

Randolph County Health Department

ASHEBORO, NORTH CAROLINA 27205-7368

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Randolph County Access to Health Care

Needs Assessment and Health Equity Data Analysis

This request is an invitation to submit a Proposal. This is a means by which the County can facilitate the acquisition of information for the purchase of services. Requests for Proposals will be accepted no later than 5:00 PM on or before Thursday, June 29, 2017.

I. Project Information

A. Purpose

Randolph County Access to Health Care Needs Assessment aims to evaluate the gaps and barriers in health care services available to county residents and to develop a process for examining key health disparities and potential root causes among county residents, with a focus on populations that may lack health care and experience barriers to care. This study is a response to the 2016 Randolph County Strategic Plan, A. Overall Public Health Goal 1: Improve access to health and wellness within Randolph County by reducing barriers, and is the first step in understanding the health care needs and key health disparities in our community. The main objectives are:

- Evaluate the current availability of health care services to Randolph County residents;
- Identify populations who experience barriers to health care services;
- Identify gaps in access to health care services;
- Identify barriers to the receipt of health care;
- Identify factors contributing to higher health risks and poorer outcomes for specific populations;
- Identify social and environmental challenges to receipt of health care services across the population.
- Recommend strategies to address the identified barriers and disparities.

B. Study Area

The study area encompasses all of Randolph County. Service providers located in close proximity to the county, serving a large number of county residents, may be included.

C. Project Oversight

This study is commissioned and funded by Randolph County. Randolph County Public Health Department staff will serve as the project manager and point of contact for direction, deliverable review and approval, management of contract and external communications.

D. Budget and Schedule

Randolph County Public Health Department has budgeted \$50,000 for the Access to Health Care Needs Assessment. The deadline for study completion is December 1, 2017. Suggestions or recommendations for the project schedule and streamlining of efforts are strongly encouraged.

E. Funding

Randolph County Strategic Plan Implementation funds.

II. Proposal Process

Proposed Timeline

- | | |
|--|-------------------------|
| • Request for Proposals Invitation | Monday, June 5, 2017 |
| • Written Questions Received (4:00 PM) | Thursday, June 15, 2017 |
| • Response to Questions Released (4:00 PM) | Tuesday, June 20, 2017 |
| • Proposals Due (5:00 PM) | Thursday, June 29, 2017 |
| • Oral Interviews (if necessary) | Week of July 10, 2017 |
| • Projected start date | August, 2017 |

RFP Questions and Clarifications

Inquiries concerning any aspect of this RFP should be submitted by (post or email). The closing date for receipt of written questions will be 4:00 pm on June 15, 2017. Phone calls are not acceptable. Questions received after this deadline will not be considered. All questions received before the deadline will be compiled and responded to as identified in the schedule of events. Each question should begin by referencing the RFP page number and section number to which it relates.

Questions concerning this RFP should be sent to:

Susan Hayes
Randolph County Public Health Department
2222-B South Fayetteville Street
Asheboro NC 27205
Susan.hayes@randolphcountync.gov

All questions and requests for clarification, and Randolph County's response, will be posted on the Randolph County website at <http://www.randolphcountync.gov/Departments/Purchasing-Office/Bids> under Current Bid Opportunities.

Proposals in response to this RFP will be accepted by the Randolph County Health Department until 5:00 pm on Thursday, June 29, 2017.

RFP Amendment

Randolph County reserves the right to amend this RFP at any time. Changes to the RFP, if any, will be posted at <http://www.randolphcountync.gov/Departments/Purchasing-Office/Bids> under Current Bid Opportunities.

Proposal Submission

Proposals will be accepted by the Randolph County Public Health Department until **5:00 pm on Thursday, June 29, 2017**. Proposals received after the Proposal due date/time will not be accepted and will be marked "LATE" and shall be returned to the Vendor.

Vendors' proposals can be mailed to:

Susan Hayes
Randolph County Public Health Department
2222-B South Fayetteville Street
Asheboro NC 27205
Susan.hayes@randolphcountync.gov

Vendor's proposals can be hand delivered to the address above. Hand delivered responses will be collected but will not be opened and read at that time.

Please note that it is the vendor's responsibility to ensure that the proposal and all other required documents are received at the address named above by the closing date and time specified above.

All proposals submitted become the property of the County and will not be returned.

Proposal Rejection or Acceptance

Randolph County reserves the right to accept or reject any or all proposals and to waive any defects or technicalities or to advertise for new proposals where the acceptance, rejection, waiving, or advertising of such would be in the best interest of the County. The County reserves the right to reject proposals based on the evaluation of submitted materials and to accept proposals other than those submitting the lowest pricing. The County reserves the right to disqualify any proposal, before or after opening, if there is evidence of collusion with intent to defraud, or other illegal practices upon the part of the Vendor, or for noncompliance with the requirements of these documents.

In participating in this proposal process, all Vendors agree to keep their offers open for 120 days. However, a proposal may be withdrawn any time prior to *that end of 120 days*.

Public Records

Proposals submitted become a matter of public record.

Ownership of Materials Submitted

All material submitted becomes the property of the county and will not be returned.

Proposal Costs

Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. Randolph County will, in no way, be responsible for these costs, regardless of the conduct or outcome of the prequalification process.

III. RFP Response Format

Vendors must address all information specified by this RFP. All questions must be answered completely. Randolph County reserves the right to verify any information contained in the vendor's RFP response, and to request additional information after the RFP response has been received.

Randolph County is not responsible for locating or securing any information that is not identified as the proposal and reasonably available to Randolph County. To insure that sufficient information is available, the proposer must furnish as part of the proposal all descriptive material necessary for Randolph County to determine whether the proposal meets the requirements of the RFP.

Randolph County may make such investigations as it deems necessary to determine the ability of the vendor to furnish the services outlined here, and the vendor shall furnish to Randolph County all such information and data for this purpose as Randolph County may request. Randolph County reserves the right to reject any proposal if the evidence submitted by, or the investigation, of such vendor fails to satisfy Randolph County that they are properly qualified to carry out the obligations of the contract.

Marketing brochures included as part of the main body of the RFP response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor's answers in the body of the proposal, the latter will prevail.

The vendor must respond to the requirements listed in this section.

1. Cover Letter

Address the cover letter to:

Susan Hayes
Randolph County Health Department
2222-B South Fayetteville Street
Asheboro NC 27205
Susan.hayes@randolphcountync.gov

Include the following:

- Identification of the offering firm(s), including name, address and telephone number of each firm;
- Name, title, address, telephone and fax numbers and e-mail address of contact person during period of proposal evaluation;
- A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal; and
- The original proposal must be signed by a person who is authorized to sign contracts for the respondent. The proposal copies should include the signature page.

2. An Executive Summary of not more than three pages.
3. Profile of Proposed Team including the size and organizational structure, past history, and the status and outcome of any lawsuits brought against the vendor in the past five years.
4. Description of Proposer's Overall Approach.
5. Base Work Plan with a breakdown of project by phases or tasks. For each task listed, identify:
 - Specific staff to be involved, roles, and responsibilities.
 - Time commitment for each person in hours per task.
 - Schedule illustrating task relationships including anticipated meetings over the duration of the schedule.
6. Description of Proposal Team's Past Experience providing similar services, including:
 - Names, titles, and addresses of contact persons.
 - Description (history and experience) of proposal team member's role in each project.
 - Experience with similar type projects in scale and function.
 - Experience working with diverse stakeholders, particularly individuals with disabilities and seniors.
7. Project Personnel Profile
 - Resumes of key project personnel, including prior projects of similar size and scope for which the personnel played the same or a similar role as proposed for the project and the status and outcome of any lawsuits brought against team member firms in the last five years.
 - Organizational chart of the proposer's team identifying firm relationship and function of all key positions.
 - Confirm that each team member will be fully engaged in the study as described for the duration of the contract.
 - Description of the current assignment and time commitment to that assignment for all key personnel.
8. Budgets
 - Hourly budget broken down by team member and by task.
 - Current hourly rates for staff.

- Current overhead rates for all team members.
 - A schedule of reimbursable direct expenses and expense type.
 - A 10% contingency which shall be included in the Project Budget.

9. Suggested Modifications to Base Work Plan

- Suggested modifications to work plan and schedule.
- Description of additional work tasks including description of benefits to the design process.

10. Conflict of Interest

The vendor shall list past or present involvement of all projects and relationships that create or appear to create a conflict of interest. The list should indicate the name of the entity, the relationship, and a discussion of the conflict. Randolph County reserves the right to exclude Proposers that have an organizational conflict of interest.

IV. Scope of Services – General Information

The Randolph County Access to Health Care Needs Assessment will be administrated by Randolph County. The consultant will report to the project manager and coordinate with project committees and groups as appropriate.

The following section outlines tasks to be completed, key responsibilities, and key deliverables to be included in the study. The proposal work plan should demonstrate an understanding of study needs and propose an efficient study process, accounting for the inter-relationships among the task elements. Randolph County is looking to vendors to make recommendations for how best to complete all project tasks by December 1, 2017. The vendor's proposal work plan should aspire to provide the most effective process possible within the resource limits identified in this RFP.

1. Project Schedule

Randolph County expects completion the tasks described in Section V by December 1, 2017. Project schedules outlined in the base work plan are intended to be completed in the shortest amount of time that is feasible.

2. Project Status Communication

Communication notifying Randolph County of project status will be required by the contractor for the following:

- Status and amount expended on each active task.
- Status and expected completion date of draft and final deliverable on each active task.
- Necessary or proposed change in schedule or budget of any individual task or subtask after finalization of schedule and budget. Any changes in scope, project timelines, or both will need to be documented through a project memorandum with sign-off by the contractor and Randolph Public Health Department staff.

3. Document Management and Control

The contractor is responsible for the management, maintenance, and delivery of all documents produced through the study. All documents produced in the development of any deliverable shall be preserved in their native file formats, and made available to Randolph County staff within 15 days of creation. All intermediate draft versions of a deliverable will be preserved, with identification of the superseding version. All electronic and print versions of reports and documents produced by the contractor will become the property of Randolph County. All versions of all deliverables produced by the contractor shall be turned over to Randolph County throughout the contract period as noted above with a final digital version of all materials submitted at the conclusion of the contract.

4. Scope of Work Change

Randolph County will consider modifications to the scope of work that will result in more effectively accomplish the objectives of the study. Any modification submitted should be clearly marked as such within the proposal and cost estimate, with an explanation of its expected added benefit and impact on other tasks within the scope of work.

V. Scope of Services – Required Tasks

1. Project Management

The contractor will report to Randolph County Public Health Department staff and coordinate with other stakeholders as necessary to produce the deliverables. To ensure

the timely and proper execution of each task in the study, the contractor is required to meet at least monthly with Randolph County staff to discuss the progress of each task and resolve issues as they occur in the study process.

Deliverables: Planning for and attendance at project team meetings including some documentation preparation. Document review and management processes.

2. Health Care Service Capacity Assessment

To better understand the gaps and barriers in health care services available to county residents, the contractor will conduct an assessment, with a particular focus on populations that may lack health care or experience barriers to service. This study is a response to the 2016 Randolph County Strategic Plan, A. Overall Public Health Goal 1: Improve access to health and wellness within Randolph County by reducing barriers, and is the first step in understanding the health care needs and key health disparities in our community. The assessment should pay close attention to the following:

- Evaluate the current availability of health care services to Randolph County residents;
- Populations who experience barriers to health care services especially low income, uninsured, underinsured, mental health, substance abuse disorder populations;
- Gaps in access to health care services and barriers to the receipt of health care services.

Deliverables: A technical report including a summary of the analysis with documentation and a list of providers and resources. Final Report must include the following sections:

- A geographically-based listing of health service locations, including location addresses, of the following types of locations *within* the county, as well as service locations in close proximity to the Randolph County boundary, which likely serve county residents. For the above listing of service locations, develop a data table including summary data about each location (e.g. location name, city/community where it is located, types of services provided, accepted payments, contact number and web address). A spreadsheet or mapping shapefile is expected as part of the documentation
 - Medical clinics
 - Dental clinics
 - Hospitals
 - Mental health services

- Chemical health services
- Assessment of the availability/capacity of health care services
- Assessment of gaps in access to health care services and their causes
- Assessment of barriers to the receipt of health care services and their causes
- Assessment identifying populations who experience barriers to health care services

3. Health Equity Data Analysis

To better understand what it is about the living, working, policy and system conditions in the county that result in different health status, the contractor will design a series of focus groups with community members and key stakeholders who experience health disparities, focused in one or more topics in this list: food access and nutrition, physical inactivity, tobacco use, substance abuse, and mental health.

Deliverables:

- Focus group facilitation plan
- Schedule focus groups
- Attend focus groups to record information
- Analysis of input

4. Recommended Strategies for Implementation

Based on the results of the assessment process, the contractor will develop a strategic blueprint for action with specific recommendations for Randolph County. The plan should identify gaps in services and needs of county residents and strategies for addressing those gaps and needs.

Deliverable: A report including a summary of the strategies to be considered for implementation.

VI. Evaluation

Proposals submitted in response to this RFP will be evaluated and scored by the Evaluation Committee established by Randolph County, in accordance with the criteria

- Randolph County reserves the right to waive any minor irregularities in the proposal request process.
- Randolph County reserves the right to interview any or all proposers at its discretion.

- A 100-point scale will be used to create the final evaluation recommendation. The criteria are weighted and the proposals will be judged as follows:

Criteria	Points
Expressed understanding of project objectives and technical design of the proposal, work plan, and project approach.	25
The experience, resources, and qualifications of the proposal team and individuals to be assigned to the project as key personnel	25
The availability of personnel and other resources to perform the work within the specified project schedule.	15
Proposed public involvement approach and project manager and proposal team's experience in conducting successful stakeholder engagement for similar projects.	25
The proposal team's background and experience with similar work, including ability and experience in handling projects of similar nature.	10
Highest Possible Score	100

The evaluation team may conduct oral interviews with selected proposal teams if necessary. Randolph County will not be responsible for any costs incurred by a proposer in preparing for or making a presentation.

Randolph County Proposal Evaluation Team will select a final contractor based on the quality of written proposals, the results of oral interviews, and reference checks.

VII. Contract Term & Requirements

The term of the contract is from the date of execution through December 1, 2017.

Contract Terms: The contractor must read the contract language provided as Attachment A. In order to enter into a contract with Randolph County, a contractor must agree to include this language into the final contract.

Certificate of Insurance: The vendor shall provide a current copy of the company's Certificate of Insurance as Attachment B.

VIII. Additional Information

All electronic and hard copy versions of reports and documents produced by the proposer will be the property of Randolph County. All such documents shall be turned over to Randolph County in their original format, including electronic format, at the end of the project conclusion.

Attachment A – Contract Terms

The following terms are required when entering into a contractual relationship with Randolph County. Please acknowledge that you will agree to the following contractual terms.

INDEPENDENT CONTRACTOR.

It will be agreed that nothing within the contract is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties or as constituting the Contractor as the agent, representative, or employee of the County or Public Health for any purpose or in any manner whatsoever. The Contractor is to be and shall remain an independent Contractor with respect to all services performed under this agreement.

The Contractor will secure, at its own expense, all personnel required in performing services under the agreement. Any and all personnel of the Contractor or other persons, while engaged in the performance of any work or services required by the Contractor under this agreement shall have no contractual relationship with the County or Public Health and shall not be considered employees of the County or Public Health.

STANDARDS.

The Contractor/Consultant shall comply with all applicable Federal law, State statutes, Federal and State regulations, and local ordinances now in effect or hereafter adopted.

Failure to meet the requirements of the above shall be a substantial breach of the agreement and will be cause for cancellation of this contract.

SUBCONTRACTING AND ASSIGNMENT.

The contractor shall not enter into any subcontract for performance of any services contemplated under this agreement nor novate or assign any interest in the agreement without the prior written approval of the County. Any assignment or novation may be made subject to such conditions and provisions as the County may impose.

If the contractor subcontracts the obligations under this agreement, the contractor shall be responsible for the performance of all obligations by the subcontractors.

INDEMNIFICATION.

The Contractor/Consultant agrees it will defend, indemnify and hold harmless the County, its officers and employees against any and all liability, loss, costs, damages, and expenses which the County, its officers, or employees may hereafter sustain, incur, or be required to pay arising out of the negligent or willful acts or omissions of the Contractor/Consultant in the performance of this agreement.

INSURANCE REQUIREMENTS.

The Contractor agrees that in order to protect itself, as well as the County, under the indemnity provisions set forth above, it will at all times during the term of this Agreement, keep in force insurance protection.

Prior to the effective date of this Agreement, the Contractor/Vendor/Consultant will furnish the County with a current and valid proof of insurance certificate indicating insurance coverage in the amounts required by this agreement. This certificate of insurance shall be on file with the County throughout the term of the agreement. As a condition subsequent to this agreement, Contractor/Vendor/Consultant shall insure that the certificate of insurance provided to the County will at all times be current. The parties agree that failure by the Contractor/Vendor/Consultant to maintain a current certificate of insurance with the County shall be a substantial breach of the contract and payments on the contract shall be withheld by the County until a certificate of insurance showing current insurance coverage in amounts required by the contract is provided to the County.

E-VERIFY.

The CONTRACTOR hereby attests that it currently complies with and shall continue to comply with, for the duration of this Agreement, Article 2 of Chapter 64 of the North Carolina General Statutes (commonly referred to as "E-Verify") and further attests that it ensures and continues to ensure that any subcontractors utilized by the CONTRACTOR also comply with said Article.

IRAN DIVESTMENT.

The CONTRACTOR certifies that it is not identified on any list created by the North Carolina State Treasurer pursuant to North Carolina General Statute 147-86.58 (the Iran Divestment Act). This includes but is not limited to the Final Divestment List and the Iran Parent and

Subsidiary Guidance List. The CONTRACTOR further certifies that it will not, during the term of this Agreement, subcontract with any entity identified on any such list.

In Witness Whereof, the parties have hereunto affixed their hands and seals this the ____ day of _____, 2017 by authority duly given.

RANDOLPH COUNTY PUBLIC HEALTH DEPARTMENT

Susan Hayes, Randolph County Health Director

Independent Contractor

Consultant