



Request for Proposal: Quality Improvement Project for Public Health in the State of Ohio

Issuing Organization: Association of Ohio Health Commissioners

Date of Release: February 1, 2023

Deadline for Proposal Submission: March 3, 2023 at 5:00 p.m.

Project Description

Background

Public Health has mounted an unprecedented response to meet the overwhelming demands of the COVID-19 pandemic. This response has been multifaceted and required public health agencies to expand both our strategies and the partners with whom we work. After three years, the lessons to be learned are numerous, and effectively capturing them is vital to promoting and advancing public health.

Ohio is a home-rule state with 113 local health departments (LHDs) across 88 counties. AOHC organizes counties into five (5) districts (See Appendix A), and LHDs collaborate regularly within their districts.

Purpose

The purpose of this project is to identify findings and recommendations, through a review of the COVID-19 pandemic, that address the foundational framework of public health in Ohio, which will inform future quality improvement initiatives, strategic planning, organizational development, and public health modernization.

Project Goal

The final goal of this project is a report that:

- a) Accurately identifies strengths, takeaways, and opportunities to advance public health practice in Ohio (collectively “findings”), through a review of the COVID-19 pandemic;
- b) Identifies and addresses the root cause(s) and systemic significance of its findings;
- c) Informs quality improvements initiatives, strategic planning, and organizational development for public health in Ohio; and
- d) Can be effectively shared with key stakeholders and decision-makers to promote modernization of public health.

Issuing Organization

Proposals are being requested by the Association of Ohio Health Commissioners (AOHC). AOHC is the State Association of County and City Health Officials (SACCHO) in Ohio. SACCHOs are organizations that represent local health departments or officials at the state level. The mission of AOHC is to provide exceptional service to our members by promoting strong local public health leadership; forming meaningful relationships with local, state and federal public health stakeholders; and advocating for an effective and efficient local governmental public health system.

Quality Improvement Committee

To support this project, a joint committee, termed the “Quality Improvement (QI) Committee,” has been formed between AOHC and the Ohio Department of Health (ODH). This committee will collectively serve as the point of contact for applicants and the selected contractor.

Timeline

Proposals must be submitted to the QI Committee by 5:00 p.m. on March 3, 2023. A contractor will be selected by March 31, 2023, and the project must be completed by June 30, 2024.

Total Cost

Total project costs should not exceed \$250,000 and should be inclusive of both direct and indirect costs. Indirect costs may not exceed 12% of all project costs.

Date of Release

This request for proposal (RFP) was released on February 1, 2023.

Project Deliverables

There are ten (10) deliverables for this project. Proposals must address the timeline and cost for completing each deliverable described below.

Deliverable 1 – Conduct listening session(s) to gather topics for review of the COVID-19 pandemic; present identified topics to the QI Committee.

- Conduct initial listening session(s) with LHD and ODH personnel to identify which topics should be reviewed through this project;
- Present gathered topics to the QI Committee for validation and clarification, as needed.

Deliverable 2 – Conduct pre-work.

- Assemble information on the state of public health before the pandemic;
- Compile response timeline;
- Review existing response documentation (submitted local AARs, CRI COVID-19 Response Lessons Learned Workbook and Facilitated Discussion deliverable submissions, information on guidance/orders, media/publicly accessible reports, etc.).

Deliverable 3 – Pre-work presentation to QI Committee; finalize topics to review.

- Review pre-work summary with the QI Committee and gather their feedback;
- Finalize topics for review, in collaboration with the QI Committee, including any additional topics identified through pre-work.

Deliverable 4 – Conduct listening sessions to review identified topics.

- Listening sessions will be conducted in each AOHC district in the state. A total of three (3) listening sessions will be held in each district for a total of fifteen (15) total sessions. Invited personnel must be offered an option to participate in person.
- Sessions will be organized both topically and by audience.
- Topics must be scheduled to review strengths in the first session, takeaways in the second session, and finally opportunities to advance public health practice in the last session. The sessions should be scheduled with enough time between so as not to burden participants, e.g., one per month.
- Goal of the listening sessions will be to identify strengths, takeaways and systemic opportunities to advance public health practice; contractor will engage participants to identify root causes of observations, beyond the actions of individuals or entities;
- Follow-up sessions, if needed, will build on feedback in earlier sessions.

Deliverable 5 – Conduct a response survey with relevant response personnel.

- Develop and issue a response survey to allow for further detail-gathering on topics raised in listening sessions;

- Responding personnel will indicate their role and whether they are willing to be confidentially interviewed. Those will responding “yes” will constitute the pool of people who could be potentially selected for key-informant interviews.

Deliverable 6 – Conclude feedback-gathering and begin analysis of information; schedule and conduct key-informant interviews.

- Contractor will identify topics for which key-informant interviews will help to further define the findings;
- Regionally representative, key-informant interviews will be conducted with personnel who held a variety of response roles.

Deliverable 7 – Preview draft findings with AOHC membership and ODH.

- Contractor will present draft findings to AOHC membership and ODH staff to ensure their accuracy and completeness. Consistent with best practices for post-incident review, findings will focus on strengths, takeaways, and systemic opportunities to advance public health practice, not the actions of individual entities or actors;
- Contractor will communicate a process for providing feedback on the draft findings. Feedback must be accepted for at least two (2) weeks.

Deliverable 8 – Refine draft findings and present them to the QI Committee.

- Contractor will refine draft findings, detailing their commonality across LHDs, districts/regions, and the state.
- Salient topics with potential for advancing modernization of the public health system will be identified.
- QI Committee will review the draft findings and identify revisions needed before advancing them to the AOHC Board and ODH.

Deliverable 9 – Present draft findings to the AOHC Board and ODH for review and approval.

- Contractor will facilitate feedback-gathering from the AOHC Board and ODH.
- The AOHC Board, in partnership with ODH, will review and finalize the draft findings and select topics that they believe warrant further examination.

Deliverable 10 – Finalize the report for the QI project and receive approval from the AOHC Board and ODH leadership.

- Write a draft report, incorporating feedback previously provided by engaged stakeholders.
- Schedule and conduct a series of reviews with LHDs and ODH to ensure the draft report accurately and comprehensively captures systemic strengths, takeaways, and opportunities to advance public health practice in Ohio that position Ohio to promote and advance the modernization of public health. Incorporate any feedback received from stakeholders.
- Facilitate a review with the QI Committee to finalize the report before presentation to the AOHC Board and ODH leadership.
- Facilitate a final review with the AOHC Board and ODH leadership to obtain their approval of the project report; this deliverable will be completed when they approve the report.

Project Proposals

Proposal Components

Proposals must include the components described in this section.

Letter of Introduction

Please include a letter of introduction that identifies the project lead and summarizes the proposal.

Background, Qualifications, Previous Experience and Organizational Support

In ten (10) pages or less, please describe all of the following:

- Applicant Background;
- Qualifications and Experience of Key Personnel;
- Organizational Support beyond Key Personnel;
- Previous Experience with Similar Projects or Customers; and
- Primary Point(s) of Contact and Contact Information.

Project Work Plan

Please provide your project work plan by completing the table that begins on page 7. Please ensure your narrative describes the process you will undertake to address the requirements for each deliverable. Additionally, for each deliverable, please detail how costs were derived and any opportunities for cost savings

Optional: Sample Report

Though not required, applicants may include in their proposal a sample report or a report from a previously completed project to help illustrate how the final report for this project would be structured.

Proposal Submission

Proposals may be mailed, delivered in person or submitted via email. All proposals must be electronic, and all electronic documentation must be in PDF format.

Mailed Proposals

Electronic media containing proposals may be mailed and must be postmarked no later than March 3, 2023. Please mail proposals to:

Association of Ohio Health Commissioners
Attn: Beth Bickford, MS, RN, CAE
110A Northwoods Boulevard,
Columbus, Ohio 43235

Personally Delivered Proposals

Electronic media containing proposals may be delivered in person to the AOHC office, located at 110A Northwoods Boulevard, Columbus, Ohio 43235. They must be received by 5:00 p.m. on March 3, 2023. The office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday, except for February 20th, when it will be closed to observe President's Day.

Email Submissions

Email submissions must be sent by 5:00 p.m. on March 3, 2023. Proposals may be emailed to AOHC_1@aohc.net, attention Beth Bickford. Please include ***Public Health QI Proposal*** in the subject line.

Eligibility

All proposals that include the required components and meet the submission requirements will be considered.

Proposal Review and Selection

All proposals will be reviewed by the QI Committee, which will recommend an applicant to the AOHC Board. The AOHC Board will make final approval for selection.

Notification of Decision

Following selection, all applicants will be notified, in writing, of the decision.

Inquiries and Contact Information

For questions about this RFP or any issues with submission, please email the QI Committee at AOHC_1@aohc.net, attention Beth Bickford. Please include ***Public Health QI Proposal Inquiry*** in the subject line.

Review of Applicant Questions

The QI Committee will respond to applicant questions about this RFP by Friday, February 10, 2023. To have your questions included in this response, please submit them to the email address listed above by 5:00 p.m. on Tuesday, February 7, 2023.

Project Work Plan

Please provide your project work plan by completing the table below. For each deliverable, please detail how costs were derived and any opportunities for cost savings. **Total project costs should not exceed \$250,000 and should be inclusive of both direct and indirect costs. Indirect costs may not exceed 12% of all project costs.**

Deliverable # & Title	Target Completion Date	Cost to Complete Deliverable	Process Details <i>Please provide a brief narrative on how you would complete each step. Please also detail how costs were derived and any opportunities for cost savings.</i>
Deliverable 1: Conduct listening sessions to gather topics for review; present identified topics to the QI Committee			
Deliverable 2: Conduct pre-work			
Deliverable 3: Pre-work presentation to QI Committee; finalize topics to review			
Deliverable 4: Conduct listening sessions to review identified topics			
Deliverable 5: Conduct a response survey with relevant response personnel			
Deliverable 6: Conclude feedback-gathering and begin analysis of information; schedule and conduct key-informant interviews			
Deliverable 7: Preview draft findings with AOHC membership and ODH			
Deliverable 8: Refine draft findings and present them to the QI Committee			
Deliverable 9: Present draft findings to the AOHC Board and ODH for review and approval			

Deliverable 10: Finalize the report for the QI project and receive approval from the AOHC Board and ODH leadership			<i>Please include within this step’s process description how the final report will be structured to best meet the project’s purpose and goal. You may include a sample table of contents to convey anticipated report sections. See also the section entitled “Optional: Sample Report.”</i>
Total Direct Costs:		TOTAL POTENTIAL COST SAVINGS:	
Total Indirect Costs:			
TOTAL PROJECT COST:			

Appendix A: AOHC Districts

