

Questions and Answers
Quality Improvement Practice Facilitators RFP

Q. General question: the RFP anticipates proposals submitted by individuals. Can an organization with experience providing practice facilitation services respond to the RFP?

A. Yes an organization can submit a proposal. It will be scored based on the skills and experience of the individual practice facilitators, not the organization. Direct supervision of each practice facilitator's work will come from the Blueprint Associate Director or her designee.

Q. General question: If an organization is eligible to bid, must it have a physical office location in Vermont?

A. QI Practice Facilitator services will need to be provided in person, in Vermont. Each facilitator will be expected to provide the equivalent of 40 hours per week of services within the state, which will not include travel to or from the state if the selected contractor's primary residence or office is outside the state.

Q. RFP Section 1.2: Can an organization submit a proposal to provide all six practice facilitators specified in the RFP?

A. The Blueprint will evaluate the merits of each proposed practice facilitator separately. An organization will need to submit information on the skills and experience of each individual who will be providing practice facilitation. The Blueprint will individually interview each person that is being considered as a QI Practice Facilitator. If the proposal is submitted by an organization, following the individual interviews, Blueprint will meet with the primary contact person to discuss the merits the organization brings to the proposal. Direct supervision of the facilitator's individual work will come from the Blueprint Associate Director. The Associate Director will retain the authority to terminate the work of any individual facilitator regardless of whether that individual is part of an individual or organizational contract.

Q. RFP Section 3.2.6: the RFP lists one of the practice transformation activities as "implementing the patient registry". Has the state selected a specified patient registry to be used or should the bidder propose a registry they would use to meet this requirement?

A. The State of Vermont has selected DocSite as the patient registry.

Q. Section 4.2.2: If an organization is responding to the RFP, should the content of this section of the proposal address organizational skills and experience related to practice facilitation?

A. The proposal will be scored based on the skills and experience of the individual practice facilitators not the organization. The applicant should include the relevant skills and experience for all individuals who will be acting as facilitators under the contract.

Q. Section 4.2.4: Is there any prescribed format for the Financial Proposal? How much supporting material should be provided to support the proposed hourly rate and the proposed annual cost?

A. There is no prescribed format for the financial proposal. The proposal should provide a detailed outline of the costs to provide QI practice facilitation (see attached sample budget worksheet). The Blueprint should be able to identify the cost per facilitator. It is expected that all facilitators be provide 40 hours per week of services in Vermont.

Q. Section 4.2.4: Should the proposed hourly rate for Practice Facilitators be based on salary costs alone, or should it also include other costs associated with the personnel (i.e., fully loaded labor rates including costs for fringe benefits and overhead)?

A. The total contract including all associated costs is limited to \$80,000 per facilitator. The State of Vermont will not reimburse the contractor for expenses incurred to perform QI Facilitation Services above and beyond \$80,000. Your proposed budget should include all associated costs including fringe benefits and overhead.

Q. Section 5.1.3: the RFP specifies a limit of \$80,000 per year per Practice Facilitator. Does that limit apply to salary only or does it apply to all costs associated with personnel (i.e., costs for fringe benefits, indirect costs, etc)?

A. See answer to previous question.

Q. Section 5.1.3: We anticipate “other costs” will be incurred to provide the requested services (e.g., travel for Practice Facilitators, general office supplies, computers, etc). Where should these costs be reported in the Financial Proposal?

A. The proposal should provide a detailed outline of the costs to provide QI practice facilitation. If an organization is proposing providing more than 1 facilitator, the Blueprint should be able to identify the cost per facilitator. It is expected that all facilitators provide 40 hours per week of services in Vermont. The budget for the contract including all associated costs is limited to \$80,000 per facilitator. The State of Vermont will not reimburse the contractor for expenses incurred to perform QI Facilitation Services above and beyond \$80,000.

Q. The RFP States that this is a one year position. Would it be a problem to either put in a proposal for 9 months or to request a one year proposal and end early?

A. We are looking for at least a one year commitment. Although the initial contract is for 1 year, we hope that the project will be a success; showing significant outcomes to achieve patient centered care and reduced health care costs. If the project goes as anticipated we would expect a longer term relationship with contractors. We will be investing in training facilitators in core skills, and need a commitment that we will see a return on the investment.

Q. What does the RFP mean by "The price was arrived at without conflict of interest"?

A. The contractor must arrive at the price and rates within the proposal without conflict of interest. For example the contractor may not charge materially higher or lower than what they would charge someone else for the same work; or if the contractor knows someone at DVHA, VDH, Blueprint or another state agency may not charge more or less than they normally would due to the relationship they have.

**Department of Vermont Health Access
 QI Practice Facilitator - Budget Worksheet**

Name/Organization	
	Budget
Personnel	
List Name or Names, hourly rates, number or hours, and total amount:	
Total Personnel	
Break out all Fringe Benefits separately, rates and how calculated:	
Fringe Benefits	
Operating Expenses	
Travel	
Postage	
Supplies and Materials	
Printing	
Other: specify	
Total Operating Expenses	
	Total Project