

**National Committee of Quality Assurance (NCQA)  
Consultation Services**

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<b>Date of Issue:</b>	<b>March 2, 2023</b>
<b>Applications must be received no later than:</b>	<b>2:00 p.m. March 20, 2023</b>
<b>Submit all RFP-related questions to:</b>	<b>Hans Leach</b> <b><u><a href="mailto:hans.leach@phila.gov">hans.leach@phila.gov</a></u></b>

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: WOMEN,  
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE  
ENCOURAGED TO RESPOND**

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### 1. PROJECT OVERVIEW

#### 1.1. Introduction/Statement of Purpose

Community Behavioral Health (CBH) is issuing this Request for Proposals (RFP) to contract with a qualified, independent vendor who specializes in National Committee of Quality Assurance (NCQA) and Healthcare Effectiveness Data and Information Set (HEDIS®) consulting and HEDIS® certified vendor services. This RFP intends to solicit proposals from all interested vendors possessing expertise in NCQA and HEDIS® consulting and vendor services within the guidelines established in this RFP. The CBH Quality Management department will be managing the contract.

#### 1.2. Project Background

This CBH Request for Proposal aims to solicit proposals from interested vendors with documented expertise in NCQA and HEDIS® consulting and vendor services. All the requirements are specified in the scope of work section (Section 2.2. Services to be Provided/Required Tasks of this RFP).

#### 1.3. Request for Proposals

CBH anticipates selecting one vendor to provide all the services specified in this RFP.

#### 1.4. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP shall become the property of CBH and may be subject to public disclosure by CBH.

### 2. SCOPE OF WORK

#### 2.1. Project Details

This RFP aims to identify a qualified vendor who can provide expert consulting and vendor services for NCQA-related accreditation and HEDIS® activities. Applicants must have certification with NCQA as a certified vendor for HEDIS® measures through the NCQA Measure Certification process. Specific activities include, at a minimum:

- 2.1.1.** Consulting for NCQA Managed Behavioral Healthcare Organization (MBHO) Accreditation
- 2.1.2.** Consulting for NCQA Health Equity Accreditation (HEA) and HEA Plus

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- 2.1.3.** Consulting for related accreditation initiatives as they become applicable
- 2.1.4.** National HEDIS® performance metrics required by state oversight and national accreditation bodies using NCQA-Certified software code. NCQA-Certified vendors must also be able to produce ad hoc modifications and work with State Oversight bodies for measure validation and verification processes.

### 2.2. Services to be Provided/Required Tasks

More specifically, Community Behavioral Health is seeking a vendor with at least 10 years of experience providing services to managed care organizations with a record of successful accreditations to provide the following services/project deliverables:

- 2.2.1.** The vendor must be able to provide consulting services for all existing and new NCQA MBHO Accreditation Standards. Additional requests may include, but are not limited to, the following:
  - 2.2.1.1.** Development of and assistance with the development and monitoring of survey preparation work plans
  - 2.2.1.2.** Ongoing Organizational Readiness Review and Assessment
  - 2.2.1.3.** Conduct Mock File Reviews for all existing and new MBHO file requirements and provide timely detailed and executive summary reports.
  - 2.2.1.4.** Assist with Interactive Review Tool (IRT) Preparation of tagging Documents and upload/streamline to IRT
  - 2.2.1.5.** Determine acceptability of reports, meeting minutes, policies and procedures, delegate contracts, and clinical studies
  - 2.2.1.6.** Ongoing consulting meetings and response to questions promptly
  - 2.2.1.7.** Ability to conduct Screening programs by providing monthly mailing and follow-up phone calls for the co-occurring mental health and substance use Screening Programs and other screening programs as requested with timely monthly reporting of results.
  - 2.2.1.8.** Must be an NCQA Certified Wellness and Health Promotion Vendor for Self-Management Tools with the ability to share with members electronically via website and member portal
  - 2.2.1.9.** Provide ongoing assistance and guidance with delegated initiatives and review of contracting and monitoring
  - 2.2.1.10.** Participate in the development of custom lists for clinical and quality interventions, including review and guidance with report writing

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- 2.2.2.** The vendor must be able to provide consulting services for all existing and new NCQA HEA and HEA Plus Standards. Additional requests may include, but are not limited to, the following:
- 2.2.2.1.** Development of and assistance with the development and monitoring of survey preparation work plans
  - 2.2.2.2.** Ongoing Organizational Readiness Review and Assessment
  - 2.2.2.3.** Assist with Interactive Review Tool (IRT) Preparation of tagging Documents and upload/streamline to IRT
  - 2.2.2.4.** Determine acceptability of reports, policies and procedures, documented protocols, and clinical studies
  - 2.2.2.5.** Ongoing consulting meetings and response to questions promptly
  - 2.2.2.6.** Provide ongoing assistance and guidance with delegated initiatives and review of contracting and monitoring
- 2.2.3.** Other Consulting Activities
- 2.2.3.1.** The vendor may be asked to provide consulting for other accreditation services and reporting activities to include, but not limited to, NCQA, AAHC/URAC, and others as needed by the organization.
- 2.2.4.** HEDIS®: The vendor must be certified through the NCQA Measure Certification Process. Other activities include, but are not limited to, the following:
- 2.2.4.1.** Quarterly HEDIS® performance measures required by MBHO and HEA and HEA Plus Standards. The vendor must be able to provide results as developed through specifications and as a 12-month rolling data set. All reports and detailed rates should be stratified by age, gender, race/ethnicity, and language. Reports should be timely and scheduled.
  - 2.2.4.2.** At a minimum, the vendor should be able to provide the following measures:
    - » Follow-up care for Children Prescribed ADHD medication (Initiation, Continuation, and Maintenance)
    - » Antidepressant Medication Management (Acute and Continuation Phase)
    - » Metabolic Monitoring for Children and Adolescents on Antipsychotics (Blood Glucose, Cholesterol, and Both)
    - » Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (7- and 30-day)

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- » Follow-up After High-Intensity Care for Substance Use Disorder (7- and 30-day)
  - » Follow-up After Emergency Department Visit for Mental Illness (7- and 30-day)
  - » Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence (Alcohol, Opioid, and Others)
  - » Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia
  - » Diabetes Monitoring for People with Diabetes and Schizophrenia
  - » Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications
- 2.2.4.3.** The vendor shall provide access to a dedicated individual to troubleshoot data inconsistencies.
- 2.2.4.4.** The vendor shall provide gaps in care reports and modified reports for each measure.
- 2.2.4.5.** The vendor should be able to modify measures upon request to meet organization and state requirements.
- 2.2.4.6.** The vendor should be able to provide data files to other vendors for quality initiatives, such as, but not limited to, 2-way electronic communication activities with members and providers.
- 2.2.4.7.** The vendor must be able to provide ongoing validation and verification of Performance Metrics required by CBH oversight bodies, such as the Office of Mental Health and Substance Abuse Services (OMHSAS). The vendor must provide ongoing support and timely communication for validation and verification activities. The vendor may be asked to liaison with CBH staff and OMHSAS to complete validation and verification activities related to at a minimum Follow-up After Hospitalization (FUH), 7- and 30-day. Other measures for validation and verification may be requested as needed.
- 2.2.4.8.** The vendor must be able to support the submission of HEDIS® rates to NCQA if required as part of accreditation processes.
- 2.2.4.9.** The vendor may be asked to provide additional rate measures and reporting as needed for accreditation and state reporting.

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### 2.3. Monitoring

The CBH Quality Management Department will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract developed through this RFP and will monitor those activities for the duration of the contract.

### 2.4. Reporting Requirements

Written progress reports for consulting will be required on a mutually agreed upon periodic basis to document the progress of the work to be performed but will be no less frequent than bi-monthly. Written results for HEDIS® performance metrics will be requested quarterly unless specified for 2-way communication efforts and other reporting requirements. Screening program reports will be requested at least monthly. In addition, CBH may request additional reports over the course of the contract.

### 2.5. Compensation/Reimbursement

A cost proposal must be provided based on your understanding of the project's scope and the services to be delivered. This should be presented as the total cost, itemized by each phase of the project (i.e., expected project deliverables detailed in Section 2.2.), and further by a detailed list of charges for services, including hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses, and other miscellaneous costs and fees. Services for the proposed project will be reimbursed as they are incurred through submitting invoices to CBH.

While CBH may award a contract based on the initial offer, an Applicant should make its offer on the most favorable terms. CBH reserves the right to have discussions with potential consultants falling within a competitive range, request revised pricing offers from them, and make an award or conduct negotiations thereafter.

### 2.6. Organization and Personnel Requirements

CBH is seeking a vendor with the requisite skills and abilities to perform the work being sought through this RFP. The selected vendor must have at least ten (10) years of experience giving NCQA consultation and associated services or related work. Applicants should include any credentials from any certifying organization that attest to the organization's capabilities or any of the individuals employed by the organization that will be working on the proposed project.

### 2.7. Technology Capabilities

Applicants must have the technology capabilities required to perform the proposed activities in this RFP.

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### 3. PROPOSAL FORMAT, CONTENT, AND SUBMISSION REQUIREMENTS; SELECTION PROCESS

#### 3.1. Required Proposal Format

##### 3.1.1. Format Structure

###### 3.1.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

###### 3.1.1.2. Table of Contents

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

###### 3.1.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using a Times New Roman font, single-spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to 20 single-spaced pages. This page limit includes sections 3.1.2.1. – 3.1.2.5. below. There are no cost proposal and operation documentation requirements limitations, sections 3.1.2.6. and 3.1.2.7. If you have responded to a requirement in another part of your proposal, refer to that section and do not repeat your response. Applicants whose narrative exceeds 20 single-spaced pages may have their proposals considered non-responsive and be disqualified.

##### 3.1.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can professionally perform the required work.



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### *3.1.2.1. Applicant Profile/Statement of Qualification/Relevant Experience*

Provide company contact information, including how long you have been in business, and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and company organizational structure. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include examples of similar work in governmental, non-profit, or human services-related organizations. Include evidence of satisfactory and timely completion of similar work for past projects.

### *3.1.2.2. Project Understanding and Proposed Scope of Work*

Prepare a brief introduction, including a general demonstration of understanding the required work's scope and complexity. Describe how the proposed services will be provided. Please include a description of each item identified in the scope of work section (Section 2.2.) and describe creative solutions and alternative approaches where feasible. Please describe how you would prefer work to be developed, shared, mutually agreed upon, and assessed by CBH.

### *3.1.2.3. Personnel*

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled-owned businesses.

### *3.1.2.4. References*

Please include references with contact information from at least three organizations that have used your organization's services in the past three years and have been customers for at least 12 months.

### *3.1.2.5. Project Plan and Timeline*

Describe the project plan and timeline for NCQA Consultation and associate services development and delivery and related services being sought through this RFP. Please note that the desired training timeframes are discussed in Section 2.2. Services to be Provided/Required Tasks.

### *3.1.2.6. Cost Proposal*

Please provide a cost proposal based on your best understanding of the project's scope and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected

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project deliverables detailed in section 2.2. This cost proposal should also include the provision of a detailed list of charges for services. The list of services should include, but not be limited to:

1. Hourly personnel rates for all staff assigned to this project
2. Fees for subcontractors
3. Reimbursable rates for expenses such as printing, copies, etc.
4. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range, request revised pricing offers, make an award, or conduct negotiations thereafter.

### *3.1.2.7. Operational Documentation and Requirements*

Please make sure to include completed and signed (where applicable) attachments with your submission:

- ➔ Attachment A: [CBH Administrative RFP Response Cover Sheet](#)
- ➔ Attachment B: [City of Philadelphia Tax and Regulatory Status and Clearance Statement](#)
- ➔ Attachment C: [City of Philadelphia Disclosure Forms](#)
- ➔ Attachment D: [City of Philadelphia Disclosure of Litigation Form](#)
- ➔ Attachment E: [CBH Administrative Procurement Terms and Conditions/Acknowledgement Form](#)
- ➔ Attachment F: [Attestation of Qualifications](#)

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- ➔ Tax Identification Number
- ➔ Letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past twelve (12) months have been paid
- ➔ In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more.
- ➔ MBE/WBE/DSBE Status – For-profit Applicants

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Please make sure to include completed and signed (where applicable) attachments with your submission:

### 3.2. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based on the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

#### 3.2.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, providing basic information that all Applicants must meet. Failure to meet these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include the timely submission of a complete application with all requirements outlined in section 3.1.2.7. completed. Threshold requirements include having the requisite experience and qualifications to implement the program and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH concerning the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

See [Attachment F: Attestation of Qualifications](#) for minimum Application requirements.

*CBH reserves the right to conduct investigations concerning financial, technical, and other qualifications and references without notice to the Applicant.*

#### 3.2.2. Scoring by Review Committee

Applicants not meeting all the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- ➔ Demonstrated qualifications and relevant experience (25 pts.)
- ➔ Demonstrated understanding of the project as indicated by a description of each item in the scope of work section (25 pts.)

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- ➔ Appropriateness of project approach and effectiveness of proposed project plan and timetable (15 pts.)
- ➔ Appropriateness of staffing to complete the project (20 pts.)
- ➔ As stated in the cost proposal section, the likelihood that the proposal will provide the best value compared to other submitted proposals (15 pts.)

**3.2.3. MBE-/WBE-/DSBE-owned and Local Businesses**

Special consideration will be given to the following:

- ➔ Businesses owned and controlled by minorities, women, and disabled persons
- ➔ Philadelphia based Applicants

**4. PROPOSAL ADMINISTRATION**

**4.1. Procurement Schedule**

The anticipated procurement schedule is as follows:

<i>RFP Event</i>	<i>Deadline Date</i>
RFP Issued	March 2, 2023
Deadline to Submit Questions	March 9, 2023
Answers to Questions on Website	March 14, 2023
Application Submission Deadline	March 20, 2023
Applicants Identified for Contract Negotiations	March 28, 2023

CBH reserves the right to modify the schedule as circumstances warrant.

This RFP is issued on **March 2, 2023**. To be considered for selection, all applications must be delivered to the email address below **no later than 2:00 PM on March 20, 2023**.

- ➔ Application emails should be titled “**NCQA Consultation Services RFP.**” Applications submitted by any means other than submission to the email below will not be accepted.

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- ➔ Applicants must submit an electronic version of the application prepared as a PDF document – please email to [hans.leach@phila.gov](mailto:hans.leach@phila.gov).
- ➔ Applications submitted after the deadline date and time will be returned.
- ➔ The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (See Attachment A).

### 4.2. Questions Relating to the RFP

All questions concerning this RFP must be submitted in writing via email to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov) by March 9, 2023. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by March 14, 2023. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH. *Contact regarding this RFP with CBH or related staff other than the individual named above, is not permitted and failure to comply with this restriction could result in disqualification.*

### 4.3. Interviews/Presentations

Applicants may be required to make an oral presentation concerning various aspects of their application to CBH. Such presentations provide an opportunity for Applicants to clarify their application to ensure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.