



Analytic and Operational Support for the Engagement of the Public and Patients

REQUEST FOR PROPOSAL

RFP # PCO-AOSEPP

June 1, 2017

KEY DATES	
Request for Proposal Released	June 1, 2017
Deadline for Questions	June 15, 2017
Deadline for Proposals	July 14, 2017
Projected Award Date	August 11, 2017
Projected Start Date	September 4, 2017



About PCORI

PCORI was authorized by the Patient Protection and Affordable Care Act of 2010 as a non-profit, nongovernmental organization and is charged with helping patients, clinicians, purchasers, and policy makers make better-informed health decisions by “advancing the quality and relevance of evidence about how to prevent, diagnose, treat, monitor, and manage diseases, disorders, and other health conditions.” It does this by funding research guided by patients, caregivers, and the broader healthcare community, which results in high-integrity, evidence-based information.

PCORI’s strong patient-centered orientation directs attention to individual and system differences that may influence research strategies and outcomes. PCORI is charged with producing useful, relevant clinical evidence through the funding of new research and the analysis and synthesis of existing research.

PCORI is committed to transparency and a rigorous stakeholder-driven process that emphasizes patient engagement. PCORI uses a variety of forums and public comment periods to obtain public input to enhance its work.

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Opportunity Snapshot

The Patient-Centered Outcomes Research Institute (PCORI) is seeking Contractors to enter into an indefinite delivery, indefinite quantity (IDIQ) agreement to provide programmatic and analytic support for the Engagement Department.

The Contractor shall provide the following types of professional services/support:

- Science of Engagement
- Economic Modeling
- Environmental Scans, Literature Reviews, and Issue Briefs
- Education/Training
- Meeting Facilitation and Support.

Proposals should be received no later than 5 pm (ET) on **July 14, 2017**. Prospective applicants may submit questions regarding the RFP no later than 5 pm (ET) on **June 15, 2017**.

This will be a **multiple** award indefinite delivery, indefinite quantity (IDIQ) agreement. The period of performance is **September 4, 2017 through September 4, 2020**.

The anticipated contract award date is approximately **August 11, 2017**.

This will be a cost reimbursable contract. The Contractor will operate at the direction of and receive guidance from PCORI.

How to Proceed



1. Review the Requirements

Examine all sections of the RFP and learn about [what makes PCORI's research different](#).¹

2. Consider the Evaluation Criteria

Consider the organization eligibility requirements and PCORI's specific requirements to see whether your organization, your interests, and your capabilities fit the requirements listed in this RFP. Check the PCORI website for any modifications or amendments up to the submission deadline.

3. Develop Your Proposal

Develop your response to the requirements within this RFP.

4. Follow Submission Guidelines

See the [Submission Guidelines](#) section of this document.

5. Submit Your Proposal

Proposals are due by 5 pm (ET) on July 14, 2017.

¹ Available at pcori.org/research-we-support/pcor



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Background

One of PCORI's strategic goals is to influence clinical and healthcare research funded by others to be more patient centered. PCORI aims to demonstrate that a patient-centered, stakeholder-driven approach to clinical comparative effectiveness research has value to other funders of healthcare research by improving the quality, relevance, and usability of study findings. PCORI's ability to achieve this goal depends, in part, on having scientific and non-scientific (i.e., lay) persons who are well-trained in patient-centered outcomes research (PCOR) concepts and techniques.

Since our establishment, PCORI has been committed to meaningful involvement by patients, caregivers, clinicians, and other healthcare stakeholders in all our activities, as well as throughout the research we fund. Bringing together all healthcare stakeholders—with patients at the center—to help set research priorities and evaluate applications is our formula for ensuring we fund and conduct the most relevant research possible.

We believe that including patients and other stakeholders in the research process, from topic selection through dissemination and implementation of results, will lead to trustworthy and usable information likely to be taken up in practice.

We have three engagement goals:

- Build a patient-centered outcomes research, or PCOR, community
- Engage the PCOR community in research
- Promote dissemination and implementation of PCOR research findings.

Although staff throughout PCORI are committed to authentic involvement of patients and other stakeholders, our Engagement and Dissemination and Implementation programs focus specifically on such engagement. The program reaches out to patients and other stakeholders with events and workshops, trainings, funding opportunities, and an Ambassador program, as well as helping stakeholders participate in research topic generation and selection, review of research funding applications, and dissemination and implementation of research findings. We also guide researchers on ways to include patients and other stakeholders in their projects.

As PCORI, its portfolio of research and research support awards, the science of engagement, and the engagement of our unique [public and patient stakeholders](#) evolve, the Institute requires a diverse group of vendors to provide support that will enhance our ability to achieve key goals.

Contractors who are selected through this IDIQ will directly manage the project, interface with key PCORI program staff members, ensure adherence to the approved budget, meet established deadlines, and provide recommendations for PCORI follow-up actions, as appropriate. The Contractors who are selected through this IDIQ must be able to do the following:

- Demonstrate a thorough understanding of PCORI's mission and goals
- Demonstrate a thorough understanding of patient-centered outcomes research (PCOR), comparative effectiveness research (CER), and patient and stakeholder engagement principles
- Demonstrate capacity to provide programmatic and analytic support for PCORI's Engagement Department in the following areas:
 - **Science of Engagement**
 - Determining effective patient and stakeholder engagement strategies and their effect on the planning, conduct, dissemination, and implementation of PCORI-funded research
 - Designing and trialing of strategies to address specific challenges in ensuring patient and stakeholder engagement in research
 - Advancing methods and strategies to support patient and stakeholder engagement in research.
 - **Economic Modeling**
 - Conveying the health and economic effect of PCORI's research for various patient and stakeholder communities.
 - **Environmental Scans, Literature Reviews & Issue. Briefs**
 - Developing reviews of the existing literature on clinical, engagement and health topics for various stakeholder audiences.
 - **Education/Training**
 - Developing scientific and lay person education/training on engagement and PCOR/CER.
 - **Meeting Facilitation and Support**
 - Providing content and facilitation support for multi-stakeholder, multi-organizational, and community-specific meetings.

PCORI encourages the Offerors to reflect an understanding of the attributes mentioned above in their proposals.



Statement of Work

Through this Request for Proposal (RFP), PCORI announces its intention to contract for Analytic and Operational Support for the Engagement of the Public and Patients. PCORI envisions that, through this RFP, it will contract with multiple awardees whose roles will include the following activities:

- Science of Engagement
- Economic Modeling
- Environmental Scans, Literature Reviews and Issue Briefs
- Education/Training
- Meeting Facilitation and Support.

PCORI expects Offerors to demonstrate the capacity to provide professional services in at least two of the following domains to qualify for this IDIQ agreement. Task Orders may only be competed for by those who qualify for the associated domain as determined by PCORI. PCORI may consider consortia of Contractors under this IDIQ for competition of Task Orders.

Science of Engagement

PCORI seeks Contractor(s) to enter into an agreement to provide support for developing a body of evidence around, and tools to support, engagement approaches proven effective through PCORI's research and research support portfolios and other resources nationally and internationally. PCORI also seeks to develop evidence for the design and trial of strategies to improve or address challenges in engagement.

By "engagement in research," PCORI refers to the meaningful involvement of patients, caregivers, clinicians, and other healthcare stakeholders throughout the research process—from topic selection through design and conduct of research to dissemination and implementation of results. PCORI believes that such engagement can influence research to be more patient centered, useful, and trustworthy and ultimately lead to greater use and uptake of research results by the public and patients.

PCORI seeks to better understand what engagement approaches work best at different stages of the research process and for whom they work, as well as what impact engagement has on a study from the participant and researcher's perspectives. The ultimate objective is to synthesize this information and make it available as a resource or series of resources for individuals and organizations implementing engagement.

Contractors selected through this IDIQ to compete on task orders under this domain must be able to do the following:

- Provide **support for the design and testing of tools, guides, and resources** for patients, the public, and researchers partnering on patient-centered outcomes research (PCOR)/clinical

comparative effectiveness research (CER) approaches to engagement from PCORI-funded awards and external sources; evaluation of tools, guides, and resources designed to support engagement in PCOR and CER; and develop, recommend, and apply innovative approaches to engagement in research.

- Demonstrate an understanding of, and meaningful experience working with different PCORI stakeholder groups involved in research.
- Demonstrate an understanding of PCOR/CER, as well as patient and community-engaged research principals and methods.
- Demonstrate the ability to identify and critically appraise domestic and international resources on the science of engagement.
- Demonstrate the capacity to identify and assemble groups of related tools and resources to package and diffuse to targeted stakeholder groups.
- Demonstrate experience with identifying gaps and developing innovative approaches to patient and stakeholder engagement.
- Provide **support for better understanding what approaches work best** at different stages of the research process and for whom they work, as well as what effect engagement has on a study from different perspectives.
 - Demonstrate the ability to analyze PCORI's existing researcher and partner data for trends in research partnerships that resulted in effective engagement strategies, meaningful scientific outcomes, or both.
 - Demonstrate the ability to identify gaps in PCORI's current evaluation tools and data with regards to acquiring the necessary information to inform this objective.
 - Demonstrate the ability to develop a strategy, work plan, and timeline to develop and implement the necessary framework to acquire relevant information.
 - Demonstrate familiarity with a range of data collection approaches and the capacity to identify the appropriate data sources that capture the information described (may include interviews, surveys, focus groups, etc.).
 - Demonstrate the ability to analyze the data collected and synthesize findings into a variety of media including presentations, white papers, frameworks, and tools to share within and outside of PCORI to a variety of audiences.

Economic Modeling

PCORI seeks Contractor(s) to enter into an agreement to provide support for modeling of the health and economic impact associated with the uptake of PCORI research findings. This activity requires projecting health outcomes, changes in resource use (increase or decrease), and estimated cost impacts. The

assessment shall analyze the impact on patients, families, payers, or other stakeholders, as specified by PCORI in each task order.

Contractor(s) who are selected through this IDIQ must be able to do the following:

- Demonstrate experience developing simulation models projecting health outcomes and costs, ranging from simple low-tech approaches to more complex and intensive models.
- Demonstrate the ability to specify health outcomes to include in a model of regional- and national-level impact, assuming study findings are implemented nationally.
- Demonstrate the ability to specify all relevant measures of healthcare utilization that would meaningfully affect costs for various stakeholder communities.
- Demonstrate familiarity with a range of data sources and the capacity to identify the appropriate data sources that capture the outcomes and impacts described.
- Demonstrate the ability to access and use the identified data to derive estimates required for the modeling activity.
- Demonstrate experience with developing methods for valuation of outcome, including specific datasets/data sources to be used to assign costs for budget modeling.
- Demonstrate experience with synthesizing findings and providing reports that places a strong emphasis on the visual representation of data and conclusions, including charts and graphs.

Environmental Scans, Literature Reviews, and Issue Briefs

PCORI seeks Contractor(s) to enter into an agreement to provide support for generating environmental scans of research findings, literature reviews, and issue briefs based on synthesis of the relevant scientific literature. Products presenting findings from these activities may include white papers, policy briefs, or other summary materials. The Contractor may be asked to summarize and analyze literature to determine best practices or to describe where gaps exist in the available evidence (including engagement), and to translate findings for PCORI's diverse public and patient stakeholder audiences.

Contractors who are selected through this IDIQ must be able to do the following:

- Demonstrate the capacity to develop a strategy for conducting a literature review or environmental scan, identifying search terms, databases, and other information sources.
- Demonstrate experience with conducting clear and concise literature reviews, spanning years of research and findings from multiple study types, and environmental scans, spanning a variety of relevant sources.
- Demonstrate the ability to analyze, synthesize, and convey a large body of evidence or literature.

- Demonstrate achievement in preparing formatted, publication-ready reports appropriate for a variety of audiences including, but not limited to, PCORI staff, researchers, patients, insurers, purchasers, and payers.

NB: Contractors are not sought to, and will not conduct full systematic reviews, evidence syntheses, or meta-analyses.

Education/Training

PCORI seeks Contractor(s) to enter into an agreement to provide scientific and lay person education/training to ensure that the public and patients have the knowledge and skills necessary to participate in PCOR/CER. Learners may include, but are not limited to, researchers, patients, public stakeholders, merit reviewers, and peer reviewers.

Contractors who are selected through this IDIQ must be able to do the following:

- Demonstrate experience and expertise in training scientific and lay persons using best practices in adult learning.
- Demonstrate capacity to perform training needs assessments.
- Demonstrate experience with articulating a clear plan for engaging patients and other stakeholders in projects.
- Demonstrate capacity to design, develop, and implement training programs for multi-stakeholder research partnerships, including efficient use of learning and communication technologies for geographically dispersed audiences.
- Demonstrate experience with the development of new tools and interventions to support participation in PCOR research and engagement in care and uptake in findings.
- Demonstrate capacity to develop and execute comprehensive training evaluation plans.
- Demonstrate the ability to generate a broad reach and uptake of resources throughout the healthcare community.

Meeting Facilitation and Support

PCORI seeks Contractor(s) to enter into an agreement to provide support for gathering healthcare patient and stakeholder communities and overseeing all aspects of systematic information collection from those stakeholder communities to ensure that PCORI-relevant information is obtained. The information to be collected may include, but is not limited to, opinions of these patient and stakeholder communities regarding PCORI goals, PCORI research agenda, progress PCORI has made toward meeting goals to date, dissemination and implementation of PCORI-funded evidence, and recommendations from the communities for future directions for PCORI.

Contractors who are selected through this IDIQ must be able to do the following:

- Demonstrate their capacity for convening two or more stakeholder communities, having demonstrated experience and expertise in working with one or more of them.
- Demonstrate an understanding of the appropriate method (including roundtables, regional meetings, deliberation, town halls, etc.) and rationale for convening specific individuals and organizations either by community, or by combining multiple communities.
- Demonstrate their capacity to conduct convenings using multiple modes of gathering participants (in-person, web-based, etc.).
- Demonstrate their ability to guide a discussion with aforementioned stakeholder communities and collect and analyze all appropriate data.
- Demonstrate their ability to use analyzed data to provide recommendations.
- Demonstrate their ability to provide meeting summaries.

NB: For reference on PCORI's stakeholder communities, we encourage Offerors to review <http://www.pcori.org/funding-opportunities/what-we-mean-engagement/pcoris-stakeholders>.

PCORI will assess the performance of Contractors according to the criteria established in each Task Order issued under the IDIQ.

Deliverables

All deliverables must be completed and include, but are not limited to, the following. Each deliverable shall be provided to PCORI.

1. Kickoff Meeting, Agenda, Minutes, and Action Items
2. Project Management Plan
3. A Weekly/Monthly Status Reports (for all work performed under the agreement by task order)
4. Task Order-Specific Deliverables.

NOTE: Deliverables outlined below are illustrative and each individual task order will contain its own official, operative schedule.

Example Deliverable Schedule

Deliverable	Description	Quantity/Media	Date Completed
1 – Kickoff Materials	Discuss and agree upon specific task and deliverables, including deadlines (i.e., Contractor Drafts Project Management Plan)	Submit 1 electronic copy	Within 1 month of Project Kickoff Meeting
2 – Project Management Plan	PCORI reviews Project Management Plan (as applicable) and resubmits with PCORI comments		Within two weeks of Project Kickoff Meeting
	Contractor resubmits Final Project Plan with PCORI's comments addressed	Submit 1 electronic copy	Seven (7) business days after receiving PCORI's comments
	PCORI will approve Final Project Management Plan	As applicable	Seven (7) business days after receiving final project management plan from Contractor
3 – Project Status Updates	Contractor submits project status reports to PCORI for review/approval	Submit 1 electronic copy	Monthly (by the 15th business day of each subsequent month)
	PCORI reviews status reports and returns to Contractor with comments regarding approval or for clarification		Within two weeks of receipt
	Contractor resubmits status reports with questions answered/clarification provided, as needed	Submit 1 electronic copy, as applicable	As needed, within seven (7) business days of receipt of PCORI's comments

Deliverable	Description	Quantity/Media	Date Completed
4-10 – Task order-specific deliverables TBD	Task order-specific	Task order-specific	Task order-specific

Acceptance of Deliverables

PCORI will review and provide comments on each deliverable within five (5) business days of receipt of the deliverable or within such other reasonable time frame as agreed upon by the Contractor and PCORI, given the nature of the deliverable being reviewed by PCORI. PCORI and/or the Project Leader shall provide the Contractor with written acceptance or rejection (with specified reasons). The Contractor will have five (5) business days to complete and deliver changes made as a response to PCORI's (and/or the Project Leader's) comments. The Contractor shall be allowed one re-submission of the deliverable. If the re-submission is rejected, the assigned Project Leader, PCORI's Procurement Office, and the Contractor's representative will arbitrate a resolution. If PCORI or the assigned PCORI Project Officer does not meet its deadline or provide notice of an extension request, it is the Contractor's responsibility to contact the PCORI Project Officer to inquire about the submitted deliverable.

Kickoff Meeting

The Contractor shall work with PCORI to schedule and coordinate a Project Kickoff Meeting at the PCORI office or via a conference call. The meeting will provide an introduction between the Contractor personnel and PCORI personnel who will be involved with the agreement. The meeting will provide the opportunity to discuss technical, management, and reporting procedures. At a minimum, the attendees shall include key Contractor personnel, and PCORI's Procurement Department and Project Leader (PL). The Contractor shall provide the following at the Kickoff Meeting:

- Introduction of personnel
- Overview of project tasks
- Schedule
- Invoice procedures
- Reporting requirements, e.g. Monthly Status Report (MSR)
- POCs
- Roles and responsibilities
- Prioritization of Contractor activities
- Quality surveillance
- Any initial deliverables
- Additional issues of concern.



PCORI also will discuss the roles and responsibilities of the PL. PCORI will coordinate separate kickoff meetings with the selected Offerors.

Project Leader's Authority

Performance of work under this contract must be subject to the technical direction of the Project Leader or a representative designated in writing. The term “technical direction” includes, without limitation, direction to the Contractor that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details, and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.

- Technical direction must be within the scope of the specification(s)/work statement.
- Technical direction may be oral or in writing.

The PCORI Project Leader does not have authority to issue technical direction that:

- constitutes a change of assignment or additional work outside the specification(s)/Statement of Work;
- in any manner causes an increase or decrease in the contract price, or the time required for contract performance;
- changes any of the terms, conditions, or specification(s)/work statement of the agreement and/or the resultant task orders; or
- interferes with the Contractor's right to perform under the terms and conditions of the agreement and/or the resultant task orders.

Period of Performance

The period of performance for the IDIQ will be September 4, 2017 – September 4, 2020. The projected IDIQ award date is August 11, 2017.

Type of Agreement

PCORI expects to award multiple Contractors for an indefinite delivery, indefinite quantity (IDIQ) agreement. This agreement type provides an estimate of the work required to be performed over the agreement period. The actual quantities of services ordered under this agreement may be significantly less or possibly more than the quantity. Contractors must be able to perform all activities described in the IDIQ SOW. PCORI encourages the use of Contract teaming arrangements and/or subcontractors to ensure that project teams have the necessary expertise to accomplish the work.

Indefinite Delivery Indefinite Quantity Agreements

- (a) This is an indefinite delivery, indefinite quantity (IDIQ) agreement for the supplies or services specified, and effective for the period of performance stated, in this RFP. The quantities of supplies and services specified in the RFP are estimates only and are not purchased by this agreement.
- (b) Delivery or performance shall be made only as authorized by task orders issued. The Contractor shall furnish to PCORI, when and if ordered, the supplies or services specified in the task order up to and including the quantity designated in the task order as the “maximum.” PCORI shall order at least the quantity of supplies or services designated in the task order as the “minimum.”
- (c) Except for any limitations on quantities, there is no limit on the number of task orders that may be issued.
- (d) Any task order issued during the effective period of this agreement and not completed within that period shall be completed by the Contractor within the time specified in the task order. The agreement shall govern the Contractor's and PCORI's rights and obligations with respect to that task order to the same extent as if the task order were completed during the agreement's effective period, provided that the Contractor shall not be required to make any deliveries under this agreement after the expiration date.

Task Orders

All work under this agreement will be ordered by the issuance of individual task orders. Task orders may be issued on a firm fixed price, time and materials, and cost reimbursable basis. All task orders exceeding the micro-purchase threshold (\$150,000) will be competed among the IDIQ holders. The IDIQ holders will be issued task orders under this agreement describing the specific task(s) to be performed, the required deliverables, and authorized direct labor hours, travel, supplies, materials, other direct costs (ODC), and total costs. No work effort is authorized under this agreement except as expressly described in the task order.

The Contractor shall ensure adequate resources are dedicated to satisfy the requirements of task orders including, but not limited to, furnishing the necessary personnel, material, and services as required. In addition, inherent in providing these goods and services, the Contractor shall provide the supervision and management effort necessary for efficient and effective administration and control of work performed under the task order.

For Time and Materials Task Orders: The Contractor will be required to provide supporting documentation for such rates, which may include a cost element breakdown of each Loaded Hourly Labor Rate (including profit) in accordance with the Contractor's cost accounting system, as well as any other supporting information the Procurement Office deems necessary.

For Time and Material and Cost Reimbursement Task Orders: The Contractor will be required to provide Technical Status Reports that describe, at a minimum, the technical progress per the requirements of the respective task order. The frequency (i.e., monthly) of when these reports are due will be outlined in the task order request. The Contractor will also be required to provide a final report which shall consist of (at a minimum) the work performed and results obtained for the entire task order's period of performance. The report shall be in sufficient detail to describe comprehensively the results achieved and it should be submitted before the last day of the task order performance period. A technical status report will not be required for the period when the Final Report is due.

Task Order Requests for Proposals

PCORI shall issue task orders (TOs) under this IDIQ. The Contractor agrees to accept and perform TOs issued and are within the scope of the IDIQ agreement. In the event there is a conflict between a TO and the IDIQ, the IDIQ agreement shall control.

Each individual TO request may be firm fixed price, time and material, and cost reimbursement or any combination of the three. TO requests may include performance incentives (negative and positive), as applicable to the performance success of the TO.

All TO requests will incorporate all terms and conditions of the IDIQ agreement. In addition, the proposed TO request will include the following to the extent applicable to individual task orders:

- a. A Statement of Work (SOW) or other statement describing the work to be performed, the deliverables, the period of performance, the Points of Contact, inspection, and acceptance of deliverables
- b. The type of TO
- c. The Proposal due date/time and the method of delivery for proposals
- d. Specific instructions on what to include in the proposal submission. This may include, but is not limited to, written responses summarizing technical and price approaches.
- e. Evaluation factors and their relative order of importance
- f. Any other pertinent information deemed appropriate.

Technical proposals will be evaluated against the criteria as set forth in each request for TO proposal; the criteria in each request for TO proposal may be specifically tailored to each individual requirement. The Technical Proposal should address each criterion and contain information necessary for satisfactory performance of the required services.



First Four Task Order Requests

PCORI would also like to issue four task orders in conjunction with the award of multiple-award IDIQ agreements. The first four task orders will be competed along with the IDIQ competition.

PCORI will award the IDIQ and the first four task orders resulting from this Request for Proposal to the responsible Offerors whose offer conforming to the RFP will be most advantageous to PCORI. The first four orders will represent the Offeror's mix of labor categories and hours.

Information for these four task orders are included in this RFP. The period of performance for these task orders is up to three years. The projected award date is September 4, 2017. Task orders awarded through the IDIQ may be firm fixed price, labor-hour, time and materials, or cost reimbursable agreement types. The Contractor will operate at the direction of, and receive guidance from, PCORI.

Proposal Evaluation Criteria

The Basis of Award will be Best Value. An IDIQ contract will be awarded to the Offeror whose quote, conforming to the RFP, represents the best value to PCORI. When determining Best Value, Technical and Past Performance, when combined, are significantly more important than cost or price. Proposals that are unrealistic in terms of technical or schedule commitments, or unrealistically high or low in terms of price/cost, may be deemed to be reflective of an inherent lack of technical competence, or indicative of a failure to comprehend the complexity and risks of the proposed work and may be grounds for rejection of the proposal. Cost/Price is not the most important evaluation factor, but its degree of importance will increase commensurably with the degree of equality among different Offerors' Technical and Past Performance proposals.

PCORI will award multiple IDIQ agreements as a result of this Request for Proposal.

PCORI will award the IDIQ resulting from this Request for Proposal to the responsible Offerors whose offer conforming to the RFP will be most advantageous to PCORI. An evaluation of the Offerors' price proposals will be made to determine if they are realistic for the work to be performed, reflects a clear understanding of the requirements, and are consistent with various elements of the technical proposal. PCORI will evaluate the reasonableness of the price of each compliant offer in relation to the Offeror's relative quality. Reasonableness will be determined considering other competitive prices received and comparison to the Independent Cost Estimate (ICE).

Whether a price is too high or too low may be considered in the context of comparison to other price proposals as well as to the ICE, or to any other information the Procurement Office deems useful in their discretion. The price reasonableness evaluation will result in a determination of a fair and reasonable price to PCORI.

Proposals will be evaluated using the following criteria:

Category	Weight of Rating Factor
Technical Approach	35%
Organization and Staffing	15%
Project Management Plan	15%
Past Performance	35%

Awards will be made to Contractors who propose the best value, with the technical approach being most important. PCORI will consider the evaluation factors indicated below.

Technical Approach

Submit a narrative that addresses the Offeror's ability to demonstrate a technical understanding of the requirements and the overall capability and experience in providing the requirements specific to meet the needs of PCORI. Offerors must provide a detailed plan that includes a description of the proposed approach and a detailed draft project plan outlining the requirements in the Statement of Work.

Describe what events/activities are envisioned, contacts, and resources proposed to accomplish the tasks and demonstrate how the proposed approach will accomplish the objectives specified.

Project Management Plan

The Offeror shall propose a comprehensive Project Management Plan. The Project Management Plan must give PCORI a high degree of confidence that the Offeror has a robust plan for conducting the tasks and submitting high-quality deliverables; the Plan should feature clear actionable strategies and timeframes for accomplishing the requirements and objectives. The Project Management Plan must be fully integrated with the Statement of Work and requirements within this RFP. The Project Management Plan shall address the Offeror's overall capability to manage the work required. Please include an organization chart with named personnel that demonstrate reporting lines and areas of responsibility. Résumés shall be provided in an appendix for the named key personnel who demonstrate experience in similar positions on prior projects/contracts that are similar and relevant to the scope and complexity contemplated.

Personnel proposed must demonstrate core expertise in the tasks anticipated. *If the use of teaming partners and/or subcontractors is proposed, clearly articulate their roles and demonstrate their relevant experience.* The Project Management Plan shall describe the overall plan for organizing, staffing, and managing the tasks; how organization roles and responsibilities will be divided, decisions made, and work monitored; exceptions management; and assurance of quality and timeliness to meet PCORI's requirements. The Offeror is to demonstrate how it will perform all of PCORI's requirements, objectives, overcome or mitigate constraints, and meet or exceed contract performance requirements.

Past Performance

The Offeror is expected to demonstrate their previous experience in providing the requirements outlined in this RFP. PCORI's intent is to determine whether the Offerors have performed services on contracts relevant in scope and complexity with the requirements set forth in the Request for Proposal and whether the Offerors consistently deliver quality services in a timely manner. This factor will be evaluated on the basis of the Offerors' relevant similar experience during the past three (3) years. The information presented in the Offerors' proposals, together with information from any other sources available to PCORI, will be used in the evaluation of past performance.



All past performance must be for projects which are ongoing or completed within the last three years, and all for projects of a similar size, scope, or complexity as the requirements under this agreement. The questionnaires shall be completed by the references and submitted directly to the RFP Mailbox – RFP@pcori.org:

Please submit three past performance references from the projects identified and provide the following:

- Agreement/Contract Name
- Agreement/Contract Description (e.g., identify commodity/service, acquisition methodologies, dollar value of acquisitions supported, type of contract actions, number of resources supporting, performance challenges encountered, corrective actions taken, etc.)
- Dollar Amount of Contract
- Duration (including Start Date and Completion Date, both targeted and actual)
- Point of Contact, Telephone Number, and Current E-mail.

Price Proposal

Offerors are expected to provide two sets of pricing in their price proposal.

The overall Base pricing will support the labor categories in the overarching IDIQ agreement.

Prices will be proposed based on established catalog or commercial market prices. Offerors who are General Services Administration (GSA) Schedule holders are encouraged to offer pricing that is competitive with their currently awarded Schedule rates.

For cost reimbursement and time and material task orders, the ceiling amounts will be established in the execution of each task order.

When evaluating the price proposal, the task order pricing will be used to evaluate price reasonableness. A determination shall be made as to the reasonableness and the completeness of both price proposals. PCORI shall use their price analysis to determine whether the proposed prices are fair and reasonable. Price will not receive an adjectival rating.

The Offeror shall submit functional responsibilities and labor qualifications for each labor category under this RFP. Functional responsibilities shall include the principal duties to be performed by the labor category. Labor qualifications shall include experience and/or education requirements for all labor categories. In addition, the Offeror shall provide a narrative outlining the rationale for the functional responsibilities and qualifications proposed for each category. The proposed labor qualifications will be incorporated into the resulting contract, thereby becoming the standards for use during performance of the effort. These labor categories shall be referenced in responding to task order requests in which the respective requirements align to their functional responsibilities.

PCORI will assign the following color coding system to evaluate the non-price factors:

Purple	Exceeds evaluation standards in a beneficial way; has a high probability of satisfying the requirement and has no significant weakness.
Blue	Meets and sometimes exceeds the evaluation standards and demonstrates a good understanding and ability to meet PCORI's requirements. There is little risk to PCORI, and the Offeror demonstrates one or more strengths that will benefit PCORI.
Green	Meets evaluation standards and will satisfy the minimum requirements. Weaknesses are minor and can be readily corrected.
Yellow	Fails to meet one or more evaluation standards. There is low probability of satisfying the requirements and the Offeror demonstrates one or more significant weaknesses or has numerous weaknesses.
Red	Fails to meet minimum requirements, and noted deficiencies require major revisions to the proposal in order to make the proposal acceptable.

Award without Communications or Clarifications

PCORI reserves the right to award without communications or clarifications, so it is in the best interest of each Offeror to include their most favorable terms in their initial submission. However, PCORI reserves the right to conduct communications or clarifications.

Best and Final Offers

Subsequent to receiving the original proposals, PCORI reserves the right to notify all technically acceptable Contractors within the competitive range and to provide them an opportunity to submit written best and final offers (BAFOs) for the agreement at the designated date and time. BAFOs shall be subject to the late submissions, late modifications, and late withdrawals of proposals provision of this RFP. After receipt of a BAFO, no discussions shall be reopened unless PCORI determines that it is clearly in PCORI's best interest to do so (e.g., it is clear that information available at that time is inadequate to reasonably justify Contractor selection and award based on the BAFOs received). If discussions are reopened, PCORI shall issue an additional request for BAFOs to all technically acceptable Contractors still within the competitive range.

Withdrawal or Modification of Proposals

An Offeror may modify or withdraw its proposal upon written, electronic, or facsimile notice if received at the location designated in the solicitation for submission of proposals not later than the closing date and time for receipt of proposals.



Late Submissions

Late proposals, requests for modification, or requests for withdrawal shall not be considered, unless a late modification of a successful proposal makes terms more favorable for PCORI.

Retention of Proposals

All proposal documents shall be the property of PCORI, retained by PCORI, and not returned to the Offerors.

Documentation Requirements

The Contractor may be required to provide documentation to support its legal ability to operate facilities in the United States.

Basis of Compensation to the Contractor

PCORI expects to award a contract for the technical and cost proposal that is proposed, negotiated with PCORI during the Best and Final Offer process, and listed in the agreement executed between the organizations. Any Contractor quality issues that result in the re-drafting of work or increased labor required to meet deliverables during the performance of the contract are the financial responsibility of the Contractor, and re-work will be done at the Contractor's expense.

Post-Award Debriefing

PCORI's Procurement Department will provide a timely notification to all unsuccessful Offerors once an award has been made. All unsuccessful Offerors may request a post-award debriefing by providing a written request to RFP@pcori.org within three (3) business days after receiving the award notification. If a debriefing is given to the requesting Offerors, PCORI will work with the unsuccessful Offeror to schedule a reasonable date and time. PCORI will provide verbal or written debriefs.



Post-Award Information

PCORI Rights

PCORI will own all documents and materials produced under this agreement.

Furnishing of Equipment/Property

The Contractor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

The Contractor is required to provide the facilities necessary to execute the Contract. The Contractor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Contractor shall be available Monday through Friday, between 9 am and 5 pm ET. PCORI has regular observance of federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Independence Day; Labor Day; Veterans Day; Thanksgiving Day; and Christmas Day.

Insurance

The Contractor, at its own expense, shall provide and maintain the general liability insurance in support of this contract for the entire duration, including option years, with \$1 million minimum coverage. The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services required under this contract.

Non-Disclosure Requirements

The Contractor, including all of its personnel (to include employees, replacement personnel, subcontractors, teaming partners, and consultants), shall not use or release any sensitive, confidential, or proprietary information without prior written approval from PCORI. The Contractor shall put in place appropriate procedures for the protection of such information and shall be liable to PCORI for any misuse or unauthorized disclosure of such information by its personnel.

Potential for Organizational Conflicts of Interest and Personal Conflicts of Interest

The term “organizational conflict of interest” means that the Contractor (which term hereinafter shall be deemed to include its chief executives, directors, any employees, or subcontractors utilized under the agreement other than a Contractor selling incidental material) has interests in which:

- (i) may diminish its capacity to give impartial, technically sound, objective assistance and advise in performing this task;
- (ii) may otherwise result in a biased work product under this task; or
- (iii) may result in an unfair competitive advantage to itself or others.

Contractor, including its subcontractor personnel performing work under this agreement, may receive, have access to, or participate in the development of proprietary information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) which may create a current or subsequent Organizational Conflict of Interests (OCI). The Contractor shall notify the Procurement Office immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Procurement Office to avoid or mitigate any such OCI. The Contractor’s mitigation plan will be determined to be acceptable solely at the discretion of the Procurement Office and in the event that the Procurement Office unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Procurement Office may affect other remedies deemed necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

The Contractor, upon award, shall sign a statement confirming that it does not have, and will prevent any, organizational conflict of interest.

Compliance

The Contractor must comply with PCORI’s rules and regulations, all required forms, and any changes in procedures. The Contractor will remain informed of any such changes and updates, as necessary, by the PCORI Procurement Office. Upon the request of employees or other persons with disabilities participating in official business, the Contractor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 Compliance.

Invoice Content

The Contractor shall invoice on a monthly basis. The invoice shall include the period of performance covered by the invoice and the level of effort for each task performed. All hours and costs shall be reported by division, task, and labor category, and shall be provided for the current billing month and in total from project inception to date. If teaming or subcontracting is proposed, one consolidated invoice from the prime Contractor shall be submitted in accordance with other terms and conditions of the



contract. The invoice must be signed by an individual authorized by the Contractor. The Contractor shall provide the invoice data in spreadsheet form with the following detailed information (the listing shall include separate columns and totals for the current invoice period and the project to date, identified by division and task):

- Contractor's name
- Contractor's address
- Purpose of the invoice
- Date that the invoice was submitted
- Contractor labor category
- Labor rate
- Details of the goods or services provided (for goods, please indicate the quantity) or description of the deliverable
- Travel expenses (if applicable and will need to be provided with receipts)
- Other Direct Costs (if applicable and will need to be provided with receipts)
- Monthly and total cumulative hours worked
- Total value of the invoice.

The Contractor must submit the Final invoice within 30 days after the completion of the agreement. The final invoice must be marked "FINAL" and shall be submitted to PCORI. The Contractor agrees and understands that an incomplete invoice will be rejected and returned without payment.

Billing and Payment Procedures

PCORI prefers electronic invoicing. Invoices shall be provided to the Finance Department on a monthly basis.

Billing address:

PCORI
Attn: Finance Department
1828 L St., NW, Suite 900
Washington, DC 20036
E-mail: finance@pcori.org

Submission Guidelines

Submissions should be organized in three separate volumes (i.e., one volume each for the Administrative, Technical Proposal [Technical Approach, Organization and Staffing, Project Management Plan, and Past Performance], and Price Proposal), sent as separate files. All text should be Arial or Times New Roman font, no less than 11 point, with one-inch margins and single spaced. Graphics and tables may be included. We accept MS Word, MS Excel, and Adobe PDF formats.

The Offeror is advised that its offer, if accepted by PCORI, will form a binding agreement. Therefore, care must be taken to properly address the requirements set forth in the RFP. These instructions set forth requirements for preparation and submission of proposals and to establish format and specific content of each offer; this is to assure completeness and suitability for both evaluation purposes and the cohesiveness of the resulting agreement. Be sure that the proposal explains how your firm will fully satisfy all the performance requirements of the intended agreement and task order. Submit a complete proposal; proposals that are not complete may be determined unresponsive and rejected.

Proposals should be sent electronically to RFP@pcori.org. Proposals not received by the time stated above will not be considered.

Questions must be submitted to RFP@pcori.org, referencing **RFP # PCO-AOSEPP** in the subject line: **Analytic and Operational Support for the Engagement of the Public and Patients** no later than 5:00 pm (ET) on June 15, 2017.

Offerors shall submit proposals in response to this solicitation electronically as follows:

Volume 1: Administrative – Page Limit: None

Each submission must include a cover letter with following information:

- Offeror's name and mailing address
- Reference to the solicitation (RFP) number (PCO-AOSEPP)
- Technical and contract points of contact (name, phone number, and e-mail address)
- Business size (large, small, state/federal certifications—MBE, 8(a), HUBZone, etc.)
- Dunn & Bradstreet Number (DUNS)
- Federal Tax ID (EIN, TIN, SS)
- Affirmation that the proposal is valid for at least 30 days
- A statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation and agreement to furnish any or all items upon which prices are offered at the price set opposite each item
- Acknowledgement of any amendments by reference.

Volume 2: Technical Proposal – Page Limit: 35

1. **Technical Approach** – Page Limit: 15
2. **Organization and Staffing** – Page Limit: 5
3. **Project Management Plan** – Page Limit: 5
4. **Past Performance** – Page Limit: 10

Volume 3: Price Proposal – Page Limit: 4

The written price proposal for the IDIQ shall contain the following:

1. Offerors will demonstrate how they arrived at their proposed pricing by detailing labor categories, labor rates, and travel costs.
2. Proposed pricing must include estimated direct expenses including all subcontractor labor (if applicable), travel costs, and other direct expenses. Include burden as applicable, specifying burden rates and burden calculations.
3. Volume 3 shall be no more than four (4) pages with no smaller than 11-point font.

Appendix A: Past Performance Questionnaire

SECTION 1: CONTRACT IDENTIFICATION

- A. Contractor: _____
- B. Contract Number: _____
- C. Contract Type: _____
- D. Period of Performance: _____
- E. Current/Final contract cost: _____
- F. Description of services provided:

SECTION 2: CUSTOMER IDENTIFICATION

- A. Customer Name: _____
- B. Description of services under this contract, i.e., local, nationwide, or worldwide:

SECTION 3: REFERENCE IDENTIFICATION

- A. Reference's Name: _____
- B. Reference's Title: _____
- C. Reference's Phone/Fax Number: _____
- D. Reference's E-mail Address: _____

SECTION 4: EVALUATION

The purpose of this evaluation is to understand your satisfaction with the Contractor in respect to the delivery of acquisition and administrative support services.

Please indicate your satisfaction with the Contractor's performance by placing an "X" in the appropriate block using the scale provided to the right of each question. This scale is defined as follows:

Excellent (E)	Performance meets contractual requirements and exceeds <u>many</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.
Good (G)	Performance meets contractual requirements and exceeds <u>some</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were highly effective.
Acceptable (A)	Performance meets contractual requirements. The contractual performance of the element being assessed contains some minor problems for which corrective actions taken by the Contractor appear, or were, satisfactory.
Marginal (M)	Performance does not meet contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions or the Contractor's proposed actions appear only marginally effective or were not fully implemented.
Unacceptable (U)	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed contains serious problem(s) for which the Contractor's corrective actions appear, or were, ineffective.
Not Applicable (NA)	Unable to provide a score.

Performance	E	G	A	M	U	NA
Acquisition Management Support Past Performance (as applicable):						
Technical adequacy/effectiveness of quality control programs and adherence to contract quality assurance requirements.						
Effectiveness of overall contract management (including ability to effectively lead, manage, and control the program).						
Contractor was reasonable and cooperative in dealing with your staff (including the ability to successfully resolve disagreements/disputes).						
Timeliness/effectiveness of contract problem resolution without extensive customer guidance.						
Understanding the customer objectives and technical requirements.						
Contractor proposed alternative methods/processes that reduced cost, improved maintainability, or other factors that benefited the customer.						
Contractor implemented responsive/flexible processes to improve quality and timeliness of support.						
Ability to hire/apply a qualified workforce to this effort.						
Ability to manage transition from prior contract/service provider.						
Rate the firm's ability to deliver quality service in a timely manner.						
Rate the firm's ability to meet contract requirements.						
Rate the firm's adherence to contract schedules including administrative aspects of performance.						
Were you satisfied with the company's performance?						
Would you use them again?						

Please discuss each response for which you indicated Excellent, Good, Marginal, or Unacceptable below:



NARRATIVE SUMMARY:

Reference's Signature

Date

THANK YOU FOR YOUR PROMPT RESPONSE AND ASSISTANCE! Please return this completed questionnaire no later than **July 14, 2017, 2:00 pm (Eastern Time)** to:

RFP@pcori.org

Subject: Analytic and Operational Support for the Engagement of the Public and Patients – Past Performance

Task Order Request #1 – Care Coordination Programs Portfolio Analysis

Background

PCORI has a large cluster of ongoing projects related to Care Coordination programs, such as medical homes, awarded through PCORI's funding announcements (PFAs). These projects were funded across several PCORI portfolios and cycles and are diverse in their disease focus, methods, aims, and design. A preliminary estimate suggests that PCORI has funded at least 40 such projects.

Though our engagement with commercial and public payers, they have identified "comparisons of comprehensive care coordination programs, such as the medical home, and usual care in managing children and adults with severe chronic disease, especially in populations with known health disparities" as a priority topic of interest. PCORI staff is working to provide a portfolio analysis to the payers to inform them of any PCORI-funded studies that fit these criteria either completely or currently underway, as well as to better understand the importance and relevance of those studies to the payer community.

The purpose of the work described in this task order is to develop a better understanding of PCORI's portfolio on comprehensive care coordination programs, specifically those focused on managing children and adults with severe chronic disease with identified health disparities.

Through this task order, which aligns with the "Environmental Scans, Literature Reviews & Topic Briefs" domain under the PCORI IDIQ *Analytic and Operational Support for the Engagement of the Public and Patients* (RFP # PCO-AOSEPP), the Contractor is expected to develop and execute an approach for conducting a broad portfolio analysis of PCORI's projects. Specifically, we envision the following tasks being necessary for success:

- **Task A – Develop an approach for comprehensive care coordination programs for managing children and adults with severe chronic disease within PCORI's portfolio of projects**

The Contractor will propose a methodology for identifying the denominator of comprehensive care coordination programs for managing children and adults with severe chronic disease which will ultimately be analyzed and considered by PCORI. This includes developing a working definition of comprehensive care coordination programs and, based on PCORI's taxonomy, identify and define chronic conditions. The Contractors will work with PCORI to identify the relevant scope of this definition and to identify keywords for searching the PCORI portfolio of projects.

- **Task B – Develop and execute an approach for categorizing comprehensive care coordination programs for managing children and adults with severe chronic disease projects**

The Contractor will develop a process for systematically describing and categorizing the comprehensive care coordination programs for managing children and adults with severe

chronic disease. Specifically, the Contractor will categorize the portfolio in such a way as to answer the following questions:

1. To what extent are PCORI's studies focused on comprehensive care coordination programs for managing children and adults with severe chronic disease?
2. What are the key outcomes, both clinical and patient-reported, that are being considered in the study?
3. What are the key decisions the studies are helping payers make?

Key Deliverables for Task Order #1 – Disease Management and Case Management Programs for Chronic Conditions Portfolio Analysis

Task	Deliverables	Due Date
Task A	Report on proposed approach for defining the number of studies focused on comprehensive care coordination programs for managing children and adults with severe chronic disease is in PCORI's portfolio	October 2, 2017
Task B	Report detailing the focus and goals of those studies	October 31, 2017

Period of Performance

The period of performance for Task Order #1 Disease Management and Case Management Programs for Chronic Conditions Portfolio Analysis is from the date of contract execution through November 30, 2017.

Other Requirements

Furnishing of Equipment/Property

The Contractor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

With the exception of travel to a kickoff meeting, the Contractor is required to provide the facilities necessary to execute the work described in this task order. The Contractor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Contractor shall be available Monday through Friday, between 9 am and 5 pm. PCORI observes federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; and Christmas Day.

**Insurance**

The Contractor, at its own expense, shall provide and maintain the general liability insurance in support of this contract for the entire duration, including option years, with \$1 million minimum coverage. The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services required under this contract.

Nondisclosure Agreement

The Contractor shall not release any sensitive, confidential, or proprietary information without prior written approval from PCORI. At the time of award, the awardee will be required to sign a nondisclosure agreement, and at each subsequent option year, if exercised.

Organizational Conflict of Interest

The Contractor, upon award, shall sign a statement confirming that it does not have and will prevent any organizational conflict of interest. If a conflict arises, the Contractor will immediately advise PCORI.

Compliance

The Contractor must comply with PCORI's Rules and Regulations, all required forms, and any changes in procedures. The Contractor will remain informed of any such changes and updates, as necessary, by the PCORI Procurement Office. Upon the request of employees or other persons with disabilities participating in official business, the Contractor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 Compliance.

Task Order Request #2 – Disease Management or Case Management Portfolio Analysis

Background

PCORI has a large cluster of ongoing projects related to Case Management or Disease Management awarded through PCORI’s funding announcements (PFAs). These projects were funded across several PCORI portfolios and cycles and are diverse in their disease focus, methods, aims, and design. A preliminary estimate suggests that PCORI has funded at least 40 such projects.

Though our engagement with commercial and public payers, they have identified “disease management or case management programs of varying intensity in improving health outcomes in Diabetes, Low Back Pain, Hypertension, Congestive Heart Failure and other chronic diseases” as a priority topic of interest. PCORI staff is working to provide a portfolio analysis to the payers to inform them of any PCORI-funded studies that fit these criteria either completely or currently underway, as well as to better understand the importance and relevance of those studies to the payer community.

The purpose of the work described in this task order is to develop a better understanding of PCORI’s portfolio on disease or case management programs, specifically those focused on diabetes, low back pain, hypertension, congestive heart failure, and other chronic diseases.

Through this Task Order, which aligns with the “Environmental Scans, Literature Reviews & Topic Briefs” domain under the PCORI IDIQ *Analytic and Operational Support for the Engagement of the Public and Patients* (RFP # PCO-AOSEPP), the Contractor is expected to develop and execute an approach for conducting a broad portfolio analysis of PCORI’s projects. Specifically, we envision the following tasks being necessary for success:

- **Task A – Develop an approach for identifying disease management and case management programs for chronic conditions within PCORI’s portfolio of projects**

The Contractor will propose a methodology for identifying the denominator of disease and case management program projects which will ultimately be analyzed and considered by PCORI. This includes developing a working definition of disease and case management programs and, based on PCORI’s taxonomy, identify and define chronic conditions. The Contractors will work with PCORI to identify the relevant scope of this definition and to identify keywords for searching the PCORI portfolio of projects.

- **Task B – Develop and execute an approach for categorizing disease management and case management programs projects**

The Contractor will develop a process for systematically describing and categorizing the disease management and case management programs projects by targeted chronic conditions.

Specifically, the Contractor will categorize the portfolio in such a way as to answer the following questions:

1. To what extent are proposed disease management and case management programs focused on the listed chronic conditions?
2. What are the key outcomes, both clinical and patient-reported, that are being considered in the study?
3. What are the key decisions the studies are helping payers make?

Key Deliverables for Task Order #2 – Disease Management and Case Management Programs for Chronic Conditions Portfolio Analysis

Task	Deliverables	Due Date
Task A	Report on proposed approach for defining the number of disease management and case management programs in PCORI's portfolio	October 2, 2017
Task B	Report detailing the focus and goals of those studies	October 31, 2017

Period of Performance

The period of performance for Task Order #2 Disease Management and Case Management Programs for Chronic Conditions Portfolio Analysis is from the date of contract execution through November 30, 2017.

Other Requirements

Furnishing of Equipment/Property

The Contractor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

With the exception of travel to a kickoff meeting, the Contractor is required to provide the facilities necessary to execute the work described in this task order. The Contractor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Contractor shall be available Monday through Friday, between 9 am and 5 pm. PCORI observes federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; and Christmas Day.

**Insurance**

The Contractor, at its own expense, shall provide and maintain the general liability insurance in support of this contract for the entire duration, including option years, with \$1 million minimum coverage. The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services required under this contract.

Nondisclosure Agreement

The Contractor shall not release any sensitive, confidential, or proprietary information without prior written approval from PCORI. At the time of award, the awardee will be required to sign a nondisclosure agreement, and at each subsequent option year, if exercised.

Organizational Conflict of Interest

The Contractor, upon award, shall sign a statement confirming that it does not have and will prevent any organizational conflict of interest. If a conflict arises, the Contractor will immediately advise PCORI.

Compliance

The Contractor must comply with PCORI's Rules and Regulations, all required forms, and any changes in procedures. The Contractor will remain informed of any such changes and updates, as necessary, by the PCORI Procurement Office. Upon the request of employees or other persons with disabilities participating in official business, the Contractor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 Compliance.

Task Order Request #3 – Research Portfolio Data Mining, Engagement Rubric Evaluation and Adaption

Background

PCORI's mandate to conduct research done differently requires engagement of patients and stakeholders in the research conducted by PCORI. By "[engagement in research](#)," we refer to the meaningful involvement of patients, caregivers, clinicians, and other healthcare stakeholders throughout the research process—from topic selection through design and conduct of research to dissemination of results. We believe that such engagement can influence research to be more patient centered, relevant, useful, and trustworthy and ultimately lead to greater use and uptake of research results by the patient and broader healthcare community.

In the term “patient partners” we include patients who are representative of the population of interest in a particular study, as well as their family members, caregivers, and the organizations that represent them. Other [stakeholder partners](#) include members of constituencies based on professional, rather than personal, experience. These can include clinicians, healthcare purchasers, payers, industry, hospitals and other health systems, policy makers, training institutions, and researchers. Some individuals may be members of several communities.

Many researchers, patients, and other stakeholders lack clarity about when and how to engage as partners in planning, conducting, and disseminating research. To address the need for guidance on creating meaningful stakeholder partnerships in patient-centered clinical comparative effectiveness research, PCORI's Engagement Program created the [PCORI Engagement Rubric](#) and makes available [sample Engagement Plans](#) from our funded research portfolio. Additionally, PCORI developed a [framework for financial compensation of patient, caregiver and patient organization stakeholders](#), in-depth descriptions of [PCORI's stakeholder groups](#), and [short videos on engagement](#) in research to be leveraged as resources for engagement.

However, engagement can take many forms, and PCORI's rubric and requirements for engagement allow research teams to develop their own appropriate blueprints for partnership. The rubric is explicitly not prescriptive about what activities—individually or in combination—should occur, or at what stages, as discussed in [this article](#), only that engagement is expected to occur at the design, conduct, analysis, and dissemination phases, and should reflect the core principles which are reciprocal relationships, co-learning, partnership, and trust, transparency, and honesty. This was a conscious decision given the newness of PCORI's approach, lack of explicit evidence or research-based model to prescribe engagement conduct, and the desire to allow innovation and learnings for PCORI and to share more broadly. In other words, PCORI has purposefully allowed substantial variation and innovation in how projects meet the requirement to engage patients and stakeholders. As such, PCORI awardees have different approaches and elements of how they achieve engagement in their studies.

PCORI expects that engagement will influence key elements in its projects, including research questions, process, design, and outcomes measured; study participant experiences; and recruitment and retention. To date, PCORI has collected information on research engagement from awardees as part of regular project reporting which now includes annual requests for descriptions of engagement activities, including any barriers and facilitators encountered by project teams that they wish to share. In general, the information is open-ended and input is provided by Primary Investigators or their staff, and thus the depth and specific content is not uniform.

PCORI also collects additional information from research project Principal Investigators and selected partners via the [Ways of Engaging-Engagement Activity Tool](#) (WE-ENACT), which includes various closed- and open-ended items, and quantitative and qualitative analyses (for greater details on existing data sources on engagement, see Appendix A). WE-ENACT data yields high-level, closed-ended answers on the type and variation of engagement that projects undertake, frequency of activities, and perceived influence of engagement on the projects, as well as some shorter open-ended responses to augment closed-ended responses. Early awardee data presented at [PCORI's 2015 Annual Meeting](#) showed that patients and stakeholders did have influence on the conduct and course of projects. Related, an AIR report on PCORI's data also shows that many projects' awardees and partners respond that they are achieving effective and successful engagement in projects ([more information here](#)). However, PCORI does not have systematic detailed information of this influence on a broad range of projects or rich, in-depth information on how this influence came about, how engagement was engendered and the myriad of possible decisions, overcoming of barriers, etc., that were made.

While PCORI draws on existing data, and extant literature and resources to identify best or promising practices, the increasingly large PCORI portfolio and PCORI awardees are a rich and unparalleled resource for identifying promising practices for engagement at this time. This is especially important because supporting effective collaboration between researchers, stakeholders, and patients, while ultimately rewarding, can be challenging. Yet many awardees have learned valuable lessons about how to accomplish this, and PCORI can draw on this experience to create practical, efficient resources and guidance to support current and future awardees.

The third order to be placed against the IDIQ is to augment the above-mentioned data collection efforts on the perceived influence of engagement and project activities to conduct two tasks:

- **Task 3.1:** Provide and document information on how engagement has influenced or altered the overall conduct of PCORI studies. Specifically, during the design and conduct of projects, how has engagement altered or changed the course of studies and what is the perceived impact of those changes?
- **Task 3.2:** Provide detailed information on how effective or successful engagement has been achieved (as well as contributing factors to unsuccessful engagement), and document this information to support the development of guidance and resources and the updating of the PCORI Engagement Rubric to provide a stronger framework for promising engagement practices.

The Contractor shall complete the following tasks:

TASK 3.1

The objective of this task is to provide and document information on how engagement has influenced or altered the overall planning and conduct of PCORI studies. Specifically, during the design and conduct of projects, how has engagement altered or changed the course of studies and what is the impact/perceived impact of those changes? To what extent does successful engagement affect project outcomes?

Key activities to be completed by Contractor under this task include:

- **3.1a – Plan and conduct a targeted data review**
 - Plan and conduct a targeted data review of PCORI’s WE-ENACT and Interim Progress Engagement Report data and related presentations and literature (see Appendix A for details).
 - Identify existing data of relevance to this project within PCORI’s repository.
 - Identify clear gaps in the data on how effective engagement works and possible entry points to fill them through the design and conduct of the study.
 - Provide a summary with a focus on informing the following activities.
- **3.1b - Design the study**
 - Design a strategy for conducting the study, including sampling approaches and methods to be used. Key considerations for developing a sample of 80 projects should include:
 - Selecting sample projects only from select portfolios outlined in Appendix A.
 - PCORI’s internal data should drive case selection and provide the background information necessary for the Contractor.
 - Project start date of February 2014 at the earliest (post-dissemination of the Engagement Rubric), and September 2016 at the latest (ensuring projects are at least a year old at time of this project). We estimate that ~120 projects meet that criterion.
 - A mix of project settings, including single and multi-site; a mix of research methodologies and stakeholder groups; heterogeneous in topic and [PCORI portfolio](#); and, a majority will come from the broad awards, with some new projects from the targeted and PCS portfolio.
- **3.1c – Conduct the study**
 - Conduct interviews with all Principal Investigators (or project staff who can better speak to the project’s engagement) from the 80 PCORI project samples to identify and describe how engagement has influenced their projects.
 - In-depth interview with each PI (or most appropriate project staff) should be focused on what did or did not change from their perspective as a result of engagement.

- Interviews should be designed with the intention of asking a number of follow-up questions to probe for the *how, why, who was involved, when and where*, not just the *what*.
 - Although some interviews should take place in person, this will not be required for all. Proposed alternative methods for individual interviews are welcome with justification.
- **3.1d – Analyze and report the findings**
 - Develop and utilize a framework for analyzing data and reporting on findings.
 - A primary focus should be including detailed descriptions of influences on projects, as well as summary information.
 - A series of ideas for analysis and reporting for various audiences and needs should be developed. The Contractor will need to provide possible examples of deliverable formats and how we might want to use the information resulting from Task 3a.
- **3.1e – Recommendations and next steps**
 - Provide recommendations for ongoing work by PCORI staff, including what data we should collect moving forward, how we may do so, and how we can best put it to use.

Expected Deliverables:

- **3.1a – Plan and conduct a targeted data review**
 - Framework or proposed outline for targeted data review, to be approved by PCORI
 - Draft targeted data review
 - Final targeted data review.
- **3.1b – Design the study**
 - Draft and final sample and design
 - Draft and final tools/instruments.
- **3.1c – Conduct the study**
 - Outreach/milestone status updates on bi-weekly calls.
- **3.1d – Analyze and report the findings**
 - Draft and final memos summarizing the findings including:
 - Raw data and trends identified
 - Excerpts of note
 - All materials used.
 - Publishable report to share findings
 - Presentable multimedia versions of findings including agreed upon formats.
- **3.1e – Recommendations and next steps**
 - Report on how PCORI can continue this work and sustain evaluation efforts.

Expectations for PCORI staff:

- Provide copies of all reports, tools, and data, and grant access to the Contractor for online resources.
- Provide contact information and permission to contact research project staff for the purposes of this task.
- Maintain availability for questions and discussions with the Contractor, as needed, as well as for dialogue about, and edits offered on, drafts submitted.
- Inform the Contractor about final choices made on options provided in a timely manner (within the timeframe specified by the Contractor).
- Share insights with the Contractor about PCORI staff capacity when considering sustainability of evaluation efforts.

TASK 3.2

The previous activity, Task 3.1, will provide important guidance and context for Task 3.2. In this task, the Contractor will select, in concert with PCORI staff, 30 research projects for more in-depth case studies to learn how projects are accomplishing engagement, and to identify promising practices that can be shared with PCORI awardees and others interested in patient and public engagement. This task will also support PCORI's Engagement Officer's guidance to PCORI Program Officers and PCORI research project teams to enable more effective and successful partnerships, including how to replicate work done well, and to how avoid practices and approaches that are unlikely to achieve engagement as required by PCORI and outlined in the Engagement Rubric. Finally, information from this task will serve to guide future development of tools and resources for current PCORI awardees and future applicants, as well as to guide updating of the PCORI Engagement Rubric.

To date PCORI has funded 508 research projects, 112 of which are now completed, and many are now into at least their third year of activity. The type and range of variation and natural innovation in engagement practices in PCORI research projects provides a rich opportunity for study, documentation, and sharing.

As noted previously, existing sources of engagement data from projects provide important information about the experience, influence, activities, and challenges, facilitators, and strategies for engagement in PCORI research projects. While valuable, the information from these sources does not include in-depth elicitation of *how, or the context in which*, strong engagement is achieved. For example, when partners respond that strong communication and developing meaningful relationships with study partners are effective strategies for engagement, this is valuable input into how to engender engagement, but it does not tell us what occurred to create this effect, the resources used or needed, the attributes of the participants, and other possible factors. Findings from Task 3.2 will surface these important elements of engagement and enable PCORI to provide clear guidance and support to the public.

Key activities to be completed by Contractor under this task include:

- **3.2a – Environmental Scan**

- The Contractor shall design and conduct a brief environmental scan to outline the appropriate strategy for sample selection and case comparison for this Task. Activities include:
 - Plan and conduct a targeted data review of PCORI’s WE-ENACT and Interim Progress Engagement Report data and related presentations and literature (see Appendix A for details).
 - Plan and conduct a targeted review of grey- and peer-reviewed literature to guide the task.
 - Provide a summary with a focus on informing the following activities, including criteria and considerations for selecting cases (i.e., projects) for the study.

- **3.2b - Design the study**

- The Contractor shall outline the approach to this study, including the design, sampling, and instruments to be used for data collection. Methods should be mixed qualitative and quantitative, and individual and group interviews can be proposed:
 - Select sample of projects (i.e., “cases”) only from select portfolios outlined in Appendix B, which is limited to PCORI’s non-programmatic research projects.
 - Projects selected in Task 3.1 are intended to provide the majority of cases from which to select, but identification of additional cases may be required.
 - The projects will be a mix of project settings, including single and multi-site; heterogeneous in topic and [PCORI portfolio](#); and a majority will come from the broad awards, with some new projects from the targeted and PCS portfolio.
 - The case studies can be conducted in a combination of virtual and in-person settings, but in-person and more time-consuming approaches to data collection must be justified.
 - Case studies must include Principal Investigators (or project staff who can better speak to the project’s engagement) and a minimum of two partners. The number of participants is likely to vary based on whether the project is multi- or single-site and number of partners.

- **3.2c – Conduct case studies**

- Conduct the 30 case studies, selected in consultation with PCORI, with consideration paid to the burden on projects and staff. Efficiency and sensitivity to the ongoing demands of Principal Investigators and partners should be prioritized.
- Extract key information from cases:
 - Identify exemplars of change that demonstrate how engagement/partner participation has altered research projects, the process by which they took place, and their outcomes.
 - Identify projects and exemplars of what is challenging and not optimal (with a focus on why and how this is the case).

- Highlight ways in which partners support the sustainability of the work throughout a project, and/or at the conclusion of a project.
- **3.2d – Analyze and report the findings**
 - Develop and utilize a framework for analyzing data and reporting on findings, with a focus on:
 - Implications for guidance, tools and resources for awardees and prospective awardees
 - Implications and guidance for PCORI Engagement and Program Officers
 - Implications for updating PCORI's Engagement Rubric
 - Implications for updating PCORI reporting forms so that engagement can be better captured in the data.
- **3.2e – Recommendations and next steps**
 - Provide recommendations for ongoing work by PCORI staff, including what data we should collect moving forward, how we may do so, and how we can best put it to use.

Expected Deliverables:

- **3.2a – Plan and conduct environmental scan**
 - Framework or proposed outline for targeted data review, to be approved by PCORI
 - Draft environment scan
 - Final environment scan.
- **3.2b – Design the study**
 - Draft and final design and sample, with rationale for inclusion/exclusion of projects
 - Draft and final tools/instruments.
- **3.2c – Conduct the study**
 - Outreach/milestone status updates on bi-weekly calls.
- **3.2d – Analyze and report the findings**
 - Draft and final memos summarizing the findings including:
 - Implications for guidance, tools and resources for awardees and prospective awardees
 - Implications and guidance for Engagement officer and Project officers
 - Implications for update of the rubric.
 - Publishable report to share findings
 - Presentable multimedia versions of findings including agreed upon formats.
- **3.2e – Recommendations and next steps**
 - Report on how PCORI can continue this work and sustain evaluation efforts.

Expectations for PCORI staff:

- Provide copies of all reports, tools, and data, and grant access to the Contractor for online resources.
- Provide contact information and permission to contact research project staff for the purposes of this task.
- Maintain availability for questions and discussions with the Contractor, as needed, as well as for dialogue about, and edits offered on, drafts submitted.
- Inform the Contractor about final choices made on options provided in a timely manner (within the timeframe specified by the Contractor).

Project Management Deliverables & Draft Timeline

Prior to commencing work, the Contractor shall develop and submit to PCORI a project schedule that includes project tasks and activities, milestones, deliverables, and PCORI's review and approval of draft and final deliverables.

All Deliverables must be completed and they include, but are not limited to the following, with each deliverable be provided to PCORI:

1. Kickoff Meeting, Agenda, Minutes, and Action Items
2. Project Management Plan
3. Project Status Updates, including:
 - a. Bi-Weekly Status Calls, including:
 - i. Progress to date on tasks/sub-tasks, submitted/upcoming deliverables, and any points of interest from the preceding two weeks
 - ii. Questions and/or possible adjustments to discuss with PCORI as they arise
 - iii. Discussion of draft submissions and clarification of feedback provided.
 - b. Monthly Status Reports, including:
 - i. Activities during reporting period, by task to include: Ongoing activities, new activities, activities completed, deliverables submitted for that period; and progress to date on all above-mentioned activities. Start each section with a brief description of the task.
 - ii. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them to include risk mitigation plans.
 - iii. Personnel gains, losses, and status
 - iv. PCORI actions required
 - v. Schedule (shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each)

- vi. Financial status including cumulative invoiced costs total to-date; including hours and cost by labor categories (including planned vs. actual rates), hours billed by individual (including planned vs. actual hours), cost to completion, and variance. Also, include subcontractor labor and other subcontractor costs (including planned vs. actual hours).
- 4. All projected deliverables from Task 3.1 (identified above and associated with projected timeline below)
- 5. All projected deliverables from Task 3.2 (identified above and associated with projected timeline below).

Requested deliverable timeline can be found in the table below.

Deliverable	Description	Quantity/Media	Due Date
1 – Kickoff Materials	Discuss and agree upon specific tasks and deliverables, including deadlines	Submit 1 electronic copy	Within 1 month of Project Kickoff Meeting
2 – Project Management Plan	PCORI reviews Project Management Plan (as applicable) and resubmits with PCORI comments		Within two weeks of Project Kickoff Meeting
	Contractor resubmits Final Project Plan with PCORI comments addressed	Submit 1 electronic copy	Seven (7) business days after receiving PCORI comments
	PCORI will approve Final Project Management Plan		Seven (7) business days after receiving final project management plan from Contractor
3 – Project Status Updates	Schedule bi-weekly status check-in calls to discuss project progress	Provide 1 agenda electronically prior to call and 1 write-up of call discussions/ action plans electronically following call	Bi-weekly, recurring meeting time scheduled within seven (7) business days of Project Kickoff Meeting
	Contractor submits project status reports to PCORI for review/approval	Submit 1 electronic copy	Monthly (by the 15 th business day of each subsequent month)

Deliverable	Description	Quantity/Media	Due Date
4 – 3.1a – Plan and conduct a targeted data review	Contractor submits framework/proposed outline for targeted data review	Submit 1 electronic copy	By the 15 th of Month 1
	Contractor submits draft targeted data review	Submit 1 electronic copy	By the 15 th of Month 2
	Contractor submits final targeted data review	Submit 1 electronic copy	By the 1 st of Month 3
5 – 3.1b – Design the study	Contractor submits menu of sampling strategies, outreach and data gathering approaches w/pros and cons and timeline, to be approved by PCORI	Submit 1 electronic copy	By the 15 th of Month 3
	Contractor submits menu of analysis and reporting options, including pros and cons, to be approved by PCORI	Submit 1 electronic copy	By the 1 st of Month 4
	Contractor submits full description of PCORI-chosen sampling strategy and approach (w/outreach plan, timeline and data gathering strategy)	Submit 1 electronic copy	By the 1 st of Month 4
	Contractor submits full description of PCORI-chosen analysis and reporting strategies	Submit 1 electronic copy	By the 15 th of Month 4
	Contractor submits draft of proposed tools/instruments for data collection	Submit 1 electronic copy	By the 15 th of Month 4
	Contractor submits final tools/instruments and sample for outreach	Submit 1 electronic copy	By the 1 st of Month 5
6 – 3.1c – Conduct the study	Contractor reports on outreach/milestone status	Include in agenda, sent prior to call	Bi-weekly, during recurring check in call Conducted in Months 5-7

Deliverable	Description	Quantity/Media	Due Date
7 – 3.1d – Analyze and report the findings	Contractor submits memo with analyzed findings	Submit 1 electronic copy	By the 1 st of Month 9
	Contractor submits publishable report to share findings/data	Submit 1 electronic copy	By the 15 th of Month 12
	Contractor submits presentable multimedia findings	Submit 1 electronic copy	By the 15 th of Month 10
8 – 3.1e – Recommendations and next steps	Contractor submits memo on recommendations for gathering the data in the future and implications for supporting engagement in projects	Submit 1 electronic copy	By the 15 th of Month 10
9 – 3.2a – Plan and conduct environmental scan	Contractor submits framework/proposed outline for environmental scan	Submit 1 electronic copy	By the 1 st of Month 9
	Contractor submits draft environmental scan	Submit 1 electronic copy	By the 1 st of Month 11
	Contractor submits final environmental scan	Submit 1 electronic copy	By the 1 st of Month 12
10 – 3.2b – Design the study	Contractor submits draft design	Submit 1 electronic copy	By the 15 th of Month 11
	Contractor submits draft tools/instruments	Submit 1 electronic copy	By the 15 th of Month 13
	Contractor submits final design	Submit 1 electronic copy	By the 15 th of Month 12
	Contractor submits final tools/instruments	Submit 1 electronic copy	By the 15 th of Month 14
11 – 3.2c – Conduct the study	Contractor reports on outreach/milestone status	Include in agenda, sent prior to call	Bi-weekly, during recurring check in call Conducted in Months 16-18
12 – 3.2d – Analyze and report the findings	Contractor submits draft memo summarizing findings	Submit 1 electronic copy	By the 15 th of Month 20
	Contractor submits final memo summarizing findings	Submit 1 electronic copy	By the 15 th of Month 21
	Contractor submits publishable report	Submit 1 electronic copy	By the 15 th of Month 24

Deliverable	Description	Quantity/Media	Due Date
	Contractor submits presentable multimedia versions of findings	Submit 1 electronic copy	By the 1 st of Month 22
13 – 3.2e – Recommendations and next steps	Contractor submits report on how PCORI can sustain work	Submit 1 electronic copy	By the 15 th of Month 22

Acceptance of Deliverables

PCORI will review and provide comments on each deliverable within five (5) business days of receipt of the deliverable or within such other reasonable time frame as agreed upon by the Contractor and PCORI, given the nature of the deliverable being reviewed by PCORI. PCORI and/or the Project Lead shall provide the Contractor with written acceptance or rejection (with specified reasons). The Contractor will have five (5) business days to complete and deliver changes made as a response to PCORI's (and/or the Project Lead's) comments. The Contractor shall be allowed one re-submission of deliverable. If the re-submission is rejected, the assigned Project Lead, PCORI's Procurement Office, and the Contractor's representative will arbitrate a resolution. If PCORI or the assigned Project Lead does not meet its deadline or provide notice of an extension request, the Contractor may assume that the deliverable is accepted without written notification of acceptance by PCORI.

Kickoff Meeting

The Contractor shall work with PCORI to schedule and coordinate a Project Kickoff Meeting at the PCORI office or via a conference call. The meeting will provide an introduction between the Contractor personnel and PCORI personnel who will be involved with the agreement. The meeting will provide the opportunity to discuss technical, management, and reporting procedures. At a minimum, the attendees shall include key Contractor personnel and PCORI's Project Lead (PL). The Contractor shall provide the following at the kickoff meeting:

- Introduction of personnel
- Overview of project tasks
- Schedule
- Invoice procedures
- Reporting requirements (e.g., monthly status report, monthly status check-in calls)
- Project Points of Contact (within Engagement and/or across PCORI)
- Roles and responsibilities
- Prioritization of Contractor activities
- Quality surveillance
- Any initial deliverables
- Additional issues of concern.

Project Leader's Authority

Performance of work under this contract must be subject to the technical direction of the Project Leader or a representative designated in writing. The term "technical direction" includes, without limitation, direction to the Contractor that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details, and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.

- Technical direction must be within the scope of the specification(s)/work statement.
- Technical direction may be oral or in writing.

The Project Leader does not have authority to issue technical direction that:

- constitutes a change of assignment or additional work outside the specification(s)/statement of work;
- in any manner causes an increase or decrease in the contract price, or the time required for contract performance;
- changes any of the terms, conditions, or specification(s)/work statement of the agreement; or
- interferes with the Contractor's right to perform under the terms and conditions of the agreement.

Period of Performance

The period of performance for Task Order #3 Research Portfolio Data Mining, Engagement Rubric Evaluation & Adaption is from the date of contract execution through September 30, 2019.

Other Requirements

Furnishing of Equipment/Property

The Contractor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

With the exception of travel to a kickoff meeting, the Contractor is required to provide the facilities necessary to execute the work described in this task order. The Contractor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Contractor shall be available Monday through Friday, between 9 am and 5 pm. PCORI observes federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; and Christmas Day.

**Insurance**

The Contractor, at its own expense, shall provide and maintain the general liability insurance in support of this contract for the entire duration, including option years, with \$1 million minimum coverage. The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services required under this contract.

Nondisclosure Agreement

The Contractor shall not release any sensitive, confidential, or proprietary information without prior written approval from PCORI. At the time of award, the awardee will be required to sign a nondisclosure agreement, and at each subsequent option year, if exercised.

Organizational Conflict of Interest

The Contractor, upon award, shall sign a statement confirming that it does not have and will prevent any organizational conflict of interest. If a conflict arises, the Contractor will immediately advise PCORI.

Compliance

The Contractor must comply with PCORI's Rules and Regulations, all required forms, and any changes in procedures. The Contractor will remain informed of any such changes and updates, as necessary, by the PCORI Procurement Office. Upon the request of employees or other persons with disabilities participating in official business, the Contractor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 Compliance.

Appendix A: An Overview of PCORI's Data Sources on Engagement

PCORI collects information on research engagement from:

- Research team leads as part of regular project reporting (Interim Progress Engagement Reports)
- Research team partners via the Ways of Engaging-Engagement Activity Tool (WE-ENACT)
- Closed and open-ended items; quantitative and qualitative analysis.

Our current sources of data on engagement in PCORI research include the following:

Raw Data Sources

- ***Ways of Engaging – Engagement Activity Inventory (WE-ENACT)***: an online, self-reported data collection tool used to describe engagement in research for PCORI-funded projects, distributed annually to select patient partners chosen by Primary Investigators (PIs). Materials include:
 - [WE-ENACT Tool](#): Template of the tool for reference
 - *WE-ENACT Codebook*: Guide for coding raw WE-ENACT data (internal)
 - *WE-ENACT Code Report*: Coded WE-ENACT data (internal).
- ***Interim Progress Reports (IPRs)***: an online, mandatory, self-reported project update completed by PIs every six months, including a section focused on updates regarding engagement within the project from the PI's perspective. Materials include:
 - [Engagement Report](#): Template of the tool for reference
 - *Engagement Report Codebook*: Guide for coding raw WE-ENACT data (internal)
 - *Engagement Report Code Report*: Coded WE-ENACT data (internal).

Data Analysis Reports

- ***Researchers' Experience with Partnered Research – Findings from the Engagement Report (AIR)***:
This internal report describes the engagement of patient and stakeholder partners in PCORI projects through a qualitative analysis of written comments by researchers from the Engagement Report completed from July 2015 to June 2016. In the synthesis sections, findings are triangulated with comments from patients/stakeholders on the WE-ENACT. The goal of the analysis was to better understand:
 - The specific activities of patients/stakeholders across the research projects, and the perceived impacts of these activities on the research
 - The barriers and facilitators to patient/stakeholder engagement in research, and the strategies employed by the researchers to overcome the barriers
 - Key differences in the style and substance of responses from Year 1, Year 2, and Year 3 reports
 - Key differences in the style and substance of responses written by researchers in the Engagement Report and those written by patients/stakeholders in the WE-ENACT.

- ***Findings from Patient/Stakeholder Partners – WE-ENACT (AIR):***

This internal report describes the engagement of patient and stakeholder partners in PCORI projects through a qualitative analysis of written comments on the WE-ENACT. This report presents findings from the WE-ENACT completed by patients/stakeholders from July 2015 to March 2016. Analyses are focused to better understand:

- Motivations for patients/stakeholders to engage in PCORI research projects and how doing so changed their lives
- Challenges to engagement and aspects of engagement patients/stakeholders disliked
- Facilitators of engagement and suggestions for ensuring successful engagement
- Training and support for engagement
- Engagement activities patients/stakeholders participated in and their impacts
- How patients/stakeholders experienced the PCOR principles
- Differences between Year 1 and Year 2 responses
- Differences between researcher and patient/stakeholder responses.

- ***Promising Practices in Meaningful Engagement in the Conduct of Research:***

A webinar/teleconference to learn from PCORI-funded research teams about successful practices of patient and stakeholder engagement in all stages of the research process, and to address concerns and barriers to engagement. Presented in Fall 2013. Additional documents and recording [found here](#).

- ***Evaluating Engagement in Research: Promising Practices from PCORI's Portfolio:***

An update on progress in building a patient-centered comparative clinical effective research community, presented at PCORI's 1st Annual Meeting in Fall 2015.

- ***Patient and Stakeholder Engagement in Research: Identifying Challenges and Developing Solutions:***

An update of learnings on engagement from PCORI awardees and partners, including a discussion of what engagement looks like on PCORI projects; how engagement in research affects study questions, design, processes, or outcomes; what common challenges are; and solutions that awardees and partners recommend. Presented at PCORI's 2nd Annual Meeting in Fall 2016.



Appendix B: An Overview of PCORI's Research Portfolio

PCORI's has an extensive research and research support project portfolio.

PCORI funded projects included under the scope of this Task comprise ~354* projects across the following research priority areas:

- [Assessment of Prevention, Diagnosis, and Treatment Options](#)
- [Improving Healthcare Systems](#)
- [Addressing Disparities](#)
- [Communication and Dissemination Research](#).

Of these projects, ~293* are in various states of being currently active, while ~61* are completed and are in various states of being summarized and peer reviewed. Contractors may be in contact with research teams from both active and completed projects, meaning data collected will be both retrospective and contemporaneous.

PCORI funded projects *not* included under the scope of this Task comprise ~600* projects across the following research and research support priority areas:

- [Eugene Washington PCORI Engagement Awards Program](#)
- [Pipeline to Proposal Program](#)
- [Research Dissemination and Implementation](#)
- [Accelerating PCOR and Methodological Research](#).

****Note: Provided numbers may not match the number of awards found on PCORI's website exactly, as our website is frequently updated.***

Task Order Request #4 – PCOR/CER Research Fundamentals and Training & Resources for Multi-Stakeholder Research Teams

Background

Research conducted for PCORI requires the meaningful involvement of patients, caregivers, clinicians, and other healthcare stakeholders throughout the research process—from topic selection through design and conduct of research to dissemination of results. We believe that such engagement can influence research to be more patient centered, useful, and trustworthy and ultimately lead to greater use and uptake of research results by the patient and broader healthcare community.

A broad range of communities have a stake in the effectiveness of our healthcare system. It has been argued that patient engagement in research, to better understand the questions and outcomes of relevance to patients, is crucial to inform patient-centered care. In the term patient partners, we include patients who are representative of the population of interest in a particular study, as well as their family members, caregivers, and the organizations that represent them. Other [stakeholder partners](#) include members of constituencies based on professional, rather than personal, experience. These can include clinicians, healthcare purchasers, payers, industry, hospitals and other health systems, policy makers, training institutions, and researchers. Some individuals may be members of several communities.

Engagement can take many forms, and PCORI's rubric and requirements allow research teams to come up with their own, appropriate blueprints for partnership. However, many researchers, patients, and other stakeholders lack clarity about when and how to engage as partners in planning, conducting, and disseminating research. To address the need for guidance on creating meaningful stakeholder partnerships in patient-centered clinical comparative effectiveness research, PCORI's Engagement Program created the [PCORI Engagement Rubric](#) and makes available [sample Engagement Plans](#) from our funded research portfolio. More information on how the PCORI Engagement Rubric was created can be [found here](#).

The fourth order to be placed against the IDIQ will involve two areas of need that PCORI has identified for greater training and resources to support engagement and participants in PCORI projects. The first, greater foundational knowledge of Patient Centered Outcomes Research (PCOR) and Comparative Effectiveness Research (CER) for patient and stakeholder participants so they feel more confident and prepared to participate in projects and collaborate effectively. Second, resources and training to support and enhance engagement and effectiveness of the research teams conducting PCORI research.

In order to achieve its goal of developing a skilled PCOR community, this task order addresses two immediate, interrelated training needs:

1. Provide foundational knowledge in PCOR/CER to non-scientist participants on research and other projects, and to patient and other stakeholder merit reviewers, peer reviewers, and PCORI Ambassadors.

2. Provide training and resources to PCORI project research teams comprising researchers, patients, and public stakeholders to support teams working together and the engagement of patient and stakeholder partners (i.e., team science).

PCORI envisions launching the basic research training to close widespread knowledge gaps among patients and public stakeholders who are involved with PCORI in a variety of ways. The training will facilitate a common understanding of PCOR/CER and make it easier for individuals to be involved in PCOR activities.

The team science initiative will focus on how to ensure that diverse patients, stakeholders, and researchers can work together to achieve high-quality, patient-centered clinical comparative effectiveness research. Unlike traditional research teams comprising interdisciplinary scientists and multi-disciplinary professionals, patients and other stakeholders are also integral members of PCORI-funded research teams. Although each research team member has unique and valuable expertise that benefits the research, these individuals often are unaccustomed to working collaboratively as members of a research team. If left unaddressed, the challenges could hinder the team's ability to meet project milestones and produce study findings that will lead to better healthcare decisions and improved patient outcomes.

This task order supports PCORI's need to seek analysis and training services for the creation of evidence-based research fundamentals and team science components designed to:

- Help patients and public stakeholders understand PCOR, CER, basic research principles, and other content areas relevant to the conduct of stakeholder engaged research.
- Help patients and public stakeholders be involved in PCOR.
- Enable teams of researchers, patients, and stakeholders to participate effectively in PCORI-funded research teams.
- Enable research team members to understand their respective roles, contributions, and assets.
- Enable diverse research team members to obtain the necessary skills and learn behaviors to work interdependently in a team environment comprising scientific and lay audiences.

Project Requirements

PCORI envisions offering evidence-based research fundamentals and team science components for geographically distributed individuals. Components shall:

- Address basic research topics for patients and public stakeholders who serve as members of research or project teams, merit reviewers, peer reviewers, or PCORI Ambassadors.
- Address specific collaboration challenges of principal investigators (PIs), patients, and other stakeholders in performing team-based CER research, and improving the efficiency and effectiveness of teams.



- Be a combination of those developed for PCORI and those tailored or leveraged from existing programs and resource repositories.

PCORI is interested in dynamic training comprising stand-alone learning components—a variety of multimedia and text-based elements. Learners should be able to access any component at any time to meet their particular needs.

The Contractor will perform the work in this task order without technical assistance from PCORI. PCORI strongly encourages the Contractor to establish partnerships with other organizations to account for the varied expertise needed to successfully accomplish the work.

PCORI Needs Assessments

PCORI uses a variety of methods to continually assess the efforts of its funded research teams and other stakeholders:

- Ways of Engaging - Engagement Activity Inventory (WE-ENACT): an online, self-reported data collection tool used to describe engagement in research for PCORI-funded projects that are one year into their awards
- PCORI's Engagement Officers (EOs): staff who work directly with funded projects to ensure meaningful and consistent engagement throughout the span of a project
- The National Patient-Centered Clinical Research Network (PCORnet): a large, highly representative, national network for conducting CER
- Merit Reviewer Survey: an electronic method for gathering data from merit reviewers and Chairs following each in-person Merit Review panel meeting
- Discussions during patient and other stakeholder roundtables and among members of PCORI's Advisory Panel on Patient Engagement.

An analysis of PCORI's assessment efforts to date has resulted in the identification of knowledge gaps in basic research and collaboration skills gaps among research teams (refer to Appendices A and B of this task order). These gaps have indicated that research teams need support in their shared understanding of PCOR/CER, and support to effectively work together.

Contractor's Project Team

The Contractor shall integrate patients and other healthcare stakeholders as part of its project team. The Contractor shall be responsible for appropriate reimbursement of project team members, such as payment of a stipend to these individuals. Proposals shall take reimbursement into consideration in the cost proposal. PCORI generally recommends stipend amounts vary depending on level of expertise, commitment, responsibility, the type of work involved, and the degree of participation contemplated. Fair compensation typically extends beyond the partners' reasonable out-of-pocket expenses and

should reflect their role in the project, skills, and capabilities. Considerations include contribution to the effort, experience, skill level, time commitment (including preparation), comparable levels of pay and responsibility of participating professionals, local prevailing wages, and national minimum wage restrictions, informed by principles of equity. Please refer to PCORI's [Framework on Compensation](#) for further guidance.

As part of its project team, the Contractor will identify persons with demonstrable experience in team science, patient and stakeholder engagement, and training. The team's expertise shall include:

- Leading multi-stakeholder research teams that are focused on PCOR/CER and include patients and public stakeholders as team members
- Subject matter expertise in the use of research team collaboration strategies, best practices, tools, and resources
- Experience developing training and resources for diverse audiences and in multiple modalities.

Branding

All training materials will be PCORI branded. PCORI and the Contractor will agree upon the necessary terms and conditions for any exceptions.

Learner Access to Content

PCORI will make all training content and supporting materials publicly accessible via links on its website and will negotiate with the Contractor to determine where the content will be housed.

Specific Requirements/Tasks

The Contractor must perform the following tasks:

TASK 1: PCOR/CER RESEARCH FUNDAMENTALS

Task 1a: Establish a stakeholder advisory group

The Contractor shall establish a multi-stakeholder advisory group comprising 10-12 individuals and at least one representative from each of the following groups:

- Patient
- Caregiver
- Family member of patient
- Patient advocate
- Practicing clinician
- Clinician researcher
- Healthcare payer

- Health systems representative
- Clinical professional/specialty society representative
- PCOR researcher (non-clinician).

Advisory group members will provide advice on the direction and conduct of Tasks 1 and 2, and be involved in decision-making at critical points in the project. The Contractor will convene the advisory group in person once per year, and via conference call or by meeting technology at scheduled times and will provide appropriate information to the group to maintain their meaningful engagement throughout the project.

The Contractor will submit to PCORI for review and approval a list of the stakeholder advisory group members and a brief bio of each member.

The Contractor may either propose to engage the same Stakeholder Advisory Group for Tasks 1 and 2, or propose smaller, separate groups for each task, with justification.

Task 1b: Conduct an environmental scan on research fundamentals

The environmental scan will inform the design of PCORI's research fundamentals program for patients and public stakeholders. This scan will be moderate in scope and shall focus on lay individuals involved in health care and PCOR/CER research.

The Contractor shall first develop a plan for conducting iterative searches of peer-reviewed literature, and non-peer-reviewed literature and sources to identify:

- Specific topics that contribute to a lay person's understanding of and participation in PCOR/CER
- Existing training and resources on these topics that could be adapted for PCORI's lay research program
- Approaches to assisting non-scientists/researchers in learning about and participating in PCOR/CER.

As part of the environmental scan planning process, the Contractor will submit to PCORI for review and approval, a list of relevant sources to be searched, a list of search terms, and decision criteria for inclusion/exclusion of reviewed literature.

This plan should include details on how the scan will be conducted and what types of sources will be included, and should identify:

- The needs of individuals and teams, augmenting PCORI's existing data
- The assessment of existing tools and materials in PCORI's portfolio
- The assessment of existing tools and materials developed by non-PCORI organizations
- The gaps between existing tools and materials and what needs to be developed to meet PCORI's needs.

When the environmental scan is complete, the Contractor will submit to PCORI for review a draft report, including:

- Analysis of the results as compared to the knowledge gaps identified by PCORI (Appendix A)
- Determination of which topics should be addressed in PCORI's lay research fundamentals program and prioritize the topics
- Summary of literature with a description of current resources that have been developed and used, as well as an inventory of any trainings or resources that could be adapted and used by PCORI
- Summary of the learning approaches that surfaced from the environmental scan, including which approaches were used with different topics
- Evaluation data (quantitative or qualitative) about the evidence of the utility and/or outcomes of existing research training for lay persons and/or learning approaches
- Discussion of what needs to be created for PCORI for the research fundamentals program for patients and public stakeholders.

Once reviewed and returned, the Contractor will incorporate PCORI's feedback into a final environmental scan report. Then the Contractor will submit the final report to PCORI for review and approval.

Task 1c: Design the research fundamentals components

Based on the final environmental scan report, the Contractor shall prepare a design document for PCORI lay research fundamentals components. This document will provide evidence-based recommendations to address the topics identified under Task 2.0.

The design shall include:

- A description of recommended lay research fundamentals components specific to the needs of the intended audiences, including:
 - Topics
 - Learning objectives
 - Types of learning approaches and formats to address the topics
 - Evaluation metrics and measures.
- A graphic illustrating the audiences and components and any interrelationships between and/or among the components
- An explanation of how the research fundamentals components support team science
- Recommendations and justification for the approach to and type of learning modules.

The Contractor will submit to PCORI for review a draft design document and will incorporate PCORI's feedback into a final design document. Then the Contractor will submit the final design document to PCORI for review and approval. PCORI will use this document to determine how it would like to proceed

in addressing the identified topics. If developing online modules, the Contractor must include a plan to ensure modules comply with Section 508 compliance of the Rehabilitation Act of 1973 and can be easily accessible to individuals with cognitive or physical challenges.

Task 1d: Develop an evaluation plan for the research fundamentals components

The Contractor will develop an evaluation plan for the research fundamentals components.

The Contractor will submit to PCORI for review a draft evaluation plan and will incorporate PCORI's feedback into a final evaluation plan. Then the Contractor will submit the final evaluation plan to PCORI for review and approval.

Task 1e: Develop the research fundamentals components

The Contractor shall develop all components and pilot them with patient and public stakeholders. The process shall include cognitive testing to ensure understanding of content.

The Contractor will electronically submit to PCORI and/or give PCORI access to all draft components and supporting materials for review.

The Contractor will submit to PCORI for review a draft pilot summary report and will incorporate PCORI's feedback into a final pilot summary report. The Contractor will submit the final pilot summary report to PCORI for review and approval.

Based on feedback provided by pilot participants and PCORI, the Contractor shall revise the components as necessary. The Contractor will electronically submit to PCORI and/or give PCORI access to all final components for review and approval.

Task 1f: Pilot test the research fundamentals components

The research fundamentals components will be pilot tested in accordance with agreed-upon decisions, including deliberation and agreement on the following components:

- Individuals and/or groups it will be tested with, and outreach plan
- Format and method for testing, including background materials to be shared
- Template and timeline for gathering feedback
- Method for gather data
- Criteria for determining success.

Task 1g: Implement the research fundamentals components

The research fundamentals components will be implemented in accordance with agreed-upon decisions, based on data and feedback from the pilot test.

Task 1h: Evaluate the research fundamentals components

The Contractor will execute the evaluation plan developed under Task 5.0 and will submit to PCORI evaluation reports based on agreed-upon time frames and formats.

TASK 2: TRAINING & RESOURCES FOR MULTI-STAKEHOLDER RESEARCH TEAMS

Task 2a: Establish a stakeholder advisory group

The Contractor shall establish a multi-stakeholder advisory group comprising 10-12 individuals and at least one representative from each of the following groups:

- Patient
- Caregiver
- Family member of patient
- Patient advocate
- Practicing clinician
- Clinician researcher
- Healthcare payer
- Health systems representative
- Clinical professional/specialty society representative
- PCOR researcher (non-clinician)
- Subject matter expert in team science.

Advisory group members will provide advice on the direction and conduct of Tasks 1 and 2, and be involved in decision-making at critical points in the project. The Contractor will convene the advisory group in person, via conference call, or by meeting technology at scheduled times and will provide appropriate information to the group to maintain their meaningful engagement throughout the project.

The Contractor will submit to PCORI for review and approval a list of the stakeholder advisory group members and a brief bio of each member.

The Contractor may either propose to engage the same Stakeholder Advisory Group for Tasks 1 and 2, or propose smaller, separate groups for each task, with justification.

Task 2b: Conduct an environmental scan on team science

The environmental scan will inform the design of PCORI's team science training. This scan shall focus on interdisciplinary teams comprising scientists and researchers, and lay people. For the purposes of this Task Order, we define team science as "Scientific collaboration, i.e., by more than one individual in an interdependent fashion, including small teams and larger group research," (National Research Council, 2015). The scan also may include other collaborative healthcare teams and research and findings that might apply to team science and supporting lay and stakeholder participation.

Key considerations in team science highlighted by the National Research Council (2015) include:

- Function of the team
- Team size
- Diversity of membership
- Geographic dispersion
- Permeable team boundaries (i.e., teams that form, disband in whole or part, and reform)
- Participation of advisory and/or oversight groups and/or community groups
- Relationship to other relevant teams.

The Contractor shall first develop a plan for conducting iterative searches of peer-reviewed literature, and non-peer-reviewed literature and sources to identify:

- Collaboration challenges experienced by interdisciplinary teams
- Approaches to assisting interdisciplinary teams in learning and using collaboration skills
- Existing applied training that could be adapted for PCORI's team science training
- Methods of improving the efficiency and effectiveness of teams.

As part of the environmental scan planning process, the Contractor will submit to PCORI for review and approval, a list of relevant sources to be searched, a list of search terms, and decision criteria for inclusion/exclusion of reviewed literature.

This plan should include details on how the scan will be conducted and what types of sources will be included, and should identify:

- The needs of individuals and teams, augmenting PCORI's existing data
- The assessment of existing tools and materials in PCORI's portfolio
- The assessment of existing tools and materials developed by non-PCORI organizations
- The gaps between existing tools and materials in PCORI's portfolio and what needs to be developed to meet PCORI's needs.

Once approved by PCORI, the Contractor will implement the plan, and based on the findings of the scan, the Contractor shall analyze the results and compare them to the skill gaps identified by PCORI's needs assessment (Appendix B). The Contractor will use the synthesis of the environmental scan and the needs assessment to determine which collaboration challenges should be addressed in PCORI's team science training and the prioritization of these challenges.

When the environmental scan is complete, the Contractor will submit to PCORI for review a draft report, including:

- Analysis of the results as compared to PCORI's needs assessment (Appendix B)
- Determination of which topics should be addressed in PCORI's team science program and prioritize the topics

- Summary of literature with a description of current resources that have been developed and used, as well as an inventory of any trainings or resources that could be adapted and used by PCORI
- Summary of the learning approaches that surfaced from the environmental scan, including which approaches were used with different types of challenges
- Evaluation data (quantitative or qualitative) about the evidence of the utility and/or outcomes of existing training for interdisciplinary teams and/or learning approaches
- Discussion of what needs to be created for PCORI for the team science program for patients and public stakeholders.

Once reviewed and returned, the Contractor will incorporate PCORI's feedback into a final environmental scan report. Then the Contractor will submit the final report to PCORI for review and approval.

Task 2c: Design the team science components

Based on the final environmental scan report, the Contractor shall prepare a design document for PCORI's team science components. This document will provide evidence-based recommendations to address the challenges identified under Task 3.0.

PCORI envisions a core training that will likely cut across all PCORI teams but recognizes that some of the key considerations and findings will call for different components and resources for differing circumstances.

The design shall include:

- An overview of the team science programs and the rationale for the programs, including principles guiding the development
- A graphic illustrating the team science programs and any interrelationships between and/or among the programs
- A description of the team science programs, including:
 - Collaboration challenges experienced by the teams
 - Impact on efficiency and effectiveness of teams
 - Learning objectives
 - Types of learning approaches and formats to address the challenges
 - Evaluation metrics and measures.

The Contractor will submit to PCORI for review a draft design document and will incorporate PCORI's feedback into a final design document. Then the Contractor will submit the final design document to PCORI for review and approval. PCORI will use this document to determine how it would like to proceed in addressing the identified topics. If developing online modules, the Contractor must include a plan to



ensure modules comply with Section 508 compliance of the Rehabilitation Act of 1973 and can be easily accessible to individuals with cognitive or physical challenges.

Task 2d: Develop an evaluation plan for the team science components

The Contractor will develop a comprehensive evaluation plan. Recognizing that collaboration takes additional time and resources and produces benefits not captured in traditional metrics, PCORI is particularly interested in demonstrating the value of patient and other stakeholder engagement on PCORI-funded research teams.

The Contractor will submit to PCORI for review a draft evaluation plan and will incorporate PCORI's feedback into a final evaluation plan. Then the Contractor will submit the final evaluation plan to PCORI for review and approval.

Task 2e: Develop the team science program components

The Contractor shall develop all program components and pilot the team science programs with research team members identified by PCORI. The process shall include cognitive testing to ensure understanding of content by PIs, patients, and other stakeholders.

The Contractor will electronically submit to PCORI and/or give PCORI access to all draft program components and supporting materials for review.

Task 2f: Pilot test the team science program components

The team science program components will be pilot tested in accordance with agreed-upon decisions, including deliberation and agreement on the following components:

- Individuals and/or groups it will be tested with, and outreach plan
- Format and method for testing, including background materials to be shared
- Template and timeline for gathering feedback
- Method for gather data
- Criteria for determining success.

The Contractor will submit to PCORI for review a draft pilot summary report and will incorporate PCORI's feedback into a final pilot summary report. The Contractor will submit the final pilot summary report to PCORI for review and approval.

Based on feedback provided by pilot participants and PCORI, the Contractor shall revise program components as necessary. The Contractor will electronically submit to PCORI and/or give PCORI access to all final program components for review and approval.

Task 2g: Implement the team science program components

The team science program components will be implemented in accordance with agreed-upon decisions, based on data and feedback from the pilot test.

Task 2h: Evaluate the team science program components

The Contractor will execute the evaluation plan developed under Task 10.0 and will submit to PCORI evaluation reports based on agreed-upon time frames and formats.

Monthly Status Reports (MSRs)

The Contractor's Program Manager shall develop and provide a monthly status report using MS Office Suite applications, by the 10th of each month via electronic mail to PCORI's Project Lead. The report shall include the following:

- Activities during the reporting period, by task to include: Ongoing activities, new activities, activities completed, deliverables submitted for that period; and progress to date on all above-mentioned activities. Begin each section with a brief description of the task.
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them to include risk mitigation plans.
- Personnel changes (e.g, additions, losses).
- PCORI actions required.
- Schedule (shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- Financial status including cumulative invoiced costs total to-date; including hours and cost by labor categories (including planned vs. actual rates), hours billed by individual (including planned vs. actual hours), cost to completion, and variance. Also, include subcontractor labor and other subcontractor costs (including planned vs. actual hours).

Final Report

The Contractor's Program Manager shall develop a final project report using MS Office Suite applications, by the 10th of the final month of the contract via electronic mail to PCORI's Project Lead. The report shall include the following:

- A summary of all work completed on this project, broken down by task/subtask
- Recommendations for PCORI's next steps regarding evaluation and continuity of work, and how to approach gaps or challenges identified throughout the course of completing this project
- Appendices including all deliverable, tools, and resources developed throughout the course of the project, with special attention paid to final products.

Task	Deliverable(s)	Deliverable(s) Due
1d Develop an evaluation plan for the research fundamentals components	<ul style="list-style-type: none"> Draft evaluation plan Final evaluation plan 	Month 7
1e Develop the research fundamentals components	<ul style="list-style-type: none"> Draft components Final components 	Month 8 Month 9
1f Pilot test the research fundamentals components	<ul style="list-style-type: none"> Draft plan and materials Final plan and materials Report of pilot findings 	Month 10 Month 11 Month 13
1g Implement the research fundamentals components	<ul style="list-style-type: none"> TBD 	Month 15/Month 16
1h Evaluate the research fundamentals components	<ul style="list-style-type: none"> Draft evaluation reports Final evaluation reports 	<p>Ongoing from Month 15/ Month 16 through the end of the period of performance (Month 30); based on agreed-upon time frames</p> <p><u>Note:</u> On an ongoing basis, PCORI and the Contractor will discuss trends in the evaluations. If revisions need to be made to the components at any point during the remainder of the period of performance, PCORI will amend this task order.</p>

TASK 2 DELIVERABLES

Task	Deliverable(s)	Deliverable(s) Due
2b Conduct an environmental scan on team science	<ul style="list-style-type: none"> List of relevant sources to be searched List of search terms Decision criteria for inclusion/exclusion of reviewed literature Draft environmental scan report Final environmental scan report 	Month 5 Month 7
2c Design the team science components	<ul style="list-style-type: none"> Draft design document Final design document 	Month 9 Month 10

Task	Deliverable(s)	Deliverable(s) Due
2d Develop an evaluation plan for the team science components	<ul style="list-style-type: none"> Draft evaluation plan Final evaluation plan 	Month 11
2e Develop the team science program components	<ul style="list-style-type: none"> Draft program components Final program components 	Month 13 Month 15
2f Pilot test the team science program components	<ul style="list-style-type: none"> Draft plan and materials Final plan and materials Report of pilot findings 	Month 16 Month 17 Month 18
2g Implement the team science program components	<ul style="list-style-type: none"> TBD 	Month 19/Month 20
2h Evaluate the team science program components	<ul style="list-style-type: none"> Draft evaluation reports Final evaluation reports 	<p>Ongoing from Month 19/Month 20 through the end of the period of performance (Month 30); based on agreed-upon time frames.</p> <p>Note: On an ongoing basis, PCORI and the Contractor will discuss trends in the evaluations. If revisions need to be made to the programs at any point during the remainder of the period of performance, PCORI will amend this task order.</p>

Acceptance of Deliverables

PCORI will review and provide comments on each deliverable within five (5) business days of receipt of the deliverable or within such other reasonable time frame as agreed upon by the Contractor and PCORI, given the nature of the deliverable being reviewed by PCORI. PCORI and/or the Project Lead shall provide the Contractor with written acceptance or rejection (with specified reasons). The Contractor will have five (5) business days to complete and deliver changes made as a response to PCORI's (and/or the Project Lead's) comments. The Contractor shall be allowed one re-submission of the deliverable. If the re-submission is rejected, the assigned Project Lead, PCORI's Procurement Office, and the Contractor's representative will arbitrate a resolution. If PCORI or the assigned Project Lead does not meet its deadline or provide notice of an extension request, the Contractor may assume that the deliverable is accepted without written notification of acceptance by PCORI.

Kickoff Meeting

The Contractor shall work with PCORI to schedule and coordinate the Kickoff Meeting via a conference call. The meeting will include introductions, roles and responsibilities of the Contractor personnel and PCORI personnel who will be involved with the agreement, and technical, management, and reporting procedures. At a minimum, the attendees shall include key Contractor personnel, a representative from PCORI's Procurement Department, and PCORI's Project Lead.

Project Lead's Authority

Performance of work under this contract must be subject to the technical direction of the Project Lead or a representative designated in writing. The term "technical direction" includes, without limitation, direction to the Contractor that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.

- Technical direction must be within the scope of the specification(s)/work statement.
- Technical direction may be oral or in writing.

The Project Lead does not have authority to issue technical direction that:

- constitutes a change of assignment or additional work outside the specification(s)/statement of work;
- in any manner which causes an increase or decrease in the agreement's price, or the time required for contract performance;
- changes any of the terms, conditions, or specification(s)/work statement of the agreement and/or the resultant task orders; or
- interferes with the Contractor's right to perform under the terms and conditions of the agreement and/or the resultant task order/SOW.

Period of Performance

The Term of the Task Order will be 30 months from the date of award.

Type of Task Order

This is a Time and Materials Task Order. The total ceiling price for all work being performed under the Task Order will be incorporated after the award is made. The Offeror agrees to use its best efforts to perform all work and obligations under this Task Order within the agreed upon Not To Exceed (NTE) ceiling price. The NTE Price constitutes a ceiling that Contractor may not exceed without PCORI's prior written approval. The NTE Price includes all hourly professional fees incurred in the performance of the Services plus other costs incurred in performing the Services, including, but not limited to, all travel and



related out-of-pocket expenses (“Other Costs”). The Offeror shall utilize the table below to include the appropriate labor categories, material, travel, Other Direct Costs (ODC) and fully-burdened, fixed hourly labor rates in proposing their price to accomplish the deliverables necessary and incidental to performing the statement of work in Appendix B. These fully-burdened fixed rates include the Offeror’s direct wages, taxes, fringe, indirect costs, general and administrative cost, and profit. Profit on travel and ODCs is not allowable. The awardee shall perform the work set forth in Appendix B and invoice PCORI for the actual hours performed by awardee’s employees utilizing the fixed rates and labor categories set forth below.

PCORI will not reimburse the Contractor for costs incurred beyond the ceiling price, for hours not delivered, for hours delivered but in excess of the quantities ordered for a particular labor category, or for travel and ODCs exceeding the ordered pool amount. Labor dollars will not be used to pay for ODCs nor ODC dollars used to pay for labor without an amendment.

Citations

National Research Council, 2015. Enhancing the Effectiveness of Team Science. Committee on the Science of Team Science, N.J. Cooke and M.L. Hilton, Editors. Board of Behavioral and Social Sciences and Education. Washington, DC: The National Academies Press.

Appendix A: Research Fundamentals Needs Assessment Results

Potential topics for consideration include:

- What is research?
 - Scientific method
 - Key terms (randomization, sample size, power, etc.)
 - What are health outcomes? How are they developed and validated?
 - Types of study designs
 - Methods for data collection and analysis
 - Recruitment and retention.
- What is PCOR?
 - What are PCOs? PROs? PROMs?
 - What is patient centeredness?
- What is CER?
 - Why do we need CER?
 - How is CER different than other forms of research?
 - What is a CER research question and how do you create a CER question?
 - How to prioritize a research question.
- Safeguards/subject protection in research
 - Protection of study subjects
 - IRBs, DSMBs, DSMPs
 - Informed consent
 - Universal consent/individual or specific consent.
- Engagement in research
 - Introduction of patient and stakeholder roles in the planning, conduct and dissemination of research
 - Awareness raising that everyone can contribute to research
 - How to prioritize research questions
 - Promising practices in social media for recruitment/retention and dissemination.
- Data and electronic capture and sharing of data
 - What are EHRs and HIEs?
 - Intro to data research network
 - Governance (data use agreements, privacy policies and regulations, data linkage agreements)
 - Data collection and sharing
 - What is a registry and what is the role in research.

- Understanding our healthcare system
 - Knowing the various agencies and their roles (HHS, AHRQ, ASPE HRSA, FDA, CDC, NIH, CMS, NQF)
 - Understanding the roles of all stakeholders (hospitals, health systems, purchasers, payers, policymakers)
 - The role of professional societies and how to partner with them
 - Role of Accreditors.

Appendix B: Team Science Needs Assessment Results

Potential collaboration skills for consideration include:

- Building trust
- Developing a shared vision
- Communicating effectively
- Sharing recognition and credit
- Resolving conflict
- Speaking publicly and delivering presentations
- Facilitating multi-stakeholder meetings in a way that values patient and other stakeholder perspectives
- Incorporating multi-stakeholder input and perspectives throughout the research process
- Solving problems
- Making decisions
- Telling your story and placing personal experience in the larger context of research (for patients and other stakeholders)
- Addressing power differentials among team members
- Participating on advisory panels.