

REQUEST FOR PROPOSAL (RFP)

PERFORMANCE MANAGEMENT CONSULTANT SERVICES

Organization: Tepeyac Community Health Center

Location: Denver, Colorado

RFP Release Date: April 19, 2024

Proposal Due Date: May 15, 2024

1. BACKGROUND AND SUMMARY:

Tepeyac Community Health Center is a non-profit, Federally Qualified Health Center (FQHC) committed to serving a diverse patient population and operates in a highly regulated environment. The quality of patient care, the scope of our outreach, and our operational efficiency directly impact our reputation, financial sustainability, and ability to fulfill our mission. Currently we monitor core competencies according to the credentialing and privileging process and without a formal performance management strategy, we miss the opportunity to identify areas of improvement, align employee performance with Tepeyac's organizational goals, and recognize and reward high performers in a meaningful and lasting way.

2. OBJECTIVE

The current healthcare landscape is highly competitive. To meet the needs of our patients and the development of our employees, it is paramount that we create a program that works toward ensuring high performance in all areas, delivering quality patient care, maintaining regulatory compliance, and achieving operational excellence. To meet these requirements, we invite your company/business to propose a performance management plan that includes a structured framework for setting performance expectations, monitoring growth, and supporting professional development, providing coaching and feedback, and fostering continuous improvement across the organization.

3. SCOPE OF WORK

The selected Performance Management Consultant will be responsible for, but not limited to, the following:

- Conducting a comprehensive review of Tepeyac's existing performance management process, policies, and tools.
- Meeting with key stakeholders to identify areas of improvement and tailor a performance management strategy.
- Designing and implementing a performance evaluation system that aligns with Tepeyac goals and values.
- Creating training materials and developing workshops to inform and train managers, supervisors, and employees on effective performance management practices.

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- Providing ongoing support and guidance to ensure successful implementation and sustainability of the new performance management system.
- Monitoring and evaluating the effectiveness of the new system and making recommendations for continuous improvement.

4. PROPOSAL SUBMISSION REQUIREMENTS

Interested consultants are requested to submit their proposals electronically to hr@tepeyachealth.org no later than May 15, 2024. The proposal should include the following:

- Company or business profile, including relevant experience and qualifications in performance management consulting.
- Proposed approach and methodology for improving Tepeyac's performance management program.
- Detailed work plan of timelines and deliverables.
- Proposed budget, including consulting fees and any additional expenses.
- Formal references from previous clients for similar projects, including their contact information.
- References from customers or prior projects (3 min to 5 max)
- Any additional information relevant to the proposal.

5. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Budget proposed/Cost.
- Consultant's experience and qualifications in performance management consulting.
- Clarity and feasibility of the proposed approach and methodology.
- Alignment of the proposed work plan with project objectives and timeline.
- Cost-effectiveness of the proposed budget.
 - The proposal will include total project costs per the above, including development and implementation, ensuring project success. Cost is the primary consideration factor for selection. Total project costs may not exceed \$20,000.

References and track record of the consultant in delivering similar projects.

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6. TIMELINE

- RFP Release Date: April 19, 2024
- Proposal Due Date: May 15, 2024
- Proposal Review Timeframe: May 16 – 31, 2024
- Consultant Selection: June – July 2024
- Project Kick-Off: September – October 2024

7. CONTACT INFORMATION

For inquiries and submissions of proposals, please contact:

Mili Vazquez Pereira, and Gina Middleton

HR@tepeyachealth.org

303-458-5302

Tepeyac Community Health Center

www.tepeyachealth.org

Tepeyac Community Health Center reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP if it is in the best interest of the organization.