

Request for Proposals (RFP)

Solicitation Title: Community Assistance and Transitions of Care (CATCH) Healthcare Landscape Analysis

Solicitation No.: 001

Date Issued: November 26, 2024

Solicitation Due Date: January 17, 2025

Solicitation Contact Person:

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General Information

Project Summary: This is a non-renewable four-month project to provide a landscape assessment for the Community Assistance and Transitions of Care (CATCH) initiative to understand the needs of healthcare entities related to addressing health-related social needs (HRSNs) in a 12-county catchment area.

The CATCH initiative, under the auspices of Ibn Sina Foundation, intends to enter into one contract to conduct a healthcare landscape assessment with a qualified Proposer to assist CATCH with the aforementioned initiative.

Solicitation Schedule

Listed below are the important dates for this RFP.

| EVENT | DATE |
|--|-------------------|
| RFP Issuance | November 26, 2024 |
| Deadline for Questions | December 20, 2024 |
| Solicitation Due Date | January 17, 2025 |
| Notification of Intent to Award (estimated) | January 31, 2025 |
| Contract Start Date (estimated) | February 10, 2025 |

Scope of Work

Project Title: Healthcare Landscape Assessment for CATCH Community Care Hub

Project Duration: February 2025 to May 2025 (Four months)

Project Overview

Community Care Hubs (CCHs) are community-centered entities that organize and support networks of community-based organizations (CBOs) to meaningfully and efficiently integrate CBOs and the health-related services they provide into the health care continuum.

When CBOs organize into a social care delivery system with the purpose of implementing sustainable, equitable, and scalable interventions, the organization that assumes the lead role within that network is the CCH. Community Care Hubs provide the needed infrastructure for CBOs within the network to participate in contracting with healthcare organizations. They also serve as a single point of accountability for healthcare organizations that want to contract with trusted CBOs capable of addressing a spectrum of health-related social needs (HRSNs). This network of CBOs, led by a CCH, can offer the size, range of services, requisite data management capacity, healthcare contracting capability, and billing capacity that allow for broader participation of CBOs, operating as an organized social care delivery system, to improve health outcomes.

Community Care Hub coordination has a critical role in ensuring that individuals at risk connect to the evidence-based interventions and services that will improve their outcomes. The current siloes and fragmented approaches to care coordination that exist in communities often result in duplication of services, ineffective interventions, and uncoordinated care.

To overcome these barriers, the CATCH CCH, an initiative of Ibn Sina Foundation and its partners, was developed to organize and support a network of CBOs to provide high-quality, affordable, person-centered care that address **HRSNs in and around Harris County, Texas**. This network of organizations will in turn support the delivery of services to a variety of healthcare entities.

Objective

To understand the needs of healthcare entities related to addressing HRSNs, CATCH seeks to contract with a firm to conduct a landscape assessment of healthcare entities within a 12-county catchment area that includes: Austin, Brazos, Chambers, Colorado,

Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, and Waller. This assessment will highlight the most promising opportunities for partnership and contracting between CATCH and healthcare organizations.

Scope of Work

The following describes the scope of work for the landscape assessment:

- Identify market trends and opportunities for CATCH in the following lines of business (LOB) and markets:
 - **Medicare Advantage (MA), (including Chronic Condition Special Needs Plans [C-SNPs] and Dual Eligible Special Needs Plans [D-SNPs])**
 - Identify the following:
 - Volume of Medicare beneficiaries in the target market
 - MA beneficiary volume
 - Health plan MA market share
 - Medical Loss Ratio for each identified health plan
 - Provide names of organizations and/or health plans
 - Provide best points of contact for each organization
 - **Medicaid (Managed Care Organizations in the 12-county service area)**
 - Identify opportunities available through the state of Texas to address the needs of the Medicaid population, including dual eligibles
 - Identify the volume of Medicaid beneficiaries by health plan
 - Medical Loss Ratio for each identified health plan
 - Provide names of organizations and/or health plans
 - Provide best points of contact for each organization
 - **Commercial**
 - Identify the top five commercial providers in the catchment area for each county
 - Supplemental benefits offered by plans
 - How is each commercial provider addressing HRSNs and health equity?
 - How are plans currently working with CBOs?
 - Explore opportunities with employee wellness and/or employee assistance programs?
 - **TRICARE and VA Health Systems**
 - Identify opportunities for contracting to provide HRSNs support to enlisted service members and veterans
 - **Healthcare delivery systems (non-profit hospitals)**
 - Provide names of organizations
 - Provide best points of contact for each organization

- Recommend approaches CATCH can take to be involved in hospitals' Community Health Needs Assessment process
 - Readmission policies, penalty performance and related health conditions
- **For-profit hospitals**
 - Provide names of organizations
 - Provide best points of contact for each organization
 - Readmission policies, penalty performance and related health conditions
- **Community Health Centers (Centers)**
 - Identify enabling services provided by Centers
 - Identify the centers in the catchment area that are a part of the CHQR program
 - Identify pain points, populations served, payor mix, clinical quality measure performance, and annual expenditures
 - Provide names of organizations
 - Provide best points of contact for each organization
 - Provide policies and procedures for enabling services
- **Alternative Payment Models**
 - Identify Alternative Payment Model opportunities
 - Accountable Care Organizations (ACO)
 - Medicare Shared Savings Program
 - ACO Realizing Equity, Access, and Community Health (REACH)
 - Other identified opportunities
- Analyze, document, and describe potential healthcare partners' performance in the following areas related to each LOB and market where applicable:
 - Health Effectiveness Data and Information Set (HEDIS), CMS Star Ratings, federal and state requirements
 - Addressing HRSNs and health equity
 - Pain points related to low/poor performance
- Develop outreach plan and recommendations for CATCH to approach potential healthcare partners
 - Prioritize LOBs based on partnership potential and contracting opportunities

The following details specific tasks and activities that are required to complete the healthcare landscape analysis, including but not limited to:

- **Market Research:** Document and provide sources of primary and secondary research to gather relevant data.
- **Data Analysis:** Analyze collected data to identify trends, patterns, and insights.

- **Competitive Analysis:** Evaluate organizations' strengths, weaknesses, market positioning, and strategies.
- **Customer Analysis:** Assess populations and demographics of potential healthcare partners.

Deliverables

- Prepare a comprehensive report summarizing findings and recommendations that includes an Executive Summary
- Provide recommendations for using this information and ways to approach healthcare providers
- Provide data visualization (charts, graphs, etc.)
- Presentation of findings to be delivered to the Sub-Board and Executive Subcommittee

Timeline and Milestones

The timeline for the assessment is February 2025 through May 2025. Project milestones include:

- February 2025: First meeting with CATCH leadership team to discuss project and expectations/deliverables
- March 2025: Monthly update with CATCH leadership team
 - Milestones: 25% of negotiated amount due to firm after presentation to the leadership team. The deliverable will consist of a document that summarizes findings and recommendations to date.
- April 2025: Monthly update with CATCH leadership team
 - Milestones: 25% of negotiated rate due to firm after presentation to the leadership team. The deliverable will consist of a document that summarizes findings and recommendations to date.
- May 2025
 - Monthly update with CATCH leadership team
 - Final Landscape Assessment report due
 - Presentation to the CATCH Executive Leadership Team and Sub-Board
 - Payment will be made in full to firm (will retain 10% of the total budget till the completion of all reports to the satisfaction of CATCH leadership) after completion of the Landscape Assessment
- The firm will meet with CATCH Leadership as needed

Roles and Responsibilities

- **CATCH Leadership:** Provide information and support to firm that is necessary to complete the assessment.
- **Firm:** The firm is responsible for conducting, researching, analyzing data, preparing reports, and presenting findings.

Budget and Payment Terms

TBD

Assumptions and Constraints

- Availability of data
 - It is assumed that data is publicly available to complete the Landscape Analysis.
 - Where available, CATCH welcomes the use of proprietary data that is not publicly available but available to the firm.
- Access to key stakeholders
 - The firm will have access to CATCH staff and partners where applicable and appropriate
- Project timeline
 - While the timeline for this project is fixed, we understand that there are circumstances beyond CATCH or the firm's control that may arise and may prohibit the firm's ability to complete the project on time. If and when these times arise, CATCH leadership and/or the firm will initiate conversations related to the impacts on the timeline and make adjustments if necessary.

Evaluation and Selection Process

Evaluation Committee

An evaluation committee shall evaluate Proposers' submissions in accordance with the evaluation criteria listed in Evaluation Matrix below. Upon completion of the evaluation, the committee may develop a short list of Proposer(s) meeting the technical competence requirements. Shortlisted Proposers will be evaluated to determine whether each is responsive, as defined below. The shortlisted Proposer(s) will be scheduled for a structured oral presentation, demonstration, and interview. Following these meetings, the evaluation committee will summarize their findings and recalculate their scores, if needed. However, the evaluation committee reserves the right to issue letter(s) of clarification when deemed necessary to any or all Proposer(s). The oral presentations, demonstrations and/or interviews may be recorded and/or videotaped.

Interviews/Oral Presentations/Demonstrations

The Evaluation Committee will request that the Proposer(s) provide a final electronic copy of its presentation during a scheduled interview. No Proposer may attend presentations of any other Proposers. If necessary, Proposers may be scheduled for more than one presentation, demonstration, or interview.

Selection Process

CATCH Leadership intends to select a proposal that best meets the needs of CATCH and that provides the best overall value. CATCH Leadership reserves the right to check references on any projects performed by Proposers. Upon review of all information provided by Proposers, the evaluation committee will make a recommendation for selection to the CATCH Sub-Board. Upon approval of the selected Proposer, a contract shall be executed by the appropriate Ibn Sina officials. (Through CATCH Sub-Board leadership)

Evaluation Criteria

Responsiveness (PASS/FAIL)

A vendor that responds to all material requirements of any solicitation will be deemed responsive. The proposal shall be responsive to all material requirements that will enable the evaluation committee to evaluate it in accordance with the evaluation criteria and make a recommendation to the CATCH Sub-Board.

Responsible (PASS/FAIL)

A business entity or individual who has the integrity and reliability as well as the financial and technical capacity to perform the requirements of the solicitation and subsequent contract will be deemed responsible. This assessment will include a review of all references on any projects performed by a business entity or individual, whether provided by the business entity, individual, or known by members of the CATCH Sub-Board and/or Leadership Committee.

Financial Stability (PASS/FAIL)

If Proposer is an entity that is required to prepare audited financial statements, Proposer shall submit an annual report that includes:

1. The Last two years of audited accrual-basis financial statements, including an income statement, cash flow statement, and balance sheet.
2. If applicable, the last two years of consolidated statements for any holding companies or affiliates;

3. An audited or un-audited accrual-basis financial statement of the most recent quarter of operation and

4. A full disclosure of any events, liabilities, or contingent liabilities that could affect Proposer's financial ability to perform this contract.

If Proposer is a privately-owned entity or sole proprietorship for which audited financial statements are not required, Proposer shall submit an annual report that includes:

5. Last two years of un-audited accrual-basis financial statements, including an income statement, cash flow statement, and balance sheet;

6. An audited or un-audited accrual-basis financial statement of the most recent quarter of operation and

7. A full disclosure of any events, liabilities, or contingent liabilities that could affect Proposer's financial ability to perform this contract;

OR

8. Other financial information sufficient for the CATCH Sub-Board, in its sole judgment, to determine if Proposer is financially solvent or adequately capitalized.

Technical Competence Requirements ((80) POINTS)

In a Word document, the firm will provide responses to the requirements described below.

1. Qualifications and specialized experience of the firm to successfully provide healthcare Landscape Assessment Services as evidenced by experience with projects of similar scope or magnitude. (35 points)
 - Firm's background and previous work related to this RFP
 - Service Area(s)
 - References (Provide three)
 - Name of reference
 - Name of organization providing reference
 - Reference email address
 - Reference phone number

2. Proposed Program and Operational Design – Demonstrated quality and comprehensiveness of the provider's proposed Landscape Assessment approach, methodology, procedures, and proposed staff who will complete the assessment. (25 Points)
 - Staffing needed to complete the assessment

- Describe the approach(es) that will be used to complete the assessment
3. Evaluation/Quality Management– This criterion considers the expertise level of staff and available resources to apply and implement primary and secondary data management practices, evidenced by way of the demonstrated capability to visualize data and findings that will be useful to CATCH that will help in making recommendations to CATCH leadership. (20 Points)
- Primary and secondary data methodology
 - Providing monthly reports

Cost Proposal (20 POINTS)

Proposer shall complete the cost proposal template below.

| Item | Description | Cost |
|-----------------------|--|--|
| Example: Jane Doe, MA | Jane Doe will be the primary individual assigned to complete the landscape analysis. | \$150/hour (rate should include all unit rate costs with a breakdown of the costs) |
| Total | | |

Evaluation Matrix

Proposers will be evaluated based on the criteria below.

| Evaluation Criteria | Max Points |
|-----------------------------------|-------------------|
| Responsive | Pass/Fail |
| Responsible | Pass/Fail |
| Financial Stability | Pass/Fail |
| Technical Competence Requirements | 80 Points |
| Cost Proposal | 20 Points |
| TOTAL AVAILABLE POINTS | 100 POINTS |

Submission Requirements

This section details the requirements for submitting all required information. All documents must be organized as follows.

Cover Letter: The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the services proposed.

Executive Summary: The executive summary should include a brief overview of the proposed plan to achieve CATCH's objective, the overall management approach, and the key personnel who will be responsible for overseeing and performing the requirements of the scope of work.

General Company Information: Provide the name of Proposer's company (including the name of any parent company), business address, e-mail address, Federal Tax ID number, and telephone number.

Qualifications and specialized experience of the firm: Provide a brief overview of your organization's background history, including the number of years it has provided similar services.

- Describe the specialized experience and prior work collaborations of the provider(s) to create a Landscape Assessment for other public agencies, evidenced by the successful delivery of requirements in this RFP on previous projects similar in population and magnitude to the catchment area in this proposal.
- Briefly describe a minimum of three (3) past and/or current projects where collaborative initiatives have enhanced and/or expanded service capabilities and filled service gaps, if any, to include prior history or work with Ibn Sina, the City of Houston, UT Health or other public agencies.
- Describe the projects that demonstrate your company's relevant experience in providing support services to healthcare organizations and older communities.

No Contact Period

Neither Proposer nor any person acting on Proposer's behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of Ibn Sina, the City of Houston, UT Health their families or staff members. All inquiries regarding the

solicitation are to be directed to the designated Ibn Sina Representative identified on the first page of the solicitation.

With the exception of Proposer's formal response to the solicitation and written requests for clarification during the period officially designated for such purpose by the City Representative, neither Proposer nor persons acting on their behalf shall communicate with any appointed official or employee of Ibn Sina, the City of Houston, UT Health their families, or staff through written or oral means in an attempt to persuade or attempt to persuade or influence the outcome of the award or to obtain or deliver information intended to or which could reasonably result in an advantage to any Proposer from the time of issuance of the solicitation through the award phase.

Proposal Submission

Proposals shall be submitted to Janice Sparks at pdcatch@ibnsinafoundation.org