



# Management Services Contract RFP

PROPOSAL DUE DATE: 12/9/2024

ESTIMATED TIME PERIOD FOR CONTRACT: 1/1/2025

APPLICANT ELIGIBILITY: No Restrictions

SUBMIT PROPOSALS TO: [info@nemsqa.org](mailto:info@nemsqa.org) (with a copy to [smurphy@nemsqa.org](mailto:smurphy@nemsqa.org))

## I. INTRODUCTION

The National Emergency Medical Services Quality Alliance (NEMSQA) is a Texas incorporated non-profit formed in 2019 and 501(c)(6) designated nonprofit association. This Request for Proposal (RFP) is for the provision of managerial and administrative support services (hereafter referred to as “service”) for NEMSQA. These specifications and the successful bidder’s proposal shall be the foundation for a performance-based contract.

## II. PROFILE OF NEMSQA

**NEMSQA** is a professional association of emergency medical service (EMS) quality improvement professionals and medical directors who develop and endorse evidence-based quality measures for EMS and healthcare partners that improve the experience and outcomes of patients and care providers.

NEMSQA’s vision is Improving patient outcomes through the collaborative development of quality measures for EMS and health systems of care.

### **NEMSQA’s goals and objectives include:**

- PROMOTE a culture of quality improvement through a collaborative, sustainable process.
- ENHANCE the value of EMS systems and develop awareness among interested parties about the measures, how best to use them and to advocate for improvement.

NEMSQA has approximately 175 members comprised of member organizations, group members, and individual members.

- Steering Committee and Stakeholder members are professional associations or partner groups who support NEMSQA’s mission and vision and appoint a representative from their group to represent their membership.
- EMS agency members span the United States and represent all types of EMS delivery model. EMS agencies join as teams to participate in NEMSQA quality improvement collaborative projects or obtain assistance with quality improvement efforts. Individual members join to support their agencies individually or to assist with the efforts of the organization.
- Federal partners are not voting members, but they support the efforts of NEMSQA and act as subject matter experts.

NEMSQA is supported by funding from grants for quality improvement work. Grant funded projects on the federal or state level contract with NEMSQA to develop performance measures around the work of the grant project. NEMSQA funding is also supported by yearly membership fees. It is important to note that, while NEMSQA is a membership organization, dues do not sustain operating costs nor would significant increases in membership support any activities aside from communications with the added membership. NEMSQA depends on corporate sponsors and grant funded projects for operating revenue. NEMSQA is currently exploring additional funding through federal partnerships.

The business of the NEMSQA is conducted by a 9-person elected board and an executive committee comprised of the three officers (President, President-elect, and Treasurer/Secretary). The officers are elected by the Board. All three officers serve two-year terms.

NEMSQA posts and moderates' content on LinkedIn, Facebook, and X platforms. NEMSQA develops regular webinar and conference content around the quality improvement measures, which is delivered via the Prodigy learning management system or in-person at national and regional conferences.

Extensive discussion and decisions are made via email and monthly conference calls with the Board and members through online communications. Committees meet monthly or more frequently as needed to support the work of the organization. The primary platform is currently Zoom for web meetings. NEMSQA also uses MemberClicks.

NEMSQA's By-Laws are attached.

A copy of NEMSQA's most recent financial report or bank statement is attached.

### **III. PURPOSE OF THIS RFP**

This RFP is to procure management services from the successful bidder that will allow NEMSQA to fulfill its purpose and goals.

### **IV. SERVICES REQUESTED**

Contractor shall provide expert advice, assistance, guidance, or counseling in support of NEMSQA's mission-oriented business functions. This will include general administrative and financial services and may include studies, analyses, and reports documenting any proposed developmental, consultative, or implementation efforts.

#### **A. Organizational Management**

Proposals must include provisions for the following:

- A physical office address to be used for mailing, shipping, and administrative purposes
- Staffing for phone and email inquiries during the hours of 0800-1700 in the time zone in which the service is based during the hours of Monday through Friday, except on the service's official holidays which must be specified in advance
- A secure location for all NEMSQA-owned equipment and ability to arrange for service of said equipment
- Normal office support functions including, at a minimum, clerical support, telephone system, long distance carrier access, computer network, internet access, word processing and photocopier capabilities, office supplies, and filing capabilities
- Telephone answering, or prompt call return by an appropriate service staff member(s) on a dedicated line which shall be answered in the manner prescribed by NEMSQA
- A telephone answering system or voice mail which allows callers to leave messages when staff are otherwise occupied or outside of regular business hours specified above
- Equipment capable of scanning, sending, and receiving facsimiles and electronic mail, for which the receiving capabilities of both are available 24-hours per day, seven days per week

- Conventional and electronic mailing and distribution services
- File maintenance and retrieval
- Excellent staff communication and public relations skills; and
- Suitable computer equipment and software

NEMSQA is seeking a service with documented expertise in managing business affairs related to non-profit professional membership organizations. The service shall provide advice and guidance to NEMSQA in the fulfillment of the goals and objectives defined by the association. The service must provide professional, courteous, timely, and appropriate response to NEMSQA members and other EMS organizations, sponsors, and federal partners.

To ensure appropriate, effective communication between NEMSQA and the service, the line of authority will be clear and specific. NEMSQA officers, through the designated Executive Director, will be responsible for all decisions, unless otherwise designated. The service will have the responsibility to implement those decisions within the scope of a contract and will work under the direction of the NEMSQA officers.

## **B. Membership Support**

Proposals must include provisions for the following:

- The services to include retention of Sheree Murphy, current part-time Executive Director, to serve NEMSQA as an Executive Director who, in conjunction with other service staff, will provide management, strategic consulting, business, and planning support as specified in the contract or an equally qualified candidate approved by the board as needed
- Timely and accurate inquiry response by the services to the membership
- Maintenance of a membership database, currently housed with MemberClicks including marketing and distribution of current and accurate mailing lists as defined in the contract
- Management of grants and contracts, including, but not limited to, assistance with grant preparation and management support for successful grants
- A library of materials supplied by the membership accessible to the service
- Preparation of an annual report and a quarterly e-newsletter, and distribution to the membership, to include, at a minimum, soliciting contributions of content from members and others, reporting on NEMSQA-related service staff activities, and final preparation and publication
- Project management schedule monitoring to ensure all activities of NEMSQA are conducted accordingly
- Set-up and administration of a web-based document management system, to be provided by the service, for creating, organizing, and storing documents and revisions of documents provided by NEMSQA and its members
- Facilitation of the creation of documents by the members
- Assistance in the orientation of new members
- Administration of website ([www.nemsga.org](http://www.nemsga.org))
- Administration of Microsoft Office 365
- Administration of NEMSQA's membership platform MemberClicks

- The contractor will be responsible for the following EMS Quality Improvement Collaborative items (Note: as collaborative initiatives are not consistently timed, pricing for these may be broken out as per Collaborative project):
  - Coordinating and setting up Collaborative sessions online
  - Coordinate instructors/TEP for each course
  - Ship materials to collaborative sites if needed
  - Inquiry/lead correspondence and tracking in a manner transparent to NEMSQA
  - Process tracking and file management in MS Teams
  - Coordinate meetings with members of the Collaborative National Training Team/TEP
  - Coordinate the work of NEMSQA members contributing to the Collaborative

### **C. External Affairs**

Proposals must include provisions for the following:

- The service shall act as a liaison between the NEMSQA leadership, other professional groups, government agencies, and members of the press seeking communication with NEMSQA. This includes monitoring and reporting information and publications from such entities that may impact EMS systems or NEMSQA interests. Such entities may include but not be limited to:
  - The National Highway Traffic Safety Administration (NHTSA);
  - The National EMS Advisory Council (NEMSAC);
  - Federal Inter-agency Committee on EMS (FICEMS);
  - The Department of Homeland Security (DHS);
  - The Government Accountability Office (GAO);
  - National EMS associations; and,
  - Others, as delineated by NEMSQA.
- Questions and requests for information from external individuals and organizations shall be routed by the service to an appropriate member of NEMSQA, and the service shall act to facilitate communication
- Development of an improved web presence for NEMSQA ([www.nemsqa.org](http://www.nemsqa.org)), including online tools for use by NEMSQA members and outside entities, to include but limited to the following:
  - best practice documents
  - survey data results
  - archived newsletters
  - Annual reports
  - other documents
  - Assistance with the marketing and promotion of NEMSQA Online membership applications, payments, and renewals

### **D. Administrative Support**

Proposals must include provisions for the following:

- Coordination of online Board and association committees as specified in the contract
- Staff for planning, organizing, and implementing NEMSQA meetings. Such support shall include, at a minimum:

- 1) Preparing, duplicating, and distributing meeting notices, agendas, and other meeting materials
  - 2) Coordinating and arranging contracts for meeting space, if necessary
  - 3) Taking, preparing, duplicating, and distributing minutes and follow-up materials in a timely manner
  - 4) Arranging for travel and travel reimbursement for members as authorized by the President
  - 5) Creating and maintaining content for a NEMSQA website, as developed with NEMSQA leadership and members
- Facilitate additional meetings as required, including providing for telephone and web-based conferencing ability as appropriate
  - Facilitate registration and payment for NEMSQA faculty and students for NEMSQA hosted courses
  - Assist in additional research and data collection as required
  - Production of reports including description and summary of results with associated graphs, charts, and tables, description of data collection, and collection methods
  - Attend all NEMSQA meetings as set by the NEMSQA president
  - Creation of annual reports on Collaboration results publications

#### **E. Financial Management**

Proposals must include provisions for the following:

- Maintenance of financial records in QuickBooks format, to be accomplished in conjunction with the Treasurer
- Accounts payable, accounts receivable, and banking management
- Separation of financial duties to maintain appropriate controls
- Submission of financial information to a Certified Public Accounting firm selected by the Audit Committee for the purposes of external audits
- Preparation of state and federal tax documents as required by law
- Annual budget development in coordination with the officers of the association
- Payment of NEMSQA bills as authorized by the treasurer
- Reconciliation of bank statements
- Completion of fiscal documents required for grant award compliance
- Identification of alternative sources of income for NEMSQA
- Depositing monies into appropriate interest-bearing accounts and supplying copies of such transactions to the treasurer
- Recommendations for fund raising
- Cash flow analyses
- Current and accurate documentation of debits, credits, and assets
- Recommendations for investments and implementation as directed by the officers of NEMSQA
- Recommendations for cost-effective marketing strategies
- Provide routine financial management functions and accountability for all NEMSQA funds consistent with Generally Accepted Accounting Principles
- Supply monthly financial statements to the NEMSQA President/Treasurer
- Establish an hourly rate for additional services beyond the scope of the contract for consideration by the executive committee for special projects

- Manage any bid process including preparing and/or controlling, reviewing receipt of bids and bid deposits, analyzing bids, addressing non-conforming bids, and reporting/providing reports to track and summarize investor activities

## **V. RESPONSE TO THE NEMSQA REQUEST FOR PROPOSAL**

### **A. Submission**

Services are requested to indicate their intent to submit a proposal by sending a letter of intent to [info@nemsqa.org](mailto:info@nemsqa.org) by close of business on 11/8/2024 Eastern Time. Failure to submit such a letter, however, will not disqualify a service who submits a proposal by the proposal deadline. Bidder must submit a proposal in Adobe PDF format to the email address above. The email containing the proposal attachment must contain the subject line "NEMSQA RFP Proposal".

### **B. Format Requirements**

To ease in evaluation of the proposals and to provide a fair and competitive submission process, proposals MUST be in accordance with the following outline:

1. Title page to include:
  - a) subject matter
  - b) name of company
  - c) address
  - d) telephone number
  - e) email address
  - f) website address
  - g) name of contact person
  - h) date of submission
2. Table of Contents
3. Profile of Proposer
  - a) location of office where services will be based
  - b) range of activities provided by the organization
  - c) copy of most recent financial reports, if the bidder is a firm
  - d) summary of qualifications (no more than two typed pages)
  - e) a selection of candidates for the position of Executive Director, highlighting your organization's preference, your reasons for selecting this individual, and a résumé/CV for the person selected. NEMSQA reserves the right of final approval for this position. If the bidder is an individual rather than a firm, then the résumé/CV of the bidder should be provided.
4. Scope Section

Clearly address each section of the "Services Requested" and provide a detailed outline of the items to be included in your services. Failure to address each section may eliminate the proposal from evaluation. In sections where pricing is related to volume, provide a base price as well as the price for each additional unit of service. Finally, the bidder must indicate they can abide by all items in the "Additional Requirements" section.

## 5. Vision Document

Provide a 1-page document, based on your knowledge of NEMSQA's history and organizational purpose, describing a vision for the future of the organization, including an end goal and steps for realizing that goal. Included in this description should be what role your organization could play in achieving this vision.

## 6. Compensation

Each bidder shall submit proposed compensation for performing required services. Proposed compensation should reflect monthly fees. All terms for compensation shall be finalized in the contract. State the all-inclusive fee for which the work will be done and/or alternate methods of reimbursement.

## 7. Term

This contract will tentatively begin on January 1<sup>st</sup>, 2025, and the term shall be negotiable and established by both NEMSQA and contractor. Bidder may propose an initial contract term.

## 8. Proposed Contract

Include a proposed contract for this type of service. The final agreement shall reflect the items outlined above and/or the successful bidder's response to this RFP.

## 9. References

Include a list of all entities for which management is provided by the service. Include a contact name and telephone number for each.

## 10. Additional Data

Include any additional information not specifically requested in the items above that are essential for inclusion in your proposal (i.e., publications, articles).

## **VI. EVALUATION**

### **A. Criteria**

NEMSQA reserves the right to reject any and all proposals submitted. That notwithstanding, a committee appointed by the NEMSQA President will evaluate each proposal and make recommendations to the officers. The following items will be considered during the evaluation process:

1. Responsiveness of the proposal to the requirements set forth in the RFP.
2. Stated understanding of NEMSQA's requirements and scope of services to be provided.
3. Perceived ability to provide administrative support to NEMSQA.
4. Strength of the bidder's experience and past performance with similar groups.
5. References.



6. Cost proposed relative to perceived quality.

## **B. Board Review**

The proposals will be reviewed by the Board of Directors of NEMSQA, and additional appointees as needed. Interviews will be set up as needed. If the proposer is required to travel for the interview, they must state a willingness to provide all expenses they incur.

NEMSQA's goal is to announce a selection on or about December 17, 2024, and pursue a contract with tentative effective date January 1, 2025. This date may be adjusted in agreement between NEMSQA and the successful bidder.

## **VII. PROPOSAL SUBMISSION**

All inquiries, letters of intent, and sealed proposals must be directed to: "NEMSQA RFP Proposal"

c/o Michael Redlener, President at [info@nemsqa.org](mailto:info@nemsqa.org)

With a copy to Sheree Murphy, Executive Director at [smurphy@nemsqa.org](mailto:smurphy@nemsqa.org)

All questions must be submitted by noon (EST) on 11/15/2024 and will be addressed by a board member. A summary of questions with answers will be sent to all vendors by 11/26/2024 who submit a letter of intent by 11/8/2024 as set forth in this RFP. **Final proposals are due by close of business Eastern Time, 12/9/2024.**

## **VIII. APPENDICES**

- A. NEMSQA Bylaws can be viewed or downloaded at:  
<https://www.nemsqa.org/assets/Bylaws/2023.10.01%20-%20NEMSQA%20-%20Bylaws.pdf>
- B. Financials – see next page for 2024 Budget Summary through Q3

## 2024 NEMSQA Budget Report

			Budget	Actual to Date	Notes
<b>Administration/Personnel</b>	Executive Director	Sheree Murphy	\$ 69,000.00	\$51,750.00	
	Measurement Development Consultant	Kelly Burlison	\$ 20,000.00	\$11,656.25	
	Consultant	Jason Gilliam	\$ 40,000.00	\$22,497.33	Decreased to 1/3 time June 2024
	Consultant	Alyssa Whim	\$ 30,000.00	\$26,740.05	
	Administrative		\$ -		
	<b>Total Personnel</b>		<b>\$ 159,000.00</b>	<b>\$112,643.63</b>	
<b>Vendor</b>	Bank business fees		\$ 365.00	\$182.00	Canceled positive pay, monthly fee. 12 dollar return check fee
	Business Operations - Legal, web, accounting	none used 2023	\$ 3,000.00	\$1,500.00	Accountant and tax filing for 2023, 2022, 2021
	Legal	none used 2023	\$ 2,500.00	\$0.00	
	Mailbox rental and mail delivery		\$ 260.00	\$0.00	Not billed yet. Sheree paid mail shipping.
	Registered Agent: Texas		\$ 825.00	\$168.30	Was Florida and TX and services that we did not use. May need to add Florida again.
	MemberClicks membership software		\$ 5,000.00	\$5,020.79	2024: 4781.70 (invoiced, need to pay)
	SimpleQI Software (Collaborative)		\$ 15,000.00	\$12,750.00	Paid. Addition \$800 expected for more teams
	Marketing		\$ 1,000.00	\$0.00	
	Office supplies		\$ 100.00	\$0.00	Minimal printing, envelopes Sheree paid
	Payment Processor fees			\$1,219.58	Will have additional fees Oct-Dec
	Subscription (Microsoft, Zoom, accounting software etc.)				still using ACEP Corporate Zoom and Microsoft 360
	Travel		\$ -		Sheree paid for own travel
		<b>Vendor Subtotal</b>		<b>\$ 28,050.00</b>	<b>\$20,840.67</b>
<b>TOTAL</b>			<b>\$ 187,050.00</b>	<b>\$133,484.30</b>	

NEMSQA Income		2024 YTD	Projected Income 2025	
<b>NEMSQA Organizational Members</b>	Organization Members	\$42,500.00	\$ 42,500.00	If all renew 6 X \$5,000, 5x \$2,500
<b>Corporate Supporters</b>	Corporate Partners	\$25,000.00	\$ 45,000.00	If all renew 4 X \$10,000, 1 x \$5,000
<b>Agency Members</b>	Agency Member @\$275	\$18,158.00	\$ 18,650.00	50 x \$275, 35 x \$140
<b>Individual Members</b>	Individual Members @\$85	\$4,266.00	\$ 6,375.00	Currently 71. Attrition YTD 12. 1 was transition to agency. 75 X \$85
<b>Contract</b>	NASEMSO Airway EBG	\$60,375.00	\$ 50,000.00	NEMSIS/NHTSA Contract
<b>Total Income</b>		<b>\$150,299.00</b>	<b>\$ 162,525.00</b>	

Cash on Hand 10-1-2024 \$16,394.48