

Michigan Department of Health and Human Services

**MSHMIS Assessment
State Innovation Model
Request for Proposals**

**Issued By
Michigan Public Health Institute**



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1. Request for Proposals

The Michigan Department of Health and Human Services (MDHHS), acting through the Michigan Public Health Institute (MPHI), is soliciting proposals to perform an assessment of how the Michigan Statewide Homeless Management Information System (MSHMIS) is governed, managed, and operated as well as an in-depth data review.

MPHI will review and score all proposals received. Scoring will be based on the consultant's qualifications and the quality and thoroughness of proposals received. MPHI will notify qualified consultants that are selected to participate in the pilot.

1.1 MPHI

MPHI is a Michigan non-profit 501(c)(3) Corporation authorized under Public Act 264 of 1989 as a cooperative venture of MDHHS, the University of Michigan, Michigan State University, and Wayne State University, to plan, promote, and coordinate all facets of health care services. MPHI currently administers a number of business and technology initiatives on behalf of its clients.

1.2 MDHHS

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. MDHHS strategic priorities are:

- Ensure that Michigan youth are healthy, protected, and supported on their path to adulthood.
- Safeguard, respect, and encourage the wellbeing of Michigan adults in our communities and in our care.
- Support families and individuals on their road to self-sufficiency through responsive, innovative, and accessible service delivery.
- Transform the healthcare system and behavioral health coordination to improve outcomes for residents.
- Promote and protect the health, wellness, and safety of all Michigan residents.

1.3 MCAH

Michigan Coalition Against Homelessness (MCAH) is a statewide non-profit membership organization devoted to ending and preventing homelessness. It is designated as the lead agency for the MSHMIS. Michigan has 21 Continuums of Care (CoCs) participating in the project, with 1,664 active user licenses and over 1.3 million unique client records in the system.

The MCAH MSHMIS Team operates a decentralized support model for administering the MSHMIS. MCAH manages the contractual relationship with WellSky (previously known as Mediware and Bowman Systems) for the use of the Service Point software. The CoCs have local System Administrators who are responsible for recruiting new user organizations and administering the work of the MSHMIS within their CoC. MCAH provides support for these System Administrators through base trainings, templates for system resources, and technical assistance to help communities implement the MSHMIS locally.

MSHMIS stakeholders include: United States Department of Housing and Urban Development (HUD) and other federal partners including the United States Department of Health and Human Services (HHS), United States Department of Veterans Affairs (USDVA), etc.; Michigan Balance of State Continuum of Care (MIBOSCOC); Michigan State Housing Development Authority (MSHDA); MCAH; MDHHS; and Independent Jurisdiction CoCs.

This project has been nationally recognized as a leader in the Homeless Management Information System field during its fourteen-year history.

2. Background

Through the Michigan State Innovation Model (SIM) project, five Community Health Innovation Regions (CHIRs) were created to establish, grow, and strengthen broad community partnerships through local governance bodies and backbone organizations. Each CHIR is regionally focused, providing interventions to address social and economic determinants of health, as well as health disparities and inequities.

Housing issues and homelessness were identified across all five CHIRs as having a strong correlation with high emergency department utilization, poor health outcomes, and impacts on other social and economic determinants. As such, MDHHS anticipates that the continued integration and use of key housing data will better enable care coordination across care and service delivery continuums and ultimately improve health outcomes.

MDHHS leverages the MSHMIS to track its homeless population. The MSHMIS has the potential to provide MDHHS and project partners with data elements that can be combined and leveraged with pre-existing data sets to appropriately identify individuals that have a housing need.

3. Purpose

MDHHS has established a goal of improving the homeless response system across Michigan. MCAH plays a central role in MDHHS' ability to respond to the needs of those experiencing homelessness. MDHHS, in cooperation with MCAH, is requesting a proposal for two reviews. One, a review of how the MSHMIS system is governed and operated. Two, an in-depth review of the quality and integrity of MSHMIS data.

4. Scope of Work

4.1 System Governance and Operational Assessment

The consultant will perform a system governance and operational assessment of the MSHMIS. At a minimum, the consultant will:

- 4.1.1 Identify and document the business needs and organizational objectives of the MCAH and other stakeholders in relation to the MSHMIS.

- 4.1.1.1 Stakeholders include MDHHS, MCAH staff and board, Michigan Continuums of Care, MSHDA, the Michigan Interagency on Homelessness (ICH), and the Homeless Policy Advocacy Team (HPAT).
- 4.1.2 Assess the existing MSHMIS operating environment, infrastructure, systems, software, security, disaster planning, data usability, reporting functions, and supporting technology.
- 4.1.3 Assess existing system governance frameworks such as Information Technology Infrastructure Library (ITIL), Capability Maturity Model Integration (CMMI), etc. if such a framework is in use.
- 4.1.4 Identify gaps where the current MSHMIS system governance and operations do not meet or support MCAH business needs and organizational objectives.
- 4.1.5 Develop strategic and tactical recommendations to address the gaps between the current system state and the organizational objectives and business needs.
- 4.1.6 Identify opportunities for improvement and develop practical and cost-effective recommendations for each opportunity identified.

4.2 Data Quality and Integrity Review

The consultant will conduct an in-depth quality and integrity review of the data in MSHMIS system. At a minimum, the consultant will:

- 4.2.1 Evaluate data quality and document how it meets or does not meet the business needs of the users and the stakeholders.
- 4.2.2 Assess the integrity of the data in the MSHMIS system and identify data problems such as duplication, corruption, incomplete data, and any other errors found.
- 4.2.3 Evaluate and document data entry, interfaces, and other data gathering and input processes into the MSHMIS for both data quality and integrity.
- 4.2.4 Evaluate and document data export processes and interfaces from the MSHMIS to other users and systems for both data quality and integrity.
- 4.2.5 Identify gaps in data quality and integrity.
- 4.2.6 Propose remedies to any data quality or integrity issues found.

Note: The contractor will have regular and necessary access to protected health information and must be in compliance with HIPAA regulations and MDHHS data security and protection policies and procedures.

5. Project Deliverables

5.1 General Deliverable Requirements

- 5.1.1 All deliverables must meet MDHHS format and content requirements. No more than five business days after project execution, the consultant must meet with the MDHHS project team to agree on deliverable format and content. Prior to official start of a deliverable, the consultant will provide the MDHHS project team an outline for approval.
- 5.1.2 Each deliverable will be reviewed by MDHHS and must receive formal, written approval from MDHHS before acceptance.
- 5.1.3 The consultant must employ an internal quality control process to ensure that all deliverables, documents, and calculations are complete, accurate, easy to understand, and of high quality. The consultant must provide deliverables that, at a minimum, are responsive to the specific requirements, organized into a logical order, free of spelling and grammatical errors, formatted uniformly, and contain accurate information and correct calculations.
- 5.1.4 If any due date for a deliverable falls on a day that is not a business day, the due date will be automatically extended to the next business day unless otherwise directed by MDHHS.
- 5.1.5 All due dates or timelines that reference a period of days will be measured in calendar days, months, and quarters unless specifically stated as business days or otherwise. All times stated in the contract must be considered to be in Eastern Time and adjusted for Daylight Saving Time as appropriate unless specifically stated otherwise.
- 5.1.6 No deliverable, report, data, procedure, or system created by the consultant for MDHHS that is necessary to fulfilling the consultant's responsibilities under the contract, as determined by MDHHS, will be considered proprietary to the consultant.
- 5.1.7 The consultant must enable all consultant staff to exchange documents and electronic files with MDHHS staff in compatible formats. MDHHS currently uses Microsoft Office 2016 for PC. If the consultant uses a compatible program that is not Microsoft Office 2016 for PC, the consultant must ensure that all documents or files delivered to MDHHS are completely transferrable and reviewable, without error, on MDHHS systems.

5.2 Specific Project Deliverables

The consultant will:

- 5.2.1 Work with MDHHS to agree upon the content and format of deliverables.
- 5.2.2 Work Breakdown Structure

- 5.2.2.1 The contractor will create a Work Breakdown Structure (WBS). The WBS will be the primary mechanism for deliverable approvals. This WBS must include, at a minimum, standard project plan information such as tasks, durations, start dates, finish dates, predecessors, and percentages complete.
- 5.2.3 Provide a report of key safeguards the consultant is implementing to protect the security of the project during the evaluation process.
- 5.2.4 Inform the Project Director/Project Team immediately if serious problems are identified that may impact privacy or security.
- 5.2.5 Conduct periodic meetings and facilitated sessions with MDHHS and other stakeholders as necessary to perform the work.
- 5.2.6 Conduct periodic meetings with MDHHS, on a schedule as determined by the contractor and MDHHS, to discuss progress and unique issues that may have surfaced.
- 5.2.7 Provide a weekly report on the status of each contract deliverable to the MDHHS project manager.
- 5.2.8 A final report of the System Governance and Operational Assessment.
- 5.2.9 A final report of the Data Quality and Integrity Review.
- 5.2.10 Presentations to stakeholders and staff as required by MDHHS.
- 5.2.11 Deliverables will be presented to the Project Leadership Team. The Project Leadership Team will be comprised of key stakeholders including two MDHHS representatives, two MCAH staff and one board member, at least one MSHDA representative, three MSHMIS representatives from the field, and one representative from the philanthropic community.

5.3 Timelines

- 5.3.1 The successful consultant will complete the System Governance and Operational Assessment and the Data Quality and Integrity Review three calendar months after the project start date.
 - 5.3.1.1 All work must be completed no later than September 30, 2019.

5.4 Intellectual Property Ownership

- 5.4.1 MDHHS must have intellectual property ownership rights as detailed in the contract.

6. Consultant's Requirements and Qualifications

To be selected, the provider must meet all mandatory and qualification requirements.

6.1 Consultant's General Requirements

- 6.1.1 MPHI will contract with only one organization, the consultant, and will work solely with that organization with respect to all tasks and deliverables to be completed, services to be rendered, and performance standards to be met.
- 6.1.2 The consultant may subcontract any portion of this work. Subcontractors must be disclosed at the time of proposal and approved by MDHHS.
- 6.1.3 The consultant must work cooperatively with key MPHI and MDHHS staff and, if applicable, the staff of other consultants during the contract period to ensure the success of the work.
- 6.1.4 The consultant must maintain complete and detailed records of all meetings, presentations, project artifacts, and any other interactions or deliverables related to the project described in the contract. The consultant must make such records available to MPHI and MDHHS upon request throughout the term of the contract.

6.2 Consultant's Qualifications

- 6.2.1 The consultant organization must have a minimum of five years documented experience in performing system assessments and data reviews.
- 6.2.2 Consultant must demonstrate the ability to protect the security and privacy of sensitive data and protected health information (PHI) and follow federal and state laws and regulations, including but not limited to, the Health Insurance Portability and Accountability Act (HIPAA) of 1996; the federal NIST Standards; the Michigan Mental Health Code; 42 CFR Part 2; the Michigan Crime Victim's Rights Act; and Child Protection Law.
- 6.2.3 The consultant must demonstrate a history of at least three past or current projects engaged in work as describe in the Scope of Work in this document. The consultant must provide at least three references from clients for whom the consultant performed similar work.

6.3 Conflict of Interest

- 6.3.1 Throughout the term of the contract, the consultant must not have a conflict of interest. A conflict of interest may occur if, but is not limited to, the following:
 - 6.3.1.1 If the consultant has a working relationship with MSHDA, MCAH, WellSky or other HMIS vendors that may be reviewed as part of this this scope of work.
 - 6.3.1.2 If the consultant had input into the development of this RFP.
- 6.3.2 Consultants with a conflict of interest will not be considered for award of this contract.
- 6.3.3 If the consultant becomes aware of a conflict of interest relating to this contract, the consultant must inform MPHI and MDHHS within one business day.

- 6.3.4 If the consultant has a conflict of interest at any point during the term of the contract, MPHI or MDHHS may, in its discretion, terminate the contract for cause.

7. Project Personnel Requirements

7.1 Project Personnel General Requirements

- 7.1.1 The consultant must propose the following key personnel:
- 7.1.1.1 One Project Manager with who will manage the project and serve as the point of contact for MDHHS. The Project Manager must have a minimum of five years of experience managing similar projects. Project Management Professional (PMP) Certification is preferred.
 - 7.1.1.2 One Business Analyst to perform the System Governance and Operational Assessment. The business analyst must have a minimum of five years of experience performing similar work.
 - 7.1.1.3 One Data Analyst to perform the Data Quality and Integrity Review. The Data Analyst must have a minimum of five years of experience performing similar work.
 - 7.1.1.4 Each of the key personnel assigned to the contract must have, within their resume, a history working with protected health information (PHI) and an understanding of privacy and security procedures related to PHI, as well as working knowledge of the Health Information Portability and Accountability Act (HIPAA) of 1996.
- 7.1.2 The consultant's proposal of qualified key personnel to perform the work must include a description of background, experience, and skills that are applicable to this project. The consultant must provide a resume for each individual proposed.
- 7.1.3 The consultant must provide MDHHS with a final list of individuals assigned to the contract upon notification of intent to award the contract. The contract award will be contingent upon acceptance by MDHHS of the final list of key personnel.
- 7.1.4 The consultant must obtain written approval from MDHHS for individuals proposed for assignment to key personnel positions.
- 7.1.5 The consultant must not change individuals in key personnel positions without prior written approval of MDHHS. The consultant must supply MDHHS with the name(s), resumes, and references for any proposed replacement whenever there is a change to key personnel. Any individual replacing key personnel must have qualifications that are equivalent to or exceed the stated qualifications for the position unless otherwise approved in writing by MDHHS.
- 7.1.6 The consultant must maintain appropriate staffing levels throughout the term of the contract.

7.2 Personnel Availability

- 7.2.1 The consultant must ensure key personnel assigned to the contract are available during regular business hours unless an exception is made by MDHHS in writing. The consultant may be available through phone, web meetings, video conference, or on-site as determined according to the needs of MDHHS.
- 7.2.2 The consultant's key personnel must be available for all regularly scheduled meetings between the consultant and MDHHS unless MDHHS has granted prior written approval.
- 7.2.3 The consultant must ensure that the staff attending all meetings between MDHHS and the consultant have the authority to represent and commit the consultant regarding work planning, problem resolution, and program development.
- 7.2.4 The consultant must respond to all telephone calls, voicemails, and emails from MDHHS within two business days of receipt by the consultant.

8. Compensation and Invoicing

8.1 Compensation

- 8.1.1 The compensation for this contract will be according to the fixed price bid accepted by MDHHS.
- 8.1.2 MPHI will pay the Contractor upon acceptance by MDHHS of each deliverable as described below:

One Time Deliverables

- Work Breakdown Structure
- Key Safeguards Report
- System Governance and Operational Assessment Report
- Data Quality and Integrity Review Report

Periodic Deliverables

- Status Reports
- Periodic meetings as required by MDHHS
- Facilitated sessions as required to perform the work
- Any updates to the Work Breakdown Structure
- Presentations as required by MDHHS

- 8.1.3 The Contractor must invoice MPHI on a monthly basis as described in the Appendix D, Standard Subcontract Template.
- 8.1.4 The invoice must contain the cost for each deliverable, if that deliverable was accepted by MDHHS and received by the required due dates during the month that the invoice covers.

8.1.5 Payment of Invoices

8.1.5.1 MPHI must remit payment to the Contractor as described in Appendix D Standard Subcontract Template.

9. Evaluation Methodology

9.1 Evaluation Process

The evaluation of proposals will result in an award to the consultant who is responsive and provides the best value. The winning consultant will be selected based upon an evaluation of qualifications, knowledge, experience, and ability to perform the services outlined in the proposals.

The Evaluation Committee, under the facilitation of MPHI, will conduct a comprehensive and impartial evaluation of each proposal received.

9.2 Evaluation Committee

An Evaluation Committee will be established using measures to ensure the integrity of the evaluation process. These measures include the following:

- Selecting committee members who do not have a conflict of interest regarding this solicitation.
- Facilitating the independent review of proposals.
- Ensuring the fair and impartial treatment of all proposals.

The objective of the Evaluation Committee is to conduct reviews of the proposals that have been submitted, to hold frank and detailed discussions among themselves, and to recommend a consultant for a contract award.

MPHI will evaluate proposals to determine if each consultant met all mandatory experience and qualification requirements. The mandatory experience requirements are scored on a Met/Not Met basis and only those proposals that meet all mandatory requirements will be considered. The proposals that pass the Met/Not Met review will then be evaluated by the Evaluation Committee and rated for potential award. Rating will be based on the evaluator's assessment of the proposal, including whether all critical elements described in the solicitation have been addressed, the capabilities of the consultant, the qualifications of the resources proposed, and any other aspect determined relevant by MDHHS. Rating will be conducted according to the table below.

| Rating | Explanation |
|---------------|--|
| 0 | Bidder did not address requirement at all. |
| 1 | Bidder demonstrates minimal compliance with the requirement. |
| 2 | Bidder demonstrates acceptable compliance with the requirement. |
| 3 | Bidder demonstrates exceptional compliance with the requirement. |

The Evaluation Committee may, if it deems necessary, request that a consultant provide a clarifying written response, engage in discussion, or make an oral presentation. The Evaluation Committee may adjust its scoring based on the results of such activities. However, proposals may be reviewed, and determinations made without such activities. Consultants should be aware that the opportunity for further explanation might not occur; therefore, it is important that proposal submissions are complete.

9.3 Evaluation Criteria

| Mandatory Requirements | Met / Not Met |
|--|-------------------------|
| The response includes a statement that the consultant is not debarred, suspended, or otherwise prohibited from professional practice by any Federal, State, or Local Agency. | |
| The response demonstrates that the consultant is properly organized and licensed to conduct an operational and organizational assessment of services. | |
| The response demonstrates the consultant organization has a minimum of five years of experience performing similar work. | |
| The response demonstrates that the contractor does not have a conflict of interest. | |
| Evaluation Criteria | Possible Ratings |
| The response demonstrates that the consulting firm is properly organized to conduct an operational and organizational assessment of services. | 0, 1, 2, or 3 |
| The response demonstrates the consultant’s understanding and qualifications for completing the scope of the work. | 0, 1, 2, or 3 |
| The response demonstrates the firm’s ability to perform the work as indicated by the resumes of the key personnel proposed. | 0, 1, 2, or 3 |
| The response includes a proposed WBS that demonstrates a reasonable timeline. | 0, 1, 2, or 3 |
| The response demonstrates the consultant’s approach to and understanding of conducting the System Governance and Operational Assessment. | 0, 1, 2, or 3 |
| The response demonstrates the consultant’s approach to and understanding of conducting the Data Quality and Integrity Review. | 0, 1, 2, or 3 |
| The response includes references and other statements that demonstrate the firm’s past performance for similar work. | 0, 1, 2, or 3 |
| The proposed budget and fees demonstrate best value. | 0, 1, 2, or 3 |

10. Sole Point of Contact

The sole point of contact for this request for proposals is:

Kristi Bente
Business Analyst Manager
Michigan Public Health Institute
2465 Woodlake Circle, Suite 180
Okemos, MI 48864
kbente@mphi.org

11. Schedule of Activities

The schedule of key activities for this request for proposals is as follows:

| Activity | Date |
|--|------------------------|
| Questions Deadline | Monday, April 29, 2019 |
| Respond to Questions and Answers | Monday, May 6, 2019 |
| Proposal Submission Deadline | Monday, May 13, 2019 |
| Selection and Notification of Award | Monday, May 27, 2019 |
| Start Date (Estimated) | Monday, June 10, 2019 |
| MPHI reserves the right to revise the dates in this schedule. | |

11.1 Questions

Questions regarding this request for proposals must be received by MPHI before 5:00 pm Eastern Daylight Time on Monday, April 29, 2019. Questions must be submitted by email to kbente@mphi.org.

Inquiries received by MPHI by the Questions Deadline will be responded to by MPHI via e-mail and posted on <https://www.mphi.org/2019/04/15/request-for-proposals/>. Questions received after the Questions Deadline will not be included in MPHI's response.

11.2 Proposal Submission Deadline

Proposals must be received before 5:00 pm Eastern Daylight Time on Monday, May 13, 2019.

It is the responsibility of the consultant to ensure that MPHI receives the complete proposal on or before the proposal submission deadline regardless of delivery method used.

Proposals received after the proposal submission deadline will not be considered.

11.3 Consultants' Presentations

Consultants that submit timely bids may be invited to make a presentation during the response evaluation process.

11.4 Disclaimer on Information in Solicitation

All statistical and fiscal information contained within this solicitation and its appendices and any amendments and modifications thereto reflect the best and most accurate information available to MPH I at the time of solicitation preparation. No inaccuracies in such data will constitute a basis for legal recovery of damages or protests, either real or punitive, except to the extent that any such inaccuracy was a result of intentional misrepresentation by MPH I.

11.5 Proposal and Pre-Contract Costs

MPH I is not liable for any costs incurred by consultants prior to issuance of a legally executed contract or procurement document. No property interest of any nature shall occur until a contract is awarded and signed by all concerned parties.

11.6 Cancellation

MPH I reserves the right to cancel this entire request for proposals or individual phases at any time, without penalty.

12. Proposals

12.1 Solicitation Compliance / Proposal Rejection

Failure of a consultant to comply with or meet all requirements or respond to any additional requests for information may result in the consultant's proposal being disqualified or determined not acceptable. MPHI reserves the right to reject any or all proposals for non-compliance, to waive informalities and minor irregularities in proposals received, and to accept any portion of a proposal or complete proposals if deemed in the best interest of MDHHS. Such disqualification or determination may occur at any point following the proposal submission deadline.

12.2 General Instructions

Consultants should adhere to the format prescribed and content required for proposal responses. The consultant's proposal response and attachments will:

- Present writing that is responsive, succinct, self-explanatory, and well-organized on pages that are consecutively numbered and in a consistent numbering format.
- Be concise but provide complete responses.
- Present attachments that are labeled with wording related to the requirement or topic covered within the attachment.

12.3 Complete Proposal

A complete proposal shall include the following:

1. Technical Proposal consisting of the following:
 - a. Table of Contents
 - b. Executive Summary
 - i. The Executive Summary must be factual and should succinctly cover the core aspects of the consultant's staffing, methodologies, and approaches to fulfill the scope of work within the solicitation.
 - c. Technical Proposal
 - i. The Technical Proposal must consist of the consultant's full and complete response to the scope of work.
 - ii. The Technical must include:
 1. Descriptions of consultant's areas of expertise and experience in providing this type of work.
 2. Descriptions and dates of at least three similar projects.
 3. The names and contact information for at least three references.
 4. Estimated allocation of key personnel's time devoted to the project.
 5. A proposed WBS.
 - d. Resumes of individuals proposed as key personnel.
2. Cost Proposal
 - a. The Cost Proposal must provide:

- i. A stand-alone fixed price proposal for the System Governance and Operational Assessment.
 - ii. A stand-alone fixed price proposal the Data Quality and Integrity Review.
 - iii. A combined fixed price proposal for both the System Governance and Operational Assessment and the Data Quality and Integrity Review.
 - b. The Cost Proposal must include the consultant's fixed price proposal for the scope of work including an estimate of total time, hourly rates, and other costs.
 - c. The Cost Proposal must include the conditions, procedures, approvals, and rates for out-of-scope work
- 3. Financial Information
 - a. Financial Information must include a Financial Summary that demonstrates the consultant has the financial strength to maintain a contract resulting from this solicitation.
 - b. Financial Information must also include one of the following:
 - i. An audited financial statement.
 - ii. A financial statement reviewed by a certified public accountant.
 - iii. A third-party prepared financial statement if an audited or reviewed financial statement is not available.
 - c. Financial Information must include a statement affirming that there are no financial or vested interests in recommended or companies or products.
 - d. **Financial information will be held in confidence by MPHI and only used to evaluate a consultant's financial strength.**

12.4 Proposal Submission

Proposals must be submitted via email to kbente@mphi.org as either Word or .pdf documents. Proposals submitted in hard copy will not be considered.

12.5 Modification or Withdrawal of Proposals

Proposals may not be modified after the submission date. Consultants may withdraw from consideration at any time during the selection process.

12.6 Binding Offer

A proposal submitted in response to this solicitation is a binding offer.

13. Award and Contract

13.1 Notice of Intent to Award

The winning consultant will be notified via e-mail and the award will be published on <https://www.mphi.org/2019/04/15/request-for-proposals/>.

13.2 Contract Terms and Conditions

The contracting document resulting from this solicitation will be substantially similar to the sample contract included with this solicitation as Appendix A.

By submitting a proposal, the consultant confirms its willingness to enter into a contract that contains terms and conditions substantially similar to the sample contract and the requirements of this solicitation.

13.3 News Releases

News releases pertaining to this solicitation or intent to award shall not be made prior to the execution of the contract or without prior written approval by MPHI.