



**Heluna Health**

**Request for Proposal  
for**

**San Francisco Department of Public Health, Population Health Division  
San Francisco City Clinic  
Clinical Workflow & Infrastructure Consultant Solicitation**

Proposal Deadline: February 23, 2026 at 12:00 PM PST

Public Health Foundation Enterprises, Inc. dba  
Heluna Health  
On behalf of  
San Francisco Department of Public Health  
San Francisco City Clinic

HELUNA HEALTH  
13300 Crossroads Parkway, North Suite 450  
City of Industry, CA 91746  
[www.HelunaHealth.org](http://www.HelunaHealth.org)



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**Request for Proposal – Clinical Workflow and Infrastructure Consultant Solicitation**

**KEY DATES SCHEDULE**

ISSUANCE OF RFP	FEBRUARY 6, 2026
CONSULTANT QUESTIONS RFP	FEBRUARY 13, 2026, BY 12 PM PST
RESPONSES TO QUESTIONS POSTED	FEBRUARY 17, 2026
PROPOSAL SUBMITTAL DEADLINE	FEBRUARY 23, 2026, BY 12 PM PST
NOTIFICATION OF SELECTED CONTRACTOR BY	MARCH 2, 2026

**SUBMISSION INSTRUCTIONS FOR PROPOSAL**

Electronic Submissions ONLY Including Application Narrative and Budget.

**Send to:** Jaclyn Chavira      **Email:** [jchavira@helunahealth.org](mailto:jchavira@helunahealth.org)

**Subject Line:** Company/Person Name - RFP for SFCC Clinical Workflow and Infrastructure Consultant Solicitation

**ANTICIPATED TERM OF SERVICE/AFTER-ACTION PROJECT**

The anticipated project term is from date of contract execution to July 31, 2026.

**NOTICE: ALL QUESTIONS RELATED TO THIS RFP ARE TO BE DIRECTED TO  
Jaclyn Chavira via E-MAIL at [jchavira@helunahealth.org](mailto:jchavira@helunahealth.org)----- no later than February 13,  
2026, by 12:00 PM PST. Questions will only be accepted via email. NO PHONE CALLS  
PLEASE**

Once the Contractor's application has been reviewed and approved, HELUNA HEALTH will draft and send a contract encompassing required activities and approved funding.

Additional documents may be required to establish the contractual agreement.



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### **Introduction and Background:**

San Francisco City Clinic (SFCC), the only municipal sexual health clinic run by the San Francisco Department of Public Health (SFDPH), will be moving to a new space at 1660 Mission Street in 2028 (anticipated). Design work is expected to commence in June 2026. The City and County of San Francisco (CCSF) has renovated or built several primary care clinics in the SFDPH health network. A new SFCC, however, will require design considerations that differ from those of primary care: point-of-care, patient-centered services such as rapid HIV, HCV (hepatitis C) and STI (sexually transmitted infection) testing, an in-house pharmacy, a high complexity clinical lab, and multi-team workflows.

SFCC is engaging a consultant to analyze and suggest improvements to the clinical workflows and physical layout at the current SFCC facility and provide spatial and workflow recommendations to optimize service delivery at the new SFCC facility.

### **Goals:**

Create and support a clinical infrastructure and workflow design for the new SFCC location that maximizes the 1.) use of exam and counseling rooms; 2.) reduces patient visit length; 3.) optimizes adjacency of highly used resources (e.g., exam rooms, counseling rooms, clinical lab, medication room, waiting room); 4.) minimizes staff and patient movement through the clinic; and facilitates inter-team communication and collaboration.

### **Scope of Work and Budget:**

The contractor agrees to provide HELUNA HEALTH/ San Francisco Department of Public Health the services described herein.

The anticipated project term is from date of contract execution to July 31, 2026.

### **Services to be Performed:**

#### **1. Current State Analysis**

- Lead and coordinate pre-analysis activities, which should, at a minimum, include clinic stakeholder engagement, and setting goals and outcomes.
- Conduct an analysis of clinical processes and spaces at the current SFCC facility. Clinical processes include, but are not limited to, check-in and registration, patient



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movement through the clinic, visit workflows involving clinicians, nursing, and counselors, telehealth integration, laboratory services, inter- and intra-team communication, and utilization of patient exam rooms and counseling rooms. Spaces include, but are not limited to, the layout and design of nursing station, patient exam rooms, and counseling rooms.

- Identify vulnerabilities and waste (e.g., bottlenecks, redundancies, safety risks) in preliminary design of future City Clinic facility based on current state analysis.

## **2. Future State Design**

- Develop a design for the new City Clinic space that optimizes workflows, patient flow, and adjacencies for improved efficiency and staff communication, and reduced patient wait time. Clinical spaces may include waiting room, exam rooms, counseling rooms, clinical lab, medication room, phlebotomy room, storage rooms, and collaborative space for staff.
- Run patient and staff simulations to validate design, adjusting preliminary designs based on feedback and data.

## **3. Design Consultation**

- Provide consultation to DPH Design Contractor regarding future design and design implementation, as needed.
- Establish key performance indicators for post-implementation evaluation of new SFCC facility to determine whether improvements made are delivering the desired results.

## **4. Project Communications**

- Meet regularly with City Clinic leadership throughout the process.
- Prepare written report and slides detailing outcomes of analysis and design phases.
- Present written report and slides to clinic leadership.



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**Budget:**

The total amount for the budget period is not to exceed \$73,800.

**Reporting:**

- By June 30, 2026, deliver a comprehensive final report, future design, and slide deck summarizing analysis, design recommendations to SFCC leadership.
- By July 31, 2026, deliver at least five measurable Key Performance Indicators for post-implementation evaluation to SFCC leadership.

**Estimated Timeline**

<b>Activity</b>	<b>Estimated Timeline</b>
ISSUANCE OF RFP	FEBRUARY 6, 2026
CONSULTANT QUESTIONS RFP	FEBRUARY 13, 2026 BY 12 PM PST
RESPONSES TO QUESTIONS POSTED	FEBRUARY 17, 2026
PROPOSAL SUBMITTAL DEADLINE	FEBRUARY 23, 2026 BY 12 PM PST
NOTIFICATION OF SELECTED CONTRACTOR BY	MARCH 2, 2026



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**Proposal Requirements-Instructions:**

- 12 pt. Font, Times New Roman.
- Double-spaced.
- All documents submitted as PDFs.
- Title Page/Cover Letter must be signed by an agent, owner or authorized officer of your company.
- Each section must contain a separate header.

All proposers must provide the following as part of their proposal:

**1. Narrative (3-page maximum)**

- o Outline your organization's experience implementing the activities described in the Program Outline.
- o Describe past performance on similar projects.
- o Describe the proposed approach or methodology (example, Three Ps) to be used to accomplish the Program Outline.

**2. Resumes or CVs (1-page maximum for each staff person)**

- o For staff listed in the budget and scope of work, outlining qualifications, experience and training related described methodology or approach described in the narrative.

**3. Scope of Work (2-page maximum)**

Submit a scope of work using the attached template, upon which proposers should add and/or update the following:

- o ACTIVITIES: Update activity narratives to align with proposed methodology. While the Design Report and Project Meeting activities and sub-activities should not be changed, the remaining phases may be added or removed.
- o RESPONSIBLE PARTIES: Include the name(s) of the staff assigned to complete each activity.
- o TIMEFRAME: Include proposed timeframe (i.e., start and end month) for each of the four activity phases, ensuring that the
- o DELIVERABLES: Include quantitative tangible deliverables for each activity area (e.g., x reports, x meeting notes) commensurate with the work being conducted.

**4. Budget (1-page maximum)**

Submit a budget using the following guidelines:



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- o The budget should not exceed \$73,800.
- o A fee-for-service or cost reimbursement budget. Fee-for-service must show the cost for each activity and projected hours to complete each activity. Cost reimbursement must include personnel hours per activity and cost breakdown for each activity.
- o If needed, include an expense breakdown for travel to San Francisco. Must use standard mileage rates, provided by the IRS.
- o If requesting operating costs, include a cost breakdown that aligns with CDC Budget Preparation Guidelines.
- o If requesting indirect costs, the rate must be either a federally negotiated rate per 2 CFR § 200.414(c) (NICRA) or, if no NICRA exists, may use a de minimis rate of up to 15% of modified total direct costs (MTDC), if eligible under 2 CFR § 200.414(f). If the former, a Negotiated Indirect Cost Rate Agreement (NICRA) must be submitted with the proposal and will not count as part of the 1-page budget maximum.

### **Documents to Include with Application**

- A Title Page with you or your company's name, address, web site, telephone number, and primary contact person with e-mail, direct line and mobile phone numbers. The title page will be considered a cover letter, and should be signed by an agent, owner or authorized officer of your company.
- Completed and signed W9 <https://www.irs.gov/pub/irs-pdf/fw9.pdf>
- Proof of General Liability Insurance Certificate  
Insurance Coverage Requirements:
  - o Commercial General Liability
    - General Aggregate: \$1 Million per occurrence/\$3 Million aggregate
    - Please list City and County of San Francisco and Heluna Health as additional insured.
    - Business License



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## **Selection Criteria**

### **Minimum Requirements**

- Submitted proposals must include a title page, narrative, resumes or CVs, scope of work (using the template provided), budget and the listed documents to include with application.
- The narrative, resumes or CVs, scope of work, and budget must not go over the maximum page requirements.
- A resume or CV must be included for all staff listed in the scope of work (*under persons responsible*) and budget.
- The budget must not exceed \$73,800
- All scope of work activities must be completed by July 31, 2026.

*IMPORTANT NOTE: Proposals that do not meet all the following minimum requirements will not be considered.*

### **Scoring (50 points total)**

#### **1. Narrative (20 points)**

- Qualifications and experience in providing similar services as defined in Program Outline.
- Proposed approach demonstrates understanding of the overall project and requested Scope of Work

#### **2. Scope of Work (10 points)**

- Activities align with proposed approach and meet project goals and objectives.
- The proposed timeframe for completing all activities is reasonable.
- All activities have reasonable and quantifiable deliverables listed.

#### **3. Staffing (10 points)**

- Staff have qualifications, experience and training providing similar services to the activities to which each staff person has been assigned.

#### **4. Budget (10 points)**



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- Budget is either fee-for-service or cost reimbursement.
- The budget includes a breakdown of cost per activity, inclusive of projected hours per activity.
- If requested, the indirect cost rate, operating costs, and travel costs meet the requirements outlined in the Proposal section.
- The costs are reasonable, justifiable, and compliant with federal regulations.

**Organization Name:** *Add the name of your organization.*

**Term:** *3/1/2026 – 7/31/2026 - Please do not change*

**Statement of Work - *Please do not change***

To analyze and suggest improvements to the clinical workflows and physical layout at the current San Francisco City Clinic (SFCC) facility and provide optimal design recommendations for the new SFCC facility. At a minimum, this project seeks to maximize the use of exam and counseling rooms; reduce patient visit length; optimize adjacency of highly used resources (e.g., exam rooms, counseling rooms, clinical lab, medication room, waiting room); minimize staff and patient movement through the clinic; and facilitate inter-team communication and collaboration.

ACTIVITIES	RESPONSIBLE PARTIES	TIMEFRAME	DELIVERABLES
<b>A. CURRENT STATE ANALYSIS PHASE</b> <ol style="list-style-type: none"><li>1. Lead and coordinate pre-analysis activities, which will include <b>[ADD CONTENT]</b>.</li><li>2. Conduct an analysis of clinical workflows and spaces at the current City Clinic facility, to include <b>[ADD CONTENT]</b>.</li></ol>			
<b>B. FUTURE STATE ANALYSIS PHASE</b> <ol style="list-style-type: none"><li>1. Develop a design for the new City Clinic space that optimizes workflows, patient flow, and adjacencies for improved efficiency and staff communication, and reduced patient wait time.</li><li>2. Run patient and staff simulations to validate design, adjusting preliminary designs based on feedback and data.</li></ol>			
<b>C. DESIGN REPORT</b> <ol style="list-style-type: none"><li>1. Prepare written report, future design, and slides detailing outcomes of analysis and design phases.</li><li>2. Present written report and slides to clinic leaders</li></ol>			
<b>D. DESIGN CONSULTATION PHASE</b> <ol style="list-style-type: none"><li>1. Provide consultation to DPH Design Contractor regarding future design.</li><li>2. Identify vulnerabilities and waste in proposed new City Clinic space based on preliminary design.</li><li>3. Establish key performance indicators for post-implementation evaluation of new City Clinic facility to determine whether improvements made are delivering the desired results.</li></ol>			
<b>E. PROJECT MEETINGS</b> Meet <b>[FREQUENCY]</b> with City Clinic leadership throughout the process.		March - July	