

# NIH-wide IDIQ for Evaluation Services

**IDIQ/Contract purpose:** to provide design and implement program evaluation projects for scientific research and management programs as well as provide support for evaluation training and evaluation related activities

**Example evaluation projects for task orders:** feasibility studies, needs assessments, process evaluations, outcome and impact evaluations, public comment analysis, related evaluation support and training (see case studies on reverse)

## Program Evaluation Services

Program Evaluation is defined as using systematic data collection and analysis of one or more **programs**, **policies**, and **organizations** to assess their effectiveness and efficiency.

- Evaluations may address questions related to the implementation of a program, policy, or organization; the effectiveness of specific strategies related to or used by a program, policy, or organization; and/or factors that relate to variability in the effectiveness of a program, policy, or organization or strategies of these.
- Evaluations can also examine questions related to understanding the contextual factors surrounding a program, as well as how to effectively target specific populations or groups for a particular intervention.

## About Ripple Effect

For more than 20 years, Ripple Effect has been delivering [award-winning](#) professional consulting and workforce solutions to NIH and other federal, private, and non-profit clients that influence some of the most crucial policies and programs shaping our nation.

For this IDIQ, Ripple Effect provides multi-disciplinary **evaluation solutions** with support from our communications & outreach; technical & scientific support; program management & policy; and digital transformation divisions.

## Our Program Evaluation Capabilities

*We generate new knowledge through research and evaluate the impact and effectiveness of your policies, programs, and communications.*

### Process, Outcome, and Impact Evaluations

Administrative Data & Case Study Reviews  
Communications Research  
Community-Based Participatory Research  
Economic Analyses & Policy Impact Assessments  
Experimental, QED & SCD Studies  
User Experience Testing

### Quantitative, Qualitative, and Mixed Methods Analysis

Public Comment Analyses  
Content Analyses  
Data Triangulation, Interpretation & Synthesis  
Descriptive & Advanced Multivariate Statistical Analysis  
Phenomenological Analysis; Thematic, Deductive & Inductive Coding  
Portfolio, Social Network & Bibliometric Analysis  
Data Analytics and Dashboards

### Data Collection and Data Science

Administrative & Secondary Data  
Interviews & Focus Groups  
Large-Scale Data Sets  
Online, Phone & In-Person Surveys  
Panel & Participant Recruitment  
Social Media Listening

### Study Design

Logic Models  
Evaluation Questions, Plans & Matrices  
Instrument Design, Testing & Validation  
OMB, PRA & IRB Clearances  
Program Roadmaps  
Sampling Plans & Protocols

### Formative Research

Feasibility Studies, Needs Assessments & Evaluability Assessments  
Key Informant Interviews  
Systematic / Scoping Literature Reviews  
Systems Change & Landscape Analysis

## Benefits of Using this IDIQ

- Approved, Responsive Vendor with NIH-specific Experience
- POCs available for SOW Discussions
- Order through PCAIS
- Pre-approved, Reasonable Rates

## Key Details for Use

- NIH Contract # 75N93024D00045
- Ordering Period for Task Orders: 7/30/2024 – 7/29/2029
- Identify the relevant Task Area(s)
  1. Evaluation Design
  2. Preparation of Background and Summary Papers
  3. Qualitative Interviews & Analyses
  4. Focus Groups & Analyses
  5. Surveys & Analyses
  6. Data Abstraction
  7. Scientific Literature Review, Bibliometrics, Outcomes Analysis
  8. Economic Analysis
  9. Evaluation Training
  10. Analysis of NIH Data
  11. Writing and Report Generation
  12. Other Evaluation Support Services

## Points of Contact (POCs)

### Ripple Effect

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### NIH

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## Ripple Effect At-a-Glance

- Woman-Owned Small Business (WOSB)
- Established 2003 | 200+ Employees
- UEI: NNQUYPRG4KD5 | CAGE No. 3N5J3
- ISO 9001:2015 and CMMI Services Level 3
- Federalwide Assurance: FWA00033055  
Ripple Effect Communications, Inc.®

### Contact Information

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## Selected Case Studies

### *Research Impact and Strategic Planning*

**NIAID Immune Tolerance Network Assessment:** To assess the network's scientific contributions, structure, and long-term impact and support strategic decision-making, Ripple Effect designed and implemented a mixed-methods evaluation of the scientific impact. The team analyzed progress reports and scientific outcomes, administered a survey, and conducted interviews for insight into network impact and outcomes. The project culminated in a summary report with actionable recommendations to inform future network activities.

### *Scientific Innovation and Program Outcomes*

**NIH Common Fund Glycoscience Program:** The NIH Office of the Director partnered with Ripple Effect to conduct a summative evaluation to determine how well the program created resources, tools, and methods to make the study of glycans more accessible. Ripple Effect implemented a bibliometric analysis that identified innovations funded by the Program and their distribution in glycoscience specialist and non-specialist publications. Ripple Effect also conducted interviews to assess impact and opportunities to improve the program, and synthesized findings and future considerations in a summary report.

### *Response to Regulatory or External Changes*

**NIAID sIRB Assessment:** NIAID sought support to streamline its internal sIRB implementation process. Ripple Effect's evaluation showed that staff faced recurring pain points and leadership needed a toolkit that could provide clear, actionable guidance. Ripple Effect led a series of listening sessions to identify process barriers and pain points and developed a 34-document toolkit to organize, describe, and distribute resources. This collaborative, user-informed process improved clarity, consistency, and access for staff involved in sIRB protocols.

**CMS Public Comment Support:** Ripple Effect supported CMS on proposed regulatory changes by coding and analyzing public comments from providers, technology vendors, patient advocates, and industry associations; identifying major themes, areas of support and opposition, implementation concerns, and recommended policy refinements. We translated public comment feedback into clear, decision-ready summaries for federal reviewers that helped CMS distinguish recurring operational barriers from isolated concerns, surface stakeholder-proposed alternatives, and document the public record in a way that supported transparent, defensible rulemaking.

### *Workforce Development*

**Evaluation of the Office of Data Science and Emerging Technology (ODSET) Fellowship:** Ripple Effect evaluated this fellowship program and explored best practices and lessons from similar fellowships. We conducted interviews and surveys and analyzed administrative data on rotations, subsequent careers of fellows, mentor assessments, and fellow outcomes to summarize the outcomes and potential improvements to the program. Ripple Effect tailored promotional materials for ODSET to use improve recruitment of future fellows.

### *Operational Efficiency*

**Assessment to Optimize NIH Acquisitions:** Ripple Effect's assessment identified targeted opportunities to streamline procurement processes, reduce administrative burden, and improve cycle times across NIH operations. Ripple Effect's final report offered opportunities for NIH to align acquisition practices with best-in-class standards and data-driven insights while maintaining compliance and mission effectiveness. Ripple Effect provided a full report and proposed several acquisition structures to incorporate the recommendations.

### *Evaluation Training and Capacity Building*

**Capacity-Building Curriculum:** The NLM Office of Strategic Initiatives engaged Ripple Effect to strengthen evaluation capacity across its workforce and foster a culture of evaluative thinking. We conducted a needs assessment, including focus groups and interviews, to identify gaps in evaluation knowledge and practice. Based on these findings, the team designed and delivered a tailored, user-centered training curriculum featuring sessions on evaluation design, application, and strategic decision-making that included practical tools, activities, and a resource toolkit. Pre- and post-assessments and participant feedback informed continuous improvement and positioned NLM staff to more effectively integrate evaluation into program design and strategic planning.

### *Process Evaluation*

**NIGMS Program Assessment:** NIGMS engaged Ripple Effect to assess administration of its programs and identify practical opportunities to improve administrative efficiency, reduce burden, and strengthen implementation support for staff, applicants, and grantees. We conducted staff interviews and reviewed administrative documents to identify processes that could be streamlined or modernized. The team translated findings into actionable recommendations, including a toolkit, detailed written report, briefing materials, updated SOPs, and process documentation, which positioned NIGMS staff to more efficiently develop, track, evaluate, adjust, and implement program-specific requirements while improving the applicant and grantee experience.

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