Landscape for Telehealth Under COVID-19

Task Order Request for Proposal #24 Questions

1. Will the contractor awarded this task order be precluded from working on subsequent task orders/projects that might arise from Task Order findings?
   
   No.

2. Will the Final Report be made public?
   
   Yes

3. Would PCORI be open to including stakeholder interviews as part of the landscape review?
   
   Given that new uses for Telehealth during COVID-19 may not yet be reflected in the literature, is PCORI open to primary data collection like key informant interviews with telehealth thought leaders in addition to convening the expert panel?
   
   We are hoping to accomplish this through the expert panel, and the landscape review is not intended to also collect data through key informant interviews.

4. Is it acceptable to include a table/figure as an appendix? Do appendices count toward page limits in any specific section?
   
   Yes, offerors may include tables and figures as an appendix to their proposals. Appendices do not count toward the overall page limits.

5. If letters of support are provided, should they be organized into a separate appendix? Do they count toward the page limit?
   
   Yes, letters of support (if applicable) should be included as an appendix to the offeror's proposal and do not count toward the overall page limits.

6. For the environmental scan, due to the rapid nature of the pandemic, is PCORI interested in findings from the gray literature (i.e., issue briefs, self-published reports, pre-prints) or only those from peer-reviewed manuscripts?
   
   We are interested in both.

7. Should certain emphases be made on particular sources of care – physical health care more than mental health care, clinic-based telehealth compared to hospital-based?
   
   No, we are interested in ways in which telehealth expanded to new uses or those where telehealth had been used infrequently before the pandemic. We are also interested in new formats.

8. Is PCORI interested in issues and opportunities for providers using telehealth across state lines?
We would like a summary of permanent or temporary regulatory changes that occurred under the pandemic.

9. Are virtual conferences or virtual access to in-person conferences included in the definition of “provider training and education” (bottom of page 17, top of page 18)?

   No – our telehealth definition at the beginning of the appendix drives what PCORI considers to be telehealth.

10. How is the coronavirus pandemic period being defined (March 2020 onward, for example)?

   Please propose a time period in your response.

11. The TORFP does not reference children’s health care. Is there an expectation that the unique needs of children around telehealth will be a topic of discussion (consent, privacy, school-based care, etc.)?

   Yes.

12. Will PCORI assist in providing access to previously held seminars, or is funding available to purchase access if not hosted by PCORI?

   These should only be those offered free of charge.

13. Is the TEP expected to review and provide comment on the final summary document?

   No.

14. Will PCORI or the contractor provide an honorarium for the TEP members or enter into a contract with them? If so, are there any limits that we should observe?

   Offerors should plan to include TEP member honoraria in their pricing proposals; PCORI would not contract directly with the TEP members.

15. Landscape Review (Task 3): What is the ideal number of resources/citations to include in the landscape review? Is there an upper limit? If so, what is that limit?

   There is no limit. We are looking for the most salient, rather than a comprehensive review.

16. Final Report (Task 3): Is the appendix included in the 10-15 page limit or supplementary?

   Any applicable appendices to offeror proposals do not count toward the overall page limit.

17. TEP Summary (Task 5): What is the preferred page length for the TEP Summary?

   No more than 10 pages.

18. Deliverables: Which of the deliverables need to be 508 compliant?

   None.
Budgets and Proposal Organization

19. Should offerors organize their proposed budget by task or roll this up into an overall project budget?

Offerors should organize their pricing proposals by task; this is to say, budgets should reflect a breakdown of the anticipated level of effort (personnel costs, benefit rates, indirect costs, expenses, etc.) per task.

20. Could PCORI elaborate on the anticipated level of effort for this opportunity?

Does PCORI anticipate this work will be in the low, medium, or high funding category?

PCORI anticipates this award falling in the “small award” range (<$150,000.00). Please note, as always PCORI will consider all reasonable and competitive proposals where the offeror has been able to justify their pricing.

Offerors should submit budgets that are proportionate to the proposed effort for this scope. Cost-competitiveness, along with adequacy and demonstrated technical expertise, are considered as part of the decision to award.

21. On page 15, Volume 3 the proposal should “detail labor categories, labor rates and travel costs.” What travel is expected to be part of this project?

PCORI does not expect travel to be involved as part of this project.