



Northwest Health Services | 2303 Village Drive | St. Joseph, MO 64506

REQUEST FOR PROPOSAL (RFP) No. NHS-072025-PROC

For

Competitive Bids - Procurement of Professional Services
Federally Qualified Health Center (FQHC)

***** IMPORTANT NOTICE*****

INCOMPLETE OR BIDS RECEIVED AFTER DUE DATE WILL BE REJECTED

PLEASE READ RFP CAREFULLY

Contact Information:

Jena Propheter at (816) 307-4074 Ext 8222 or email: jpropheter@nwhealth-services.org

Questions must include the RFP number within the subject line of the email.

RESPONSE MUST BE SUBMITTED ELECTRONICALLY BY:

July 28, 2025, 5:00 pm Noon (CST)

Email: jpropheter@nwhealth-services.org

1. SUMMARY AND BACKGROUND

Northwest Health Services, Inc (NHS) is celebrating 42 years of service across Northwest Missouri. Their mission is to improve and strengthen lives through access to local, high-quality, affordable medical, dental, counseling and pharmacy services. NHS was founded with a generous spirit and an ambitious goal. At the same time, they care about people, which is why they are located in the Metropolitan and Rural Northwest Missouri communities. NHS employees serve their communities through the work they do in our clinics. Even more, they serve through volunteerism, caring for the underserved through homeless outreach, flood relief efforts, and partnering with local food banks.

NHS is a Federally Qualified Health Center with the mission to promote health and wellness by providing quality care, access, research, and education to the underserved and all people in the community. NHS is exempt from federal income tax under Section 501(c)(3) of the IRS code. Their mission is to provide outreach medical, dental, and behavioral health services to people in the Northwest Missouri Community and surrounding metropolitan and rural areas.

NHS serves 21,000 clients each year with funding from grants, contracts, and fees. They receive government funding from numerous sources and agencies. NHS has 161 employees, and their annual revenue ranges between \$25M and \$35M for the past few years.

NHS is seeking a qualified Procurement Firm (Agency) to assist with procurement activities in accordance with our internal Procurement Policies and Procedures. The selected firm will support procurement functions across both direct, indirect, goods and services spending categories, including but not limited to:

1. Development and management of competitive solicitations (RFPs, RFQs, IFBs)
2. Supplier vetting and selection (Medical, Dental, and Behavioral Health)
3. Negotiation and contracting support
4. Documentation and compliance tracking
5. Training and consultation for internal staff
6. Ongoing monitoring and reporting aligned with federal grant requirements

Procurement categories must include, but are not limited to:

- Financial, Audit and Insurance Services
- Construction Projects and Facility Improvements
- Professional and Consulting Services
- Information Technology (Support, Software, Infrastructure and Equipment)
- Pharmacy Operation and Supplies
- Medical, Dental, Laboratory Equipment, and Services
- Regulatory and Legal Compliance
- Human Resources and Recruiting
- Waste Management Services
- Other unforeseen capital items, goods, and services

The selected Procurement Agency must be able to work within our established procurement framework and be familiar with applicable federal and state regulations.

Work is expected to begin upon award notification and acceptance. The start date will to be determined in

coordination with the selected Agency. This contract will terminate upon the completion of all aforementioned work pertaining to this RFP in accordance to its associated contract.

NHS requires that any compensation for the scope of services provided in Exhibit A (i.e. all services) will be comprehensive in nature. Agency will be expected to disclose in its submittal any and all fees (commission and non-commission) or compensation Agency expected from NHS and to explain under what circumstances these fees and/or commission would apply. However, NHS would prefer a structured fee to ease the burden of fiscal forecasting and annual budgetary preparation.

Your complete proposal **must be received by July 28, 2025, 5:00 pm CST**. Please send your proposal to Jena Propheter. All proposals will be reviewed and a corresponding recommendation of the top applicants will be shared with the CEO. Final decisions will be made by the CEO, in accordance with the Board of Directors no later than August of 2025. NHS will inform all applicants via e-mail when a final decision has been made.

If you have any questions or would like further clarification of any aspect of this request for bid, please contact me at jpropheter@nwhealth-services.org. I look forward to receiving your proposal.

2. GENERAL INFORMATION

NHS is an Equal Opportunity Employer and **strongly encourages small businesses and minority-owned businesses to bid**. This RFP will also be publicized per Electronic Code of Federal Regulations §200.320.

3. RFP TIMETABLE

The timetable for this RFP is as follows:

Description	Date
Release of RFP	July 14, 2025 (5:00 pm CST)
Deadline for Written Questions	July 18, 2025 (5:00 pm CST)
Responses to Questions Provided	July 25, 2025
RFP Final Proposals Due	July 28, 2025 (5:00 pm CST)
Selections	August of 2025
Contract Award and Commencement of Work	TBD

4. SPECIFIC RFP REQUIREMENTS

a. Questions and Responses:

Prospective Agency may submit questions regarding this RFP by email to jpropheter@nwhealth-services.org. All questions must be received by 5:00 pm (CST) on Friday, July 18, 2025. When submitting questions, please specify which section of the RFP you are referencing and quote the language that prompted the question. Questions may address issues or concerns that a Agency may have pertaining to this RFP or any specific area therein. All questions and responses will be sent and posted for all participants to review.

NHS will provide responses to questions regularly, and questioning period will terminate on July 25, 2025. NHS reserves the right to group similar questions when providing answers.

b. **Proposal Submission Deadline:** The Agency's final proposal should be submitted by email to jpropheter@nwhealth-services.org by 5:00 pm (CST) by July 28, 2025. Please include the subject line "NHS-072025-PROC."

It is the sole responsibility of the submitting Agency to ensure that its proposal is received before the submission deadline. Submitting Agency shall bear all risks associated with delays in delivery. Any proposals received after the scheduled closing date and time for receipt of proposals will not be accepted.

c. **Proposal Requirements:**

Proposals shall include the following components:

- i. Agency qualifications
- ii. Agency experience, access and approach to the needs outlined in **Exhibit A**.
- iii. Agency must identify any compensation the Agency may seek from NHS, and an explanation for why those fees or compensation may be sought and under what terms payment is expected.
- iv. A copy of any standard agreement or contract that the Agency typically uses for these services. Agency is expected to identify any terms and conditions that Agency can waive or any exceptions or revision Agency is willing to make to such an agreement.

d. **Terms and Conditions:**

NHS would like to pursue this agreement for up to five (5) years from date of signed contract.

e. **Qualifications:**

Respondents must meet the following minimum qualifications:

- Minimum of five (5) years of procurement and purchasing experience in the nonprofit, healthcare, and governmental sectors.
 - Extensive knowledge of nonprofit grant and procurement compliance, including 2 CFR Part 200 (Uniform Guidance)
 - Proven success managing complex, multi-category procurement processes for medical, pharmacy, dental, behavioral, and administrative services.
 - Ability to work collaboratively with internal teams while maintaining regulatory independence.
- f. **Agency References:** To illustrate the Agency has the experience in this arena, the Agency shall provide one (1) reference of a parallel or similar client. Reference shall include company name, contact name, title, phone number, and email. It is recommended that Agency notify the reference that they will be contacted (see Exhibit B). Current agency provider is excluded from this requirement.
- g. **Additional information:** The Agency may provide any other information that it believes will add value and/or additional context to its proposal.

5. PROPOSAL EVALUATION CRITERIA AND PRODUCTION PROCESS

Proposals will be evaluated on a weighted scale using the following criteria:

Criteria	Weight
Cost Effectiveness (Overall)	25%
Experience with Nonprofit/Healthcare Procurement	20%
Proposed Methodology and Approach	20%
Compliance with Submission Requirements	15%
Reference or Past Performance	10%
Team Qualifications	10%

Each qualified proposal will be evaluated based on the response of the submittal or subsequent

information gained in the process. Price is important, but price will not be the sole determinate for award. The determination for the award is the absolute value, including but not limited to coverage, fees and structure of fees, access, timeframe, forecastability and industry insight, etc. and therefore, will be the sole responsibility of NHS.

Following the initial evaluation, NHS may select a particular Agency (with or without interviews) or enter into discussions with a “short list” of Agencies, consisting of those likely, in the opinion of NHS, to potentially be awarded the contract.

The purpose of discussions with a Agency on the “short list” will be to identify Agency specific deficiencies and weaknesses in its proposal and to provide the Agency with the opportunity to consider possible approaches to alleviating or eliminating them. These deficiencies or weaknesses may include such things as meeting deadlines, technical issues, management approach, cost, or team composition. Discussions may take place through written correspondence, Zoom, and/or face-to-face interviews.

NHS reserves the right not to convene interviews or discussions, and to make an award on the basis of initial proposals received and the scoring reflective therein. References may be contacted at any point in the evaluation process.

After an Agency has been selected, NHS and the prospective chosen Agency will negotiate a contract for execution by NHS. If a satisfactory contract cannot be negotiated, NHS may, at its sole discretion, begin contract negotiations with the next qualified Agency who submitted a proposal, as determined by NHS. Agency must realize that NHS may disqualify any Agency with whom NHS cannot satisfactorily negotiate a contract.

NHS reserves the right to extend timelines if deemed necessary, waive irregularities, and to reject any or all bids in accordance with internal policy. NHS or their designee also reserves the right to negotiate with the selected Agency in the event the price exceeds available funds.

The selected Agency shall work directly with NHS or their agent for final contract terms and conditions. All contractual terms and conditions will be subject to review by the NHS CEO and/or Board of Directors and will include scope, budget, schedule, and other necessary items pertaining to the project.

By signing your RFP response proposal, you agree to the award criteria and process stated in this section.

6. RESERVATION OF RIGHTS

This RFP is a solicitation for proposals only and is not intended as an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations. NHS may, at its sole discretion, accept or reject any or all proposals submitted in response to this RFP. NHS also may, at its sole discretion, make no award for this RFP or cancel this RFP in its entirety. In addition, NHS may elect to proceed with contract negotiations for some of the services included in the proposal. NHS further reserves its right to waive minor errors and omissions in proposals, request additional information or revisions to offers, and to negotiate with any or all qualified Agency.

NHS shall not be liable for any costs incurred by the Agency in connection with the preparation and submission of any proposal. NHS reserves the right to waive inconsequential disparities in a submitted proposal. NHS has the right to amend the RFP, in whole or in part, by written addendum, at any time. NHS is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda. Such addendum shall be made available to each person or organization which NHS

records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of NHS. NHS has the right to reissue the RFP at a future date, if deemed necessary.

7. CONFIDENTIALITY AND MATTER OF RECORD

Responses to this RFP shall become the exclusive property of NHS. The recommended Agency's proposal will become a matter of record when contract negotiations are complete and NHS receives a letter from the recommended Agency's authorized officer that the negotiated contract is the firm offer of the recommended Agency or when an agreement is executed by NHS. Exceptions to disclosure may be available to those parts or portions of proposals that are justifiably and reasonably defined as business or trade secrets, and plainly marked by the Agency as "Trade Secret", "Confidential", or "Proprietary". NHS shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted by law. In the event NHS receives a request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential", "Trade Secrets", or "Proprietary", Agency agrees to defend and indemnify NHS from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with such a request.

A blanket statement of confidentiality or the marking of each page of the proposal indiscriminately and without justification identifies most or all of its proposal as exempt from disclosure or submits a redacted copy may be deemed non-responsive.

8. CONFLICTS OF INTEREST

Agency is not permitted nor allowed to contact or receive information outside of this RFP process. If it is discovered that the Agency contacted and received information from anyone other than the person specified above and under the process specified herein regarding this solicitation, NHS may, at its sole discretion, disqualify your proposal from further consideration. Please do not reach out directly to NHS other than the email set forth on the cover page.

All contact and/or questions regarding this RFP must be submitted in writing via email to:
jpropheter@nwhealth-services.org

9. REQUIRED PROPOSAL FORMAT AND CHECKLIST OF ITEMS TO BE INCLUDED:

****Proposals not conforming to these requirements will not be considered****

Final proposals must be submitted electronically to jpropheter@nwhealth-services.org and are due on/or before 5 pm noon (CST) on July 28, 2025.

Make sure your proposal includes the following (See above Section 1-5 for details):

- a. Please review the project timeline and major steps/checkpoints necessary to meet all corresponding deadlines summarized in **Exhibit A**.
- b. Please provide one (1) client reference related to the corresponding contact information – see **Exhibit B** to be submitted with the proposals.
- c. Please provide a Standard Purchase Agreement which includes payment percentage schedule, change request, cancellation, and any other relevant terms and conditions.
- d. List the names and roles of the procurement team (i.e. manager and/or field staff) who will be assigned

to NHS. Provide professional biographies outlining their experience, credentials, and relevant nonprofit healthcare expertise.

- e. Please share any additional information, feature(s), pictures, etc. as desired to add value to your proposal.
- f. Please complete the signature sheet – see **Exhibit C**.

10. ATTACHMENTS

Exhibit A – Scope of Services

Exhibit B – Prospective Agency/Vendor References

Exhibit C – Completed Signature Sheet

REQUEST FOR PROPOSAL (RFP) No. NHS-072025-PROC

Exhibit A – SCOPE OF SERVICES

NHS is seeking the following procurement of professional services from one qualified Agency:

The selected agency will support procurement functions across both direct and indirect spending categories, including:

1. Development and management of competitive solicitations (RFPs, RFQs, IFBs)
2. Supplier vetting and selection
3. Negotiation and contracting support
4. Documentation and compliance tracking
5. Training and consultation for internal staff
6. Ongoing monitoring and reporting aligned with federal grant requirements

Procurement categories may include, but are not limited to:

- Financial, Insurance, and Audit Services
- Construction Projects and Facility Improvements
- Medical, Pharmacy, Dental, and Behavioural Health Professional Services
- Information Technology (Support, Software, Infrastructure, and Equipment)
- Pharmacy Operations and Supplies
- Medical, Dental, and Laboratory Equipment and Services
- Regulatory, Contract, and Policy Compliance
- Human Resources and Recruiting
- Waste Management
- Strategic Planning
- Other unforeseen capital goods and services

All of the above must be completed in a timely manner on a date both parties agree upon (TBD), in order for the Board of Directors and affiliated Committees to review each document prior to its submission to the appropriate recipients. In addition, and prior to the Board meeting, we require that the auditors meet with necessary staff, leadership, Committee and Board members to discuss a draft version of the financial statements, and minimally, that the auditors meet annually with the Board of Directors' and Finance committee.

All proposals submitted in response to this RFP **must include, but are not limited to**, the following elements:

a) **Relevant Experience**

Detail your agency background and specific experience in auditing nonprofit organizations, with an emphasis on tax-exempt health centers and Federally Qualified Health Centers (FQHCs). Include examples of previous engagements with similar organizations.

b) **Agency Size and Structure**

Describe the size and organizational structure of your agency, including the number of professionals dedicated to nonprofit and healthcare-related audit and procurement services.

c) **Work Plan and Regulatory Understanding**

Provide a statement demonstrating your firm's understanding of the scope of work. Outline your methodology for ensuring compliance with evolving federal and state procurement regulations, such as 2 CFR Part 200. Include how your firm remains current with regulatory changes affecting nonprofit healthcare providers.

d) **Proposed Timeline**

Include a proposed timeline for completing fieldwork and delivering the final report. Clearly identify estimated start dates, fieldwork durations, draft report delivery, and final report submission.

e) **Fee Proposal**

Present a detailed fee structure covering **each of the five (5) years** of the proposal period. Please include the following:

- Your standard billing rates
- Any fee guarantees
- Assumptions or conditions that could impact future pricing

REQUEST FOR PROPOSAL (RFP) No. NHS-072025-PROC

Exhibit B – PROSPECTIVE REFERENCES (Submit with Proposal)

Contractor's Name and Pertinent Information:

List one (1) reference where the same or similar scope of services were provided in order to meet the Minimum Requirements stated in this solicitation (where applicable).

	Name of Firm (or Contract #)	Term/YR and Contract Amount	Contact Person (First, Last)	Telephone #	Email
Ref #1:				()	

REQUEST FOR PROPOSAL (RFP) No. NHS-072025-PROC

Exhibit C – SIGNATURE SHEET (Submit with Proposal)

The undersigned Agency acknowledges that I/we have received and thoroughly reviewed the Request for Proposal (RFP). Pursuant to notices given, the undersigned Agency with complete understanding of the requirements and conditions, shall comprehensively complete the RFP by the dates and the contents therein. If the Agency's proposal is accepted, the Agency certifies that the proposed prices will remain in effect for 90 days after bid closing date.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to NHS and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to NHS, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with NHS.

AUTHORIZATION AND SIGNATURE:

I hereby certify that I am authorized to sign as a Representative for the Agency:

Date: _____

Signature: _____

Print or Type - Name / Title: _____

Complete Legal Name of Agency: _____

Address: _____

Telephone: _____ Email: _____

Federal ID No.: _____ Duns No: _____

Please check any that apply: Minority Business _____ Woman-Owned Business _____

Small Business _____ Labor Surplus Area Firm _____