



Solicitation Information

14 Oct 03

RFP # B03022

TITLE: Hospital Quality of Care Reporting

Submission Deadline: 12 Nov 03 @ 2:00 PM

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **27 OCT 03 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health ("the Department"), is soliciting proposals from qualified firms to prepare a series of three analytic reports and accompanying policy recommendations concerning the quality of health care in Rhode Island. The reports will be based on the federal Agency for Healthcare Research and Quality's Quality Indicators as applied to the inpatient discharge data submitted from Rhode Island's acute care hospitals, as described elsewhere herein, and in accordance with the terms of this Request and the State's General Conditions of Purchase (available at www.purchasing.state.ri.us).

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors submitting proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of

opening for any cause will be determined to be late and will not be considered. The official time clock is located in the reception area of the Division of Purchases (Dept. of Administration), One Capitol Hill, Providence, RI

- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the selected vendor(s).*
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- All proposals should include the offeror's FEIN or Social Security number as evidenced by a W9, downloadable from the Division of Purchases website at www.purchasing.state.ri.us.
- The purchase of services under an award made pursuant to this Request will be contingent on the availability of funds.

NOTICE

THERE MAY BE ADDITIONAL ADDENDA TO THIS BID/RFP AT ANY TIME BEFORE THE OPENING DATE AND TIME.

THE DIVISION OF PURCHASES WILL **NOT** BE NOTIFYING BY MAIL OF ANY SUCH ADDENDA.

IT IS THE **VENDOR'S RESPONSIBILITY** TO **CHECK** AND **DOWNLOAD** ANY AND ALL ADDENDA.

AN ADDENDUM TO A BID/RFP IS LISTED AS THE BID NUMBER WITH AN **"A"** AND THE NUMBER OF THE ADDENDUM FOLLOWING; FOR EXAMPLE, **3025A1** INDICATES ADDENDUM #1 HAS BEEN ISSUED FOR BID 3025. **3025A2** INDICATES ADDENDUM #2 HAS BEEN ISSUED.

YOU MUST CLICK ON ALL OF THESE LISTINGS TO GET THE COMPLETE PACKAGE

BACKGROUND:

The Rhode Island Health Care Quality Performance Measurement and Reporting Program. The "Quality Measurement Program" was established in 1998 by state legislation (Rhode Island General Law 23-17.17.1 - The Health Care Quality Performance Measurement and Reporting Program). Its purpose is to develop and report comparative information on the quality of care provided by all categories of licensed healthcare facilities in Rhode Island, beginning with hospitals. Such information is to include patient satisfaction and risk-adjusted clinical outcomes. Since inception the Program has produced and disseminated reports on patient satisfaction with hospital inpatient care, clinical processes of hospital inpatient care for selected medical conditions, clinical performance measures for care provided by nursing homes, and statewide hospital performance based on a comprehensive national system of quality indicators (see below). These reports are available on the Department's website (www.health.ri.gov/chic/performance/home.htm).

Hospital Discharge Data. Acute care hospitals in Rhode Island submit data on inpatient care to the Rhode Island Department of Health per regulations promulgated under Rhode Island General Law 23-17. The data are submitted at the level of individual patients, without personal identifiers, including information on the patient's demographic characteristics, their medical diagnoses, any surgical and diagnostic procedures performed, the details of the patient's inpatient stay, and the patient's destination at discharge. The Department's Office of Health Statistics maintains and uses the hospital discharge data (HDD) for multiple public health purposes and makes them available, within the constraints of patient confidentiality, to external researchers and other users. (See www.health.ri.gov/chic/statistics/hdd.htm.) The large majority of states collect statewide hospital discharge data in a similar manner.

Agency for Healthcare Research and Quality (AHRQ) Quality Indicators. AHRQ is the federal agency with responsibility for health services research and for the quality of medical care. As part of its Healthcare Cost and Utilization Project (HCUP), AHRQ developed a set of 35 quality indicators applicable to hospital inpatient care, known originally as the HCUP Quality Indicators. These indicators can all be calculated from the data elements included in most state's hospital discharge data systems. In 1999 the Rhode Island Quality Measurement Program contracted with Quality Analytic Services of the National Perinatal Information Center to produce a report covering the period 1994-1998 comparing Rhode Island to the United States and presenting Rhode Island

trends for selected indicators. (See www.health.state.ri.us/chic/performance/quality/quality9.pdf.)

AHRQ has recently revised the original set of quality indicators; the second edition is referred to as the AHRQ Quality Indicators and consists of three separate groups of indicators. The Prevention Quality Indicators (PQI's) include indicators that reflect the quality of the ambulatory care system in a hospital's service area. The Inpatient Quality Indicators (IQI's) include measures of inpatient mortality and utilization of procedures for which rates or volume may be related to quality of care. The Patient Safety Indicators (PSI's) focus on complications of inpatient medical and surgical care. (See www.qualityindicators.ahrq.gov.) All of the quality indicators in these three groups can be computed from the data elements in Rhode Island's hospital discharge data.

GENERAL PURPOSE:

The intent of this request is to solicit proposals from offerors or organizations to contract with the Office of Health Statistics, Rhode Island Department of Health, for the production of a series of statewide analytic reports and policy recommendations concerning the quality of hospital care in Rhode Island based on the AHRQ Quality Indicators. There will be an analytic report and a set of policy recommendations for each of the three groups of indicators: PQI's, IQI's, and PSI's. All analyses, report formats, policy recommendations, and final reports will be developed in collaboration with the Department's Office of Health Statistics and Quality Measurement Program. The contract term extends from the date of issue of a purchase order to June 30, 2006. The contract periods corresponding to state fiscal years 2005 and 2006 will be at the sole discretion of the Department of Health and will be contingent upon the performance of the vendor and the availability of funds.

RESULTS:

The Rhode Island Department of Health, through the Quality Measurement Program and other programs, seeks to produce and disseminate information on how the performance of the state's health care system supports the public health mission of the Department and protects the health of the state's residents. The objective of this request is to contract with an organization that will generate the AHRQ QI's from the statewide hospital discharge data, analyze the QI's, and produce reports on the statewide performance of hospitals. These reports will include current statewide results for Rhode Island, comparisons to the United States and other regions and states, and time trends in statewide results. In addition, the contractor will produce policy

recommendations concerning the applicability of the QI's to the comparison of health care quality among geographic regions within the state and among individual hospitals. For the latter issue, the contractor will consider, among other issues, the adequacy of the AHRQ QI's and the Rhode Island hospital discharge data in terms of data quality, statistical reliability (volume of cases), and adequacy of risk-adjustment methods employed by AHRQ.

SECTION 3 - SCOPE OF WORK

GENERAL PURPOSE:

The offeror will perform all elements necessary for the production of a series of statewide statistical reports based on the three sets of AHRQ's Quality Indicators as applied to Rhode Island hospital discharge data. The statistical reports will be produced in hard copy and website formats for each set of measures and will include comparisons to corresponding data for the nation, the region, and neighboring states, to the extent such data is available from published sources or on reputable web sites. The offeror will also produce written recommendations concerning the applicability of the AHRQ QI's to the comparison of health care quality among geographic regions within the state and among individual hospitals. All work shall be performed in conformance with specifications delineated on the AHRQ QI website and according to the Department's specifications as provided below. Any proposed modification is subject to approval by the Contract Officer for the Department. Offerors are encouraged to propose alternate methodologies that are consistent with AHRQ specifications but provide improved quality in some aspect of the analysis to be performed and the reports to be generated and/or reduced costs to the state.

REQUIREMENTS:

Contractual and program requirements include:

1. A Project Director with at least Master's level preparation in a related field, such as public health or medical sociology. One project team member shall be designated in the proposal as the project manager and primary contact person for the applicant organization during the period of performance of the project.
2. Computer hardware, software, and statistical programming capacity to perform all data processing tasks necessary to the project, including specifically the possession of a user

license for the SAS programming language compatible with the SAS programs obtained from AHRQ.

3. A biostatistician or other statistician capable of performing all statistical analysis tasks necessary to the project.
4. A schedule for the work to be performed under the contract indicating the proposed dates for key deliverables required under the project.
5. The work will be performed at the vendor's premises. Communications with the Department of Health will be by telephone, mail, and electronic communications during the course of the survey. The vendor will be required to attend at least three meetings at the Department of Health in Providence, RI, and the Contract Officer will visit the vendor's premises as needed.
6. All rights to data, work products, and materials generated in the conduct of the survey revert to the Department upon payment. The vendor has no rights to use or distribution of the data files or work products, other than as authorized under contract.
7. The offeror will maintain all collected data in a secure and confidential manner as required by (1) Rhode Island law and regulation, (2) any other applicable statutes, and (3) any conditions imposed during review by the Department's Institutional Review Board, if such review is performed.

TASKS:

Data processing, statistical analysis, and reports

The offeror will implement the following elements in the performance of this work:

- Establish an analytic data file in the SAS statistical programming system for Rhode Island hospital discharge data for the period 1998-2002 or for the most current period of five successive calendar years available at the time the analyses are undertaken.
- Obtain and install computer programs in the SAS language from AHRQ that will generate each set of AHRQ Quality Indicators from standard hospital discharge data files.
- Modify the AHRQ QI computer programs to accommodate the file layout and coding specifications of the Rhode Island HDD and apply them to the Rhode Island hospital discharge data files

to produce a set of analytic data files incorporating the data elements produced by the QI programs. The resulting HDD file augmented with the AHRQ QI data items will be delivered to the Department of Health for its use.

- Analyze the enhanced hospital discharge data files to produce aggregate statewide statistics on each set of AHRQ Quality Indicators.
- Obtain national data on the AHRQ Quality Indicators and data from comparable states, as available, for the same time period or for the most nearly comparable time period available.
- Apply statistical tests for significance to statewide trend data and to differences between Rhode Island data and data from other geographic areas.
- Produce an analytic report for each set of AHRQ Quality Indicators appropriate for a general audience including statewide data, trend data, and comparison data from other geographic areas, both in hard copy format ready for printing and in web format ready to load on the HEALTH web site.
- Evaluate and make recommendations on the potential to apply the Prevention Quality Indicators data for geographic areas within Rhode Island for the purpose of comparing the PQI rates and characterizing the adequacy of the ambulatory care system in sub-state regions.
- Evaluate and make recommendations on the potential to apply the Inpatient Quality Indicators and the Patient Safety Indicators to data for individual hospitals for the purpose of comparing the IQI and PSI rates and characterizing the quality of care in individual hospitals.

Interim Approvals

Work under this contract will be performed with the following interim approvals by the Contract Officer:

- Production of AHRQ Quality Indicator data elements and addition to Rhode Island hospital discharge data files in SAS format
- Production of the final statewide statistical report for each set of AHRQ Quality Indicators

- Production of the final technical recommendation reports for each set of AHRQ Quality Indicators

Records/operational procedures

Maintain adequate records to support costs associated with this agreement. Such records shall, at a minimum, include personnel time records signed and approved by supervisory personnel and additional records supporting computer time, equipment rental, telephone lines, supplies, and other costs.

Subcontracts

Assume all responsibility for contractual activities, whether performed directly or by another agency or agencies under subcontract. Serve as the sole point of contact with regard to subcontractual matters, including payment of any and all charges resulting from the subcontract. If any part of this function is to be subcontracted, the contractor's proposal should include the subcontractor's firm name and address, contact person, complete description of work to be subcontracted, descriptive information about the subcontractor's organizational abilities, and estimated cost. The Department reserves the right to approve subcontractors and to require the contractor to replace subcontractors found to be unacceptable. The contractor is totally responsible for adherence by the subcontractor to all provisions of the contract.

Deliverables

- Computer files of Rhode Island hospital discharge data with AHRQ Quality Indicators data elements appended, in SAS format (or format as otherwise agreed by the Contract Officer for the Rhode Island Department of Health)
- Statewide statistical reports suitable for public reporting in print-ready format and web-ready format on each module of the AHRQ Quality Indicators:

- Prevention Quality Indicators
 - Inpatient Quality Indicators
 - Patient Safety Indicators

- Technical recommendation reports for each module of the AHRQ Quality Indicators:

- Prevention Quality Indicators
 - Inpatient Quality Indicators
 - Patient Safety Indicators

Period of Performance. The period of performance will begin approximately January 1, 2004 (or upon receipt of a purchase order) and continue through June 30, 2006, contingent on the availability of funds.

Contractor Responsibilities

The contractor will provide all professional and support personnel, materials, equipment, utilities, and office space, and staff travel required for conduct of the work described. The Contract Officer for the Department of Health will be responsible for project oversight, approvals as specified above of project components, and for his/her travel to and from the vendor site if such travel is deemed necessary.

Restrictions Against Disclosure

The contractor agrees to keep hospital discharge data files provided by the Department of Health confidential. Other than the reports and data files submitted to the Department, the contractor agrees not to publish, reproduce, or otherwise divulge such information in whole or in part or in any form, or authorize or permit others to do so.

The contractor agrees to immediately notify, in writing, the Department's authorized representative in the event there is reason to suspect a breach of this requirement

SECTION 4 PROPOSAL QUESTIONS & SUBMISSION

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than the date & time listed on the cover sheet of this solicitation. **Send your questions in a Microsoft Word format.** Please reference the RFP/LOI # on all correspondence. Questions received, if any, will be posted and answered on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at 401-222-2142, ext. 134.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date & time listed on the

cover sheet of this solicitation. Proposals received after this time and date will not be considered.

To be considered qualified, offerors must demonstrate:

- Previous experience in processing and analyzing patient-level utilization and/or billing data from health care facilities, other health care providers, or third-party payers; any experience with hospital discharge data should especially be included.
- Previous experience with the application of quality measures to health care, particularly hospitals.
- Previous experience with the application of statistical methods for tests of significance.
- Previous experience with production of print-ready and web-ready statistical reports for a general audience.
- Availability of the resources necessary for performance of the described tasks, including a Project Director with at least Master's level preparation in a related field, computer programmer(s), statistician(s), and other key staff; the availability of data processing capacity and SAS statistical software, and any other relevant information concerning the offeror's capacity that the offeror desires to include.

Proposals should include the following:

1. A signed and completed RIVIP Bidder Certification Cover Form (all three pages), a letter of transmittal signed by an owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the Department. The signature of the official with legal authority to bind the organization into a contractual agreement should also be included.
2. A Cost Proposal for performance of the described tasks. The proposal will present the salary or wage rate and level of effort for each position or position category included in the staffing plan presented in the Technical Proposal, associated fringe benefit costs and the basis for calculation, direct costs for operating expenses such as materials, supplies, and purchased services, and indirect costs and the basis for calculation. The cost proposal should include a completed Cost Proposal Summary form (Appendix 1) for each year of operation and a budget justification linking each item to the Technical

Proposal workplan. Total cost cannot exceed \$60,000, the maximum funds the state has available for the project. Contractor Payment will be on a partial basis based on completion of each deliverable as outlined under Deliverables above. The cost proposal should contain a proposed schedule of payment based on the completion of deliverables.

3. A separate Technical Proposal describing the qualifications of the applicant and experience with similar programs, as well as the workplan proposed for this requirement.
4. A completed and signed w-9 (taxpayer identification number and certification). Form is downloadable from www.purchasing.state.ri.us

The Technical Proposal must contain the following sections:

Executive Summary

The Executive Summary should highlight the contents of the Technical Proposal, and provide State evaluators with an overview of the offeror's technical approach and ability.

Offeror's Organization and Staffing

A description of staffing, including an organizational chart highlighting the persons or unit(s) responsible for the project.

This section shall include identification of all key staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements, demonstrating prior relevant experience and qualifications. (For currently vacant positions, the minimally required levels of education and experience should be provided.)

One project team member shall be designated in the proposal as the project manager and primary contact person for the applicant organization during the period of performance of the project.

Workplan/Approach Proposed

This section shall describe the offeror's understanding of the Department's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a workplan for accomplishing the results proposed. The section shall include a discussion and justification of the methods proposed for each task identified in the Scope of Work (above), and the technical issues that will or may be confronted at each

stage on the project. The workplan description shall include a detailed proposed project schedule by task, a list of tasks, activities, and/or milestones that will be employed to administer the project, and the task assignments of staff members and level of effort for each, linked to the Cost Proposal. Specifically, include:

- A description of data processing procedures and practices.
- A schedule describing the specific activities required to implement the proposed services, how these activities relate to project objectives, and the dates they will be completed. The persons responsible for each task should be specified.
- A description of data security and confidentiality procedures.

Previous Experience and Background

This section shall include the following information:

- A history of experience in processing and analyzing hospital discharge data or other patient-level utilization or billing data from health care facilities, other health care providers, or third-party payers;
- A history of experience with the application of quality measures to health care, particularly hospitals.
- A history of experience with the application of statistical methods for tests of significance.
- A history of experience with production of print-ready and web-ready statistical reports for a general audience.
- Examples and/or references to any relevant statistical reports produced for general audiences by the offeror.
- A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.
- The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. Call the MBE Officer at 401 222-6253.

Proposals (an original plus four copies) should be mailed or hand-delivered in a sealed envelope marked "RFPB03022: Hospital Quality of Care Reporting " to:

By Courier	By Mail
RI Dept. of Administration Division of Purchases, 2 nd Floor One Capitol Hill Providence, RI 02908-5855	RI Dept. of Administration Division of Purchases, 2 nd Floor One Capitol Hill Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

SECTION 5 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals using the following criteria:

QUALIFICATIONS AND EXPERIENCE (up to 45 points)

- Understanding of the scope of the project
- Qualifications and capabilities to execute the project including organizational capacity and staffing. The amount and relevance of the experience of the organization and the proposed key staff with health care administrative data files and with measurement of quality indicators.
- Demonstration of past experience with preparation of statistical reports for general audiences, including reports designed for dissemination through web sites.

TECHNICAL APPROACH AND WORK PLAN (up to 30 points)

The overall technical approach to the performance of the project, including specifically the following aspects:

- Production of the AHRQ Quality Indicators from the Rhode Island hospital discharge data
- Analysis of the AHRQ Quality Indicator data at the statewide level

- Inclusion of comparable AHRQ Quality Indicator at the national level and from other states
- Application of statistical testing methods to data on trends over time in Rhode Island and comparisons of Rhode Island data with data from other geographic areas.
- Preparation of statistical reports and technical recommendation reports
- Data security and respondent confidentiality procedures.
- Scheduling and timeliness of data and report submission.

COMPETITIVENESS OF COST (up to 25 points)

Calculated as (lowest responsive cost proposal divided by this cost proposal) times 25 points.

Notwithstanding the foregoing, the State reserves the right to award on the basis of cost alone and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The Department may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will recommend up to three finalists to the Director of the Department of Administration, who will make the final selection for this requirement.

APPENDIX 1.
 COST PROPOSAL SUMMARY
 Reports on Hospital Quality of Care Indicators

Name of Offeror _____

NOTE: Total cost cannot exceed \$60,000, the maximum funds the state has available for the project.

PERSONNEL

Position	Employee	Rate	Effort	Cost
Total Salaries and Wages				\$ _____
Fringes (specify basis)				\$ _____
Total Personnel				\$ _____

OPERATING EXPENSES

Item Description	Cost
Total Operating Expenses	\$ _____

SUBCONTRACTS

Description	Subcontractor	Cost
Total Subcontracts		\$ _____

TOTAL DIRECT COSTS	\$ _____
INDIRECT COSTS (specify basis)	\$ _____
TOTAL COSTS	\$ _____

(continued)

APPENDIX 1.(continued)
 COST PROPOSAL SUMMARY
 Reports on Hospital Quality of Care Indicators

PROPOSED PAYMENT SCHEDULE BY DELIVERABLE:

Deliverable	Proposed Payment	Proposed Completion Date
Computer files of Rhode Island hospital discharge data with AHRQ Quality Indicators data elements appended, in SAS format		
Statewide statistical report - Prevention Quality Indicators		
Technical recommendation report - Prevention Quality Indicators		
Statewide statistical report - Inpatient Quality Indicators		
Technical recommendation report - Inpatient Quality Indicators		
Statewide statistical report - Patient Safety Indicators		
Technical recommendation report - Patient Safety Indicators		
Total		NA