

# Request for Proposal (RFP)

## RFP DESCRIPTION

Fair Haven Community Health Clinic, Inc. (FHCHC), a Federally Qualified Health Center, is seeking proposals to provide triage on-call services for adult and pediatric patients.

Proposals from women and minority owned businesses are encouraged.

### Timeline of the RFP:

Timeline	
7/6/2018	Release of RFP Documents
7/13/2018	Proposals must be received by 12:00PM Eastern Time in the Administrative Offices of Fair Haven Community Health Clinic, Inc. 374 Grand Avenue, Fair Haven, CT 06513 Attention: Douglas Olson, MD. Email submission is also acceptable and should be sent to <a href="mailto:d.olson@fhchc.org">d.olson@fhchc.org</a>
7/20/2018	Award Contract

### Deliverables:

1. Provide nurse or higher level call service for after-hours triage of pediatric and adult patients [exclusive of midwifery patients].
2. Ability to provide seamless services to those with limited English proficiency and hearing/spoken impairment is necessary.
3. Launch and integration date - ideal for August 1, 2018 or as soon as possible thereafter

### Firm Requirements:

1. Established on-call nurse triage line/service
  2. Begin work between 8/1/2018 to 9/1/2018
  3. Proposed Fees must include all costs for the project.
  4. Proposals must be valid for 1 month after submission.
  5. The Firm is responsible for conducting necessary research, visiting the site and becoming familiar with the organization as necessary and should contact Douglas Olson if they have questions, etc.
  6. The selected firm will be required to enter into a contract with Fair Haven Community Health Clinic, Inc. Additional contract conditions may be required, depending upon the nature and extent of the services to be provided. Fair Haven Community Health Clinic, Inc. reserves the right to negotiate a change or modification to any of the proposed contractual conditions.
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**RFP General Terms**

1. Acceptance of Proposal: Fair Haven Community Health Clinic, Inc. reserves the right to reject any and all proposals and to waive informalities, if, at its discretion, the interests of Fair Haven Community Health Clinic, Inc. will be best served thereby.
  2. Fair Haven Community Health Clinic, Inc. reserves the right to accept other than the lowest cost proposal, and to negotiate the specified dollar amount, or any portion of that amount. Fair Haven Community Health Clinic, Inc. reserves the right to negotiate contract changes following the award.
  3. If there is any conflict between these documents and the proposal, these documents shall control.
  4. Fair Haven Community Health Clinic, Inc. reserves the right to cancel this RFP in writing or postpone the date and time for submitting proposals at any time prior to the proposal due date.
  5. No proposer shall have a right to make a claim against Fair Haven Community Health Clinic, Inc. in the event FHCHC accepts a proposal or does not accept any proposals.
  6. Nondiscrimination: Vendor will not discriminate against any employee or applicant for employment because of race, color, creed, religion, ancestry, sex, national origin, sexual preference, disability, age, marital status, or status with regard to public assistance or as veteran.
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