**REQUEST FOR BIDS**
**for**
**Iowa EMS System CQI Evaluation Grant Program**

## I. INTRODUCTION

The purpose of this Request For Bids (RFB) is to solicit bid proposals which will enable the Iowa Department of Public Health, hereafter known as the Department, to select the most qualified applicant to provide an EMS System Continuous Quality Improvement (CQI) Program utilizing the September, 2010 Iowa EMS System Standards document sections 6.01 Data Collection/System Evaluation posted on the Bureau of EMS website at: www.idph.state.ia.us/ems/ems_system_standards.asp

The project period shall be from May 1, 2013 to August 31, 2015.

The Department expects the initial contract period to be sixteen (16) months from May 1, 2013 to August 31, 2014. The Department shall have the option to renew the contract for up to one (1) additional one (1) year term subject to review of the continuation application, applicant performance, compliance with the terms and conditions of the contract, and availability of funds.

Available Funds
The department will issue a total of four (4) awards. Applicants may apply for up to $10,000 for the total contract period. Successful applicants will be eligible to receive $5,000 upon submittal of the Initial Program Project Report due August 10, 2013 documenting the completion of activities identified in Section II Scope of Services of this RFB. The remainder of the funds must be spent by the end of the contract period August 31, 2014. Actual total awards and individual contract funding levels may vary from that listed or funding may be withdrawn completely, depending on availability of funding.

The issuance of this RFB in no way constitutes a commitment by the Department to award a contract.

## II SCOPE OF SERVICES

The successful applicants shall establish an Emergency Medical Service (EMS) Continuous Quality Improvement (CQI) program that will evaluate the response to emergency medical incidents and the care provided to specific patients within the defined EMS system. The program shall address the EMS system, to include at a minimum all participating pre-hospital provider agencies, Critical Access Hospital(s) (CAH), and medical director(s). It shall ensure compliance with

policies, procedures and protocols and identification of preventable morbidity and mortality and document resolution of deficiencies identified. In addition the successful applicants will maintain records documenting the costs and the man hours used in administering the program throughout the project period.

At the conclusion of the initial (4) four months of the contract period May 1, 2013 – August 31, 2013 the successful applicants will submit an Initial Program Project Report due August 10, 2013 that documents the completion of the objectives listed in the four bulleted lines below:

- Hold at a minimum one organizational meeting that is attended by the network of agencies and individuals participating in the project
- Revise or confirm a list of established goals, objectives and planned activities as submitted in the application among those organizations attending the organizational meeting for the program during the contract period
- Revise or confirm an organizational chart submitted with the original application that identifies roles and responsibilities of the people overseeing the project along with their names added for the various roles
- Submit a letter of agreement signed by those participating agency representatives pledging support and continued participation throughout the project.

In the (12) month period September 1, 2013 – August 31, 2014 the successful applicants will produce a finished written copy of the EMS CQI evaluation program that includes copies of all written policies initiated, common forms developed, protocols established and agreements established.

Applicants will provide CQI system overview training to all program participants and targeted training specific to participant roles and responsibilities within the system. Through the use of pre and post training evaluations the applicants will evaluate the subject matter knowledge of the trainees in the concepts of Continuous Quality Improvement. The successful applicants will keep copies of training evaluations and copies of training rosters that are signed by the trainer and include information about when and where the training was held, the type of training provided, names and certification level of participants. This documentation will be submitted in one of the project reports later in the project period.

The successful applicants will implement the EMS CQI Evaluation program system wide, evaluate CQI activities and make improvements and adjustments as needed based on feedback from participant evaluations, physician medical director(s) and data. Additionally, representatives of services will be requested to make a presentation to other EMS services in other counties of their experience with the project.

Successful applicants will provide the department with (2) two mid – year project reports that will be due January 31, 2014 and June 1, 2014 respectively. The reports will include but are not limited to:

- Accomplishments, successes, and challenges in meeting project goals, objectives and activities
- All pre and post project and activity evaluation results
- How the projects engaged Iowa CAH (s) in the project
- A copy of meeting, workshop, training agendas
- A copy of any meeting, workshop, or training minutes, notes, or summaries
- A copy of any photos taken during any meetings, workshops or trainings
- A copy of any printed material or handouts, as applicable, provided to participants during the meetings, workshops or trainings
- Cumulative measures and outcome results, how the EMS system is planning to use the information gained from system CQI evaluation to improve the safety of providers and the quality of care and changes made to the CQI system based upon the evaluations

Successful applicants will provide the department with a Final Progress Report for the initial contract period that will be due August 10, 2014. The Final Program Progress Report that includes details that clearly described and provides information about:

- Additional information may be requested
- How the projects engaged Iowa CAH(s)
- How CQI process and patient safety were enhanced, improved, or produced outcomes that will improve the quality of care in the local EMS system.
- Copies of any materials developed with use of these grant funds that have not been submitted prior to August 10, 2014.
- A listing that includes: names of hospitals, names of individuals, titles, addresses, emails, and phone numbers of those that received technical assistance or other services, direct funding, and attended workshops or trainings that have not been submitted prior to August 10, 2014.

## II. ADMINISTRATIVE MATTERS

The dates set forth below are for informational planning purposes only. The Department reserves the right to change any of these dates:

| EVENT | DATE |
|---|---|
| Post/Submit RFB to potential Applicants | March 18, 2013 |
| Written Questions and Responses | |

| | |
|---|---|
| Round 1 Questions Due<br>Interim Responses Posted By: | March 21, 2013<br>March 25, 2013 |
| Final Questions Due<br>Final Cumulative Responses Posted By: | April 2 , 2013<br>April 4, 2013 |
| Bid Proposals due | April 16, 2013 |
| Select Successful Applicant/Post Notice of Intent to Award | May 1, 2013 |

Eligibility

EMS associations in the 32 counties listed below that participated in previous EMS System Standards Projects are eligible to submit a proposal:

| | | | |
|---|---|---|---|
| Bremer | Henry | Muscatine | Union |
| Butler | Iowa | Osceola | Van Buren |
| Carroll | Jefferson | Page | Wapello |
| Cedar | Kossuth | Palo-Alto | Webster |
| Clayton | Louisa | Plymouth | Woodbury |
| Emmet | Mahaska | Pottawattamie | |
| Franklin | Mitchell | Poweshiek | |
| Hardin | Montgomery | Shelby | |
| Calhoun, | Des Moines | Jones | |

All applicants must be able to show a direct connection to a Critical Access Hospital (CAH). Examples of this connection include but are not limited to: (CAH hospital based EMS service, transport agreements, medical direction agreements with physician at the CAH, county contracts with the hospital, MOU's or agreements or mutually paid staff).

Applicant is required to maintain and provide to IDPH, upon application, a current and valid email account for electronic communications with IDPH.

Bid proposals should include the Applicant's plan for accomplishing the work set forth in the Scope of Services and should include sufficient information regarding the Applicant's ability to perform the services sought to enable the Department to

make a judgment about the Applicant's ability to perform the work identified in the Scope of Services

Bid Submission Requirements and Bid Proposals Due – April 16, 2013.
Bid Proposals must be received by 4:00 p.m. (local Iowa time) on April 16, 2013 by the IDPH SharePoint Service Contract Center in compliance with the following requirements:

- Email bid proposal documents as a single zipped file OR a single PDF, no larger than 20MB, to applications@idph.iowa.gov. The preferred submission is a single zipped file.
- The subject line of the email must read **"RFB FY14 Iowa EMS Sys Eval".** Do not include anything else in the subject line of the email.

The single zipped file or single PDF must be named **"RFB FY14 Iowa EMS Sys Eval *name of your county*".** Do not include additional information or text in the body of the email as it will not be available to IDPH staff.

Bid proposals submitted to IDPH in any manner other than through the IDPH SharePoint Service Contract Center (e.g. electronic mail to any other address, faxed, hand-delivered, mailed or shipped or courier-service delivered versions) will be rejected and not reviewed by IDPH. Any information submitted separately from the bid proposal will not be considered in the review process.

Bid proposals will be rejected and not reviewed by IDPH for the following reasons:

- If the bid proposal is received by the IDPH SharePoint Service Contract Center after the stated due date and time.
- If the bid proposal is submitted in any manner other than by email to applications@idph.iowa.gov.
- If the bid proposal is not submitted as a single zipped file or a single PDF file.

IDPH will notify the applicant of the rejection.

The due date and time requirements for receipt of the bid proposal are mandatory requirements and will not be subject to waiver as a minor deficiency. The date and time of submission of a bid proposal is automatically documented upon receipt by the IDPH SharePoint Service Contract Center. Applicants have the sole responsibility to ensure their emailed bid proposal is received by the IDPH SharePoint Service Contract Center prior to the deadline.

An electronic notification of receipt of the applicant's email will be generated automatically. If the electronic notification is not received within ten (10) minutes of the applicant's email, please contact the SharePoint Helpdesk at 1-866-520-8987 to confirm delivery (available prior to 4 PM on Weekdays, excluding State Holidays).

**If an applicant emails the bid proposal multiple times, only the last submission received by IDPH SharePoint Service Contract Center prior to the stated due date and time will be accepted for review.**

Written Questions and Responses:

From the date of issuance of this RFB until announcement of the successful Applicant, Bidders may contact only John McMullen regarding this procurement.

Written questions related to the interpretation of this RFB and the procurement process must be submitted via email to John McMullen at: john.mcmullen@idph.iowa.gov no later than **the dates specified in the table above.**

Questions must be submitted by electronic mail. If the question or comment pertains to a specific section of the RFB, the section and page must be referenced. Oral questions will not be accepted.

IDPH will prepare written responses to all pertinent and properly submitted questions and post the written questions and responses on the IDPH Web page. IDPH's written responses will be considered part of the RFB. Written responses will be prepared on a weekly basis beginning on March 25, 2013. IDPH will respond to all pertinent questions properly submitted to IDPH during the previous two weeks. The final cumulative question and written response document will be posted April 4, 2013.

It is the responsibility of the applicant to check the IDPH Web site periodically for written questions and responses to this RFB.

Oral questions will not be accepted. If an Applicant or someone acting on an Applicant's behalf attempts to discuss this RFB orally or in writing with any members of the evaluation committee, or any employee or elected official of the State of Iowa, other than John McMullen the Applicant may be disqualified.

The Department reserves the right to reject any or all bid proposals, in whole or in part, to advertise for new bid proposals, to abandon the need for such services, and to cancel this RFB at any time prior to the execution of the written contract.

All information submitted by the Applicant will be treated by the Department as a public record unless the Applicant properly requests that the information be treated as confidential information in accordance with the public records laws of the State of Iowa at the time its proposal is submitted.

By submitting a bid proposal, the Applicant agrees that the Department may copy the bid proposal for purposes of facilitating the evaluation of the bid proposal or to respond to requests for public records and represents that such copying will not violate the rights of any third party.

Notice of Intent to Award – May 1, 2013. A Notice of Intent to Award the contract(s) will be posted on the IDPH Web page www.idph.state.ia.us under *Funding Opportunities* link by 4:30 pm. Applicants are solely responsible for reviewing the Notice of Intent to Award to determine their award status.

Contract Negotiations and Execution of the Contract – Following the posting of the Notice of Intent to Award, the successful applicant(s) will retrieve a contract document through the IDPH SharePoint Service Contract system. The successful applicant has ten (10) working days from date of receipt in which to negotiate and sign a contract with IDPH. If a contract has not been executed within ten (10) working days, IDPH reserves the right to cancel the award and to begin negotiations with the next highest ranked applicant or other entity deemed appropriate by IDPH. IDPH may, at its sole discretion, extend the time period for negotiations of the contract.

## III. APPLICATION REQUIREMENTS

**A. Cover Page**: Identifies the applicant's legal name, federal identification number, and key contact information for the project. Complete required form- **Attachment A** following these instructions

- Applicant - Provide the legal name of the applicant entity. This must be the entity associated with the Federal Identification (ID) number per the Internal Revenue Service (IRS). If the entity operates under another name as a "d/b/a" (doing business as), please include that in the legal name. Provide the applicants federal identification number. Provide the applicant's address, telephone and FAX number as requested in the first section of Attachment A.

- Total Funds Requested – Indicate the total amount of funds requested by program, not to exceed the amounts outlined in section I.

- Conditions/Signature – A person authorized to execute legal documents on behalf of the applicant entity must date and insert an electronic signature to certify that the applicant is in agreement with the conditions listed.

  According to the definition outlined in Iowa Code 554D.103 and U.S. Code (http://www.gpo.gov/fdsys/pkg/PLAW-106publ229/pdf/PLAW-106publ229.pdf) defines an electronic signature as "an electronic sound, symbol, or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record." An applicant may insert an electronically scanned signature, a digital signature, or a typed name, symbol, etc. in compliance with this definition for the electronic signature.

- Key Personnel for this Proposal – Provide information for agency personnel associated with this proposal. Include the information in the table provided on page 2 of the Cover Page (Attachment A). Describe the

executive, management, technical, and professional staff who would perform duties related to this project. Include the number of staff, their roles, and their expertise and experience in providing these types of services. Provide evidence for any necessary applicable professional licenses required by law by listing the license number associated with the professional personnel.

- Executive Director Name, email address, experience and license number as applicable – Complete and provide the name of the person who has overall responsibility and authority for administering the program in which the entity is applying for the funds.
- Program Administrator Name, email address, experience, license number as applicable – Complete the table by providing the name of the individual with direct day-to-day responsibility for this program and the person that the department can contact concerning the proposal.
- Fiscal Director Name, email address, experience, license number as applicable – Complete the table by providing the name of the individual with overall responsibility and authority for financial management for this program.
- Other types of professional staff to be included in the Key Personnel Form Title, name, email address, experience, and license number as applicable.

**B. Minority Impact Statement**: Identifies the applicant's potential impact of the project's proposed programs or policies on minority groups. Complete required form – **(Attachment B)** following these instructions:

- Applicants must independently complete the "Minority Impact Statement" form by checking the box that most accurately reflects the proposed project programs or policies impact on minority persons.
- Describe the rationale or evidence for your choice in a brief narrative, as well as identifying the specific minority groups in which there is a positive or negative impact (if applicable) on the checklist.
- Insert an electronic signature of a person authorized to execute legal documents on behalf of the entity and return it with the proposal.

**C. Community Narrative (Attachment C)** in narrative format, applicant shall describe each of the items listed below:

a**.** Background: describe the current CQI activities being conducted by agencies within the proposed EMS system. Describe how those activities are being used to improve the current EMS system and how those activities will be helpful to the applicant with this project.
b. Describe the EMS systems connection to an Iowa Critical Access Hospital(s)

**D. Work Plan.** Using the form provided **(Attachment D)**

Applicants shall provide a written work plan that includes goals and objectives needed toward developing, enhancing, implementing, or sustaining a system wide EMS CQI program as described in Section II Scope of Services of this RFB. The work plan shall include goals and objectives to achieve the following:

- Development of a formal organizational chart that identifies who is responsible for implementing the CQI program
- Providing a detailed description of the EMS system to include the number, type and level of service programs participating in the EMS System CQI Evaluation Program
- Predicting the anticipated impact the project will have on the EMS system
- Creating a map showing the geographic area of the EMS system, location of all cities, hospitals and locations of all participating EMS services and response areas.
- Representatives of services will be requested to make a presentation to other EMS services in other counties of their experience with the project.

**E. Budget (Attachment E)**

A budget must be included in the bid proposal detailing the costs of the project. A budget narrative shall describe how the budget was calculated and justify the expenses detailed.
**The following standard budget format is to be used for unit cost submissions at the conclusion of the initial (4) four months of the contract period May 1, 2013 – August 31, 2013**
**Initial Project Budget**

| **Unit Description** | **$Amount Per Unit** |
|---|---|
| Initial Program Project Report Due August 10, 2013 | $5,000 |
| **IDPH Total Budget** | $5,000 |

The applicant will submit a unit cost budget for anticipated completion of the Initial Program Project Report Due August 10, 2013. The report shall include only the objectives listed below:

- Hold at a minimum one organizational meeting that is attended by the network of agencies and individuals participating in the project
- Develop a list of established goals, objectives and planned activities for the program during the contract period
- Develop an organizational chart that identifies roles and responsibilities of the people overseeing the project
- Draft a letter of agreement signed participating agency representatives pledging support and continued participation throughout the project

The Initial Program Progress Report must be reviewed and approved by IDPH before funding will be released.

**The following standard budget format is to be used for application budget submissions in the (12) month contract period September 1, 2013 – August 31, 2014**

General Budget Form

| Category | IDPH Budget |
|---|---|
| Salary/ Fringe | |
| Contract | |
| Other | |
| Travel | |
| Indirect/ Admin. | |

The applicant will submit a line item budget of anticipated direct project costs for the period of May 1, 2013 – August 31, 2014. The budget shall include only the line item categories listed below and comply with the guidelines as outlined in this RFB. The applicant shall complete required form (**Attachment F)** for subcontract provisions and requirements **identifying** proposed expenditures:

- Salary/Fringe Benefits
- Contractual/subcontracts
- Other
- Administrative or Indirect Costs

1. Salary/Fringe Benefits:

List all staff directly funded, wholly or partially with these funds. Employee's name (if current staff), credentials, and position title must be listed. Justification must include the total annual salary and fringe benefits paid to the employee, as well as the total annual salary and fringe benefits charged to this project.

2. Contractual/subcontracts:

The applicant is permitted to subcontract for the performance of certain services. Refer to Section IV. of this RFB and Section 5 of the IDPH General Conditions for subcontract provisions and requirements. If services performed for any activities outlined in this RFB are to be subcontracted, the applicant must include subcontractor name and estimated dollar amount of each subcontract.

3. Other:

All other anticipated expenses using funds must be listed on the line item budget and justified. This category includes: office supplies, educational supplies, project supplies, incentives, communication, rent and utilities, training, information technology-related expense, travel, etc. This will include any equipment costs not meeting the above definition for equipment.

4. Travel

IDPH will not reimburse travel amounts in excess of limits established by Iowa Department of Administrative Services, State Accounting Enterprise. Current in-state maximum allowable amounts are:

*Food*- $8.00/breakfast, $12.00/lunch, $23.00/dinner
*Lodging*- Maximum $83.00 plus taxes per night
*Mileage*- Maximum of $0.39 per mile.

5. Administrative Costs or Federally Approved Indirect Rate

If the applicant plans to charge administrative or indirect costs, this must be identified in the proposal. If the applicant charges indirect costs, a copy of the current, signed federally approved indirect cost rate agreement must be submitted with the proposal.

Applicants may charge an Indirect Rate in accordance with their federally approved Indirect Cost Rate Agreement. IDPH reserves the right to negotiate the application of the Indirect Rate per individual contract.

In the absence of a federally approved Indirect Cost Rate Agreement, the applicant may charge an Administrative Cost not to exceed a maximum rate of 15% of the total contractual amount.

Administrative costs are those that are incurred for common or joint objectives, and therefore cannot be identified readily and specifically with a sponsored

program, but are nevertheless necessary to the operations of the organization. For example, the costs of operating and maintaining facilities, depreciation and administrative salaries are generally treated as indirect costs.

The applicant shall maintain documentation to support the administrative cost allocation. IDPH reserves the right to request the documentation at any time.

## IV. EVALUATION CRITERIA

An evaluation committee made of up employees of the Department will review bid proposals. The committee will consider all information provided in the bid proposal when making its recommendation and may consider relevant information from other sources. The Department may also consider geographical distribution, budget information and any other information received pursuant to the procurement process. The evaluation committee will award the contract to the responsible Applicant submitting the best bid proposal. The lowest priced bid proposal is not necessarily the best bid proposal. The evaluation committee's selection will be subject to the final approval of the Department.
The bid proposals will be evaluated and a recommendation will be made using the following criteria, which are listed in no particular order:

A. All parts of each section are included and addressed.

B. Descriptions and detail are clear, organized and understandable.

C. Descriptions are responsive to the intent of the RFB objectives.

D. The overall ability of the applicant, as judged by the evaluation committee, to successfully complete the project within the proposed schedule. This judgment will be based upon factors such as budget, project management plan and availability of staff.

Points will be assigned for each item listed as follows:

5 Applicant's proposal or capability is exceptional and exceeds expectations for this criterion.

4 Applicant's proposal or capability is superior and slightly exceeds expectations for this criterion.

3 Applicant's proposal or capability is satisfactory and meets expectations for this criterion.

2 Applicant's proposal or capability is unsatisfactory and contains numerous deficiencies for this criterion.

1 Applicant's proposal or capability is not acceptable or applicable for this criterion.

***The maximum points to be awarded for each proposal section are as follows:***

| ***PROPOSAL COMPONENT*** | ***WEIGHT*** | ***POTENTIAL SCORE*** |
|---|---|---|
| ***Section A.*** Cover Page | | Required |
| ***Section B.*** Minority Impact Statement | | Required |
| ***Section C.*** *Community Narrative* | **5** | **25** |
| ***Section D.*** *Written Work Plan& Map* | **10** | **50** |
| **Section E.** *Budget Justification Narrative* | **5** | **25** |
| | **Total Possible Score** | **100** |

## V. CONTRACTUAL TERMS

a. The Contract, which the Department expects to award as a result of this RFB, shall be based upon the proposal submitted by the successful Applicant and this RFB. The Contract between the Department and the successful Applicant shall be a combination of the scope of services, terms and conditions of the RFB, the proposal of the Applicant, and all written clarifications or changes made in accordance with the provisions herein. The Department reserves the right to either award a Contract without further negotiation with the successful Applicant or to negotiate Contract terms with the selected Applicant if the best interests of the Department would be served by negotiation.

b. Any contract awarded by the Department shall include specific contract provisions and the general conditions effective January 1, 2013 as posted on the department Web site at www.idph.state.ia.us under *Funding Opportunities* link. Refer to **Appendix I** for the Draft Contract Template. The Draft Contract Template included is for reference only and is subject to change at the sole discretion of IDPH. Contract terms contained in the general conditions are not intended to be a complete listing of all contract terms, but are provided only to enable applicants to better evaluate the costs associated with the RFB and the potential resulting contract.

c. The Department expects Contractors to link with the local board of health when providing services supported by Department funding. In particular, Contractors are expected to assist the local board of health in carrying out the three core functions of public health as defined in 641 IAC 77.3 (137): assessment, policy development and assurance. Examples of linking with the board of health include, but are not limited to:

- Provide environmental and/or health data to the local board of health for the purposes of, and provide assistance in, assessing and analyzing the health status of the community.
- Submit reports to the local board of health on the effectiveness, accessibility, and quality of services provided.
- Include the local board of health in establishing policies and plans associated with the services provided. This can be accomplished by establishing a liaison between the Contractor and the board of health or by attending regular meetings of the board of health.
- Educate the local board of health about the services provided and work with the board to identify target populations in need of the services provided.
- Be active in the Community Health Needs Assessment and Health Improvement Plan process.
- Provide the board of health expert input on the services provided and how those services relate to; the health priorities of the community and health improvement plans to address those priorities.
- The Contractor is expected to provide documentation of linkage requested by the Department.

d. Results of the review process or changes in federal or state law may require additions or changes in final contract conditions requirements.

## VI. APPEAL OF THE AWARD DECISION

The posting of the Notice of Intent to Award on the IDPH Web page constitutes receipt of notification of the adverse decision per 641Iowa Administrative Code Chapter 176.8 (1). Applicants may appeal the adverse award decision by filing a written appeal to IDPH within 20 days of posting of the Notice of Intent to Award in accordance with 641 Iowa Administrative Code 176.8 (1) appeals shall be submitted in writing, return receipt requested, to John McMullen, Contract Administrator, Division of Administration and Professional Licensure, Iowa Department of Public Health, Lucas State Office Building, Des Moines, Iowa 50319-0075. Appeals must clearly and fully identify all issues being contested and demonstrate what procedures in the proposal were not followed.

In the event of an appeal, the Department will continue working with the selected Applicant pending the outcome of the appeal.