



Request for Proposal

Remote Patient Monitoring and Chronic Care Management Services

Peak Vista Community Health Centers

PVCHC-24-002

Peak Vista Community Health Centers  
3205 N. Academy Blvd. Suite 130  
Colorado Springs, CO 80917

For information contact:

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## Section 1: Overview

Peak Vista Community Health Centers, hereafter referred to as “Peak Vista” or “PVCHC”, is seeking proposals from interested companies to provide Remote Patient/Physiological Monitoring (RPM) devices and associated monitoring services and Chronic Care Management (CCM) monitoring services. This Request for Proposal (RFP) is being released to invite interested companies to prepare and submit proposals in accordance with instructions provided where one successful vendor will be selected and invited to enter a contractual relationship with PVCHC for the services requested as herein outlined. An electronic copy of this proposal is available on request.

### About PVCHC

PVCHC is a nonprofit, 501(c)(3) Federally Qualified Health Center (FQHC), dedicated to providing premier medical, dental and behavioral health care in a collaborative setting for people of all ages. PVCHC is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).

PVCHC serves over 81,000 patients in Colorado’s Pikes Peak and East Central regions through 24 outpatient centers: Family Health Centers, Dental Health Centers, Women’s Health Center, Pediatric Health Centers, Homeless Health Center and Mobile Health Services Van, Convenient Care Center, and Developmental Disabilities Health Center. PVCHC serves fourteen Colorado counties: Adams, Arapahoe, Cheyenne, Douglas, Elbert, El Paso, Fremont, Kit Carson, Lincoln, Park, Teller, Washington, and Yuma Counties; and with locations in seven cities: Colorado Springs, Divide, Flagler, Fountain, Limon, and Strasburg Colorado.

PVCHC’s compassionate team identifies individualized treatment plans to connect patients with additional services and beneficial resources, such as laboratory services, pharmacy, audiology, home visits for new parents, Women’s Wellness Connection, Well-Child Waiting Area, and 24-hour nurse triage. PVCHC also offers health education classes on topics ranging from diabetes management and cholesterol control to heart healthy habits and tips on sustaining quality of life and independence.

To further develop PVCHC’s sustainability and now as part of PVCHC’s mission, PVCHC developed the Health Education Initiative. This effort includes the Family Medicine Residency program, Advanced Practice Registered Nurse Fellowship, Academic Affairs program for clinical student rotations, medical and dental assistant training programs and health care administration internships.

PVCHC is soliciting proposals in response to this Request for Proposal for selection of a vendor to provide RPM devices and associated monitoring services and CCM monitoring services. The services are more specifically described in Section 2 (Scope of Service) of this RFP. This solicitation may result in a contract with a one (1) year term and two (2) optional one (1) year renewals.

## Section 2: Scope of Services

The following describes the minimum scope of services. The vendor may propose additional services or products it believes are necessary or beneficial to successful delivery of the minimum scope of services. However, PVCHC will evaluate the offerings based on its own interpretation of necessity.

1. Provide RPM device(s) to patients designated by PVCHC.
2. Deploy RPM devices to PVCHC patients through some method to be proposed by the vendor.
3. Provide software platform that will receive data readings from RPM devices.
4. Provide integration of vendor platform with PVCHC NextGen platform.
5. Provide RPM counseling services to patients when appropriate.
6. Provide CCM counseling services to patients when appropriate based on PVCHC guidance.

### Vendor Requirements

1. Vendors must include as part of their response, a detailed and self-explanatory description of the overall program costs for the term of the contract. In addition, vendors must include a breakdown of costs.
2. Vendors must be willing to guarantee the costs and associated cost savings, if applicable, associated with this contract. During the evaluation process, PVCHC will use the cost provided as part of the basis for establishing the total costs and savings resulting from this project.
3. Vendor must ensure that all employees assigned to work as a part of this contract have the training and certifications appropriate to their duties.
4. Vendor must comply with all federal, state, and local laws, ordinances, regulations, and requirements relating to the performance of this contract.
5. Vendor must be familiar and comply with all Accreditation Association for Ambulatory Health Care Standards and other regulatory agencies and provide appropriate documentation as required.
6. Vendor must provide per-unit pricing or some alternative method that will allow PVCHC to understand impact on costs with change in the number of patients receiving care.
7. Vendor shall provide evidence of HITRUST certification for the software platform being proposed. A security risk assessment may be undertaken.
8. Vendor must provide its standard deployment plan that includes a typical schedule, methods and other information that will allow PVCHC to evaluate vendors ability and experience in delivering the services in the contract.

9. Vendor must provide its plan to deploy remote physiological monitors to PVCHC patients including anticipated deployment rate, timing, and process.
10. Vendor must provide information on its staffing used to provide the services, whether this staff is employed by the vendor or whether the vendor uses a third party to staff the services, and the typical certification level of the staff.
11. Vendor must provide two (2) references of organizations to which the vendor provides similar services.
12. Vendor must provide detail regarding integration of its software platform with NextGen's EHR and PM platform.
13. Vendor and its personnel hold and shall continue to maintain during the term or any renewal of this agreement all licenses or certifications required under law to perform the services herein. The vendor shall provide upon execution of the agreement and at other times designated by PVCHC evidence of all licenses or certifications required under law.
14. Vendor will provide detail regarding manner and timing of invoicing to PVCHC.
15. All vendor's management and staff shall be subject to the continuing acceptance of PVCHC policy and procedures, which reserves the right, and the vendor may anticipate its exercise thereof, to reject any of the vendor's staff, supervisors or other persons, when, in the opinion of PVCHC, the retention of that individual is not in the best interest of PVCHC, its employees, medical staff, patients and/or visitors. Such rejection may be exercised irrespective of the existence of cause, and without effect on the contract, and PVCHC shall not be liable for payment for unsatisfactory service of any of vendor's personnel.
16. Vendors certify that principals have not been convicted of a criminal offense related to healthcare; or listed by a federal agency as debarred, excluded, or otherwise ineligible for Federal program participation as required by current state laws and statues.

### **Section 3: Project Timeline**

Release Request for Proposals	April 30, 2024
Vendor proposal responses due	May 10, 2024
Final selection	May 20, 2024

### **Section 4: Vendor Instructions**

PVCHC must receive responses to this RFP no later than 5:00 pm PST on May 11, 2024. Proposals received after that date may not be accepted. No additional time will be granted to any vendor unless by an addendum to this RFP. Vendors must submit one original with signatures and one electronic version to the following address:

Jade Norton  
Materials Manager  
Peak Vista Community Health Centers  
3205 N. Academy Blvd. Ste 130  
Colorado Springs, CO 80917  
Jade.Norton@peakvista.org

And

Keith Neuman  
SVP of Information Systems  
Peak Vista Community Health Centers  
3205 N. Academy Blvd.  
Colorado Springs, CO 80917  
keith.neuman@peakvista.org

## Section 5: Response Format

The RFP response should adhere to the following format:

Part 1 - Executive Summary: Overview description of proposed solutions, vendor experience, and contact information (one page).

Part 2 - Requirements: Vendors must also provide a short description of how each requirement can be fulfilled.

Part 3 - Pricing: Estimates must include pricing for each service. This is assuming each service has already been defined in the requirements. Payment will be tied to described outcomes and results.

Part 4 - Service Timeline: An estimated timeline to ensure completion of the project.

Part 5 - References: At least two references of current or previous clients with similar scope of work and size of the project. The references must each include the name of organization, name of contact, telephone number, email address and description of services performed for that client, and dates during which work was performed.

Part 6 – Other Information: General information and overview of the company; copy of contract language the vendor will require. Other information that may provide value to the evaluation of the services proposed.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. The emphasis in the proposals should be on completeness, clarity of content, and adherence to the presentation structure required by this RFP and not on volume. All proposals and accompanying documentation will become the property of Peak Vista and will not be returned.

Pre-Submittal Questions: Questions regarding the RFP may be submitted via email at [Jade.Norton@peakvista.org](mailto:Jade.Norton@peakvista.org)

RFP Amendments: Peak Vista reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. Peak Vista reserves the right to change the RFP schedule or issue amendments to the RFP at any time. Peak Vista also reserves the right to cancel or reissue the RFP.

Rejection of Proposals: Peak Vista reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of Peak Vista Community Health Centers.

Proposal Validity Period: Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between Peak Vista and the successful vendor.

Disclaimer: Peak Vista reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

Non-Obligation: Receipt of proposals in response to this RFP does not obligate Peak Vista in any way. The right to accept or reject any proposal shall be exercised solely by Peak Vista. Peak Vista shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and Peak Vista shall bear no financial or other responsibility in the event of such abandonment.

## **Section 6: Evaluation of Proposals**

Proposals will be evaluated by the Peak Vista Executive Team and designees. This team will evaluate the proposals based on the criteria below. Vendor may be selected for an interview before final selection. Upon selection, a contract and fee will be negotiated based on the scope of work in this statement of qualifications and the fee structure submitted.

### Evaluation Factors

Selection of finalists will be primarily evaluated according to the following criteria:

1. Adherence to the requirements of the RFP, and the quality, clarity, and completeness of the proposal.
2. The selection will not be driven solely by proposed fees. The experience of the vendor with the type of services and the ability to deliver the required services in a timely manner is the most important factors in the selection of a contractor.
3. Continuity is considered an important factor in the evaluation process.
4. All companies and/or individuals participating in the RFP processes must not be classified as excluded from participation in any Federal healthcare program according to the List of Excluded Individuals/Entities (LEIE) through the Office of Inspector General (OIG) Exclusions Database, System for Award Management (SAM), or other verification systems.
5. If awarded, the Offeror may be required to sign the Peak Vista Non-Disclosure Agreement (NDA), and the Peak Vista Service Agreement (SA).

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. Peak Vista may select other than the lowest cost solution. The objective is to choose a vendor capable of providing reliable services within a reasonable budget. All proposals will be evaluated using the same criteria. Peak Vista reserves the right to seek additional information and/or clarification from any proposer, to accept or reject any proposal to best serve its interest, or to hold the proposals for 60 days before rendering a decision.



## Notification

The selected vendor will be notified in writing or email.

## Contract Award and Execution

Peak Vista reserves the right to make an award without further discussion of the proposal submitted. Peak Vista shall not be bound or in any way obligated until both parties have executed a vendor contract. Peak Vista also reserves the right to delay contract award and/or not to make a contract award.

## **Section 7: Terms and Conditions**

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

Business License and Taxation: The successful vendor and all subcontractors must hold valid business and professional licenses and registrations that may be required by the State of Colorado.

Nondiscrimination: Peak Vista hereby notifies all proposers that it will affirmatively ensure that all will be afforded full opportunity to submit qualification proposals in response to this Request for Proposal and will not be discriminated against because of race, color, creed, ethnicity, religion, national origin, age, sex, marital status, veteran or military status, sexual orientation, or the presence of any disability.

Insurance Requirements: The vendor awarded the contract will be subject to Peak Vista's requirements for insurance.

Workers' Compensation: The vendor shall procure and maintain for the life of the contract Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

Copyright and Confidentiality: Selected vendor shall maintain strict privacy of all Peak Vista records, data, and files (regardless of media), including any copyrighted material received from Peak Vista.

This procurement may be funded in whole or in part with federal funds. Offeror hereby represents that it will not, in the performance of any contract resulting from this solicitation, provide (directly or by subcontract) any equipment, service or system, that uses, as a substantial component, covered telecommunications equipment or services. "Covered telecommunications equipment" is defined at Section 889 of Public Law 115-232 (Aug. 13, 2018) and 2 C.F.R. § 200.216 to include the equipment and services of Huawei Technology Company and its affiliates as well as that of certain other entities and their affiliates. If needed, PVCHC will provide a brief written statement of the definition upon request. By submitting an offer, offeror represents that it understands the scope of this limitation as set forth in law and will agree to the following contract term in any resulting contract:

Contract Terms that will be included in a Final Service Contract:

- Contractor is prohibited from providing to PVCHC any equipment, service, or system that uses, as a substantial component, covered telecommunications equipment or services. “Covered telecommunications equipment” is defined at Section 889 of Public Law 115-232 (Aug. 13, 2018) and 2 C.F.R. § 200.216 to include the equipment and services of Huawei Technology Company and its affiliates as well as that of certain other entities and their affiliates. Offeror acknowledges that it was placed on notice of this obligation in the course of the contract negotiation and award process and that it had an adequate opportunity to research its scope. If the contractor determines, during the course of performance, that it is out of compliance with this prohibition, it shall promptly notify PVCHC and replace the noncompliant equipment or service with compliant equipment or services at no additional cost to PVCHC.
- Exclusion Policy language that must be included in Vendor Agreement: (Replace XXXX with Vendor name) XXXX represents and warrants that XXXX, its officers, directors and employees (i) are not currently excluded, debarred, or otherwise ineligible to participate in the federal health care programs as defined in 42 USC § 1320a-7b(f) (the “Federal Healthcare Programs”) or any state healthcare programs; (ii) have not been convicted of a criminal offense related to the provision of healthcare items or services; and (iii) are not, to the best of its knowledge, under investigation or otherwise aware of any circumstances which may result in XXXX being excluded from participation in the Federal Healthcare Programs or any state healthcare programs. This shall be an ongoing representation and warranty during the term of this Agreement and XXXX shall immediately notify Peak Vista of any change in the status of the representations and warranty set forth in this section. Any breach of this section shall give Peak Vista the right to terminate this Agreement immediately for cause.
- Offeror’s personnel will abide by the rules, procedures, and requirements related to Public Health regulations while on Customer’s premises. If awarded, the Vendor may be required to sign the Peak Vista Non-Disclosure Agreement (NDA), and the Peak Vista Service Agreement (SA).

Governing Law. Any Agreement shall be governed by and construed in accordance with the laws of the State of Colorado.

This procurement is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$17,342,222 with 84.62% percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

**Attachment A  
Conflict of Interest**

**3205 N. Academy Blvd Ste 130  
Colorado Springs, CO 80917**

**CONFLICT OF INTEREST STATEMENT  
for Contractors, Consultants, Vendors or Agents**

It is Peak Vista’s policy to avoid situations which place a contractor, consultant, vendor or agent in a position where its judgment may be biased because of any past, present, or currently planned interest, financial or otherwise, they may have which relates to the work performed pursuant to this solicitation or where the contractor, consultant, vendor or agent’s performance of such work may provide it with an unfair competitive advantage.

A “conflict of interest” arises whenever the Interest of a person or company competes with or has the potential to compete with the best interests of Peak Vista. A conflict is presumed to exist if a person with an Interest is in a position to control or influence the transaction or arrangement.

In the absence of any relevant interest referred to above, the contractor, consultant, vendor or agent shall submit a statement certifying that to the best of its knowledge and belief no such fact exists relevant to possible organizational conflicts of interest. Proposed contractor, consultant, vendor or agent are responsible for submitting information and may submit it directly to the Peak Vista Materials Management Manager or the Business Development and Partnerships Manager, as appropriate.

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The contractor, consultant, vendor or agent, is \_\_\_\_\_ is not \_\_\_\_\_ aware of any past, present, or currently planned interest (financial, contractual, organizational, or otherwise) relating to the work to be performed under the Contract or Memorandum of Understanding (MOU) that would indicate any impingement upon its ability to render impartial, technically sound, and objective assistance or advice or result in it being given an unfair competitive advantage. This representation applies to all affiliates of the contractor, consultant, vendor or agent and its proposed consultants or subcontractors of any tier.

Please state possible conflicts of interest, if any:

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**SIGNATURE**

Name: \_\_\_\_\_ Date \_\_\_\_\_

Signature: \_\_\_\_\_