detailed description of how any subcontractor(s) will carry out its assigned tasks. The contractor **must** have familiarity with health IT activities underway in Maryland. **The MHCC must approve all activities specific to each task prior to performance of the work, and approve all deliverables before the deliverable will be considered complete.**

Contract Deliverables & Due Dates

Key Deliverables	Due Date
Submit bi-weekly status reports on activities of the contractor	Ongoing
Participate in bi-weekly status meetings (in-person or telephone conference call) with the MHCC	Ongoing
Draft outline of the report	6/27/12
Final outline of the report	7/13/12
Draft literature review of industry best practices or effective strategies of program evaluation	6/30/12
Final literature review of industry best practices or effective strategies of program evaluation	7/16/12

Key Deliverables	Due Date
Convene the first meeting of the workgroup	07/20/12
Convene the second meeting of the workgroup (if needed, and potentially virtual)	08/22/12
Convene the third meeting of the workgroup (if needed, and potentially virtual)	09/14/12
Draft evaluation questions, measures and metrics, including how to assess adoption, use, impact and effectiveness	07/30/12
Final evaluation questions, measures and metrics, including how to assess adoption, use, impact and effectiveness	9/28/12
Draft evaluation approach or design for each evaluation question	08/30/12
Final evaluation approach or design for each evaluation question	09/12/12
Draft pre-test implementation and assessment methodology	08/30/12
Final pre-test implementation and assessment methodology	09/12/12
Draft recommendations for administering the program as a self-assessment or administered by a third party and the frequency for evaluation	08/30/12
Final recommendations for administering the program as a self-assessment or administered by a third party and the frequency for evaluation	09/12/12
Draft key components and criteria of the evaluation program	10/1/12
Final key components and criteria of the evaluation program	10/31/12
Pre-test the evaluation with the identified organizations	11/23/12
Results and analysis of the pre-test	12/12/12
Draft final evaluation tool	12/15/12
Final evaluation tool	1/15/13
Draft final (combined) report	01/15/13
Final report	02/01/13

Note: Contract deliverables/due dates are tentative and subject to change at the discretion of the MHCC and are not listed within the table in any particular order.

Staffing Requirements

The contractor may propose to augment or revise the following list of required personnel. The contractor must demonstrate how its proposed staffing model will complete the tasks in a timely manner. Proposals must include an hourly rate for the work to be performed and an estimate of the total number of hours required to complete each task.

Staffing Design

Labor Categories	Description
Project Director	A senior level individual that will coordinate all aspects of the work, take responsibility for meeting the schedule of deliverables, and ensure the delivery of high quality work products. (Writing sample required).
Project Manager	A management level individual with experience in managing workgroups that can ensure broad participation and facilitate discussion among all participants. (Writing sample required).
Policy Analyst	A technical expert with at least five years of health information technology and report writing experience. (Writing sample required).

REFERENCES

As part of its proposal the contractor will be required to include references for similar work it has performed in health information technology activities and, if available, work performed specifically in relation to health IT program evaluation.

TERM OF CONTRACT

The contract begins on **June 12, 2012** and ends on **March 30, 2013**. Contractor billing is required by the 15th of the month for the prior month and must include a description of the completed tasks in accordance

with the Deliverable Schedule in Section II. All deliverables and work must be performed to the satisfaction of the MHCC for reimbursement approval.

ISSUING OFFICER

The Issuing Officer for this solicitation is Sharon Wiggins, Procurement Officer, Maryland Health Care Commission, 4160 Patterson Avenue, Baltimore, Maryland 21215.

SUBMISSION DEADLINE

To be eligible for consideration, an original 5 copies and each proposal must be received by the Issuing Officer at the Commission office by **4:00 p.m. June 4, 2012**. **All bids must include Federal Tax Identification Numbers**. Vendors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Commission. Bids may also be submitted electronically to swiggins@mhcc.state.md.us by the specified date and time.

Each bidder must indicate their eMaryland Marketplace (eMM) vendor number in the Transmittal Letter. In order to receive a contract award, a vendor must be registered on eMM. Registration is free. Go to <https://ebidmarketplace.com/> and click of "Registration" to begin the process then follow the prompts.

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 \$25,000.**

REQUIRED DOCUMENTS

1. Please provide a concise description of your approach to completing the tasks (10 pages or less).
2. Please include individual resumes, writing samples, and references for each of the personnel who are to be assigned if your organization is awarded the contract. (Appendices are not included in the page count.) 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 include the amount of experience the individual has completed relative to the work requested for this solicitation. Letters of intended commitment to work on the project from personnel must also be included.

TERMINATION CLAUSE

The State may terminate this contract at any time and for any reason. Bidders must acknowledge this statement in their response to this Bid Board Notice to be considered an acceptable response.

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