
KLAMATH TRIBAL HEALTH & FAMILY SERVICES

REQUEST FOR PROPOSAL

Project Name: Compliance and Policy Management Solution

Klamath Tribal Health & Family Services
3949 South Sixth Street
Klamath Falls, OR 97603

A. INTRODUCTION

Klamath Tribal Health & Family Services (KTHFS) is a department of The Klamath Tribes, a federally recognized sovereign Indian tribe located in South Central Oregon. KTHFS advances the overall mission of The Klamath Tribes, and the trust responsibilities of the United States government, by providing quality, comprehensive, patient-focused health care in a culturally sensitive manner while eliminating disparities and barriers to health.

B. GENERAL INFORMATION

KTHFS is seeking proposals from qualified vendors to provide an Compliance and Policy Management solution.

C. SCOPE OF WORK

The scope of work for the Compliance and Policy Management Solution project includes the following functionalities and modules: incident reporting and investigation, policy and forms library, credentialing/privileging tracking, auditing and monitoring, accreditation standards tracking, risk management assessment, exclusions, quality improvement activities, training, contract/agreement, patient complaint management and any other functionality included herein.

The solution should be:

- User friendly
- Compatible and integrate with our HRIS software Paylocity
- Multi-user system with the ability to assign specific permissions for access to information for approximately 200 individual users and growing
- Allow robust, flexible, and customizable reporting including dashboards
- Integration between modules
- System set-up to maintain standard recommended internal controls
- Notification system (when incidents are reported and when items are due)
- Security and Back up feature (anti crash-avoid data loss)

System functionality should include:

- Incident Reporting and Investigation
- Hotline to report
- Patient Compliant Reporting and Investigation
- Policy Library, searchable including ability to attest, and update reminders
- Auditing and Monitoring
- Ability to track accreditation standards, specifically Accreditation Association for Ambulatory HealthCare (AAAHC)
- Risk Management
- Exclusions (OIG, SAM.gov etc)
- Quality Improvement activity tracking
- Credentialing & Privileging tracking
- Learning Management (training tracking)
- Contract/Agreement tracking
- Reports and Dashboards

Additional Requirements:

- Training options
- Installation/Implementation
- System Support and Upgrades

D. PROPOSAL REQUIREMENTS

Training

Total cost of recommended and required training.

Installation

Schedule of installation including a time-frame for data conversion (if applicable).

System Support and Upgrades

Provide a copy of your software maintenance contract, the warranty, and the maintenance service provided under the warranty. Provide costs for the next three (3) years.

References

Provide a list of three (3) customers who use your proposed software. Provide the company's name, individual's name, Tribal Affiliation (or previous work with a Tribal organization) and phone number to allow us to contact them regarding the use of your product.

Contract

Briefly describe your various plans and the advantages of each. Include a sample of your contracts. Be sure to include a warranty. Also, is there a trial period for the proposed software? If so, what are the time periods and the requirements to return the product if we are not satisfied?

Cost

List modules proposed with costs for each.

Data conversion costs
Costs for adding additional users

Miscellaneous

Describe Software confidentiality, user tracking, etc.
Does system have ability to interface with other software?

Bidding

Proposals will be accepted by mail until September 5th, 2025 5:00 pm PST. Proposals received after this time will not be accepted. Faxes and e-mail bids will not be received.

Right to Reject Any and All Bids

This advertisement for bids does not commit the owner to award a contract nor pay any costs incurred in the preparation of bids or the procurement of supplies. Klamath Tribal Health & Family Services reserves the right to reject any and all bids, to waive any informalities or irregularities and to re-advertise when it is in the best interest of the owner.

E. EVALUATION FACTORS AND SCORING

1. Selection Procedures: The Klamath Tribes' KTHFS utilizes this formal advertising of Request for Proposals to award the most highly rated proposal subject to negotiation of fair and equitable compensation. All timely responses to this RFP will be considered. Klamath Tribes' KTHFS reserves the right to reject any and all proposals based on documented reasons including determining any or all proposals to be non-responsive.
2. Method of Review: The Klamath Tribes' KTHFS and its authorized representatives will review all proposals received and may contact the party to request further information. The Klamath Tribes' KTHFS may accept any given RFP as submitted or may negotiate with the party to establish terms most advantageous to the Tribes. The decision of the Klamath Tribes' KTHFS shall be final and not subject to appeal.
3. Method of Scoring: All proposals received on time will be evaluated and scored as follows:
 - a. (0-55 points) Proposal Preparation and Requirements. The RFP must fully demonstrate the ability to carry out each requirement listed in Sections A-C.
 - b. (0-35 points) Cost: Cost will be determined by formula method.
 - c. (0-10 points) References: A record of integrity, judgment, performance, and timeliness in the execution of previous jobs will garner higher points.
 - d. Indian preference: At minimum 15% of the evaluation points shall be granted to bidders who demonstrate entitlement to Indian Preference, which points shall not

be available to non-Indian bidders when using Method #3 of the Klamath Tribes Procurement Policy.

- e. In the case of duplicate proposals, the earliest postmarked envelope will be awarded unless otherwise advised in writing by the applicant that the later proposal is the appropriate one to review.

100 TOTAL POINTS POSSIBLE (without Indian Preference)

F. INSTRUCTIONS FOR SUBMITTING PROPOSALS

1. Return the proposal in an envelope clearly marked according to the following instructions below. One original and five (5) copies must be submitted. Alternate proposals will not be accepted.
2. Proposals can be submitted in person, through US Postal Service, or by ground delivery to:

Klamath Tribal Health & Family Services
Administration Office
Attention: Erick Medina, Executive Assistant
3949 South Sixth St.
Klamath Falls, OR 97603
3. Do not submit RFP by email or Fax.
4. On outside of sealed envelope write:
“Compliance and Policy Management Solution RFP #KTHFS-2025-001”
5. Schedule of RFP activities:
 - 08/15/25 Direct Solicitation of RFP #KTHFS 2025-001
 - 08/29/25 5 pm PST - Deadline for questions regarding RFP.
 - 09/05/25 5 pm PST - Closing Date for RFP to be submitted via method outlined above.
 - 9/12/25 1 pm -3 pm PST - Opening and review of RFP’s submitted on time.

G. CLOSING/OPENING DATE AND TIME and METHOD OF SOLICITATION

1. Proposals will be opened **September 12th, 2025** at the KTHFS Administration office, 3949 S. 6th St., Klamath Falls, Oregon. If, at the time of the scheduled opening date, KTHFS Administration is closed due to uncontrolled events or administrative closures, RFP’s will be opened at 10 a.m. on the next normal business day.
2. Proposals will be accepted at the address above up to **September 5th 2025, 5 p.m.** All timely responses to this RFP will be considered. The Klamath Tribes - KTHFS reserve the right to reject any and all proposals including those proposals received after the closing date and time. If, at the time of the scheduled closing date, KTHFS Administration is closed due to uncontrolled events or administrative closures, RFP’s will be accepted until 4 p.m. on the next normal business day.
3. This RFP has been published by:

	Publication in a Newspaper of general circulation
X	Direct solicitation of proposals from an adequate number of known sources
X	klamathtribalhealth.org

H. Bid Questions: questions pertaining to this project accepted via email or postal mail to:

LCDR Nikowa Mendez

Chief Quality Officer

Klamath Tribal Health & Family Services

3949 South Sixth Street

Klamath Falls, OR 97603

Nikowa.mendez@klamathtribalhealth.org