



**REQUEST FOR PROPOSAL (RFP)
#2020-02
for
Provider and Non-Provider Compensation Program**

**COMMUNITY HEALTH OF CENTRAL WASHINGTON
501 S 5TH AVE
YAKIMA, WA 98902**

1. PROJECT OVERVIEW

The purpose of this RFP is to request the experience and expertise of qualified compensation consultant businesses, organizations and/or firms to develop and recommend a compensation program for Community Health of Central Washington (CHCW) that is relevant, competitive and geographically appropriate. The recommended program will be designed to support successful recruitment into the organization and incentivize high performance in all disciplines across CHCW.

2. INTRODUCTION

Community Health of Central Washington (CHCW) is a federally qualified health center with a network of clinics located in Yakima and Kittitas Counties in Washington state. Our mission is to provide quality healthcare through service and education. CHCW was founded with one bold and clear vision: All people in our region should enjoy access to affordable and appropriate health care.

Education has always been an important part of our mission. Our family medicine residency has operated since 1993 and graduates up to 10 residents per year, many of whom remain to practice in our area and help to ease the primary care shortage. We also participate in training many other health care professions.

Today, CHCW is the medical home for nearly 30,000 people in Central Washington. We are an NCQA-designated patient centered medical home providing comprehensive care for all ages, regardless of ability to pay. CHCW operates six (6) distinct clinic locations providing a variety of services including, adult and pediatric primary care, prenatal and obstetrics services, behavioral health, senior care, school-based health, dental, psychiatry, medication assisted therapy, pharmacy services, and more.

3. REQUIRED QUALIFICATIONS

Vendors interested in responding to this solicitation must demonstrate their ability to successfully provide the required service outlined in the scope of work, contained herein. Only proposals from qualified vendors meeting the requirements below shall be considered for an agreement.

4. ESTIMATED TIMELINE

Issue RFP/Open	November 15, 2021
Proposal Submittal Deadline	December 20, 2021
Estimated Notification of Selection	January 2022
Estimated Agreement Date	January 2022

**Dates indicated above are subject to change at the discretion of CHCW

5. CHCW POINT OF CONTACT

Please direct all questions and correspondence regarding this RFP to:

Daniel Lara
Procurement Officer
Community Health of Central Washington
501 S. 5th Ave.
Yakima, WA. 98902
Email: Daniel.lara@chcw.org.

All questions and written communications regarding this solicitation shall be submitted in writing (e-mail is acceptable) to point of contact above. The questions will be researched, and answers will be communicated to all known interested vendors.

6. SCOPE OF WORK

The purpose of this RFP is to request the experience and expertise of qualified compensation consultant businesses, organizations and/or firms to develop and recommend a compensation program for CHCW that is relevant and competitive. The recommended program will be designed to support successful recruitment into the organization and incentivize high performance in all disciplines across CHCW. Components of the recommended program will include compensation models for provider and non-provider positions that consider each position's scope of responsibility and those elements that are pertinent to the establishment of a fair compensation construct for that position. Our current compensation program includes hourly, salary and provider staff with or without professional services arrangements including clinical, administrative and/or on-call coverage compensation.

In addition to developing a compensation program, the selected vendor will make recommendations on best practices to promote, support, manage and implement the new compensation program and maintain its fair, equitable and competitive integrity in the future.

Within the scope of this project, the following elements are expected:

1. Conduct a fair market value (FMV) analysis of CHCW wages to include:
 - Review of all positions within CHCW to understand the assigned responsibilities and required skills, education, experience and credentials to successfully fulfill the duties and responsibilities related to that job
 - Determination of FMV range for each position that is relevant and competitive for the position requirements and work being performed
 - Assessment of current compensation scales as compared to FMV range for each position
 - Provide FMV report to include:
 - Thorough description of the methodology or process used to determine FMV

- Summary of findings to include FMV wage ranges for each CHCW position including data in the 25th, 50th, 75th, and 90th percentiles
 - Comparison of current CHCW wages to FMV wage ranges for each position
 - Five-year projection of FMV compensation ranges including data in the 25th, 50th, 75th, and 90th percentiles for each position
2. Develop and recommend a compensation program that aligns with each position’s scope of responsibility and required skill sets as well as with organizational priorities. It is CHCW’s goal that this program:
- is fair and competitive,
 - incentivizes high performance in alignment with CHCW priorities,
 - is standardized for like positions across the organization, and
 - is both feasible and sustainable.

It is an expectation that the selected vendor will collaborate closely with CHCW Human Resources, Finance and other designated team members to identify organizational priorities and align those with the proposed compensation program. Programs that incentivize performance, such as production, quality and/or merit-based programs, are encouraged for discussion and consideration.

3. All interested Proposers are required to submit the following as part of their proposal:
- A summary of your company’s background, experiences and qualifications in fair market value appraisals, compensation analyses and incentive-based pay programs
 - A list of current clients as well as clients for whom you have conducted similar analyses and valuation services including contact person, address, email address and telephone number
 - List of names and credentials for all staff expected to be involved with FMV analysis and compensation program development
 - Sample report indicating the format of the FMV analysis

7. PROPOSAL PACKAGE REQUIREMENTS

In order to be considered, proposals must at a minimum contain the following:

1. Name of Proposer
2. Contact information including name, address, telephone, and e-mail address
3. Background information of Proposer including:
 - a. Brief history of the Proposer’s business or firm and a description of all services it provides.
 - b. Proposals must highlight the qualifications and experience specifically related to the services requested in this RFP.
4. At least three (3) business references (including name, title, organization, telephone number, and e-mail address).

5. Scope of proposed services including work plan and methodology.
6. Fee and cost proposal that shall clearly identify and specify all elements of cost that would become charges to CHCW in whatever form. Provide information on your billing practices including reimbursable cost categories.
7. Any contingencies or conditions on the proposal.
8. Conflict of Interest
 - a. Please disclose
 - i. Any material financial relationship that any employee of your firm has with any entity that may create a conflict of interest or the appearance of a conflict of interest in acting as a contractor on behalf of CHCW.
 - ii. Any material family relationship that any employee of your firm has with any entity or individual that may create a conflict of interest or the appearance of a conflict of interest in acting as a contractor to CHCW.
 - iii. Any other matter that your firm believes may create a conflict of interest or the appearance of a conflict of interest in acting as contractor on behalf of CHCW.

Exceptions

Submit any and all exceptions to this solicitation on separate pages. Each exception shall reference the RFP section number, and briefly explain the reason for taking exception as appropriate. Vendor should note that the submittal of an exception does not obligate Community Health of Central Washington to revise the terms of the RFP or agreement.

Appendix

Appendices may provide any additional information believed to be applicable to this proposal package; include such information in an Appendix section.

8. EVALUATION CRITERIA

CHCW will evaluate each proposal and a determination will be made on the following criteria:

General Scope of Work:

- Evaluate the level to which the proposal meets all the requirements listed for the general Scope of Work

Quality

- The anticipated quality of the services to be provided
- Professional ability and skill to provide services outlined in the Scope of Work
- Possesses the required credentials, qualifications, and/or personnel to successfully complete project

- Previous experience related to this project
- Recommendation by references
- Responsiveness
- Ability to provide or submit all information as required

Price and Cost

- Cost for services
- Financial and other benefits to CHCW

Other

- Other pertinent information submitted

9. PROPOSAL SUBMISSION

All requests for information and questions regarding this RFP should be directed to Daniel Lara (Daniel.Lara@chcw.org). Questions are to be submitted in writing (e-mail is acceptable).

Responses to this RFP are due by **5 p.m. PST on December 20, 2021**. Responses may be submitted through e-mail (Daniel.Lara@chcw.org) or mailed in a sealed envelope marked:

Attention: Community Health of Central Washington
RFP# 2020-02
501 S 5th Avenue
Yakima, WA 98902

The selected proposer will enter into negotiations with CHCW regarding the specific terms of an appropriate agreement. If agreement cannot be reached with a selected proposer within a reasonable time, CHCW may reject that proposer and commence negotiations with one or more other proposers.

Community Health of Central Washington reserves the right to terminate this solicitation prior to entering into any agreement with any qualified firm pursuant to this Request for Proposal, and by responding hereto, no firms are vested with any rights in any way whatsoever.

10. Terms and Conditions

The terms and conditions contained in this section or at the sole discretion of CHCW, terms and conditions substantially similar to these terms and conditions, will be included in any contract or agreement that results from this RFP. As indicated in the criteria for selection of this RFP, anytime the **awarded proposer** is cited will henceforth be referred to as the “**Contractor.**”

This RFP constitutes an invitation to make proposals to CHCW. Accordingly, this RFP does not commit CHCW to award a contract, or to procure, or to contract for services or supplies. Notwithstanding any other provisions of this RFP, CHCW reserves the right to award this contract to the Proposer(s) that best meet the requirements of the RFP and not necessarily to the lowest cost proposal. CHCW reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate with all qualified sources or to cancel in part or in its entirety this RFP at its discretion. CHCW, at its sole discretion, may exercise any or all of the following rights and options with respect to this RFP, any proposals and any related agreements without incurring any liability to Proposers:

1. Proposer certifies that the individual or business entity named in this Agreement has not received compensation for participation in the preparation of the RFP related to this Agreement and is not ineligible to receive the award of or payments under this Agreement; and acknowledges that this Agreement may be terminated, and payment withheld if this certification is inaccurate.
2. CHCW reserves the right to determine whether to interview some or all of the Proposers and to conduct such interviews privately.
3. CHCW reserves the right to select and enter into a contract with the Proposer whose proposal best satisfies CHCW’s overall interests.
4. CHCW’s decision-making and selection process will be discretionary and will be based on a variety of factors.
5. CHCW reserves the right to waive or extend deadlines.
6. CHCW reserves the right to accept proposals in whole or in part.
7. CHCW reserves the right to conduct investigations with respect to the qualifications of each Proposer to make field investigations with respect to such proposals.
8. CHCW reserves the right to request additional information from any Proposer.
9. CHCW reserves the right to cancel this RFP at any time whatsoever, with or without the substitution of another RFP.

10. CHCW reserves the right to supplement, amend or otherwise modify this RFP.
11. CHCW reserves the right to issue additional or subsequent RFPs with regard to the subject matter of this RFP.
12. CHCW reserves the right to negotiate with any Proposer, or with all or none of the Proposers. CHCW has no obligation to offer Proposers the opportunity to meet or exceed terms negotiated with a selected Proposer.
13. CHCW reserves the right to request new or revised proposals, including monetary terms from any Proposer at any time.
14. CHCW reserves the right to award to one or more proposers.
15. Preparation of a response to this RFP will be at the sole cost, expense and risk of the proposer, with the express understanding and agreement of the Proposer, irrespective of whether it is selected, that it waives all claims whatsoever for reimbursement from CHCW for any cost or expense incurred in the preparation of its proposal and any subsequent contract negotiation.
16. Each and every submitting Proposer expressly understands and agrees that this RFP is not, and shall not be construed as, an offer or an enforceable contract.
17. Alternative approaches and/or methods to accomplish the desired results of this procurement are solicited.
18. All pricing submitted will be considered firm and fixed unless otherwise indicated herein.
19. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds and made at the discretion of CHCW.
20. Awarding this RFP is based on the Evaluation Criteria set forth in this RFP. Proposers are advised, however, that all materials and ideas submitted as part of this proposal and during the performance of any award shall be the property of and owned by CHCW, which may use any such materials and ideas.
21. Yakima County, Washington, shall be the proper place of venue for suit on or in respect of this Agreement. This Agreement and all of the rights and obligations of the parties hereto and all of the terms and conditions hereof shall be construed, interpreted and applied in accordance with and governed by and enforced under the laws of the State of Washington.
22. At any time during the term of this Agreement and for a period of four (4) years thereafter CHCW or a duly authorized audit representative of CHCW at its expense and at reasonable

times, reserves the right to audit the contractor's records and books relevant to all services provided under this Agreement. In the event such an audit by CHCW reveals any errors/overpayments by CHCW, the contractor shall refund CHCW the full amount of such overpayments within thirty (30) days of such audit findings, or CHCW, at its option, reserves the right to deduct such amounts owing CHCW from any payments due to the contractor.

23. To the extent applicable to this Agreement, in accordance with Section 1861(v)(I)(i) of the Social Security Act (42 U.S.C. 1395x) as amended, and the provisions of 42 CFR Section 420.300, et seq., the contractor agrees to allow, during and for a period of not less than four (4) years after the Agreement term, access to this Agreement and its books, documents, and records; and contracts between contractor and its subcontractors or related organizations, including books, documents and records relating to same, by the Comptroller General of the United States, the U.S. Department of Health and Human Services and their duly authorized representatives.

12. EXECUTION OF OFFER

By signature hereon, Proposer represents and warrants the following:

Proposer acknowledges and agrees that (1) this RFP is a solicitation of a proposal and is not a contract or an offer to contract; (2) the submission of a proposal by Proposer in response to the RFP will not create a contract between CHCW and Proposer; (3) CHCW has made no representation or warranty, written or oral, that one or more contracts with CHCW will be awarded under this RFP; and (4) Proposer will bear, as its sole risk and responsibility, any cost arising from Proposer's preparation of a response to this RFP.

Proposer is a reputable company that is lawfully and regularly engaged in providing the Services.

Proposer has the necessary experience, knowledge, abilities, skills, and resources to perform the Services.

Proposer is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations, and ordinances.

Proposer understands the requirements and specifications set forth in this RFP.

If selected by CHCW, Proposer will not delegate any of its duties or responsibilities under this RFP or the Agreement to any sub-contractor, except as expressly provided in the Agreement.

If selected by CHCW, Proposer will maintain any insurance coverage as required by the Agreement during the term thereof.

All statements, information, and representations prepared and submitted in response to the RFP are current, complete, true, and accurate. Proposer acknowledges that CHCW will rely on such statements, information and representation in selecting the Contractor. If selected by CHCW, Proposer will notify CHCW immediately of any material change in any matter with regards to which Proposer has made a statement or representation or provided information.

Proposer will defend, indemnify, and hold harmless CHCW and all of their regents, officers, agents and employees, from and against all claims, actions, suits, demands, cost (including, but not limited to reasonable attorneys' fees), damages, and liabilities, arising out of, connected with, or resulting from any negligent acts or omissions or willful misconduct of Proposer or any agent, employee, subcontractor, or supplier of Proposer in the execution or performance of any contract or agreement resulting from this RFP.

By signature, Proposer offers and agrees to furnish the Services to CHCW and comply with all terms, conditions, and requirements and specifications set forth in the RFP.

By signature hereon, Proposer affirms that it has not given, or offered to give, nor does Proposer intend to give any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with its submitted proposal.

By signature hereon, Proposer hereby certifies that neither Proposer nor any firm, corporation, partnership, or institution represented by Proposer, or anyone acting for such firm, corporation, or institution, has violated the antitrust laws of the State of Washington, codified in Section 19.86 Unfair Business Practices – Consumer Protection, or the Federal antitrust laws, nor communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.

By signature hereon, Proposer certifies its compliance with all federal laws and regulations pertaining to Equal Employment Opportunities and Affirmative Action.

Proposal of:

(Proposer Company Name)

To: Community Health of Central Washington

Ref.: Compensation Program

RFP No: 2020-02

Having carefully examined all the specifications and requirements of the RFP and any attachments thereto, the undersigned proposes to furnish as required pursuant to the above-referenced Request for Proposal upon the terms quoted below.

CHCW Payment Terms

CHCW's standard payment terms are "Net 30 days." Indicate below the prompt payment Discount that Proposer offers to CHCW.

Prompt Payment Discount _____% _____days/net 30 days.

Respectfully submitted,

Proposer: _____

By: _____

(Authorized Signature for Proposer)

Title: _____

Date: _____