



## **REQUEST FOR PROPOSAL**

### **Accreditation Services for NCQA LTSS/Aging Services**

#### **Summary and Background:**

Buckeye Hills Regional Council (BHRC) is a council of governments and federally designated Area Agency on Aging established in 1968 that serves the counties of Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry, and Washington in rural Appalachian Ohio. Buckeye Hills administers funding from multiple State and Federal sources in the areas of community and economic development, transportation planning, and aging services to address the needs of member communities.

The National Committee for Quality Assurance (NCQA) is an independent 501c3 nonprofit organization in the United States that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA operates on a formula of measure, analyze, and improve and it aims to build consensus across the industry by working with policymakers, employers, doctors, and patients, as well as health plans.

NCQA is a voluntary accreditation program for individual physicians, health plans, and medical groups. It offers dedicated programs targeting vendor certification, software certification, and compliance auditing. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The National Committee for Quality Assurance provides an evidence-based program for case-management accreditation available for use in payer, provider, and community-based organizations.

#### **Project Description:**

BHRC is seeking assistance in establishing and implementing NCQA standards and quality measures to obtain NCQA accreditation. Respondents to this request for proposals will be expected to work with BHRC staff, community partners, and State Unit Partners where necessary, to ensure BHRC Long Term Services and Supports (LTSS) programs are able to obtain NCQA accreditation through the development and implementation of NCQA appropriate policies and procedures.

#### **Scope of Services**

The Respondent shall be readily available to perform all work necessary in connection with the NCQA accreditation process as directed by BHRC representatives. These requests will be in support of the LTSS programs, community partners, and other participants located or represented within the eight-county council footprint. Anticipated assignments include:

1. Conducting an initial assessment/gap analysis of our LTSS program to identify areas for improvement and ensure compliance with NCQA standards.
2. Developing and implementing a comprehensive plan for achieving NCQA accreditation, including the creation of policies, procedures, and documentation necessary for compliance.
3. Providing training and support to staff members involved in the accreditation process.

4. Assisting with the preparation of the accreditation application and supporting documentation.
5. Conducting mock surveys and readiness assessments to ensure preparedness for the official NCQA survey.
6. Providing ongoing support and guidance throughout the accreditation process, including assistance with responding to any inquiries or requests from NCQA.
7. Maintain a meeting schedule with BHRC Leadership Team for updates and policy development.
8. Conduct a final review prior to survey application completion and remain available for post survey review, decision and outcome discussion.

### **Period of Performance:**

The period of performance for the Accreditation Services for NCQA LTSS/ Aging Services is October 1, 2024 to September 30, 2025. All funding within the program must be obligated by July 1, 2025, and completed by September 30, 2025. The respondent(s) selected would be expected to serve as a consultant at the contract award, projected to be October 1, 2024, and continue until September 30, 2025, at which time all funds will be obligated under the program. The contractor may still be consulted through April 30, 2026, to provide interpretation of documents they created during the period of performance and to support BHRC's response to accreditation outcomes.

### **Requirements to be Responsive to RFP:**

Responses to this Request for Proposal shall be prepared in accordance with the rules codified in 2 CFR 200 (Unified Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards) and submitted with the following listed sections completed as part of one singular document. The submission must be in a digital format with print capabilities. BHRC may solicit additional information at a later time.

#### **Part 1 – Company and Response Information Summary**

The respondent must provide information as follows:

1. Company Name and Address in which to send contract/service agreement (if awarded)
2. Company Description and Overview
3. Website Address
4. Name, Bio, Phone Number, Email Address of Key Representative(s) that will be responsible for carrying out project activities, inclusive of billing for services
5. Comprehensive list of company's technical assistance expertise area(s) relative to the scope of work

#### **Part 2 – Consultant Qualifications and Experience (50%)**

Provide a description of the qualifications and experience of key personnel as it pertains to the scope of work for which respondents are submitting. Please specifically include details on work completed in direct relation to NCQA accreditation.

1. Provide descriptions of previous projects that the Respondent has undertaken that are similar to this Project. Please include references as detailed in Part 3 of this RFP
2. Sample client listing of entities receiving similar assistance. Please include dates for provision of service
3. Web links to related projects are encouraged

#### **Part 3 – References (40%)**

Provide a minimum of 3 and a maximum of 10 references for clients receiving similar services. If such references are not available, list references that match as closely as possible.

**Part 4 – Cost (10%)**

BHRC anticipates entering into an agreement for services with the successful respondent(s). The successful respondent(s) should expect to provide invoices to BHRC on an as-needed basis or at least quarterly for the duration of the project.

Respondents should address the following in response to this RFP:

- 1. Total cost of services
- 2. Retainer fee cost (10%)
- 3. Detailed breakdown of activities/tasks to be completed and cost associated with each
- 4. Methodology for tracking and billing on an as-needed basis

**Timeline and Deliverables:**

Interested respondents should respond by email to Dawn Weber, Home Care Director, [dweber@buckeyehills.org](mailto:dweber@buckeyehills.org), and Jenn Westfall, Aging and Health Director [jwestfall@buckeyehills.org](mailto:jwestfall@buckeyehills.org). The subject line should read ‘Accreditation Services for NCQA LTSS / Aging Services.’

RFP Issued	July 22, 2024
Responses DUE	August 23, 2024, by 4:00 p.m.
Notification of Award	no later than September 9, 2024

Responses received after the time and date specified **are not eligible for consideration.**

ALL PROPOSALS MUST BE SIGNED.

Failure to provide this information may result in rejection of the response.

BHRC reserves the right to reject any response not prepared and submitted according to the provisions herein outlined and may reject any or all responses.

IMPORTANT NOTE: The respondent is cautioned against last-minute attempts to meet the due date and time, and BHRC will not be responsible for network outages and other related internet malfunctions on the part of the respondent in submitting their proposal.

**Evaluation and Selection:**

All qualified responses submitted in accordance with the terms of the RFP will be evaluated to determine the most responsive entity. A uniform selection process will be used to evaluate all proposals.

Staff from BHRC will review and evaluate all responses received in response to this Request for Proposal. Proposals will be evaluated and ranked based on the selection criteria outlined below. After the conclusion of the evaluation process, the firms, groups, or persons will be ranked in priority order, with the highest-ranking firm, group, or person being selected to negotiate a contract and scope of services with BHRC. If a contract satisfactory to both parties cannot be negotiated, BHRC will then enter negotiations with the next highest-ranked firm, group, or person, and so on until an agreement is reached.

In the event BHRC elects to negotiate a contract with a selected firm, group, or person, BHRC reserves the right to negotiate such terms and conditions of the contract, including, but not limited to, scope, role, price, and staffing which may be in the best interests of BHRC.

Proposal evaluation will be based upon the following criteria:

- Scope of services
- Experience and ability to successfully complete the scope of services
- Experience in successfully securing NCQA LTSS accreditation
- Demonstrated experience from the perspective of references

**Discrimination:**

No person in the United States must, on the grounds of race, color, national origin, handicap, age, religion, or sex, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

To effectuate compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d et seq.); as amended, BHRC is required to include the following in any solicitation or contract, and these provisions will be incorporated into the contract between BHRC and the selected consultant (CONSULTANT). The CONSULTANT will need to abide by these provisions:

1. Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d *et seq.*) and DOC implementing regulations published at 15 C.F.R. Part 8 prohibiting discrimination on the grounds of race, color, or national origin under programs or activities receiving Federal financial assistance.
2. Title IX of the Education Amendments of 1972 (20 U.S.C. §§ 1681 *et seq.*) prohibiting discrimination on the basis of sex under Federally assisted education programs or activities.
3. The Americans with Disabilities Act of 1990 (42 U.S.C. §§ 12101 *et seq.*) prohibiting discrimination on the basis of disability under programs, activities, and services provided or made available by State and local governments or instrumentalities or agencies thereto, as well as public or private entities that provide public transportation.
4. Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), and DOC implementing regulations published at 15 C.F.R. Part 8b prohibiting discrimination on the basis of handicap under any program or activity receiving or benefiting from Federal assistance. For purposes of complying with the accessibility standards set forth in 15 C.F.R. § 8b.18(c), non-federal entities must adhere to the regulations, published by the U.S. Department of Justice, implementing Title II of the Americans with Disabilities Act (ADA) (28 C.F.R. part 35; 75 FR 56164, as amended by 76 FR 13285) and Title III of the ADA (28 C.F.R. part 36; 75 FR 56164, as amended by 76 FR 13286). The revised regulations adopted new enforceable accessibility standards called the “2010 ADA Standards for Accessible Design” (2010 Standards), which replace and supersede the former Uniform Federal Accessibility Standards for new construction and alteration projects.
5. The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101 *et seq.*), and DOC implementing regulations published at 15 C.F.R. Part 20 prohibiting discrimination on the basis of age in programs or activities receiving Federal financial assistance.
6. Any other applicable non-discrimination law(s).

**Disclaimers:**

Buckeye Hills Regional Council reserves the right to accept or reject any and all responses received to this posted RFP and to re-advertise for new submissions.

Buckeye Hills Regional Council will not be responsible for any costs incurred by respondents in the preparation of a response to this RFP.

Buckeye Hills Regional Council reserves the right to delay or discontinue the selection process at any time.

Buckeye Hills Regional Council reserves the right to award all, part, or none of the project in the best interest of the overall project and will not be held responsible for any impact on respondents resulting from this decision.

Buckeye Hills Regional Council reserves the right to request modifications to any documentation submitted if it is in the best interest of the project prior to the time of selection.

Buckeye Hills Regional Council reserves the right to request clarification or additional information from a respondent prior to selection.

Buckeye Hills Regional Council reserves the right to negotiate with the selected respondent to provide additional services not outlined in this RFP if necessary and in the best interest of the project.

The evaluation and selection of the Consultant will be based on the information submitted in the entity's proposal, including estimated cost, scope of work, and creativity. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response. Entities should respond clearly and completely to all requirements. Entities must be as concise as possible with respect to presenting a clear and complete proposal.

Deviations and exceptions from terms, conditions, or specifications from this RFP shall be described fully on the entity's letterhead, signed, and attached to the response. In the absence of such a statement, the proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the entity shall be held liable.

This RFP is the official media governing proposal procedures. No other documents, letters, or oral instructions shall have any influence whatsoever, unless incorporated by reference herein, or unless an official AMENDMENT is made to this document by the issuing office.

Evaluation criteria contained herein shall be used in evaluating interested firms, groups, or persons for selection. BHRC may contact any RFP respondent after receiving its submittal to seek clarification on any portion thereof.

Proposals will not be returned to the RFP respondents.