

Abstract of Offers

Solicitation Number: 75H70726Q00014

Opening Date: 12/2/2025

Supplies or Services (General Description): Two (2) Optometrists for Santa Fe Indian Health Center & Satellite Clinics

NO.	Name of Offeror	Business Size	Unit of Issue	Unit Price	Total	Comments
1	Ware Brook Health, LLC	(b) (3) (A)				
2	Akicita Cyber, LLC					
3	DT-TRAK Consulting Inc.					
4	Native Arc	ISBEE/SM	2 EA	(b) (4)	\$940,160.00	(b) (4)
				(b) (4)	(b) (4)	
				(b) (4)	(b) (4)	
				(b) (4)	(b) (4)	
5	JayKay Staff	(b) (3) (A)				

Exhibit I
Individual Evaluation Sheets

SUMMARY SHEET FOR EACH PROPOSAL

Proposal Version

SOL #: 75H70726Q00014 ☐ Initial

☒ Final

TITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICS

OFFEROR: NATIVE ARC

Please note that a perfect score for a criterion means that the Offeror does not have any weaknesses in that area.

ADJECTIVAL RATING	DESCRIPTION
Exceptional	Greatly exceeds all minimum requirements of the criteria; has a high probability of success; contains no weaknesses or deficiencies.
Good	Exceeds all the minimum requirements of the criteria; has an above average probability of success; contains no significant weaknesses and only minor, correctable weaknesses exist.
Acceptable	Meets all the minimum requirements of the criteria; has an average probability of success; no significant weaknesses and no deficiencies.
Marginal	Fails to meet one or more of the minimum requirements of the criteria; low probability of success; major weaknesses and/or significant number of deficiencies exist.
Unacceptable	Fails to meet any of the minimum requirements of the criteria; proposal needs major revisions; very low probability of success.

DESCENDING LEVEL OF IMPORTANCE	TECHNICAL SUB-FACTORS
1	Technical Approach
2	Qualification – Key Personnel
3	Past Performance
4	Price

Is this proposal technically acceptable?

(b) (5)

(b) (5)

12/11/25

Date

EVALUATION SHEETS FOR EACH INDIVIDUAL CRITERION

Proposal Version

SOL #: 75H70726Q00014

☐ Initial

☒ Final

TITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICS

OFFEROR: NATIVE ARC

EVALUATION CRITERION: TECHNICAL APPROACH

FILL IN AS APPROPRIATE TO YOUR REQUIREMENT:

5.4 Performance Evaluation: The Contractor's performance will be evaluated in accordance with the standards set forth in the contract and Statement of Work.

5.4.1 Contractor is responsible for maintaining satisfactory standards of competence, conduct, appearance and integrity.

The quality of work performance of the contractor shall be subject to review.

5.4.2 Contractor shall abide by the facility standards of conduct and the policies and procedures of the service unit and the assigned unit.

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5.4.7 Contractor shall possess basic knowledge, skills, and abilities to use a computer and health and Optometry care software programs.

5.4.8 Contractor shall read, understand, speak, and write English to effectively communicate with patients and other health care workers, and shall be respectful of the local, American Indian and Alaska Native culture.

5.4.9 Contractor will be required to hold 8-hour clinics at the following facilities 2-3 days a month:

- Santa Clara Health Center
- San Felipe Health Center
- Cochiti Health Center

All remaining days in the month will be in clinic at the following health center:

- Santa Fe Indian Health Center

Rating Assigned:

(b) (5)

Strengths:

Weaknesses

Deficiencies:

(b) (5)

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TITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICS

OFFEROR: NATIVE ARC

EVALUATION CRITERION: QUALIFICATION OF PROPOSED KEY PERSONNEL

5.8 CONTRACTOR QUALIFICATION REQUIREMENTS:

5.8.1 Graduate: Doctoral in Optometry degree from an education program that is accredited by the Accreditation Council on Optometric Education (ACOE); proof will need to be provided prior to assignment.

5.8.2 License/Registration: Maintain active unrestricted license to practice optometry in this State, District of Columbia, the Commonwealth of Puerto Rico, or a territory of the United States. Possess, maintain and able to provide proof of Medical Professional Liability Insurance in the amounts of \$1,000,000/\$3,000,000.

5.8.3 Experience/Past Performance: Contractor employees shall provide documentation included with quote detailing placement of Two (2) Optometrist within the past 2 years' successful experience in providing same/similar type of services.

Contractor shall provide documentation of past employment and training history.

Contractor shall provide three written and verifiable reference letters addressing reliability, stability, interpersonal interaction and suitability for working with children and adolescents.

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Rating Assigned:

(b) (5)

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Weaknesses:

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Deficiencies:

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TITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICS

OFFEROR: NATIVE ARC

EVALUATION CRITERION: PAST PERFORMANCE

FILL IN AS APPROPRIATE TO YOUR REQUIREMENT:

17.4.1 Evaluate the Offerers ability to demonstrated quality of performance on similar work, to include the ability to control the quality and cost of work, timeliness of performance, and effectiveness at accomplishing the goals of previous work.

Rating Assigned:

(b) (5)

Strengths:

Weaknesses:

Deficiencies:

(b) (5)

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TITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICS

OFFEROR: NATIVE ARC

EVALUATION CRITERION: PRICE

FILL IN AS APPROPRIATE TO YOUR REQUIREMENT:

17.5.1 Evaluate the price proposal to determine the Offerer's ability to carry out its proposed technical approach and indicate that the Offerer understands the nature and extent of the requirement. The price evaluation will not be point scored. The total price of each contract line item shall be added together to arrive at an overall total. The evaluation of options year done by adding all option totals together for an overall total; this will then be evaluated for overall price reasonableness. Offerers must include the formulas and factors used in calculation of the data.

17.5.2 Evaluating the Offerer's capability to fulfill the tasks in the SOW as well as the contractor's experience and education will be the most important. However, the Offerer should propose a blend of seasoned staff and trainable staff to provide IHS with the best blend and cost associated with the effort.

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Strengths:

Weaknesses:

(b) (5)

Deficiencies:

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1	Technical Approach
2	Qualification – Key Personnel
3	Past Performance
4	Price

Is this proposal technically acceptable?

(b) (5)

(b) (5)

Signature of Evaluator

(b) (5)

-S

Date: 2025.12.11 09:44:18 -07'00'

Signature

Date

EVALUATION SHEETS FOR EACH INDIVIDUAL CRITERION

Proposal Version

SOL #: 75H70726Q00014☐ Initial☒ FinalTITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICSOFFEROR: NATIVE ARCEVALUATION CRITERION: TECHNICAL APPROACH

FILL IN AS APPROPRIATE TO YOUR REQUIREMENT:

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(b) (5)

Strengths:

(b) (5)

Weaknesses

Deficiencies:

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SOL #: 75H70726Q00014☐ Initial☒ FinalTITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICSOFFEROR: NATIVE ARCEVALUATION CRITERION: QUALIFICATION OF PROPOSED KEY PERSONNEL

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SOL #: 75H70726Q00014☐ Initial☒ FinalTITLE: TWO (2) OPTOMETRISTS – SANTA FE INDIAN HEALTH CENTER & CLINICSOFFEROR: NATIVE ARCEVALUATION CRITERION: PAST PERFORMANCE

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1	Technical Approach
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4	Price

Is this proposal technically acceptable?

(b) (5)

(b) (5)

Name of Evaluator

(b) (5)

Signature

12/08/2025

Date

EVALUATION SHEETS FOR EACH INDIVIDUAL CRITERION

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Strengths:

Weaknesses

Deficiencies:

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Strengths: (b) (5)

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OFFEROR: NATIVE ARC

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OFFEROR: <u>NATIVE ARC</u>			
EVALUATION CRITERION: <u>PRICE</u>			
FILL IN AS APPROPRIATE TO YOUR REQUIREMENT: 17.5.1 Evaluate the price proposal to determine the Offerer's ability to carry out its proposed technical approach and indicate that the Offerer understands the nature and extent of the requirement. The price evaluation will not be point scored. The total price of each contract line item shall be added together to arrive at an overall total. The evaluation of options year done by adding all option totals together for an overall total; this will then be evaluated for overall price reasonableness. Offerers must include the formulas and factors used in calculation of the data. 17.5.2 Evaluating the Offerer's capability to fulfill the tasks in the SOW as well as the contractor's experience and education will be the most important. However, the Offerer should propose a blend of seasoned staff and trainable staff to provide IHS with the best blend and cost associated with the effort.			
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Weaknesses: (b) (5)			
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Conflict of Interest & Non-Disclosure Agreement

RFQ #: 75H70726Q00014

Contract Specialist/Contracting Officer: Patricia Trujillo/Shandiin DeWolfe

Conflict of Interest

For the offerors and identified subcontractors and other affiliated organizations identified in the proposals submitted in response to the above cited solicitation which have been assigned to me for technical evaluation, to the best of my knowledge and belief, I have no conflicts of interest, real or apparent, which may diminish my capacity to act impartially at all times or result in a biased opinion or unfair advantage.

In making the above statement, I have considered all factors, including the following, which might place me in a position of conflict, real or apparent, with respect to my role as a technical evaluator:

- (1) All of my stocks, bonds, and other financial interests and commitments;
- (2) All of my employment arrangements, past, present or under consideration; and,
- (3) As far as I know, all financial interests and employment arrangements of my spouse, minor children, and other members of my immediate household.

I recognize and accept that I have a continuing obligation to disclose any circumstances which may arise during the course of my participation as a technical evaluator which may create an actual or apparent conflict of interest. If I learn of any such conflict or have questions about even the appearance of a conflict of interest I will immediately consult with the designated Contracting Officer and perform no further duties until the matter is resolved.

Non-Disclosure of Sensitive Procurement Information

I understand and agree that I am not to disclose any information provided to me for evaluation or the status of any actions involving me as a technical evaluator, or the results of any actions engaging me as a technical evaluator. I will use information provided to me for the purpose of technical evaluation only. I will not reproduce or distribute any materials provided to me and I will return all materials provide to me at the conclusion of my role in the technical evaluation process. If I have any question about what I may or may not disclose I will seek the advice of the designated Contracting Officer.

NAME: (Print name)

SIGNATURE: _____

DATE: __12/08

(b) (6)



**A leader in advancing health equity in underserved
Indian communities.**

Volume II: Capability and Technical Approach

**RE: Notice ID 75H70726Q00014
Two (2) Optometrist - Santa Fe Indian Health Center
RFP Due Date: Nov 28, 2025 2:30 PM EST**

Dear Ms. Patricia Trujillo,

NativeArc II, LLC is pleased to submit this proposal in response to Notice ID 75H70726Q00014: Two (2) Optometrist Services to support the Santa Fe Indian Health Center (SFIHC). As a Native American, woman-owned Small Business Joint Venture dedicated to advancing health equity for Indigenous communities, we are honored for the opportunity to partner with the Indian Health Service to strengthen access to high-quality primary and medical eye care for patients served by SFIHC and associated satellite clinics.

NativeArc II proposes two named and highly qualified Optometrists ready to begin services upon credential completion and onboarding:

- (b) (6) [Redacted]
- [Redacted]

NativeArc II is fully prepared to meet the Performance Work Statement requirements, provide rapid onboarding through FPPS and eQIP processes, and ensure continuity of operations through structured contingency coverage. Our mission-driven approach focuses on clinical quality, patient access, cultural respect, and operational professionalism with direct support to the COR.

We respectfully submit this proposal for consideration and welcome the opportunity to answer questions or provide clarifications. Thank you for your time and commitment to advancing patient care within the Santa Fe Service Unit.

Company Information:

Point of Contact / Alternate Signatory:

Lara Snow – Vice President

Email: (b) (6)

Phone: (b) (6)

Alternate Point of Contact / Signatory:

Vida Khow – President

Email: (b) (6)

Phone: (b) (6)

Mailing Address: 708 SW Deschutes Ave. Ste 5
Redmond, OR 97756-2253

DUNS: (b) (4)

Federal Tax ID: (b) (4)

CAGE Code: 8PK51

Unique Entity ID: F7B6FDR8X8E4

Type of business: Indian Woman Owned Small Business

NativeArc II, LLC. agrees with all FAR provisions, clauses, terms, and conditions, as outlined in the referenced solicitation. Rates quoted in this proposal shall remain effective for 120 calendar days after the closing date of the solicitation.

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Vida Khow, RN, MHSA – President, NativeArc II, LLC.

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I. Introduction and Company Overview

NativeArc II, LLC

Website: <https://www.archealth.us/nativearc>

NativeArc II, LLC is a Native American, woman-owned small business healthcare staffing organization dedicated to improving equitable access to healthcare in underserved Indigenous and rural communities. NativeArc specializes in full-scope staffing for the Indian Health Service (IHS), Tribal Health Organizations, and critical access facilities, with a proven record maintaining continuity of operations, ensuring clinical quality, and supporting cultural safety in direct patient care.

NativeArc is a Joint Venture between:

- **Native American Healthcare Solutions, LLC (NAHS)** – Majority owner; Native American, woman-owned healthcare consulting firm supporting Tribal health operations and executive leadership.
- **Arc Health, PBC** – Minority owner; mission-driven Public Benefit Corporation focused exclusively on staffing rural and underserved communities across the U.S.

NativeArc maintains extensive experience supporting staffing and clinical operations across multiple IHS regions, including Arizona, New Mexico, Alaska, Minnesota and South Dakota. We specialize in rapid deployment, credentialing management, RPMS integration, and culturally aligned healthcare service delivery.

The joint venture is led by Ms. Vida Khow, President of NAHS, with mentorship and guidance from the Arc Health leadership team. Together, they leverage each organization's institutional strengths to create a powerful synergy advancing healthcare access and quality in Native communities.

NativeArc II, LLC, is a continuation of the successful partnership originally established under the prior joint venture [NativeArc, LLC], which operated under UEI **F7B6FDR8X8E4** and CAGE Code **8PK51**. While the current JV was newly registered in Fall 2024, it retains the same core leadership, operational structure, and performance standards as its predecessor. We respectfully request that evaluators reference the CPARS and performance history associated with the original JV, as they accurately reflect the capabilities, reliability, and proven past performance of the team now submitting this proposal.

Member Organizations

Native American Healthcare Solutions, LLC (NAHS) – Majority Owner

Website: nativeamericanhealthcaresolutions.com

NAHS is a Native American, woman-owned healthcare consulting firm dedicated to enhancing healthcare delivery in Tribal communities. NAHS works closely with hospitals and clinics, offering expert advice, training, and operational consulting. Key services include:

- Recruiting and retaining high-quality providers.
- Transforming Native healthcare institutions into high-performing organizations.
- Providing operational solutions, leadership guidance, strategic planning, and management expertise.

NAHS focuses on building long-term partnerships to improve healthcare services and patient experiences in Tribal communities.

Arc Health, PBC – Minority Owner

Website: www.archealth.us

Arc Health is the first public benefit company dedicated to healthcare equity for underserved communities. The organization emphasizes:

- Recruiting and retaining skilled, socially committed providers.
- Offering full benefits to long-term deployed providers.
- Aligning the needs of patients, clinics, and providers to transform rural healthcare.

In late 2020, Arc Health merged with Pinnacle Emergency Medical Group (PEMG), a Native American majority-owned emergency department staffing and consulting company. Together, they have maintained a 90% fill rate for requested services in IHS facilities, such as Hopi Health Care Center and Chinle IHS Hospital.

Organizational Leadership and Responsibilities

- **Ms. Vida Khow, RN, MHSA** (President, NativeArc; President, NAHS): Governs NativeArc operations, oversees provider placements, budget performance, quality standards, and cultural training programs. She has 27 years of management experience in Native healthcare settings and is a former CEO of Gallup Indian Medical Center. Vida is the founding majority partner of NativeArc II (circa 2020 - Present).
- **Mr. Dave Shaffer** (Advisor, NativeArc; CEO, Arc Health): Responsible for locum tenens management, recruitment, credentialing, and quality control. He has over 20 years of experience in social benefit staffing models. Dave is a co-founder of Arc Health. (Circa 2019 - Present)
- **Dr. Phuoc Le, MD, MPH** (Senior Clinical Advisor, NativeArc): A co-founder of Arc Health, Dr. Le is an Associate Professor at UCSF and UC Berkeley with expertise in global health equity. (Circa 2019 - Present)
- **Dr. Kyle Knuppel, MD** (Senior Advisor, NativeArc; Chief Medical Officer, Arc Health): Oversees clinical quality assurance and compliance for IHS contracts and clinical staffing agreements. Possesses extensive experience in full-spectrum family and emergency medicine. Has served as medical director for multiple tribal health facilities in Alaska and Northern California over the last 10 years. (Circa 2024 to Present)

- **Ms. Niki Simoneaux** (Chief Operating Officer, Arc Health): Manages company finances, HR, recruiting, marketing, M&A activities, and client relations, bringing 25 years of experience in startup and turnaround organizations.(Circa 2022 to present)
- **Ms. Lara Snow** (Vice President, Native Arc II; Vice President of Operations / Director of Public Sector, Arc Health): Oversees all operational and contracting activities including federal program management, business development, and talent acquisition, leveraging 20 years of experience contracting with IHS, federal and tribal healthcare facilities. (Circa 2024-Present)

Qualifications and Experience

NativeArc and its leadership team possess more than 50 years of combined experience working inside IHS and Tribal healthcare delivery systems. Our expertise includes clinical service staffing, strategic medical operations support, federal healthcare contracting, telemedicine program deployment, and workforce stabilization planning.

Our performance history with Navajo Nation includes full-scope optometric staffing and support across:

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NativeArc Differentiators:

- Deep experience operating in remote, resource-limited environments
- Proven capability scheduling multi-site clinical coverage
- High accountability structure with COR coordination
- Backup / continuity providers always available
- Strong performance with minimal disruption risk
- Cultural competency focus for Indigenous communities

NativeArc is prepared to meet the urgent needs of our clients with a team of highly skilled providers, including physicians, advanced practitioners, and nurses ready to begin services immediately.

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PWS Compliance Matrix – Optometry Service Delivery

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NativeArc II's technical approach combines high-quality clinical performance with structured operational management to ensure reliable coverage, measurable quality outcomes, and full compliance with all PWS service delivery requirements. Our team is prepared to deliver uninterrupted access to comprehensive optometry services that support the health, safety, and vision care needs of patients served by the Santa Fe Indian Health Center and surrounding communities.

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VII: Key Personnel Profiles

NativeArc proposes two named Optometrists who are fully qualified, experienced in IHS service delivery environments, and available to begin performance within the required onboarding timeline. Both clinicians demonstrate strong alignment with the mission, cultural values, and clinical requirements of Santa Fe Indian Health Center.

Proposed Key Personnel

(b) (6)

[REDACTED]

[REDACTED]

Key Experience & Qualifications

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Key Experience & Qualifications

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Start-Up & Deployment Timeline for Key Personnel:

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Closing Statement

NativeArc II is committed to supporting Santa Fe Indian Health Center with high-quality, culturally aligned Optometry services that directly contribute to improved access to care, reduced wait times, and sustained community health outcomes. Our organization combines deep operational experience, reliable staffing execution, and strong cultural insight to deliver stable and effective clinical support.

We welcome the opportunity to partner with Santa Fe IHS and are prepared to begin provider onboarding immediately upon award.

Thank you for your consideration.

We look forward to supporting the mission of the Indian Health Service and the Santa Fe community.



A leader in advancing health equity in underserved Indian communities.

Volume II: Key Personnel / Qualifications

RE: Notice ID 75H70726Q00014
Two (2) Optometrist - Santa Fe Indian Health Center
RFP Due Date: Nov 28, 2025 2:30 PM EST

NativeArc II is proud to propose **two highly qualified Optometrists** with extensive Indian Health Service (IHS) experience, advanced clinical capability, and demonstrated commitment to rural and tribal community care. Both providers are fully prepared to begin service upon completion of credentialing and onboarding and possess the procedural competency, cultural alignment, and operational flexibility required to deliver full-scope Optometry services across the Santa Fe Indian Health Center and satellite sites.

These individuals bring deep expertise in ocular disease management, emergency triage, minor surgical procedures, diabetic eye care, and multi-site service delivery—ensuring uninterrupted access and high-quality patient care.

Proposed Key Personnel:

(b) (6)

[Redacted text block containing names and qualifications of proposed key personnel]

Included Documentation

Full curriculum vitae, credentialing summaries, copies of licensure, certifications, and supporting qualifications documentation for both candidates are included in the pages that follow.

Key Personnel Qualification Comparison Table – Proposed Optometrists

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A leader in advancing health equity in underserved Indian communities.

VOLUME III – Past Performance

Provide evidence of the Contract Company's Experience of comparable scope and complexity in providing services within the past three (3) years.

Past Performance and Relevant Experience

NativeArc II, LLC. collaborates with its minority members, including Arc Health and Arc's subsidiaries. Together, their teams bring over 70 years of experience in healthcare staffing, management, and service to Native communities. Established to enhance the staffing infrastructure Arc Health has developed since 2018, NativeArc leverages Arc Health's foundation and NAHS's expertise in Native healthcare. The organization has built a network of healthcare providers committed to providing high-quality patient care, grounded in social medicine and a deep understanding of Native patients' needs. NativeArc partners closely with IHS hospitals and 638 clinics to strengthen healthcare services in Tribal communities, investing expertise to improve provider quality and advance Native health equity.

NativeArc II, LLC, is a continuation of the successful partnership originally established under the prior joint venture [NativeArc, LLC], which operated under UEI F7B6FDR8X8E4 and CAGE Code 8PK51. While the current JV was newly registered in Fall 2024, it retains the same core leadership, operational structure, and performance standards as its predecessor. We respectfully request that evaluators reference the CPARS and performance history associated with the original JV, as they accurately reflect the capabilities, reliability, and proven past performance of the team now submitting this proposal.

PPR #1: Native Arc – Prime Contractor

Contracting Agency	Navajo Area Office		
Contract Service Location	Northern Navajo Medical Center – Shiprock, NM		
Contract Number	75H71023P01595		
Contract Type (ex. commercial, federal, state)	Federal IHS	Total Contract Value	\$249,600.00
Contract Start and Completion Dates	05/01/2025 to 10/31/2025		
Contract POC (name/email/phone)	Michelle James; email: michelle.james@ihs.gov		
Clinical POC (name/email/phone)	Dr. Massey – Supervising Physician (Contact information currently unavailable)		
Number of Providers Supplied	1		

Description of Contract Services Provided: Non-personal services contract to provide hospital-based Optometrist services for twelve months.

Issues Encountered/Corrective Actions Taken: (b) (4)

(b) (4)

Past performance survey was submitted to POCs for completion and returned to Patricia Trujillo as instructed in the RFP. CPARS review will not be available until the base period of performance is completed.

PPR #2: NativeArc – Prime Contractor

Contracting Agency	Navajo Medical Center		
Contract Service Location	CHCF - Crownpoint, New Mexico		
Contract Number	75H71024P01454		
Contract Type (ex. commercial, federal, state)	Federal	Total Contract Value (initial funding amount)	\$250,000.00
Contract Start and Completion Dates	10/01/2024 – 09/30/2025		
Contract POC (name/email/phone)	Michelle James; email: michelle.james@ihs.gov		
Clinical POC (name/email/phone)	Dr. Amy Rice – Acting Deputy Clinical Director Amy.Rice@ihs.gov 928-380-7070 Dr. Neema Kaseje – Clinical Director Neema.Kaseje@ihs.gov 505-422-7020		
Number of Providers Supplied	2		

Description of Contract Services Provided: Non-personal services contract to provide hospital-based Optometrist services for twelve months.

Issues Encountered/Corrective Actions Taken: (b) (4)

Past performance survey was submitted to POCs for completion and returned to Patricia Trujillo as instructed in the RFP. CPARS review will not be available until the base period of performance is completed.

PPR #3: NativeArc – Prime Contractor

Contracting Agency	Navajo Area Office
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Contract Service Location	Inscription House Health Clinic, Tonalea, AZ		
Contract Number	75H71024P01455		
Contract Type (ex. commercial, federal, state)	Commercial	Total Contract Value (initial funding amount)	\$249,999.00
Contract Start and Completion Dates	10/01/2024 – 09/30/2025		
Contract POC (name/email/phone)	Michelle James - email: michelle.james@ihs.gov Amber Whitehair – ph. (928) 697-5074 / email: amber.whitehair@ihs.gov		
Clinical POC (name/email/phone)	Dr. Sandra Merino – email: Sandra.MerinoNavarro@ihs.gov		
Number of Providers Supplied	1		

Description of Contract Services Provided: Non-personal services contract to provide clinic-based Optometrist services for twelve months.

Issues Encountered/Corrective Actions Taken: (b) (4)

Past performance survey was submitted to POCs for completion and returned to Patricia Trujillo as instructed in the RFP. CPARS review will not be available until the base period of performance is completed.

PPR #4: Native Arc – Prime Contractor

Contracting Agency	Navajo Area Office		
Contract Service Location	Dzilh-na-o-dith-hle Health Center		
Contract Number	75H71024P01452		
Contract Type (ex. commercial, federal, state)	Federal IHS	Total Contract Value (initial funding amount)	\$273,339.27
Contract Start and Completion Dates	10/01/2024 – 09/30/2025		
Contract POC (name/email/phone)	Michelle James; email: michelle.james@ihs.gov		
Clinical POC	Dr. Caitlin Hall – Supervisory Physician		

(name/email/phone)	Caitlin.hall@ihs.gov 505-960-7833
Number of Providers Supplied	1

Description of Contract Work. Non-personal services contract to provide clinic-based Optometrist services for twelve months.

Issues Encountered/Corrective Actions Taken. (b) (4)

[REDACTED]

Past performance survey was submitted to POCs for completion and returned to Patricia Trujillo as instructed in the RFP. CPARS review will not be available until the base period of performance is completed.

Past Performance Surveys - cover sheets attached below for each survey submitted in reference to this proposal and the Instructions to Offerors, Section 16.7.

ATTACHMENT**DEPARTMENT OF HEALTH AND HUMAN SERVICES****Indian Health Service****Past Performance Survey**

Solicitation No.:

Title:

Contractor Name: NativeArc, LLC**CLIENT INFORMATION**☐

Commercial Client

☒

Federal Client

Client Name: Northern Navajo Medical Center**Client Address:** US-491, Shiprock, NM 87420**City****State****Zip Code****Project Name:** Nonpersonal Services - Optometrist**Contract Number(s):** 75H71025P00538**Total Contract Value:** \$249,600.00**Performance Period:**05/01/2025 - 10/31/2025**Teaming Partner(s):**N/A**Government or Commercial Project Manager Contact**Name: Michelle JamesTitle: Contract SpecialistPhone number: 928-871-5841

Fax number: _____

E-mail address: michelle.james@ihs.gov**Alternate Government or Commercial Project Manager Contact**Name: Michael AustinTitle: Contract SpecialistPhone number: 505-960-7848

Fax number: _____

E-mail address: michael.austin@ihs.gov**SPECIFIC PERFORMANCE**

Instructions: This part consists of open-ended questions to determine the scope, complexity, and relevance of the contract to the current requirements. Please answer the questions concisely and to the best of your knowledge.

1. Describe the overall contract type the contractor provided.
2. Describe the end goal/end product and result.
3. Describe the general background type of the patients served in performing this task.
4. Describe the level of planning and staffing contractor was required to perform and if they met the contracts exceptions.
5. Describe the average timeline involved in completing this contract and if contractor met that timeline within reason.

ATTACHMENT**DEPARTMENT OF HEALTH AND HUMAN SERVICES****Indian Health Service****Past Performance Survey**

Solicitation No.:

Title:

Contractor Name: NativeArc, LLC**CLIENT INFORMATION**☐

Commercial Client

☒

Federal Client

Client Name: Crownpoint Healthcare Facility**Client Address:** Junction Rd 371 Rt 9, Crownpoint, NM 87313**City****State****Zip Code****Project Name:** Nonpersonal Services - Optometrist**Contract Number(s):** 75H71024P01454**Total Contract Value:** \$430,000.00**Performance Period:**10/01/2024 to 12/31/2026**Teaming Partner(s):**N/A**Government or Commercial Project Manager Contact**Name: Michelle JamesTitle: Contract SpecialistPhone number: 928-871-5841

Fax number: _____

E-mail address: michelle.james@ihs.gov**Alternate Government or Commercial Project Manager Contact**Name: Brenda JoeTitle: Contract SpecialistPhone number: (505) 786-6217

Fax number: _____

E-mail address: brenda.joe@ihs.gov**SPECIFIC PERFORMANCE**

Instructions: This part consists of open-ended questions to determine the scope, complexity, and relevance of the contract to the current requirements. Please answer the questions concisely and to the best of your knowledge.

1. Describe the overall contract type the contractor provided.
2. Describe the end goal/end product and result.
3. Describe the general background type of the patients served in performing this task.
4. Describe the level of planning and staffing contractor was required to perform and if they met the contracts exceptions.
5. Describe the average timeline involved in completing this contract and if contractor met that timeline within reason.

ATTACHMENT**DEPARTMENT OF HEALTH AND HUMAN SERVICES****Indian Health Service****Past Performance Survey**

Solicitation No.:

Title:

Contractor Name: NativeArc, LLC**CLIENT INFORMATION**☐

Commercial Client

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Federal Client

Client Name: Inscription House Health Center**Client Address:** Indian Rte 6290, Tonalea, AZ 86044**City****State****Zip Code****Project Name:** Nonpersonal Services - Optometrist**Contract Number(s):** 75H71024P01455**Total Contract Value:** \$417,999.00**Performance Period:**10/01/2024 - 12/31/2025**Teaming Partner(s):**N/A**Government or Commercial Project Manager Contact**Name: Michelle JamesTitle: Contract SpecialistPhone number: 928-871-5841

Fax number: _____

E-mail address: michelle.james@ihs.gov**Alternate Government or Commercial Project Manager Contact**Name: Amber WhitehairTitle: Contract Specialist

Phone number: _____

Fax number: _____

E-mail address: amber.whitehair@ihs.gov**SPECIFIC PERFORMANCE**

Instructions: This part consists of open-ended questions to determine the scope, complexity, and relevance of the contract to the current requirements. Please answer the questions concisely and to the best of your knowledge.

1. Describe the overall contract type the contractor provided.
2. Describe the end goal/end product and result.
3. Describe the general background type of the patients served in performing this task.
4. Describe the level of planning and staffing contractor was required to perform and if they met the contracts exceptions.
5. Describe the average timeline involved in completing this contract and if contractor met that timeline within reason.

ATTACHMENT**DEPARTMENT OF HEALTH AND HUMAN SERVICES****Indian Health Service****Past Performance Survey**

Solicitation No.:

Title:

Contractor Name: NativeArc, LLC**CLIENT INFORMATION**☐

Commercial Client

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Federal Client

Client Name: Dzilth-Na-O-Dith-Hle Health Center**Client Address:** 6 Rd 7586, Bloomfield, NM 87413**City****State****Zip Code****Project Name:** Nonpersonal Services - Optometrist**Contract Number(s):** 75H71024P01452 **Total Contract Value:** \$249,600.00**Performance Period:**10/01/2024 - 03/31/2026**Teaming Partner(s):**N/A**Government or Commercial Project Manager Contact****Name:** Michelle James**Title:** Contract Specialist**Phone number:** 928-871-5841**Fax number:** _____**E-mail address:** michelle.james@ihs.gov**Alternate Government or Commercial Project Manager Contact****Name:** Michael Austin**Title:** Contract Specialist**Phone number:** 505-960-7848**Fax number:** _____**E-mail address:** michael.austin@ihs.gov**SPECIFIC PERFORMANCE**

Instructions: This part consists of open-ended questions to determine the scope, complexity, and relevance of the contract to the current requirements. Please answer the questions concisely and to the best of your knowledge.

1. Describe the overall contract type the contractor provided.
2. Describe the end goal/end product and result.
3. Describe the general background type of the patients served in performing this task.
4. Describe the level of planning and staffing contractor was required to perform and if they met the contracts exceptions.
5. Describe the average timeline involved in completing this contract and if contractor met that timeline within reason.



A leader in advancing health equity in underserved Indian communities.

VOLUME IV – Price Quote

Date: November 28, 2025

To: Ms. Patricia Trujillo , Navajo Area Contract Specialist

Subject: Price Quote Submission – Solicitation No. 75H70726Q00014 / Two (2) Optometrists – Santa Fe Indian Health Center

Dear Ms. Trujillo,

NativeArc is pleased to submit our **Price Quote (Volume IV)** in response to Solicitation No. **75H70726Q00014** for two (2) Optometrists supporting the Santa Fe Indian Health Center and its affiliated satellite clinics.

NativeArc affirms that our proposal meets all terms, conditions, and requirements of the solicitation and that our offer is firm and irrevocable for a period of at least ninety (90) days from the date of receipt by the Government.

Our proposed fully burdened, all-inclusive Base Year (b) (4) reflects fair and reasonable market pricing supported by transparent cost structure, experienced clinical staffing, and efficient operational overhead. Pricing includes all necessary recruitment, credentialing, scheduling, onboarding, quality assurance oversight, and contractor administration. Providers (b) (4)

NativeArc II is committed to delivering high-quality, uninterrupted Optometry services and supporting access to exceptional patient care within tribal and rural communities. We appreciate the opportunity to support the mission and respectfully submit this pricing for your review.

If you require any additional information or clarification, please contact:

Lara Snow, VP Operations
(470) 203-6136
lara.snow@archealthjustice.com

Pricing Summary Table:

Contract Term	All-Inclusive Hourly Bill Rate	Inflation Escalation Applied
Base Year	(b) (4)	(4)
Option Year 1		
Option Year 2		
Option Year 3		
Option Year 4		

Cost Build Structure:

(b) (4)

Pricing Rationale & Market Reasonableness:

The proposed pricing is fair, reasonable, and competitive within the current Optometry staffing market for federal and rural health facilities. (b) (4)

(b) (4)

(b) (4)

TWO (2) OPTOMETRIST SANTA FE INDIAN HEALTH CENTER	Solicitation No. 75H70726Q00014	Page 4 of 37
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SECTION 1 - SUPPLIES OR SERVICES AND PRICES/COSTS

1.1 SERVICES

- 1.1.1 The Indian Health Service/Albuquerque Area Office, Santa Fe Indian Health Center (SFIHC) and Satellite Clinics has a requirement for Two (2) Optometrist located in Santa Fe, New Mexico.
- 1.1.2 The Government contemplates to award a firm-fixed-priced contract resulting from this solicitation.

1.2 PRICE OR COST

- 1.2.1 This solicitation will result in a Firm-Fixed-Price (FFP) contract.

“The quantities shown in the Schedule of Charges are "expected" quantities, but are not representative of actual ordering quantities, and serve as a means of arriving at price reasonableness for award purposes. Utilization of the "Requirements" contract has been determined to be appropriate for a Physical Therapist and Physical Therapy Assistant Non-Personal Health Care Services as the government anticipates recurring requirements but cannot pre-determine the precise quantities that will be ordered during the contract period. Pricing quotes should be determined based on the estimated shifts – 8-hour shift.”

1.3 GENERAL CONTRACT INFORMATION

- 1.3.1 This is a non-personal health care service contract, as defined in Federal Acquisition Regulation (FAR) 37.401, under which the contractor is an independent contractor. The Government may evaluate the quality of professional and administrative services provided, but retains no control over the medical, professional aspects of services rendered (e.g., professional judgments, diagnosis for specific medical treatment). The contractor indemnifies the Government for any liability producing act or omission by the contractor, its employees and agents occurring during contract performance. The contract must maintain medical liability insurance. Coverage amount acceptable to the Contracting Officer, which is not less than the amount normally prevailing within the local community for the medical specialty. The contract is required to ensure that its subcontract for provisions of health care services contain the requirement of the Clause 52.237-7, including the maintenance of medical liability insurance.
- 1.3.2 As an independent Contractor; billing and collecting for the federal, state and other local city/county taxes is the burden of the Contractor, this includes the New Mexico Gross Receipt Taxes (NMGR) for services provided in any county of the State of New Mexico.
- 1.3.3 The Contractor's price/cost for services under this contract shall include all applicable taxes for Internal Revenue Service (IRS), State of New Mexico Taxation and Revenue agency and/or other revenue agencies. The Indian Health Service will not withhold taxes nor will it issue a W-2 to the contractor.
- 1.3.4 **FINGERPRINTING REQUIREMENTS FOR SECURITY AND SUITABILITY:**

Prior to the start of services, the Contractor must contact the Contracting Officer's Representative (COR) to schedule an appointment to complete the fingerprinting process required by the IHS regulations pertinent to security and character background investigations. Services cannot start until successful completion of background clearance, including a criminal history background investigation, with an official start date. Due to internal process requirements, this clearance may take up to six (6) months. ***Potential candidates should be made aware of this.***

1.4 CONTRACT PRICE

- 1.4.1 The price for this contract will be \$ (TBD).
- 1.4.2 Upon delivery and acceptance of the item(s) specified in the DELIVERY Article in Section 7 of this contract, the Government shall pay to the Contractor resulting from the awarded contract price.
- 1.4.3 Upon delivery and acceptance the services described in the Performance Work Statement (PWS) and identified in the schedule of charges below, the Government shall pay to the Contractor the total prices set forth below and will be paid from the following Contract Line Item Numbers (CLINs) accordingly:

SCHEDULE OF CHARGES FOR THE BASE PERIOD

Item No	Contract Period	Description of Services	Total Amount
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CLIN 1	Base Year TBD, 2025 to TBD, 2026	(b) (4)	\$ 940,160.00
TOTAL FOR BASE YEAR:			\$ 940,160.00

- 1.4.4 The Contractor shall be paid upon submission of an invoice and completion or verification by the Contracting Officer's Representative (COR), of the deliverables and/or services indicated below. Submit invoices in accordance with the instructions contained in FAR clause 52.232-25, Prompt Payment (Jan 2017), and Section 10 of this contract.

1.5 OPTION PRICES

- 1.5.1 (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- (b) (4)
- 1.5.4 If the Government exercises its option pursuant to the OPTION PROVISION of this contract, the Government's total estimated contract amount, represented by the sum of the price of base plus option periods and the period of performance will be as follows:

SCHEDULE OF CHARGES FOR THE OPTION PERIODS

Item No	Contract Period	Description of Services	Total Amount
CLIN 2	(b) (4)	(b) (4)	(b) (4)
TOTAL FOR OPTION YEAR ONE:			\$ (b) (4)

Item No	Contract Period	Description of Services	Total Amount
CLIN 3	(b) (4)	(b) (4)	(b) (4)
TOTAL FOR OPTION YEAR TWO:			(b) (4)

Item No	Contract Period	Description of Services	Total Amount
CLIN 4	(b) (4)	(b) (4)	(b) (4)
TOTAL FOR OPTION YEAR THREE:			\$ (b) (4)

Item No	Contract Period	Description of Services	Total Amount
CLIN 5	(b) (4)	(b) (4)	(b) (4)
TOTAL FOR OPTION YEAR FOUR:			\$ (b) (4)

- 1.5.5 Note: (b) (4)
- (b) (4)

- 1.5.6 Lunch break of thirty minutes (30) permitted (as non-paid) under the contract; the contractor cannot invoice time as worked if its' employee chooses not to take a lunch break. The Contractor also cannot invoice travel times to/from the facility site as time worked.