Request for Proposal (RFP)

Training Services for Community Health Center Professionals
Attending Education Sessions at the
National Association of Community Health Centers (NACHC)
Community Health Institute and Expo
August 25-29, 2017
Manchester Grand Hyatt, San Diego, California

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RFP Released: June 15, 2017
Proposals Due: June 22 2017, Midnight EDT

Points of Contact:
Training and Technical Assistance Department, NACHC
Phone (301) 347-0400
Neha Desai (NDesai@nachc.org) or Gina Capra (GCapra@nachc.org)
Purpose

The NACHC Training and Technical Assistance Program assists existing and potential health centers in addressing operational demands while sustaining their health care access mission, a community governance model and a commitment to cultural and linguistic competence in healthcare delivery to underserved and vulnerable populations. Through a diverse cadre of subject matter experts and increasingly diverse delivery venues, the NACHC TTA Program is highly utilized and must be well prepared to respond to emerging healthcare delivery issues. Specifically, NACHC maintains a professional training cadre to provide health center professionals with quality instruction and technical assistance resources based in adult learning principles, advanced instructional design and an understanding and application of technology to enhance TTA delivery. The U.S. Health Resources and Services Administration (HRSA) Bureau of Primary Health Care (BPHC) provides resource support to NACHC to improve health center operational and clinical outcomes through the provision of coordinated, collaborative TTA.

Organization Overview

The National Association of Community Health Centers (NACHC) was founded in 1971 to “promote the provision of high quality, comprehensive and affordable health care that is coordinated, culturally and linguistically competent, and community directed for all medically underserved populations.”

NACHC:

- Serves as the leading national advocacy organization in support of community-based health centers and the expansion of health care access for the medically underserved and uninsured.
- Conducts research and analysis that informs both the public and private sectors about the work of health centers, their value to the American health care system and the overall health of the nation’s people and communities – both in terms of costs and health care outcomes.
- Provides training, leadership development and technical assistance to support and strengthen health center operations and governance.
- Develops alliances and partnerships with the public and private sectors to build stronger and healthier communities.

RFP Services Needed

Through this targeted Request for Proposal (RFP), NACHC is seeking in-person training services for a large audience of health center professionals and stakeholders who participate in the federal Health Center Program. The audience may include chief executives, financial officers, clinical leaders, clinic site administrators, Board members and community-based public health experts. Training sessions will be at NACHC’s Community Health Institute (CHI) and EXPO, scheduled for August 25-29 2017 at the Manchester Grand Hyatt in San Diego, CA. Specific content and training expertise with the health center program is sought in order to address operational performance and leadership development with a specific emphasis on community governance, clinical leadership and legal analysis of factors impacting the health center operating environment. The number of participants in training sessions range from 25-250 individuals. All training sessions will be recorded for NACHC’s training archive. Recording release is required of selected vendors.
NACHC seeks experienced subject matter experts and innovative trainers significantly familiar with Section 330 of the Public Health Service Act and the operational implications of the Health Center Program Requirements.

For the content areas listed below please choose the specific opportunity for which you would like to be considered.

**Content Area – Health Center Governance**

**Scope of Work:** Selected vendor(s) will provide expert facilitation to promote dialogue between Health Center Board Chairs and CEOs. Selected vendor(s) will support both parties better understand their roles within the Health Center organization in order to ensure the on-going viability, success and services of the organization to meet the community’s health care needs. Selected vendor(s) impart knowledge of promising practices related to recruitment and retention of health center consumer board members, specifically developing a mentorship program to support health center board member retention and recruitment.

**Deliverables:**

- One in-person, six-hour intensive education session to facilitate and train health center Board of Director chairs and their CEOs in team building, relationship management and communication excellence.
- One in-person, 90-minute general education session to train health center staff and Boards of Directors on models of Board Member mentorship in a health center setting as a recruitment/retention tools for consumer board members.

**Content Area – Legal Analysis of Health Center Requirements and Operating Policies**

**Scope of Work:** Selected vendor(s) will provide legal expertise in topics such as (but not limited to) implementation of regulatory policies, emerging Federally Qualified Health Center (FQHC) policy trends and Health Center Program Requirements for consumer board members. Selected vendor(s) will relay expertise in translating FQHC requirements into operational expectations for consumer members of health center Board of Directors. Selected vendor(s) will convey emerging policy trends in areas impacting the health center operating environment such as Medicaid, Medicare, , ACA, BPHC Program Requirements, FTCA, 340B and grants management.

**Deliverables:**

- One in-person, 90-minute education session providing basic orientation to the legal environment for health center consumer board members.
- One in-person, 2-hour education session on legal requirements for consumer board members of the health center program.
- One, in-person, 90-minute education session on Health Center Program Requirements, considerations for operational site visit and resulting performance improvement.
One, in-person two-hour Learning Lab providing targeted legal analysis on improving operational performance based on trends and implications of operational site visits and subsequent improvement actions.

One, in-person, 90-minute education session to include brief presentation and significant Question and Answer period with the audience on federal policy updates specific to the Bureau of Primary Health Care Health Center Program and recent legal activities impacting health centers operations.

One, in-person, 90-minutes education session, to include brief presentation and significant Question and Answer period with the audience, on the Administrative Procedures Act in the context of 1115 and 1332 waivers.

**Content Area – Clinical Leadership Development**

**Scope of Work:** Selected vendor(s) will co-teach a group of 50 new FQHC clinical directors and must have expertise utilizing a CME approved Core Curriculum with specific topics. Topics must include: the history of health centers, service delivery models, Federal Torts Claims Act (FTCA), funding and alternative payment models, Bureau of Primary Health Care (BPHC) Health Center Program expectations, Quality Management, Patient Centered Medical Home & Practice Transformation, and the role of the clinical director. Selected vendor(s) will participate in pre-conference curriculum refinement based pre-assessment results of the pre-registered 50 participants. Selected vendor(s) participate in training course debrief post-conference and provide ongoing support for participants post-training.

Selected vendor(s) will integrate their medical degree training and at least ten years experiences working in one health center as a Chief Medical Officer to enhance the training curriculum. Selected vendor(s) demonstrates the value of respect by peers, 5 years or more of teaching experience with high evaluation scores, participation in national core competency development for clinical directors as well as the support of his/her own health center CEO and Board.

Selected vendors will demonstrate the following in the course of their training: experience with managing HRSA BPHC funding, expansion, health center operations, clinical teams, scheduling, operational site visits, FTCA, performance and reporting requirements, electronic health record implementation and upgrades, Patient Centered Medical Home recognition programs, financial management and value based payment models.

**Deliverables:**

- A one-and-half day, in-person training to include session planning, delivery and post-session debrief with NACHC staff leads.
- At least one, and up to five, coaching and/or clinical leadership topic-focused, intensive office hour sessions based upon post-session training needs of 50 participants.

**Information Requested**

Proposals must be submitted using the online form by June 22, 2017, Midnight EDT. Please click on the “online form” link to be directed to NACHC’s submission portal. The system will notify you upon your successful submission into the portal. If NACHC selects your proposal, you will be notified no later than July 14, 2017.
Proposals must be complete in order to be considered. Incomplete proposals will not be considered. Proposals must contain:

- Point of Contact Information
- Name/Description of Organization: specifically state if you are an independent consultant or a corporation applicant
- Vendor status verification: U.S. System Award Management (SAM) search results for individual trainer(s) and organization
- Capability statement, not to exceed two pages, that demonstrates you/your organization’s ability deliver services in the content areas chosen and in the venue identified, specifically:
  - Evidence of successful and effective training delivery in the selected content areas to the targeted audience(s);
  - Demonstrated current, content knowledge of the federal Health Center Program authorized under Section 330 of the Public Health Service Act and its related policies and guidance.
- Curriculum Vitae (CV) or Resume for principal trainer/expert (Page Limit: 2 pages per trainer/expert)
- One sample presentation that demonstrates understanding of both the FQHC environment and adult learning principles
- One past training evaluation demonstrating quantitative and/or qualitative feedback from students
- Timeline for Project Implementation that demonstrates appropriate planning and delivery.
- Budget and Budget Narrative – Include a short justification (not to exceed one page) that explains the rationale for your budget presentation in the required template.
- Signed statement attesting to the accuracy of this proposal and you/your organization’s ability to serve as a trainer at the venue in San Diego between August 25-29, 2017

**Budget Template & Justification**

**DIRECT LABOR** - Hourly Rate should reflect overall cost rate inclusive of any fringe, overhead and/or general & administrative expense (G&A).

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<thead>
<tr>
<th>Title or Labor Category</th>
<th>Name of Contractor or Employee</th>
<th>Contractor or Employee?</th>
<th>Hourly Rate</th>
<th>Number of Hours</th>
<th>Amount Requested</th>
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### TRAVEL and MISCELLANEOUS

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<tr>
<th>Expense Type</th>
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### TOTAL COSTS

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<td>Direct Labor</td>
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<td>Travel &amp; Misc.</td>
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<td>Total –</td>
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### Evaluation Criteria

Proposals submitted will be evaluated using the criteria below. Incomplete applications will not be considered.

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<th>Selection Domain</th>
<th>Application Selection Criteria</th>
<th>Points</th>
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<tr>
<td>Capability Statement</td>
<td>Expertise in the selected content area as well as adult training delivery as evidenced by clear description and demonstration of understanding and experience within the FQHC environment. This may include noted, previous record of successful trainings at NACHC conferences or events.</td>
<td>35</td>
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<td>Experience and Education</td>
<td>Resumes/CVs clearly show tenure, professional experience and/or education that reflects knowledge and ability in content expertise and training</td>
<td>20</td>
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<td>Proposed Budget, Budget Narrative and Project Timeline</td>
<td>Reasonableness of proposed budget and timeline for project implementation, inclusive of preparation and delivery.</td>
<td>20</td>
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| Work Samples | Demonstrate strong communications skills, understanding of adult learning needs and content knowledge, as evidenced by:  
  - Sample presentation(s)  
  - Training evaluation data  
  - Qualitative data and/or testimonials from community health centers or related audiences (if applicable and available) | 10     |
| Vendor Status Verification | Proof of vendor in good standing via the U.S. government’s System for Award Management (SAM) | 10     |
| Completeness of Application | Application materials submitted are responsive to RFP guidance, clear and complete. | 5      |
| Total | | 100 |