



Arkansas Department of Health

4815 West Markham Street • Little Rock, Arkansas 72205-3867 • Telephone (501) 661-2000

Governor Sarah Huckabee Sanders

Renee Mallory, RN, BSN, Secretary of Health

Jennifer Dillaha, MD, Director

ANTICIPATION TO AWARD NOTIFICATION

Solicitation Number: DH-23-0020

Description: Certified Tumor Registry Education Services

Date: 09/01/2023

The Arkansas Department of Health (ADH) has completed evaluation of bids received. All bids received are shown below.

Based on the Scores and prices bid, the ADH intends to award a contract to:

Registry Partners for an initial 12-month term of \$156,698.00.

Scoring and Pricing:

RFP Opening				Weighted Technical Proposal Score	Cost		Grand Total Score *Weighted Technical Proposal Score + Cost Score
Date:	7/28/2023	Read By:	J. Griffin		Cost	Cost Score	
Time:	2:00 PM	Recorded By:	Tara Baker				
Proposal Submitted By:				Max. Possible: 700		Max. Possible: 300	Max. Possible: 1,000
Westat				568.4	\$179,228.00	262.29	830.69
Registry Partners				571.2	\$156,698.00	300	871.2

Jeff Griffin, Acting Branch Chief

Procurement Support Branch

Jeffrry.h.griffin@arkansas.gov

501-534-6275

TECHNICAL PROPOSAL PACKET
SP-23-020 CERTIFIED TUMOR REGISTRAR
EDUCATION AND TRAINING SERVICES

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Registry Partners				
Address:	2607 Holly Hill St. Suite D				
City:	Burlington	State:	NC	Zip Code:	27215
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation		<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> Women-Owned				
	AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION					
Provide contact information to be used for bid solicitation related matters.					
Contact Person:	Carla Edwards		Title:	Registry Solutions Advisor & EVP of Oncology Programs	
Phone:	336-266-5121		Alternate Phone:		
Email:	carlaedwards@registrypartners.com				
CONFIRMATION OF REDACTED COPY					
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>					
ILLEGAL IMMIGRANT CONFIRMATION					
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.					
ISRAEL BOYCOTT RESTRICTION CONFIRMATION					
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. <input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.					

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's proposal to be rejected.

Authorized Signature: Donna L. Reynolds Title: Chief Revenue Officer
Use Ink Only.

Printed/Typed Name: Donna L. Reynolds Date: 7/25/2023

INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- Do not include additional information if not pertinent to the itemized request.

		Maximum Raw Score Available
E.1	Minimum Vendor Qualifications	25 Points
	a. Demonstrate vendor certification for minimum of five (5) years is met. b. Demonstrate vendor experience in population-based central cancer registry preferred within the past five (5) years. c. Demonstrate vendor experience in designing and developing a training program within the last five (5) years is met. d. Demonstrate vendor experience in implementing and managing a training program within the last five (5) years is met. e. Demonstrate vendor references are met.	
E.2	Statewide Education and Training Program	25 Points
	a. Describe methodology and vision for creating a statewide education and training program. b. Describe methodology for implementing a statewide education and training program. c. Describe methodology for managing a statewide education and training program. d. Describe methodology for monitoring and managing an annual training schedule. e. Describe methodology for evaluating strengths and weaknesses of an implemented statewide education and training program.	
E.3	Professional Services and Reports	25 Points
	a. Describe methodology for networking and establishing contacts. b. Describe methodology for managing travel for attendance in-person and virtual. c. Describe methodology for providing guidance and feedback within one (1) business day of request. d. Describe methodology for tracking education and training program and providing consistent reports to ACCR. e. Describe methodology for managing report requirements and budget.	
	Total Points	75 Points



DH23-0020

Certified Tumor Registry (CTR) Education and Training

E.1 Minimum Vendor Qualifications

- a. Registry Partners supports professional growth in our industry by sharing the knowledge and expertise from our team with our clients. In 2015, Registry Partners began partnering with clients to assist with training their internal staff – in essence, growing their own cancer registrars. Our mentoring program continued to grow into a more education-based curriculum utilizing Google Classroom with an assigned mentor focusing on individual needs. but it can still be customized for individual needs. The success of this program is proven by the mentees 95% pass rate on the CTR exam. Registry Partners found other ways to shared our knowledge and expertise by hosting CTR Coding Breaks and offering complimentary virtual presentations to state organizations.

Melissa Chapman is one of the Quality Consultants at Registry Partners that has served as an Educational Coordinator. Melissa is a Certified Tumor Registrar (CTR) with over 6 years of experience. She has been in a quality control position at Registry Partners for 5 years. Melissa provides mentoring to individuals working to become a CTR as well as those who recently passed their certification exam. Over the last few years, Melissa has trained CTRs on tasks within a central registry and served as an educational coordinator.

MELLISSA CHAPMAN, AAS, RHIT, CTR CONSULTANT PROFILE



EDUCATION

**Associate of Health Information Technology | Alfred State
GRADUATED**



EXPERIENCE

Quality Consultant | Registry Partners

JUNE 2021 – PRESENT

- Identify and abstract cases for CoC and State Report Only projects as needed
- Perform weekly 10% quality review of other registrars on team
- Perform weekly caselog verification
- Answer abstracting questions asked by other registrars on team
- Mentor non-CTRs utilizing Google Classroom as they prepare to sit for their CTR exam
- Trains CTRs on Central Registry Tasks
- Serves as Educational Coordinator

Quality Manager | Registry Partners

JUNE 2018 – MAY 2021

- Identify and abstract cases for CoC and State Report Only projects
- Casefinding, request for information and follow-up



- Perform weekly 10% quality review of other registrars on team
- Perform weekly caselog verification
- Answer abstracting questions asked by other registrars on team

Cancer Registrar | Registry Partners

OCTOBER 2017 – PRESENT

- Identify and abstract cases for CoC and State Report Only projects
- Casefinding, request for information and follow-up

Cancer Registrar | SUNY Upstate Medical University

DECEMBER 2016 – OCTOBER 2017

- Abstract reportable cancer cases according to the state and standard setters.
- Complete casefinding from multiple sources

PROFESSIONAL ORGANIZATIONS

National Cancer Registrars Association

American health information management

Tennessee Oncology Data Analysts Association



Melissa Chapman

CTR# 2017082

has successfully completed the requirements of NCRA's Continuing Education Program for the Continuing Education Cycle ending 12/31/2021

Valid Through: 12/31/2023

Crystal C. Jordan, BS, CTR
Administrator, NCRA's Council on Certification

Registry Partners will assign quality consultants to assist in the Statewide ACCR Education and Training Program. This will be further defined in the workplan that is due within 30 days of contract approval. The experience and CTR Certificates will be provided upon assignment to the project.



- b. In 2021, Registry Partners was asked about provided similar education for a population-based central registry on a continual basis. Registry Partners had provided registry operations services to Arkansas as well as Indiana, South Dakota and New Hampshire in the past but the educational component was a new and exciting adventure for us.
- c. Over the last two years, Registry Partners has been servicing as the Educational Coordinator for Indiana Department of Health. We have been networking with registrars, creating newsletters and providing monthly educational webinars.
- d. As part of the training program, webinars are created on various topics related to Cancer Registry – Abstracting, Coding, Data Requirements, NPCR Reporting and State Specific Processes/Formatting). The FLccSC website is utilized to share NAACCR and NPCR web courses, post webinar, administer quizzes and provide certificates of completion. Questions from participates and a post webinar quiz are ways for us to interact with the attendees and evaluate effectiveness.

e. **Vendor References**

- **Indiana Central Registry**

2019 to present

- Scope of work – Educational Coordinator – Monthly newsletters, Monthly webinars, Review/Update Policy & Procedure Manual

Ainur Aiypkhanova, MHA

Cancer Registry and Surveillance Director
Chronic Disease and Rural Health Division
Phone: 317-233-7424

AAiypkhanova@health.in.gov

**Official letter on organization's letterhead is still in process as it generally takes longer than 2 weeks to receive. They have provided the following reference letter in hopes this will suffice until official one will be provided. Registry Partners is including additional references to ensure we have the 3 required official reference but we do feel this one is important based on the similar scope of work we have performed for them.*

- **CentraCare – Willmar Cancer Center**

2022

- Scope of work – CTR Mentoring – Clinical Practicum and Focused Abstracting

Conrad Mitzel

Director
CentraCare – Willmar Cancer Center
Phone: 320-231-4292

Conrad.Mitzel@centracare.com



- **New Hampshire State Cancer Registry**

Various scopes of work 2010-2018 and more recently in 2021, 2022 & 2023

- Scope of work – Data audits conducted to ensure data quality, casefinding audits, QA/QC Work, conducting recoding audits of childhood cancer cases, Abstracting cancer cases, Merging/consolidating cancer cases reported by multiple sources.

Crystal Murphy

Registry Manager
NH State Cancer Registry
Phone: 603-653-6279
crystal.murphy@dartmouth.edu

Judy R. Rees, BM, BCh, MPH, PhD

Associate Professor, Department of Epidemiology
Geisel School of Medicine, Dartmouth College
Associate Director, Community Outreach and Engagement, Dartmouth
Cancer Center
Director, NH State Cancer Registry
Phone: 603-646-5492
Judy.Rees@dartmouth.edu

- **Alomere Health**

2018-2018 & 2022 to present

- Scope of work – Educational Coordinator – Monthly newsletters, Monthly webinars, Review/Update Policy & Procedure Manual

Bonnie Freudenberg, MS, RN, CPHQ

Director of Quality, Risk Management
Alomere Health
Phone: 320-762-6189
bfreudenberg@alomerehealth.com

- **Lake Regional Health System**

2017 to present

- Scope of work – CTR Registry Operations Services & Accreditation Support

TJ Sweet

Director, Cancer Service Line
Lake Regional Health System
Phone: 573-302-2777
tsweet@lakeregional.com



From:

Ainur Aiypkhanova,
Cancer Registry and Surveillance Director
Indiana Department of Health

To Whom It May Concern

Reference letter

This is to confirm that Registry Partners, Inc., has been providing certified tumor registrar (CTR) registry operations and CTR education services since 2019 to Indiana central cancer registry. Registry Partners, Inc. continues to serve the state cancer registry today with contract renewed for fiscal year 2024.

As a client, we commend this vendor's professionalism and dedication to deliver quality services effectively. Registry Partners, Inc. has assigned a skilled project manager who coordinates the work of professional CTRs working for us remotely from this vendor. In addition, this vendor has been providing us with CTR education services for state registrars and health care facility CTRs in form of a monthly newsletter and monthly webinars that fill our continuous education needs.

What differentiates Registry Partners, Inc. from other vendors is that they strive for excellence in daily registry operations by providing continuous improvement suggestions in the way a central registry is organized and arranged at the State level.

Official letter on organization's letterhead confirming the above is to be provided when the due approval process is complete and is expected to be signed by the State Health Commissioner Dr Weaver.

Sincerely,

Ainur Aiypkhanova, MHA | Cancer Registry and Surveillance Director

Chronic Disease and Rural Health Division

office: [317-233-7424](tel:317-233-7424)

AAiypkhanova@health.in.gov

health.in.gov



**Indiana
Department
of
Health**





CentraCare – Willmar
Cancer Center

301 Becker Ave SW
Willmar, MN 56201

Phone 320-231-4570

July 24, 2023

Carla Edwards, CTR
Registry Partners

Dear Ms. Edwards:

It is my pleasure to provide a letter of reference for CTR Mentoring services provided to my facility.

These services were provided during the 2022 calendar year. During that time, Registry Partners provided an individual who was an RHIT and CTR to mentor my staff. During that time, I received progress updates at least every other week as to the status of training and the performance of my staff. The updates were in the form of a detailed spreadsheet that included the educational plan, Clinical Practicum, Focused Abstracting, and a weekly Quality review for CoC standard 6.1.

The mentor provided by Registry Partners was available to my staff anytime during normal business hours – either by phone or by email. I was also able to contact Registry Partners staff anytime to have discussions as to the progress of my staff. We also conducted monthly phone meetings to review progress and address any issues brought forward by either Registry Partners, myself or my staff.

My staff passed the CoC exam in November of 2022. My staff worked very hard to assure she would pass the exam and we both attribute her success to the mentoring proved by Registry Partners.

I would highly recommend Registry Partners for their mentorship and any of your tumor registry needs.

Sincerely,

Conrad Mitzel

Conrad Mitzel, Director
CentraCare – Willmar Cancer Center
301 Becker Ave, SW
Willmar, MN 56201
conrad.mitzel@centracare.com
320-231-4292

CentraCare.com



New Hampshire State Cancer Registry

P.O. Box 186
Hanover, NH 03755

Office: 603-653-6265

Fax: 603-653-6229

<https://geiselmed.dartmouth.edu/nhscr/>

Judy R. Rees, BM, BCh, MPH, PhD
Associate Professor, Department of Epidemiology
Geisel School of Medicine, Dartmouth College
Associate Director, Community Outreach and Engagement, Dartmouth Cancer Center
Director, NH State Cancer Registry
Judy.Rees@dartmouth.edu
603-646-5492

July 25, 2023

Re: New Hampshire State Cancer Registry and Registry Partners, LLC.

Dear Carla,

On behalf of the New Hampshire State Cancer Registry (NHSCR), I am writing to provide a letter of support for Registry Partners, LLC.

By way of background, NHSCR is a statewide, population-based cancer surveillance program that collects incidence data on all cancers diagnosed or treated in residents of the State. Since it was established in 1985, NHSCR operations have been contracted to the Geisel School of Medicine at Dartmouth by the NH DHHS Division of Public Health Services and the Health Statistics and Data Management Section. I have served as the NHSCR Director since 2004.

As you know, NHSCR has worked with Registry Partners CTRs several times over the years. Most recently, in 2021 we executed a master service agreement with Registry Partners to provide registrar support for several projects relating to childhood cancer. NHSCR received funding to conduct this work with a very short timeline for completion which required additional, outside support from experienced CTRs. Registry Partners worked quickly with NHSCR to set up the Master Service Agreement and Scope of Work for this project, and as the Contractor, Registry Partners supplied qualified consultants, to complete the scope of work. Since the service agreement was executed in 2021, NHSCR has worked with Registry Partners on three, targeted scopes of work. Most recently we worked with Deborah Young, CTR (Oct 2022-June 2023), and before that with Donna Jenkins, CTR and Kessa Deapen, CTR (March-June 2021).

Registry Partners as always provided professional CTRs who performed work in accordance with the outlined scope and under New Hampshire law RSA 141-B, New Hampshire Administrative Rules He-P304, United States Public Law 102-515, and Centers for Disease Control (CDC), National Program of Cancer Registries (NPCR), and North American Association of Central Cancer Registries (NAACCR) standards and guidelines.

NHSCR has utilized Registry Partners CTR services for several targeted projects, including:

- Data audits conducted to ensure data quality: pathology records and billing records audited to ensure that all potential cases have been submitted (casefinding audits).
- QA/QC Work - Conducting recoding audits of childhood cancer cases.
- Abstracting cancer cases.
- Merging/consolidating cancer cases reported by multiple sources.
- Monitoring registry compliance and collaboratively working the NHSCR project manager.



New Hampshire State Cancer Registry

P.O. Box 186
Hanover, NH 03755

Office: 603-653-6265

Fax: 603-653-6229

<https://geiselmed.dartmouth.edu/nhscri/>

We have had a pleasant and productive experience working with Registry Partners and would recommend your services to other central cancer registries.

Please do not hesitate to reach out if we can provide any additional information to you.

Sincerely,

Judy R. Rees, BM, BCh, MPH, PhD
Associate Professor, Department of Epidemiology
Geisel School of Medicine, Dartmouth College
Associate Director, Community Outreach and Engagement, Dartmouth Cancer Center
Director, NH State Cancer Registry
Judy.Rees@dartmouth.edu
603-646-5492



111 17th Avenue East, Alexandria, MN 56308

July 25, 2023

To: Arkansas Central Cancer Registry

To whom it may concern:

Please accept this letter of recommendation for Registry Partners (RP). Our facility has used Registry Partners for Registry Operations for approximately 4 years (2018-2019, 2022- present). During this time, RP has helped facilitate training for 2 new tumor registrars and additionally helped to cover CTR duties during FMLA coverage and during the extended gap in 2022-2023 until a replacement tumor registrar was hired.

Currently, Monica, from RP, is working 1:1 with our newest staff member to accomplish CTR training and ultimately to help prepare and successfully pass the CTR exam. RP has demonstrated success with this education and training in 2019 and we anticipate the same in 2023. Specifically, I have met with our newest staff member to check how training is going and was told that the training sessions are timely and training materials and agendas are easy to follow. We are very satisfied with the training.

Most recently, RP has covered CTR duties for > 1 year during our gap in coverage; they help us prepare for and they attend all Cancer Committee meetings. Registry Partners CTR staff works well with our CoC Administrator and Lead Oncologist to ensure we are well-prepared for these meetings as well as CoC Accreditation Surveys.

Additionally, if at any point we have concerns, RP Administrative Staff is always willing to meet in a timely manner to help resolve any issues that we may have.

Please do not hesitate to reach out to me if I can further elaborate on their excellence.

Sincerely,

Bonnie Freudenberg, MS, RN, CPHQ
Director of Quality, Risk Management
Alomere Health, Alexandria, MN
320-762-6189
bfreudenberg@alomerehealth.com



07/25/2023

To whom it may concern,

I am writing this strong letter of reference for Registry Partners and their outstanding CTR Registry Operations Services. As the Director of Lake Regional's Cancer Center, we have had the privilege of collaborating with this team since 2017.

Throughout our partnership, I have closely interacted with the team and have been consistently impressed by the exemplary quality of the CTRs working for our cancer center. They display exceptional responsiveness to data requests, consistently delivering accurate and timely information. Furthermore, we have been fortunate to have Registry Partners assign a dedicated team member to manage and track our Commission on Cancer meetings. Thanks to their meticulous attention to detail, organizational skills, and unwavering support, we have achieved full accreditation.

I confidently vouch for the qualifications and skills of every member on the Registry Partners team, and I highly recommend collaborating with them in the future. We have plans to continue our partnership with them as our cancer center continues to grow.

Best,

TJ Sweet
Director, Cancer Service Line
tsweet@lakeregional.com
573-302-2777

Lake Regional Cancer Center
54 Hospital Drive
Osage Beach, MO 65065

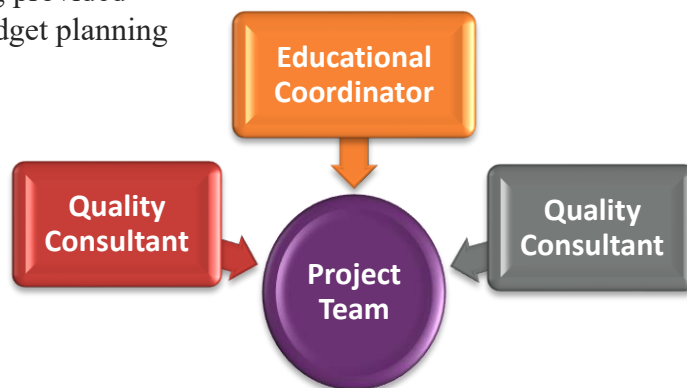


E.2 Statewide Education and Training Program

- a. The Statewide Education and Training Program will support the need to collect and report complete, high-quality, and timely population-based cancer data in Arkansas.

Based on our experience, we have developed well-defined procedures for conducting the project-specific elements outlined in the scope of work. Registry Partners' business model provides an organized and thorough project implementation, monitoring process, transparency with communication, and accountability.

- Team approach for the success of the project
- Define, review and adjust the scope of service as needed
- Accountability for work being provided
- Ability to provide data for budget planning



- b. Registry Partners can offer this through a variety of training services and educational resources. The education would be for all ACCR employees and cancer registry staff (Hospital and Non-Hospital) in the state of Arkansas. A bi-monthly webinar would be created to focus on abstracting specific primary sites. We would apply for NCRA approval for continual educational hours to be provided.
- c. Post webinar quizzes would be administered via FLccSC prior to certificate of completion. A newsletter could be sent out for any ACCR updates and current events, provide insights and updates to coding fields or rule changes. Registry Partners would utilize Data Quality Edits (DQE) when applicable for content in webinars or newsletters for improvements in abstracting/coding.
- d. Registry Partners has experience in monitoring annual training internally and for facilities. A tracking tool would be created and utilized to monitor and provide status updates. Reminders would be sent out to individuals as needed.
- e. In order to evaluate the effectiveness of the trainings, we would utilize post webinar surveys, continuous evaluation of quality audits and networking with staff and state cancer reporters. Obtaining consistent and comprehensive cancer data is vital for the advancement of cancer diagnosis and treatment.



E.3 Professional Services and Reports

- a. Registry Partners understands the importance and value of networking. As a new partner to ACCR, we would start by sending an introductory email to all Arkansas registrars and reporting facilities. This email would explain the goal of our partnership and how it benefits them. If there are any facilities that ACCR does not already have an established contact, we would reach out to the facility directly to try to identify the key individual to establish contact.
- b. Visibility is a key component in networking. Attending and representing ACCR during remote meetings throughout the state would be a priority. Registry Partners believes the utilization of our webcams during remote meetings helps build a stronger connection to others on the call. We would create a calendar of events to ensure our attendance in virtual meetings such as ACCR, ArCRA, UAMS, NPCR, SEER, NCI as well as other project-specific trainings. The NCRA and NAACCR annual meetings would be attended in person. Registry Partners has a corporate travel department that would assist with all the travel arrangements for attending these meetings.
- c. As part of networking and building relationships, our hope is for the ACCR Staff, Arkansas registrars and reporters feel comfortable coming to us for guidance or requests. We will maintain a tracking record of all inquires to include the date of the request, requester name, description of request, date of response, and feedback provided. The expectation of guidance and feedback within one (1) business day of request is similar to Registry Partners internal policy. We also utilized our out of office messaging that has an alternate contact should the individual be out of the office for an extended amount of time.
- d. Registry Partners provides monthly status reports to our clients. Accountability and transparency of the work we provide is important to us. We utilize service codes to record our time that assist with benchmarks, invoice details and budget planning.

Certified Tumor Registrar Education and Training Services

Technical Proposal Packet

July 28, 2023

Bid Solicitation No. DH-23-0020
WPN 23-126 | Electronic

Submitted to:

Arkansas Department of Health
4815 West Markham Street
Little Rock, Arkansas 72205-3867

Submitted by:

Westat
An Employee-Owned Research Corporation[®]
1600 Research Boulevard
Rockville, Maryland 20850-3129
(301) 251-1500

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Westat, Inc.				
Address:	1600 Research Boulevard				
City:	Rockville	State:	MD	Zip Code:	20850-3129
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit				
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American				
AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>					

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for RFP solicitation related matters.</i>			

Contact Person:	Rod Mohadjer	Title:	Associate Director, Contracts
Phone:	301-294-3941	Alternate Phone:	301-251-1500
Email:	westatproposals@westat.com		

CONFIRMATION OF REDACTED COPY

YES, a redacted copy of submission documents is enclosed.

NO, a redacted copy of submission documents is not enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See RFP Solicitation for additional information.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *RFP Solicitation*, Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and **shall not** employ or contract with illegal immigrants during the term of a contract awarded as a result of this RFP.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION

By checking the box below, Prospective Contractor agrees and certifies that they do not boycott Israel and **shall not** boycott Israel during the term of a contract awarded as a result of this RFP.

Prospective Contractor does not and **shall not** boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this RFP Solicitation may cause the Prospective Contractor's proposal to be rejected.

Authorized Signature: _____ Title: Vice President
Use Ink Only.

Printed/Typed Name: Jennifer Kuo Date: 7/26/23

PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.
 - Prospective Contractor **shall** complete and submit the *Proposed Subcontractors Form* included in the *Technical Proposal Packet*.
 - Additional subcontractor information may be required or requested in following sections of this *RFP Solicitation* or in the *Information for Evaluation* section provided in the *Technical Proposal Packet*. **Do not** attach any additional information to the *Proposed Subcontractors Form*.
 - The utilization of any proposed subcontractor is subject to approval by the State agency.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C.1352

OMB Number: 4040-0013
Expiration Date: 02/28/2025

1. * Type of Federal Action: <input checked="" type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. * Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input checked="" type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. * Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change
--	--	--

4. Name and Address of Reporting Entity:

Prime SubAwardee

* Name:

* Street 1: Street 2:

* City: State: Zip:

Congressional District, if known:

5. If Reporting Entity in No.4 is Subawardee, Enter Name and Address of Prime:

6. * Federal Department/Agency: <input type="text" value="State of Arkansas, Department of Health"/>	7. * Federal Program Name/Description: <input type="text" value="Certified Tumor Registrar Education and Training Services"/> CFDA Number, if applicable: <input type="text"/>
--	---

8. Federal Action Number, if known: <input type="text"/>	9. Award Amount, if known: \$ <input type="text"/>
--	--

10. a. Name and Address of Lobbying Registrant:

Prefix * First Name Middle Name

* Last Name Suffix

* Street 1 Street 2

* City State Zip

b. Individual Performing Services (including address if different from No. 10a)

Prefix * First Name Middle Name

* Last Name Suffix

* Street 1 Street 2

* City State Zip

11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when the transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

* Signature: Rod Mohadjer

* Name: Prefix * First Name Middle Name

* Last Name Suffix

Title: Telephone No.: Date:

INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- Do not include additional information if not pertinent to the itemized request.

		Maximum Raw Score Available
E.1	Minimum Vendor Qualifications	25 Points
	<p>a. Demonstrate vendor certification for minimum of five (5) years is met.</p> <ul style="list-style-type: none"> • All Westat Certified Tumor Registrars (CTRs) are certified by the National Cancer Registrars Association (NCRA). The minimum years of certification is seven (7) and the maximum years of certification is thirty-five (35), thus meeting the 5-year minimum requirement. The following Westat CTRs are proposed for this proposal. Each CTR has experience working as an education and training coordinator for central cancer registries. <ul style="list-style-type: none"> ○ Nivia Vazquez-Cubano, CTR (#2012112), has eleven (11) years of experience in a Central Cancer Registry (CCR). ○ Maricarmen Traverso-Ortiz, CTR (#2014199), has nine (9) years of experience in a CCR. ○ Elaine Flores, CTR (#2016022), has seven (7) years of experience in a CCR. <p>b. Demonstrate vendor experience in population-based central cancer registry preferred within the past five (5) years.</p> <ul style="list-style-type: none"> • Westat staff has more than five (5) years of experience in designing and developing training programs based on the state needs. Having supported multiple CCRs for the past 15 years has afforded us the opportunity to fine tune our practices and develop educational programs for various audiences, depending on their level of experience. <ul style="list-style-type: none"> ○ Westat proposes a collaborative approach for the position of Education and Training Coordinator (ETC) for Arkansas. Nivia Vazquez-Cubano will serve as the Lead ETC with assistance from Maricarmen Traverso-Ortiz and Elaine Flores. The previously mentioned staff have developed training programs for the Delaware Cancer Registry, Nebraska Cancer Registry, and Puerto Rico Central Registry. ○ Westat staff have also worked on the National Program of Cancer Registries (NPCR) Data Quality Evaluation (DQE) for the past nine (9) years, which gives our staff a unique perspective on common errors seen when abstracting cases. Having this experience provides insight into the development of training programs that focus on common errors seen in CCRs across the country. ○ Because training needs related to changes to guidelines and coding practices are universal across all central registries, 	

	<p>training programs may be shared among registries. Being part of the ETC group with NPCR and a North American Association of Central Cancer Registries (NAACCR) member allows us access to presentations given to all central registries and reporters. This approach is advantageous to the cancer surveillance community because the training information is consistent, presented in a cohesive manner, and can apply to any CCR. This approach will allow us to render timely and necessary training programs to the Arkansas reporters.</p> <ul style="list-style-type: none"> ○ Training needs specific to Arkansas will also be addressed through collaboration with the Quality Assurance (QA) Coordinator to focus on outcomes of QA studies, NPCR evaluations, and other internal monitoring of data quality. ○ Tailored training may be developed based on the interests and needs of Arkansas reporters. Using social media and involvement in the Arkansas Cancer Registrars Association (ArCRA) will provide avenues for sharing ideas for training that will be meaningful to the reporters. <p>c. Demonstrate vendor experience in designing and developing a training program within the last five (5) years is met.</p> <ul style="list-style-type: none"> ● Westat staff have experience creating content not only for the basics of cancer registration but also to address experienced CTRs' educational needs, including programs that earn continuing education credits. Basics of cancer registration encompass basic cancer biology to the use of manuals and rules application. For more experienced CTRs, the focus of training is on the application of the rules and the annual updates. Westat staff is well-versed in the use of Surveillance, Epidemiology, and End Results (SEER) Educate, SEER Inquiry, NAACCR Forums, Implementation Guidelines, CAnswer Forum, SEER*Rx Interactive Antineoplastic Drugs Database, and Hematopoietic and Lymphoid Neoplasm Database. Westat staff also maintain their expertise in all the manuals for cancer registration, such as STORE Manual, SEER Manual, Summary Stage 2018, Solid Tumor Rules Manuals, and American Joint Committee on Cancer (AJCC). <p>d. Demonstrate vendor experience in implementing and managing a training program within the last five (5) years is met.</p> <ul style="list-style-type: none"> ● Westat staff has implemented and managed the training program for the Delaware CCR for over five (5) years and previously for the Maryland Cancer Registry for ten (10) years. Westat staff have over fifteen (15) years of experience in this field. ● Participating in other contract work with National Cancer Institute (NCI)/SEER and NPCR/CDC offers Westat insight into optimally developing content for educational training. Working with these agencies provides us with more detailed information on where cancer registrars are having the most difficulties in coding and applying rules for abstracting. For example, recording Grade for primary tumors has proven to be problematic for many registrars. Findings from the DQE evaluation continually show how Grade is either coded as unknown when text is available to code to a valid number or coded incorrectly due to not applying the rules from the 	
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	<p>Grade Manual appropriately.</p> <ul style="list-style-type: none"> Westat staff also participate in the SEER QA program reviewing Grade for Bladder cancers, specifically reviewing urothelial tumors and applying the rules accurately for Grade from the pathology report. <p>e. Demonstrate vendor references are met.</p> <ul style="list-style-type: none"> Westat has received references from three previous employers attesting to our experience and qualifications to perform the required services. Vendor reference letters are included at the end of Information for Evaluation responses. 	
E.2	Statewide Education and Training Program	25 Points
	<p>a. Describe methodology and vision for creating a statewide education and training program.</p> <ul style="list-style-type: none"> Westat proposes an education and training program that will provide state reporters with available tools and resources for their education and training needs required to maintain quality data and contribute to maintenance of their annual certification needs. Changes in standard-setter rules and implementation guidelines, internal QA monitoring, findings from the NPCR evaluation, and feedback from reporters will be used as a guide for all training and to develop content for their educational and training needs. Westat envisions a program that addresses the educational needs of Arkansas Central Cancer Registry (ACCR) staff, contractors, state cancer reporters, and students or interns. An annual work plan will be created to monitor the progress of educational program implementation and dissemination. Education programs will be developed to meet the needs of staff seeking to gain certification, new CTRs, and experienced CTRs. <p>b. Describe methodology for implementing a statewide education and training program.</p> <ul style="list-style-type: none"> Westat will seek to establish connections with reporters across the state, including the ArCRA, the University of Arkansas for Medical Sciences (UAMS) Cancer Institute, UAMS Cancer Registry, and other Arkansas-based education institutions or medical facilities. Westat will use social media (Facebook) as well as email or letters to introduce the ETC team and provide opportunities for discussion of topics for educational programs and recruit speakers for topics important to the reporters. Westat will also review the previous NPCR evaluation to determine specific areas of data collection requiring focused training. Westat will use online resources for providing educational workshops such as: <ul style="list-style-type: none"> SEER*Educate training NAACCR monthly webinars Fundamental Learning Collaborative for the Cancer Surveillance Community (FLccSC) educational programs Monitor CTR examination requirements 	

	<ul style="list-style-type: none"> ○ NCRA workshops ○ SEER-related workshops <p>c. Describe methodology for managing a statewide education and training program.</p> <ul style="list-style-type: none"> ● Westat will work with the ACCR Director to manage the statewide education and training program by: <ul style="list-style-type: none"> ○ Developing an annual work plan that will be necessary to manage tasks related to educational offerings. ○ Assigning and monitoring SEER*Educate training to ACCR staff and contractors to ensure that a minimum of five (5) training courses per year are completed and passed. ○ Assigning tasks and tests for staff to complete to ensure that coding rules are properly applied. Westat has developed a monthly survey for state reporters called "Knowledge Fridays." This program is sent to reporters via email with one or two problematic abstracting scenarios. The reporters are asked to answer the questions based on abstracting rules. Once the questions are complete, the reporters get immediate feedback as to the accuracy of their responses along with information about the correct answers and rules applied. This program calculates the overall accuracy of each question, and that information is shared with the reporters on a regular basis. <p>Westat staff are familiar with the NCRA CTR examination requirements and will monitor any changes with the CTR examination requirements. Westat has also given staff the opportunity to engage in on-the-job training, internships, and CTR examination preparation. Providing access to training through NAACCR and NCRA for certification training programs is essential to successful CTR examination outcomes. As a current administrator for other states' FLccSC websites, Westat is well-versed in hosting the NAACCR monthly webinars and making them available to all Arkansas reporters who are registered members of the FLccSC website. Westat will provide continued maintenance of the FLccSC platform and monitor user activity and continuing education credits provided by NCRA or NAACCR.</p> <p>Westat regularly participates in creating interesting educational programs for state registries. Westat will create and upload a minimum of six (6) education modules per year to FLccSC. These modules will be uploaded on a bimonthly basis and focus on abstracting specific primary cancer sites. In addition, modules may be created focusing on the NAACCR Implementation Guidelines for changes to abstracting data items and updated rules for coding.</p> <p>Westat will also monitor changes to the American Joint Commission on Cancer, Version 9 changes as they are released. Westat staff currently work with the NCI/SEER program for updating the annual changes to the SEER coding</p>	
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	<p>manual. Westat will also monitor changes to the SEER reporting manual to disseminate important information about annual updates to data items and coding guidelines.</p> <p>d. Describe methodology for monitoring and managing an annual training schedule.</p> <ul style="list-style-type: none"> • Development of a timeline and work plan will assist in monitoring the annual training schedule. Westat will monitor the timeline and work plan regularly to develop reports as outlined below. • Managing a robust education and training schedule as proposed will require frequent review of the timeline, regular internal meetings, and status updates for the ACCR Director. • The annual training schedule will be managed by our proposed collaborative efforts of three (3) CTRs. They will work together to prioritize their work to meet the training needs for Arkansas. They will appropriately manage their time spent on developing and presenting educational offerings. Setting achievable performance expectations and working together will provide exceptional training opportunities for the ACCR. • Westat will meet virtually with the Director of the ACCR and provide a monthly progress report of services. Progress reports will include but are not limited to the following: <ul style="list-style-type: none"> ○ Progress and updates on design and development of the training program ○ Progress and updates on implementation and management of the training program ○ Progress and updates on the annual training schedule ○ Ad hoc reports requested and provided ○ Budgetary status <p>e. Describe methodology for evaluating strengths and weaknesses of an implemented statewide education and training program.</p> <ul style="list-style-type: none"> • At the end of any educational program developed and presented to state reporters, Westat will provide an evaluation to gain feedback from attendees on the quality of the program and ideas for further topics. • Westat will also use social media to ask members for their feedback on educational offerings. • An annual or biannual review of educational programs will be held with the Director of the ACCR for evaluation and feedback on the need to enhance content and/or frequency. • Westat will also network with other state associations for educational ideas or collaboration on regional meeting possibilities. • Westat will summarize and provide information on evaluations and feedback to the Director of the ACCR as available. 	
E.3	Professional Services and Reports	25 Points
	<p>a. Describe methodology for networking and establishing contacts.</p> <ul style="list-style-type: none"> • Westat is well-connected to the cancer surveillance community. 	

	<p>Through our work with NCI/SEER, CDC/NPCR, and central cancer registries, we have established contacts and are able to network with many leaders and subject matter experts in the cancer surveillance field.</p> <ul style="list-style-type: none"> • Westat also maintains a social media presence and is a member of the ArCRA Facebook page. This allows for statewide communication with the reporters who are also members of this page. <ul style="list-style-type: none"> ○ Westat will use the ArCRA Facebook page to: <ul style="list-style-type: none"> ▪ Announce when content has been uploaded to the FLccSC platform ▪ Stay current with ArCRA activities, including new members, educational topic ideas, and potential focused training ▪ Participate in discussions regarding changes to guidelines and coding practices ▪ Disseminate important information in real time regarding the ACCR <p>b. Describe methodology for managing travel for attendance in-person and virtual.</p> <ul style="list-style-type: none"> • In addition to the NCRA and NAACCR in-person annual meetings, Westat will virtually participate in other meetings including: <ul style="list-style-type: none"> ○ CDC-NPCR reverse site visit ○ ArCRA committee and association meetings ○ SEER-related meetings ○ ACCR Advisory Committee meetings ○ NCI education and training meetings ○ Project-specific trainings or meetings • Westat is also able to use virtual meeting platforms such as Microsoft Teams, Zoom, Webex, and Google Meets. <p>c. Describe methodology for providing guidance and feedback within one (1) business day of request.</p> <ul style="list-style-type: none"> • Westat will respond to requests for guidance and feedback within one (1) business day of the request. Westat will also create a tracking log to monitor all requests and outcomes, including the dates, requestor, nature of request, information provided, and date of resolution. This tracking log will be shared with the Director of the ACCR each month. The process for guidance and feedback includes: <ul style="list-style-type: none"> ○ Arkansas registrars will be encouraged to call or email the lead ETC with questions or inquiries. ○ The Lead ETC will log the inquiry into a tracking log and develop a response. ○ The response will be delivered by phone or email within 24 hours. If additional research is required for the inquiry, the ETC will notify the requestor of the delay and document all interactions in the tracking log. 	
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	<p>d. Describe methodology for tracking education and training programs and providing consistent reports to ACCR.</p> <ul style="list-style-type: none"> • Westat will work with the Director of the ACCR to develop a timeline and work plan for education and training programs. The work plan and timeline will be monitored regularly to ensure that all deliverables are being met according to the contract. • Westat will meet virtually or in person with ACCR staff and provide monthly progress reports of services. Progress reports will include the following: <ul style="list-style-type: none"> ○ Progress and updates on design and development of the training program ○ Progress and updates on implementation and management of the training program ○ Progress and updates on the annual training schedule ○ Ad hoc reports requested and provided ○ Budgetary status <p>e. Describe methodology for managing report requirements and budget.</p> <p>As previously noted, Westat will maintain a timeline of deliverables and provide monthly updates to the Director of the ACCR. Reporting requirements will be monitored and updated as requirements change.</p> <ul style="list-style-type: none"> • The ETC Lead will review the budget with a Westat vice president each month. This budget process entails annual projections of monthly spending to allow for adjustments if needed. A monthly review also ensures that spending maintains an adequate level for strict adherence to annual spending allocations. • Budget reviews will be held with the ACCR Director as requested. 	
	<p>Total Points</p>	<p>75 Points</p>

Attachment A

Resumes (RFP Section 2, Item 2.1.A.2)

Westat

Elaine Flores

Maricarmen Traverso-Ortiz

Nivia Vazquez-Cubano

Elaine Flores

Quality Assurance Technical Specialist



Elaine Flores is a quality assurance technical specialist with 16 years of experience managing electronic health records. As a certified tumor registrar at Westat, she assists in capturing a complete history, diagnosis, treatment, and health status for every cancer patient in Maryland. In earlier work, she maintained patient records and billing records. She is proficient in WebPlus, CRS Plus, eMaRC, PrepPlus, and Rocky Mountain software.

Education

MBA, Strayer University, 2008

BS, St. Paul University, Business Management, 2000

Professional Development

Education and Training Coordinator (ETC) Workshops, NPCR, 2023

NCRA Annual Conference, NCRA, 2023

Training for NPCRs Education and Training Coordinators, NPCR, 2023

8th Edition American Joint Commission on Cancer TNM Staging, 2018

American Joint Commission on Cancer 7th and 8th Edition Training, 2017

Anatomy, TNM Staging, and Coding, National Cancer Registrars Association Annual Educational Conference, 2017

FCDS Educational Webcast Cancer Series Training, 2016

Cancer Tumor Registrar Trainings, National Cancer Registrars Association, 2016

Basic Timelines and Gantt Charts, 2016

New Death Clearance Manual Followback Training, 2015

Principles of Oncology for Cancer Registry Professionals, 2013

Certifications/Licensures

Certified Tumor Registrar, Certification #2016022, National Cancer Registrars Association, 06-2016

Medical Terminology Certificate, Shady Grove Hospital Center, 2006

Employment History

Westat | 2004 – Present

Brookville Pharmacy, Chevy Chase, MD | 2001 – 2004

Dental Office of Dr. Gill, Rockville, MD | 2000 – 2001

Relevant Experience

QUALITY ASSURANCE ASSOCIATE, EDUCATION TUMOR COORDINATOR | Nebraska Cancer Registry

Quality assurance technical specialist, education coordinator, and management support. Flores supports project management and development. She reviews cancer cases and is involved in quality assurance to identify and correct data inconsistencies. She also records cancer cases from non-hospital facilities such as laboratories, physicians' offices, ambulatory surgery centers, and radiology centers. Flores assists with the Disease Index reconciliation and DCR followback process, in which data items from case followback forms are taken directly from the death certificate and the information is provided to assist with case resolution only. She also helps update the WebPlus layout and required fields accordingly and tests new cancer software versions. Flores oversees and maintains the data acquisition log and is responsible for monitoring and tracking monthly scheduled data submission from facilities and data completeness. She also coordinates and assists all cancer reporters' continuing education needs. Flores develops, delivers, and instructs on training materials; and provides technical expertise in the accurate coding and reporting of patient demographics, cancer identification, histology, cancer staging systems, and cancer treatment modalities. She also tracks individual training requirements and status, assists with orientation, and is responsible for attending appropriate educational and training programs and related activities.

Flores has developed and implemented educational programs to inform cancer data reporters about data reporting, which has included organizing training sessions and providing guidance on data collection, data quality, compliance, and data reporting.

QUALITY ASSURANCE ASSOCIATE | Management and Support for the Delaware Cancer Registry (DCR) | Delaware Health and Social Services

Quality assurance technical specialist and management support. Flores supports project management and development. She reviews cancer cases and is involved in quality assurance to identify and correct data inconsistencies. She also records cancer cases from non-hospital facilities such as laboratories, physicians' offices, ambulatory surgery centers, and radiology centers. Flores assists with the Disease Index reconciliation and DCR followback process, in which data items from case followback forms are taken directly from the death certificate and the information is provided to assist with case resolution only. She also helps update the WebPlus layout and required fields accordingly and tests new cancer software versions. Flores oversees and maintains the data acquisition log and is responsible for monitoring and tracking monthly scheduled data submission from facilities and monitoring the data completeness status.

RESEARCH ASSISTANT | Professional Support for Cancer Control and Population-Based Research | National Cancer Institute (NCI)

Flores supports the Linguamatics and annotation process and helps create NCI Census Population tables and graphs.

RESEARCH ASSISTANT | Komen Foundation Community Profile Assessments | Susan G. Komen Breast Cancer Foundation

Flores was responsible for quality checks and support in creating profile tables.

QUALITY ASSURANCE TECHNICAL SPECIALIST | Quality Assurance and Data Management of the Maryland Cancer Registry (MCR) | Maryland Department of Health and Mental Hygiene (DHMH)

Flores supports project management and development. She reviews cancer cases and is involved in quality assurance to identify and correct data inconsistencies. She also records cancer cases from non-hospital facilities such as laboratories, physicians' offices, ambulatory surgery centers, and radiology centers. Flores assists with the Disease Index reconciliation and MCR followback process, in which data items from case followback forms are taken directly from the death certificate and the information is provided to assist with case resolution only. She also helps update the WebPlus layout and required fields accordingly and tests new cancer software versions.

PHARMACY ASSISTANT TECHNICIAN | Brookville Pharmacy, Chevy Chase, MD

As a pharmacy assistant, Flores handled and verified prescription paperwork, communicated with physicians' offices to obtain prescription refill authorizations, and performed data entry. She retrieved medical information in accordance with HIPAA guidelines and addressed customer concerns.

DENTAL ASSISTANT | Dental Office of Dr. Gill, Rockville, MD

As an office assistant, Flores prepared and maintained dental instruments, supplies, and equipment. She collected and recorded patient health histories, entered patient data into a database, obtained insurance authorizations, scheduled appointments, and retrieved billing and payment data.

Maricarmen Traverso-Ortiz

Certified Tumor Registrar



Maricarmen Traverso-Ortiz is a certified tumor registrar with 11 years of experience in cancer registry operations. At Westat, she has worked as a program manager for a data quality evaluation (DQE) project with Centers for Disease Control and Prevention (CDC's) National Program of Cancer Registries, as an educational coordinator for the Delaware Central Cancer Registry, and as a tumor registrar on a project for the Maryland Cancer Registry. She assists with case ascertainment, abstraction, and quality control for new cancer cases and reviews case coding. For a study of ovarian cancer survival patterns in the Midwest, she trained state staff on how to collect study-specific data. In earlier work, Traverso-Ortiz documented cancer cases and oversaw the reporting process for medical institutions. She also ran reports and provided statistical analysis. Traverso-Ortiz is fluent in Spanish and skilled in Path Plus, CRS, DTS, Surveillance, Epidemiology, and End Results (SEER) Prep, and SEER Stat software.

Key Skills

Data Collection Software: CRS, SEER Stat software, Path Plus, DTS, SEER Prep, Rocky Mountain

Communications: Fluent in Spanish

Education

MPH, Graduate School of Public Health, University of Puerto Rico, Medical Sciences, 2010

BS, University of Puerto Rico, Biology, 2009

Certifications/Licensures

Certified Tumor Registrar, Certification #2014199, National Cancer Registrars Association, 2014

Certificate in Gerontology, University of Puerto Rico Graduate School of Public Health, 2011

Employment History

Westat | 2015 – Present

Puerto Rico Central Cancer Registry, San Juan, PR | 2011 – 2014

University of Puerto Rico–Medical Sciences, San Juan, PR | 2007 – 2010

Relevant Experience

EDUCATIONAL COORDINATOR | Management and Support for the Delaware Cancer Registry (DCR) | Delaware Health and Social Services

Traverso-Ortiz coordinates training for cancer registrars in Delaware. She coordinates educational conferences along with meetings for the Delaware Cancer Registrars Association based on registrar needs and quality review of the data. An educational meeting is organized every year, and Westat coordinates with a variety of speakers to present. An in-house presentation is prepared addressing new rules in the cancer registry and possible abstracting

issues. Educating materials may be prepared for the registrars. Additionally, we coordinate with the Delaware Cancer Registrars Association leaders two meetings to be delivered to all the members of the association. For new registrars, an individualized training is prepared according to the facility needs and the expertise of that registrar. She also manages the Fundamental Learning Collaborative for the Cancer Surveillance Community system, which is an educational tool used to create presentations and trainings for the registrars.

PROGRAM MANAGER | NPCR – Data Quality Evaluation | National Program of Cancer Registries (NPCR), Centers for Disease Control and Prevention (CDC)

Traverso-Ortiz oversees the project, monitoring activities to achieve efficient completion. As a lead auditor, she reviews central cancer registry data and manuals. Westat staff met internally to discuss the five primary sites to review each year. Webinars from standard setters, SEER Educate exercises, SEER Inquiry questions/responses, and CANSWER Forum material are reviewed every year for each of the five primary sites and discussed within the evaluators. She also creates information sheets with important information to remember. This sheet is updated continually based on changes in rules and common questions to keep everyone updated and for consistency on coding.

TRAINER AND QUALITY COORDINATOR | Technical and Management Support for Health Promotion Activities 2014 (TAMS IDIQ 2014) – Patterns of Ovarian Cancer Care and Survival in the Midwestern Region of the United States | Centers for Disease Control and Prevention (CDC)

Traverso-Ortiz evaluates the quality of submitted data and communicates with the states on data recollection matters. She communicated with the states continually to address any quality issues and how to solve them. She also trained state staff to recollect study-specific data and prepared frequently asked questions documents to share with the states.

CERTIFIED TUMOR REGISTRAR | Quality Assurance and Data Management of the Maryland Cancer Registry (MCR) | Maryland Department of Health and Mental Hygiene (DHMH)

Traverso-Ortiz identifies, analyzes, and consolidates cases. She reviews cases to ensure that they are coded appropriately according to reports and information provided by hospitals.

TUMOR REGISTRAR | Puerto Rico Central Cancer Registry, San Juan, PR

In the analysis and research unit, Traverso-Ortiz identified, analyzed, and consolidated cancer cases. She captured a complete summary of the history, diagnosis, treatment, and disease status for every patient; guided staff on the correct reporting process; and monitored and coordinated the work of hospital staff and other medical institutions. Traverso-Ortiz evaluated and monitored institutional compliance in reporting diagnosed and/or treated cancer cases to the cancer registry. She performed and participated in education and training activities for medical institution staff and monitored compliance with the norms, procedures, and confidentiality standards established by the cancer registry. Additionally, she assisted in preparing and coordinating annual statistics reports and official or special reports ordered by the Puerto Rico Department of Health and other agencies. Traverso-Ortiz interpreted text and data on cancer statistics; participated in the presentation and discussion of cancer reports; analyzed cancer data in tables, graphics, and databases; maintained effective quality control for cases and data; and participated in the production of statistics on cancer incidence and mortality.

RESEARCH ASSISTANT, TEACHING AND RESEARCH ASSISTANT | University of Puerto Rico– Medical Sciences, San Juan, PR

Traverso-Ortiz's work focused on behavioral neuroscience and the neurobiology of drug addiction. She prepared materials for projects and ongoing investigations, performed experimental procedures with rats exposed to cocaine, and collected samples for experimental use and analysis.

Traverso-Ortiz helped translate academic and professional documents, taught courses, tutored students, and prepared examinations. She also evaluated curricula for public health degree programs.

Honors and Awards

Summa Cum Laude, MPH, Medical Sciences, University of Puerto Rico Graduate School of Public Health, 2010

Magna Cum Laude, BS, Biology, University of Puerto Rico, Rio Piedras, 2009

Publications/Technical Reports

Hunter, L.L., Lai, S., Garimella, S., Keighley, J., Huang, L., Jackson Thompson, J., Huang, L., Hunt Rold, N., Schmaltz, C. L., Yemane, S., Ross, W.K., Ng, D., Traverso-Ortiz, M., Wike, J. M., Thompson, T. D., Hee Rim, S., and Moore, A. (2022). Defining the essential role of the gynecologic oncologist in rural ovarian cancer care delivery. *Gynecologic Oncology*, 164(1), 44996.

Traverso-Ortiz, M., Duran, D., Mesnard, M., Ng, D., and Dailey, S. (2022). Results of year 2 data quality evaluation of CDC's National Program of Cancer Registries: Weighing the evidence, identifying research gaps, and evaluating outputs of a prevention research agenda. *Journal of Registry Management*, 49(2), 75-78.

Ortiz, A.P., Ortiz-Ortiz, K.J., Traverso-Ortiz, M., Ríos, M.Y., Colón-López, V., and Palefsky, J.M. (2014). Anal cancer trends in Puerto Rico from 1985 to 2005: The potential impact of the AIDS epidemic. *AIDS Patient Care and STDs*, 28(4), 165-167. doi:10.1089/apc.2013.0365; PMID: 24660788

Figueroa-Valles, N.R., Ortiz-Ortiz, K.J., Perez-Rios, N., Villanueva-Rosa, E., Traverso-Ortiz, M., Torres-Cintron, C.R., and Suarez-Ramos, T. (2012). *Cancer in Puerto Rico, 2004-2009*. San Juan, PR: Puerto Rico Central Cancer Registry.

Presentations

Traverso-Ortiz, M., Mesnard, M., Dailey, S., Riddle, M., and Duran, D. (2023, May). CDC's National Program of Cancer Registries (NPCR) Data Quality Evaluation (DQE): Year 3's validation results. National Cancer Registrars Association, San Diego, CA.

Traverso-Ortiz, M., Mesnard, M., Ng, D., Duran, D., and Dailey, S. (2022, April). Results of year 2 data quality evaluation of CDC's National Program of Cancer Registries: Weighing the evidence, identifying research gaps, and evaluating outputs of a prevention research agenda (panel presentation presenter). National Cancer Registrars Association, virtual.

- Mesnard, M., Traverso-Ortiz, M., Duran, D., and Dailey, S. (2021, June). Results of year 1 data quality evaluation of CDC's National Program of Cancer Registries (panel presentation). National Cancer Registrars Association, virtual.
- Ng, D., Ross, W., and Traverso-Ortiz, M. (2019, June). Influence of neighborhood characteristics on gynecologic oncologist involvement in care of ovarian cancer patients in the Midwest (poster). North American Association of Central Cancer Registries/International Association of Cancer Registries Meeting, Vancouver, BC, Canada.
- Ng, D., Ross, W., and Traverso-Ortiz, M. (2019, June). Influence of neighborhood characteristics on gynecologic oncologist involvement in care of ovarian cancer patients in the Midwest (poster presenter). North American Association of Central Cancer Registries Annual Conference, Vancouver, BC, Canada.
- Traverso-Ortiz, M. (2019, April). Solid tumor rules 2018: Breast (presenter). Bayhealth Medical Center, Dover, DE.
- Traverso-Ortiz, M. (2019, March). Grade: The new changes (presenter). Bayhealth Medical Center, Dover, DE.
- Traverso-Ortiz, M. (2018, October). Most common errors in the Maryland Cancer Registry (MCR). Great Wolf Lodge, Williamsburg, VA.
- Traverso-Ortiz, M. (2018, September). We'll get through this together: 2018 Coding changes – STORE manual and SSDIs (presenter). Bayhealth Medical Center, Dover, DE.
- Traverso-Ortiz, M. (2018, April). MCR: Management of 2018 changes (presenter). Baltimore, MD.
- Ng, D., Traverso-Ortiz, M., Groves, C., and Stern, K. (2017, June). Meaningful use cancer reporting: How meaningful is it? An analysis of data submitted to the Maryland Cancer Registry (poster presenter). North American Association of Central Cancer Registries Annual Conference, Albuquerque, NM.
- Traverso-Ortiz, M. (2014). The rise of cervical cancer in Puerto Rico: Are policies effective? IARC Annual Conference, Ottawa, ON, Canada.
- Traverso-Ortiz, M. (2014). Research and projects at the Puerto Rico Central Cancer Registry (panel presentation presenter). VI Public Health Conference in Puerto Rico, San Juan, PR.
- Traverso-Ortiz, M. (2013). Enhancing leukemia reporting in Puerto Rico. North American Association of Central Cancer Registries Annual Conference, Austin, TX.

Nivia E. Vazquez-Cubano



Research Associate and Certified Tumor Registrar

Nivia E. Vazquez-Cubano is an experienced certified tumor registrar (CTR) with 13 years of experience in data quality and national reporting guidelines in the cancer registry field. At Westat she works as a research assistant. Her experience in the Central Cancer Registry (CCR) includes work as an education and training coordinator (ETC), quality control, case processing, and re-abstracting audits. She is part of the Data Quality Evaluation (DQE) project, where she will perform re-abstracting audits to central cancer registries and perform other quality assurance (QA) activities, abstracting, coding, and processing for three central registries. She has experience with Registry Plus software, Rocky Mountain Cancer Data Systems, Surveillance, Epidemiology, and End Results (SEER) Data Management System (DMS), and Microsoft Office. Vazquez-Cubano is bilingual in Spanish and English.

Education

BS, University of Puerto Rico, Aguadilla, Biology (Minor in Biomedical Biology), 2004

Certifications/Licensures

Certified Tumor Registrar, Certification #2012112, National Cancer Registrars Association, 03-2012

Employment History

Westat | Research Associate III | 2022 – 2023

Puerto Rico Central Cancer Registry (PRCCR), San Juan, PR | ETC/QA/CTR | 2010 – 2021

Relevant Experience

EDUCATION TRAINING COORDINATOR, QUALITY CONTROL COORDINATOR | Puerto Rico Central Cancer Registry, San Juan, PR

Vazquez-Cubano coordinated all education and training activities for Puerto Rico Central Cancer Registry (PRCCR) staff and state registrars via online workshops and presentations on data collection, coding, Abstract Plus, implementation changes, changes overtime and common coding errors. Her work included North American Association of Central Cancer Registries (NAACCR) webinars, PRCCR workshops, PRCCR Cancer Registrars Week and the annual conference. She attended National Program of Cancer Registries (NPCR) ETC trainings and NCRA and pre- and post-conference workshops and participated in other educational webinars, such as NAACCR, Florida Cancer Data System (FCDS), and NPCR.

In addition, Vazquez-Cubano leads basic training workshops for new state reporters and PRCCR Staff with emphasis on data collection, case-finding, and documentation using national standards such as ICD-O3, Grade & SSDI's rules, SEER Manuals and online tools (SPCSM, EOD, SS2018, SEER RSA, STR 2018, Heme and Lymphoid, SEER Rx), STORE manual, the

CTR Coding Guide for RT data items and a brief review of the NCCN guidelines. Her training included Abstract Plus use and practice exercises to help integrate the learned topics. The new staff training included central registry responsibilities, use and management of in-house software, and Registry Plus software. Vazquez-Cubano supervised work performed and discussed errors observed on different tasks to improve performance and quality.

Vazquez-Cubano also supported tumor registrars with software edits and data coding questions; performed data quality review of incoming files of new and experienced registrars, both staff and non-staff, who were identified by quality control review as needing to improve data quality; and identified areas where they need further training or clarifications.

She also trained students, interns, and researchers on data collection, coding, sources to find information, and tasks to be performed.

Vazquez-Cubano also performed consolidation of received cases and used other sources available (pathology reports, claims and electric health records) to identify new cases, recover missing treatment data and generate an abstract. In addition, she participated in all tasks related to the call for data (edits, duplicates, and so on). She also assisted IT personnel with the review and test of Registry Plus and in-house software before implementation or changes in reporting guidelines.

Vazquez-Cubano monitored and validated data quality for all incoming NAACCR files that were entered into the main system. Error reports were sent to state reporters with recurring errors data quality. She performed re-abstracting audits to state reporters/facilities. She also supported tumor registrars with software edits and data coding questions; performed data quality review of incoming files of new and experienced registrars, both staff and non-staff; and worked in coordination with the ETC to provide input on possible education topics and state reporters who were identified that need to improve data quality or might need further training or clarifications.

CERTIFIED TUMOR REGISTRAR, QUALITY CONTROL REVIEWER | NPCR – Data Quality Evaluation | National Program of Cancer Registries (NPCR), Centers for Disease Control and Prevention (CDC)

Vazquez-Cubano analyzes the accuracy, completeness, and correct application of coding rules and national standards in cancer abstracts versus coded data at the abstract and consolidated/merged levels. She is writing a report that contains the reasoning for the identified discrepancies and discusses findings with state registries on how to improve their data.

On the NPCR DQE project, Vazquez-Cubano performed the visual review and reconsolidation of data in CRS according to reporting guidelines. She provided feedback, details, and reasoning provided in the online tool and in the final report about coding discrepancies identified through the reconciliation and final reconciliation of the audit process.

CERTIFIED TUMOR REGISTRAR | Arkansas Central Cancer Registry (ACCR) Abstracting Services | Arkansas Central Cancer Registry (ACCR)

Vazquez-Cubano abstracts, processes, consolidates, and performs quality checks on data according to national standards.

CERTIFIED TUMOR REGISTRAR | Quality Assurance and Data Management of the Nebraska Cancer Registry | Nebraska

Vazquez-Cubano abstracts, processes, consolidates, and performs quality checks on data according to national standards. She will lead followback of missing cases identified through pathology reports and/or Death Clearance.

CERTIFIED TUMOR REGISTRAR | Management and Support for the Delaware Cancer Registry (DCR) | Delaware Health and Social Services

Vazquez-Cubano abstracts, processes, consolidates, and performs quality checks on data according to national standards. She will lead followback of missing cases identified through pathology reports and/or Death Clearance.

Attachment B

Vendor Reference Letters
(RFP Section 2, Item 2.1.B.2.a-f)



July 19th, 2023

To Whom It May Concern,

I am writing this letter of recommendation on behalf of Westat, a reputable and esteemed organization in the field of Cancer Tumor Registry Services, Quality Assurance and Quality Control, and Educational and Training Services. As the Program Director of the Nebraska Cancer Registry, I can attest to Westat's qualifications and experience within the last three years, making them an ideal candidate to fulfill the requirements of various projects and initiatives.

Westat's experience with the Nebraska Cancer Registry began in January 2021. Since then, they have been a valuable partner in enhancing the efficiency and effectiveness of our cancer data management and analysis processes. Their expertise and commitment to excellence have significantly contributed to the success of our registry's mission.

In terms of qualifications, Westat has consistently demonstrated their proficiency in providing comprehensive CTR services. Their team of highly skilled professionals exhibits in-depth knowledge of cancer data collection, validation, and reporting, ensuring the accuracy and integrity of the data they handle. Their expertise in managing cancer registries aligns perfectly with the needs of our organization, allowing us to better understand cancer patterns, assess treatment outcomes, and improve overall patient care.

Westat's dedication to maintaining the highest standards of Quality Assurance and Quality Control is evident in their meticulous approach to data validation and verification. Their thorough review processes have greatly enhanced the reliability of our registry data, enabling us to make well-informed decisions for cancer prevention, treatment, and research.

Furthermore, their commitment to education and training services is commendable. Westat has designed and delivered tailored training programs for our staff and healthcare professionals across the state, equipping them with the necessary skills and knowledge to excel in their ability to effectively collaborate with our cancer registry. Their engaging and comprehensive training sessions have empowered our team to stay abreast of the latest advancements in cancer data management and analysis.

In conclusion, I wholeheartedly recommend Westat for the provision of Cancer Tumor Registry Services, Quality Assurance and Quality Control, and Educational and Training Services. Their qualifications, experience, and commitment to excellence make them a reliable partner in advancing the mission of cancer registries.

Please do not hesitate to contact me if you require any further information or have additional questions.

Sincerely,

Mark Watson
Program Director, Nebraska Cancer Registry

Mark.A.Watson@Nebraska.gov
531-530-7044
PO Box 95026
301 Centennial Mall South
Lincoln, Nebraska 68509

July 17, 2023

Jeff Griffin
Arkansas Department of Health
Center for Public Health Practice, Health Statistics

RE: Letter of Reference
Bid No DH-23-0018 - Certified Tumor Registry (CTR) Operations & Quality Assurance and Control
Bid No DH-23-0020 - Certified Tumor Registrar Education and Training Services

Dear Jeff Griffin

I am pleased to provide this letter of reference attesting to Westat's qualifications to perform the activities required for both of these solicitations - Certified Tumor Registry (CTR) Operations & Quality Assurance and Control and CTR Education and Training Services for the Arkansas Department of Health, Arkansas Central Cancer Registry.

Westat has been supporting the NCI's Surveillance Research Program and specifically the Surveillance, Epidemiology and End Results (SEER) Program since 2006. They provide scientific, technical, and logistical support to NCI in support of SRP's national leadership in cancer surveillance. Westat provides recommendations and guidance for quality control/quality improvement activities as well as education and training support.

Westat provides professional services expertise for SRP's overall data quality initiatives, including coordinating resources across quality initiatives, documenting action items through completion, tracking the progress of exiting quality initiatives, and identifying new quality initiatives. Westat's CTRs collaborate with the NCI Data Quality Team to provide recommendations, guidance and technical support on various aspects of the QC/QI program. In so doing, they have worked with numerous population based central cancer registries in both the NCI SEER and CDC NPCR Programs.

Westat has been instrumental in working with NCI on the following initiatives, as examples of the highly relevant capabilities they bring to these two procurements:

- Modifications to the annual SEER Coding and Staging Manuals
- Development of responses and/or edit existing responses to questions from the registry community about coding and staging
- Assistance with development and update of the Solid Tumor Rules
- Extensive review of current histology codes and terms in WHO's Classification of Tumors books
- Development of hematopoietic-related training materials
- Design and implementation of the quality audit plan pilot projects
- Development and implementation of reliability studies
- Development of geospatial education sessions and webinars
- Evaluation of the usability of the SEER*DMS

Throughout their tenure supporting the NCI/SRP, Westat has provided critical support and services, offering expert CTR and other population-based cancer control expertise to the cancer surveillance community.

Please feel free to contact me for any clarification or need for additional information.

Sincerely,

Zaria Tatalovich Wenzel, PhD
Program Director | Geospatial Research
Contracting Officer Representative
Professional Support for Cancer Control and Population Based Research, NCI

Phone Number: 240 276 6976
Mailing Address: National Institutes of Health
National Cancer Institute
Surveillance Research Program
Division of Cancer Control and Population Sciences
9609 Medical Center Drive
Bethesda, MD 20892
Email address: tatalovichzp@mail.nih.gov

MELISSA RIDDLE, CTR

29 Shadow Oaks Drive, Vilonia, AR 72173 | mriddle@ncra-usa.org

July 19, 2023

To whom it may concern:

I am Melissa Riddle and currently employed by the National Cancer Registrars Association (NCRA) as the NPCR Cancer Surveillance CTR (subject matter expert). My current role at NCRA is to work with the Centers for Disease Control and Prevention (CDC) National Program of Cancer Registries (NPCR) to assist in the annual submission by central cancer registries as well as quality review of the data submitted to NPCR by central cancer registries. During my tenure at the Arkansas Central Cancer Registry (ACCR) we had two contracts with Westat, one to complete all hospital auditing and the other to perform CTR duties. These contracts began in 2017 and to my knowledge continue to this date. I oversaw the work of the contracted CTRs, and the quality of the work performed during my tenure, 2017-2022, at the ACCR as the Quality Assurance and Education Supervisor. Westat conducted themselves in a professional manner and their communication was excellent during that entire time.

The duties performed by Westat CTRs were tumor consolidation, edit resolution, and performing audits. Tumor consolidation and edit resolution was assigned by me to the contracted CTR to complete daily. I completed quality review on the tumor consolidation and edit resolution performed by Westat and it was always excellent. The audits they performed were casefinding, re-abstracting, and text audits. These audits had very strict timelines. Westat met every contracted assignment and met the timelines. After performing audits, Westat would create the hospital audit reports and recommendations on improvements. Their work always exceeded my expectations.

The Westat CTRs assigned to our contracts were very knowledgeable in cancer registry standards and manuals. They all had fantastic work ethics and excellent communication skills. These CTRs also have an extensive knowledge in central cancer registry duties and standards required to meet NPCR and/or SEER expectations. I enjoyed my time working with them while I was at ACCR.

In conclusion, I would highly recommend Westat. If their performance as the ACCR contractor is any indication, Westat will be an extremely positive addition to your organization. If you need any additional information, feel free to contact me at telephone or by email anytime.

Sincerely,


Melissa Riddle
NPCR Cancer Surveillance CTR
Phone: 501-428-0550
Email: mriddle@ncra-usa.org
29 Shadow Oaks Drive
Vilonia, AR 72173

Attachment C

Addendum
(RFP Section 1, Item 1.7.A.2.b)

State of Arkansas Department of Health
 DH-23-0020 Certified Tumor Registry Education and Training
 Addendum 1
 Written Questions and answers

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
2	RFP, Section 1 – General Instructions and Information		When is the start date?	<i>An exact date cannot be provided. Should evaluation of responses result in issuance of a contract, as planned, the start date would be as soon as practical following completion of all reviews and approvals of the contract.</i>
7			RFP states that the proposal needs to be submitted in hardcopy, is there an option to submit it electronically?	<i>No</i>
8			What is the Average number of XML & HL7 reports processed per year?	<i>Recent information: 2022 – 234,770, 2021 – 188,149, 2020 – 54,247, 2019 – 54,542, 2018 – 34,067</i>
10			Do you want us to submit an official bid price sheet for the base year and each option year separately?	<i>Submit a single Official Bid Price Sheet.</i>

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Acknowledged by:  Date: 7/26/23
 Jennifer Kuo, Vice President