

Administration

P.O. Box 2100, Bangor, Maine 04402
207.992.9200 • Fax 207.907.7077



**Penobscot Community
Health Care**

REQUEST FOR PROPOSAL FOR CONTRACT LIFECYCLE MANAGEMENT SOLUTION

Penobscot Community Health Center, Inc. (“PCHC”) requests proposals from vendors in the business of providing contracts lifecycle management solutions to health care entities as further described in this Request for Proposal (RFP).

All information provided by PCHC to bidders in connection with this RFP is confidential, business sensitive and proprietary information and may not be disclosed to anyone outside of bidders employed workforce without prior written approval. All bids, proposals and other documentation a bidder submits in response to this RFP will become PCHC’s property, will not be returned, and must be clearly marked as confidential if the bidder considers any material or information contained in its proposal or other documentation confidential.

Interested and qualified bidders are invited to submit proposals. Proposals will be accepted until **5:00PM EST, AUGUST 19, 2022.** Proposals may be sent via U.S. Mail and/or electronically to:

Megan A. Sanders, Esq.
Chief Human Resources Officer & Chief Legal Officer
PCHC
103 Maine Ave.
Bangor, ME 04401
207-852-8035
msanders@pchc.com

Any proposal received after 5:00PM on August 19, 2022 may be reviewed in PCHC’s sole discretion. Questions or comments regarding this RFP period must be submitted to Ms. Sanders on or before August 1, 2022.

PCHC is not obligated to accept any proposal or to negotiate with any bidder. This RFP is not in any way to be construed as an agreement, obligation or other contract between PCHC and any bidder submitting a proposal. All costs directly or indirectly related to responding to this RFP will be borne by the bidder.

PCHC reserves the right to change the general and specific terms, conditions, or specifications of the RFP. All persons expressing an interest in submitting responses will be given copies of any such revisions.

RFP Timeline

Activity	Date
RFP Distribution	July 22, 2022
RFP Question Deadline	August 1, 2022
RFP Responses Due	August 19, 2022
Proposal Review	August 22 – September 9, 2022
Finalists Notified	By September 16, 2022
Interviews with Finalists	September 19 – 23, 2022
Selection of Broker and Notification	By October 7, 2022



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I. Organizational Information

1. PCHC

PCHC is the largest and most comprehensive of the 19 FQHC organizations in Maine and the 2nd largest of the 100 in New England, with a \$100 million budget and approximately 950 employees, including approximately 200 providers including physicians, nurse practitioners, physicians' assistants, registered nurses, pharmacists, LCSWs, LCPCs, psychiatrists, dentists, chiropractors, and physical therapists, among others. PCHC has approximately 65,000 patients with roughly 350,000 visits annually. 70% of PCHC's patient population are lower income persons and seniors.

PCHC approaches the delivery of medical care through the medical home model, coordinating individual patient care throughout the entire medical team and enhancing the patient-provider relationship to improve health outcomes. PCHC has been providing this type of care since 1997. PCHC providers focus on individual patient needs, proactively treating chronic illnesses and influencing healthier behaviors for better health management.

PCHC has been nationally recognized by the National Council for Quality Assurance (NCQA) and the Maine Patient-Centered Medical Home Pilot for its excellence in patient services, use of best practices, and integration of health information technologies, along with having earned the Human Rights' Campaign LGBTQ+ Healthcare Equality Leader award for the past decade.

II. Scope of Services

PCHC is searching for a contracts lifecycle management (CLM) solutions partner that can provide a comprehensive contracts lifecycle management solution customized to meet PCHC's needs, with robust features consistent with best practices in the health care industry, including but not limited to:

- Centralized contract management
- Automated processes (automated process advancement, alerts, notifications, etc.)
- Electronic signature capabilities
- Dashboard, reporting and auditing ability
- Transparency of data
- Process simplification
- Contracts template library
- Document linking
- BAA
- Customizable workflows, fields, and searches (to include OCR capabilities)
- Ongoing vendor customer service support and consultation
- Process transparency for stakeholders, including visibility of contracts in negotiation
- Best in class capabilities

III. Proposal Instructions

General

All proposals shall be submitted in the format as specified below. Lengthy narrative is discouraged; all presentations should be brief, concise, and not include extraneous or unnecessary promotional material. The proposal should be in a pdf format (zipped if necessary) not exceeding 50 pages in length.

Title Page

Indicate the name of the bidder, local address, the name of bidder's contact person for the purposes of this RFP, and the email address and telephone number of the contact person.

Table of Contents

Include a clear identification of the material included in your firm's response by section and by page number.

Letter of Transmittal

Summarize your understanding of the work to be done. Indicate the names of the persons who will be authorized to make representations on the part of your firm, their titles, email addresses and telephone numbers. The person and/or persons who is authorized to execute the contract on the part of your firm shall sign the transmittal letter.

Profile of Organization

State whether your organization is local, regional, national or international. State the location of the office from which the work will be done if your firm is awarded the contract.

Staffing and Qualifications

Indicate the name and position of the person who will manage and work with PCHC as specified in this RFP. Provide a brief resume of each individual's background, training and experience. Specifically discuss the individual's experience in managing accounts of the size and scope as specified herein.

References

Provide five client references for whom your firm has performed work similar to that requested in this RFP. For each client, provide:

- Client name and address
- The telephone number and email address for a client contact person
- A description of the nature of the work performed
- The duration of the client relationship

PCHC will contact bidder's references only if the bidder is invited to a finalist interview with PCHC to discuss the RFP.

Answers to Questions

Please supply answers to the following questions:

General

1. Why is bidder uniquely situated to provide a CLM solution to PCHC?
2. Describe the requirements the bidder's CLM solution satisfies
3. Describe the bidder's proposed CLM solution overview and architectural model
4. Describe all hardware and software requirements
5. Recommend an implementation and conversion approach and schedule, including installation and configuration of software
6. Describe professional and consulting service offerings
7. Describe how bidder's CLM solution is specifically tailored for health care industry clients.
8. Please respond to all of the requirements outlined in Section II (Scope of Services), section of this RFP, above.

Diversity/Equity/Inclusion

1. Please provide information relating to bidder's Diversity, Equity and Inclusion initiatives and related programming.
2. Please provide information relating to bidder's policies, practices, and programs relating to recruitment and retention of employees who are members of historically marginalized communities.

Cost/Value

3. Please provide solution costs and licensing options

Additional Information

The preceding sections shall contain only the information requested. If a bidder desires to present additional information, such additional information shall be presented in this Section of the RFP. If there is no additional information to present, indicate "There is no additional information to present."

V. Evaluation and Selection

Bidders shall be evaluated on metrics including but not limited to the following measures:

Selection Domain	To earn full points in each domain, the applicant must demonstrate:	Points
Capability	Proven record of success in delivering services in the content areas described in section II (Scope of Services), and as demonstrated by information provided to questions in the "Answers to Questions" section of this RFP, above, and offered during the finalist interview.	45
Cost/Value	Cost appropriately benchmarked to product value.	45
Diversity and Inclusion	The strength of bidder's Diversity, Equity, and Inclusion initiatives.	10

After scoring all written submissions for bidders, PCHC will select bidders(s) who will be asked to participate in a finalist interview. Bidder's presentation at the finalist interview shall:

- Confirm proposal representations;
- Supplement information obtained through the proposal process;
- Introduce PCHC to the individuals assigned to the account;
- Demo the CLM solution;
- Be prepared to answer written questions PCHC provides to each finalist Bidder prior to the interview.

Bidder should reserve the week of September 19 – 23, 2022 in case bidder is selected for a meeting. Each selected finalist will be evaluated with consideration given to how they best meet the needs of PCHC and on the strength of capabilities described in their written proposal and oral presentations. The organization that best matches PCHC's objectives will be selected.

PCHC reserves the sole right to reject any or all proposals, to waive any irregularities in the offers received, and to change the evaluation process described herein.

The committee evaluating RFP's shall consist of the following individuals, but may be modified at PCHC's sole discretion:

Chair: Megan Sanders, Esq., Chief Human Resources Officer & Chief Legal Officer
Members: Kamela Tall, Financial Analyst
Katherine Thomas, Privacy and Risk Officer
Christiane Bourgoine, Executive Coordinator for Legal Affairs
John Prendergast, Esq., Associate General Counsel & Compliance Officer
Heather Blackwell, Director of Grants and Development
Rick Baker, Director of Project Management
Sharyl White, Chief IT Officer