



Request for Proposals

Administrative and Performance Monitoring and Management Support

The Boston Public Health Commission

July 2023

## I. Overview

The Boston Public Health Commission (BPHC) is the local public health department for the city of Boston. BPHC’s mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable populations.

BPHC is soliciting proposals from public health and healthcare consulting firms, to provide administrative and performance monitoring and management support for the Ryan White Services Division of the Infectious Disease Bureau.

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston’s living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

As part of BPHC’s efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises(CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non Profit(MNPO), Women Non Profit(WNPO), Minority Women Non Profit(MWNPO) and local businesses to apply to this RFP.

## II. RFP Timeline

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| July 7, 2023  | RFP available online at <a href="#">Bids and RFPs   Boston.gov</a>   |
| July 10, 2023 | Posted on the Boston Globe   |
| July 14, 2023 | Questions due in writing by 5pm July 14, 2023 to: <a href="mailto:TEvans@bphc.org">TEvans@bphc.org</a> . Email Subject, “ Company Name – Administrative and Management Support RFP.”   |
| July 17, 2023 | Responses to questions available for viewing on <a href="#">Bids and RFPs   Boston.gov</a> by 5:00 PM EST  |
| July 21, 2023 | Proposals due by 5:00 PM on Friday July 21, 2023 via email only to Tegan C. Evans: <a href="mailto:TEvans@bphc.org">TEvans@bphc.org</a><br><br>Email Subject: “Company Name – Administrative and Performance Monitoring and Management Support RFP.” |

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| July 30, 2023 | Notification of Decision<br><br>The desired date for notification of award to the vendor, this date may be extended without notice. The contract resulting from this RFP shall be in effect when all necessary documentation is fully executed by both parties. |
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### III. Background

The BPHC Infectious Disease Bureau (IDB) strives to reduce the impact of infectious diseases and provide culturally and linguistically appropriate services to Boston residents on communicable disease prevention and treatment, including for HIV. The Bureau has four Divisions including, Communicable Disease Control (CDC), Education and Community Engagement (ECE), Ryan White Dental Program (RWDP), and the Ryan White Services Division (RWSD). In addition to conducting disease surveillance, investigating communicable disease cases and outbreaks, and providing community and provider education, the IDB supports the provision of HIV services across the care continuum.

The Ryan White Services Division (RWSD) oversees the Bureau's Ryan White HIV/AIDS Programming (RWHAP), including funding through Part A and the Ending the HIV Epidemic Initiative. RWHAP supports income-eligible people living with HIV, helping them receive medical care, medication assistance, and essential support services to stay in care. The RWSD funds agencies within the Boston Eligible Metropolitan Area (EMA) to provide care, medication, and support services for people living with HIV (PLWH). The goal is to improve HIV-related health outcomes and reduce HIV transmission.

The Boston EMA also receives Minority AIDS Initiative (MAI) funds. These funds are separate and additional funding to supplement Ryan White Program parts specifically for racial and ethnic minority groups. The MAI funds seek to prevent HIV infection and improve health outcomes for Black/African American, Hispanic/Latin X, American Indian, Alaska Native, and Asian/Pacific Islander populations at risk of living with HIV. The Ryan White Services Division currently funds 13 core medical and support services across 32 agencies in the 10 county Boston EMA. The EMA includes seven counties in Massachusetts and three counties in New Hampshire. It is highly effective, serving over 5,000 clients, and achieving an 89.6% viral suppression rate.

As the recipient of RWHAP Part A funding, the RWSD is responsible for executing or supporting the following activities:

- Assessing Need
- Procurement of Services
- Integrated/Comprehensive Planning
- **Sub-recipient Monitoring**
- Coordination of Services
- Evaluation of Services: Performance, Outcomes, and Cost-Effectiveness
- Development of Service Standards
- Clinical Quality Management

- Planning Council Operations and Support

Monitoring of RWHAP Part A sub-recipients is an essential role of BPHC and RWSD, as the recipient of RWHAP funding. As such, it is imperative that RWSD have an established monitoring process and team to review fiscal and program reports, conduct site visits, interact on an ongoing basis with contracted providers, and implement a CAP or other corrective action, if necessary. In addition, the monitoring process must be standardized and transparent and encompass the full range of monitoring and oversight activities required under 45 CFR § 75.352, including drafting and ensuring compliance with scopes of work, conducting desk compliance audits, analyzing performance reports, training recipient and sub-recipient staff, and other required program and fiscal monitoring activities. It should also describe and outline the process to be followed prior to, during, and after a monitoring site visit.

All RWHAP Part A sub-recipients must receive an annual monitoring site visit. The recipient is required to establish a structured process or protocol and develop a corresponding fiscal and program tools for annual site visits to each sub-recipient to ensure review of the sub-recipient's obligations in sufficient detail. The processes should be modeled after the [National Monitoring Standards](#). Annual site visits might include staff interviews, observation of services, review of client records or charts, a facility tour, and a review of various documentation to validate sub-recipient operations are compliant with requirements. Each sub-recipient must receive a site visit report within 45 business days, including any legislative, regulatory, and/or programmatic non-compliance findings. A corrective action plan or CAP should be developed to resolve any findings, followed by monitoring of the CAP to ensure its completion. Additional detail on recipient monitoring requirements for their sub-recipients can be found in the [Part A Manual](#), the [National Monitoring Standards](#), and [45 CFR Part 75](#).

The BPHC IDB and RWSD are seeking a consultant to support the development of site visit tools and standard operating procedures, and the implementation of annual site visits for their funded sub-recipients. Sub-recipients include 32 subcontracting agencies providing services for people living with HIV throughout the Boston EMA. A full listing of sub-recipients can be found on [boston.gov/ryan-white-services-division](http://boston.gov/ryan-white-services-division).

#### IV. Scope of Service

The BPHC IDB is seeking a vendor with extensive knowledge and experience working with healthcare institutions of various sizes, and community-based providers in Massachusetts and New Hampshire, to support the provision of 32 site visits for RWHAP sub-recipients, six of which are also Ending the HIV Epidemic (EHE) sub-recipients. Scope of Service for this consultancy will include:

- i Scheduling site visits in collaboration with BPHC contract managers
- ii Drafting new or revising existing site visit protocols and preparation of site visit tools, including agenda, discussion topics, questions to be answered, list of documents/items for sub-recipients to prepare in advance of the visit
- iii Facilitation of site visits in collaboration with the BPHC contract managers, fiscal coordinators and other RWS staff

- iv Writing up results according to a performance monitoring checklist and/or module.
- v Sending final draft reports to BPHC within 30 days of completion of the site visit for BPHC to review and provide suggested edits. Once all agreed upon edits have been made, the vendor will submit a final report to the sub-recipient, no later than 45 days post site visit. Additional meetings may be required between the vendor and BPHC to discuss individual reports and any findings identified.

This scope of service will be funded through HRSA Ryan White Services Part A dollars, for one fiscal year (March 1 – February 28th), with the possibility for renewal each fiscal year within the full funding cycle, subject to performance and availability of funds. The funded recipient will need to fully understand the applicable federal regulations found here (<https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>). Total requested funding for this project should not exceed \$136,000.

#### V. Minimum Requirements

Provide description on how the vendor will support the scope of service. Please include answers to the following questions:

- a) Provide a summary of your agencies experience providing administrative, performance management and monitoring support for recipients of RWHAP funding. Summary should not exceed 2 pages. (40 points)
- b) Provide a proposed timeline for the completion of the scope of service. (25 points)
- c) List the names and titles of the staff that would be participating in this project and include the Curriculum Vitae (CV) for all lead consultants. (10 points)
- d) Submit a budget for the scope of services that includes hourly rate(s) and any additional fees. Budget should not exceed \$136,000.00. (15 points)
- e) List of three business references pertaining to the scope of service. Include Certified Underrepresented Business Enterprises Certification (if applicable). (10 points)

#### VI. Period of Performance

The anticipated start date of services shall be performed on or about August 1, 2023 through February 29, 2024. Project renewal is subject to availability of funds.

Selected vendor will be required to enter into BPHC's standard contract and complete the required forms (this includes a CORI) prior to the start day of the contract.

#### VII. Submission Instructions

All responses should be single spaced, using Times New Roman or Arial 12-point font.

Qualified vendors may submit required documents in one PDF file by Email to: [TEvans@bphc.org](mailto:TEvans@bphc.org)

Subject of the email must contain *“Company Name – Administrative and Performance Monitoring and Management Support RFP.”*

*Note: Any risks associated with the electronic transmission of responses to this RFQ is assumed by the vendor*

**Proposals must be received no later than 5:00 PM on July 21, 2023.**

**There are no exceptions to this deadline.**