Request for Proposal (RFP)
Instructional Design Professional to Provide Staff Training to the National Association of Community Health Centers (NACHC)

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RFP Released: August 3, 2018
Proposals Due: August 17, 2018

Points of Contact:
Training and Technical Assistance Department, NACHC
Phone (301) 347-0400
Emily DeMent (edement@nachc.com) or Cindy Thomas (CThomas@nachc.org)
**Purpose**
The NACHC Training and Technical Assistance (TTA) 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 Desired**
Through this Request for Proposal (RFP), NACHC is seeking qualified organizations and/or individuals to develop and deliver a one-day application-based training designed to improve NACHC’s current TTA projects with tools, plans, and best practice instructional design principles. Participants in this training should gain a basic understanding of how to create a learning event, and how to ensure it will be high quality, outcome driven, and engaging. Further specifics are outlined below.

Time period for services is September 7, 2018 through October 31, 2018 (one-day training during this timeframe).
Content Area – Instructional Design and Adult Learning

NACHC’s Training and Technical Assistance Department is responsible for developing and delivering learning programs to key leaders in the health center program. With an ever changing health care landscape, NACHC staff need to become familiar with current learning trends and training best practices in order to better serve our health center audience in the field.

Scope of Work:

Selected vendor(s) will teach a group of 15 TTA project directors charged with the development of training programs for federally qualified health centers and related stakeholders. Selected vendor must have proven expertise in delivering instructional design trainings to non-profit and/or membership organization professionals.

Selected vendor(s) will participate in pre-conference curriculum refinement with NACHC lead staff, and will participate in at least one debriefing assessment post-training.

Selected vendor(s) will have at least 10 years of experience as a trainer/facilitator of adult learning and design concepts.

Selected vendor(s) demonstrates the value of respect by peers, and demonstrates facilitation and teaching experience evidenced by high evaluation scores.

Deliverables:

Selected vendor(s) will develop and deliver a one day application-based training for up to 15 participants, designed to improve current NACHC learning projects with tools, plans, and best practice instructional design principles. Participants in this training should gain a basic understanding of how to create a learning event, and how to ensure it will be high quality, outcome driven, and engaging.

After attending this training, participants should be able to:

- Recognize the phases of the ADDIE Model (analysis, design, development, implementation, and evaluation).
- Identify the steps and methods to conduct a basic needs analysis for training.
- Discuss evaluation strategies to assess the impact of training.
- Write learning objectives to reflect specific job requirements.
- Select appropriate learning methods based on the identified learning objectives.
- Recognize the required elements for a training outline.
- Develop basic course materials that demonstrate the effective use of text and graphics.
- Develop tasks and knowledge content.
- Explain the requirements to ensure a quality learning program.
- Recognize the fundamentals of adult learning and blended learning.

Travel Budget Guidelines: Travel for this engagement will consist of no more than 1 night hotel stay for vendors outside of the DC Metro area. NACHC will reimburse in accordance with its travel policies (See Attachment I). Bid submission is acceptance of NACHC travel policies. If more than a total of a 1 night stay be necessary, NACHC will coordinate additional travel resources with selected vendor.
Information Requested

Proposals must be submitted using NACHC’s web-based portal by August 17, 2018. Please click on the “online form” link below to be directed to our online submission form. If NACHC selects your proposal, you will be notified no later than September 5, 2018.

Submission Portal Link: https://nachcrfp.wufoo.com/forms/r1rb3yac10vuq6a/

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 multi-individual or corporate applicant
- Vendor status verification: U.S. System Award Management (SAM), or equivalent, search results for individual trainer(s) and organization
- Capability statement 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 facilitation and delivery in the selected content area to the targeted audience(s) (as appropriate);
- Curriculum Vitae (CV) or Resume for principal trainer/expert (page limit: 2 pages per trainer/expert)
- One sample presentation/facilitators plan that demonstrates understanding of the content area
- One past training evaluation demonstrating quantitative and/or qualitative feedback from students or clients (as appropriate)
- 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 template below. Please ensure costs are delineated by deliverable. Where appropriate, further delineate cost of training delivery and training development. No travel costs need to be noted for this submission, bid submission is acceptance of NACHC travel and reimbursement policy (Attachment I).
**Budget Template & Justification**

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

<table>
<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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**Evaluation Criteria**

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

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<tr>
<th>Selection Domain</th>
<th>Application Selection Criteria</th>
<th>Points</th>
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<tbody>
<tr>
<td>Capability Statement</td>
<td>Capability statement that demonstrates you/your organization’s ability deliver service in the specified content area and in the venue identified, such as:</td>
<td>25</td>
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<td>- Evidence of successful and effective service/training delivery in the selected content area to the targeted audience(s) (as appropriate);</td>
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<td>- (page limit: not to exceed two pages)</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 (page limit: 2 pages per trainer/facilitator)</td>
<td>20</td>
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<td>Proposed Budget,</td>
<td>Reasonableness of proposed budget and timeline for project implementation, inclusive of preparation and delivery.</td>
<td>20</td>
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<td>Budget Narrative and</td>
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<td>Project Timeline</td>
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<td>Work Samples</td>
<td>Demonstrate strong facilitation and communications skills, understanding of adult learning needs and content knowledge, as evidenced by:</td>
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<td>- Sample presentation(s) or service delivery plan</td>
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<td>- Training/Service evaluation data</td>
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<td>- Qualitative data and/or testimonials from community health centers or related clients/audiences (if applicable and available)</td>
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<td>- Publications (no more than 10 pages)</td>
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<td>Vendor Status Verification</td>
<td>Proof of vendor in good standing via the U.S. government’s System for Award Management (SAM), or equivalent.</td>
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<td>Completeness of Application</td>
<td>Application materials submitted are responsive to RFP guidance, clear and complete.</td>
<td>5</td>
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<td><strong>Total</strong></td>
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ATTESTATION

By my signature, title and date below, I hereby certify that this Proposal reflects my best estimate of the capability of organization and the true and necessary costs for the project, and the information provided herein is accurate, complete and current as of the date of my signature below.

I agree that NACHC shall own all right, title, and interest in and to all works produced by Contractor pursuant to this Contract irrespective of medium of production, including, but not limited to, meeting notes, documents, tools, data, presentations, and teleforums, and all additions to, deletions from, alterations of, or revisions of such works, and each element and part thereof.

I agree that any training sessions may be recorded by NACHC for archived reference by participants or funders, as needed.

Print Name:
Signature:
Title:
Organization:
Date:

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS16089, Technical Assistance to Community and Migrant Health Centers and Homeless for $6,375,000.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements by inferred by HRSA, HHS or the U.S. Government.
Attachment I: NACHC Consultant Travel Policies and Procedures

To help promote good stewardship and cost-efficiency we have included the following NACHC travel principles. They provide helpful guidance for booking air travel, making hotel arrangements, and securing ground transportation. Each vendor must be a responsible steward for NACHC’s resources.

Adherence to this policy is strictly required. NACHC cannot provide reimbursement for undocumented expenses.

- We will reimburse coach air travel as far in advance as possible to take advantage of low-cost fares. We will only reimburse the coach rate.

- Do your own research for transportation and travel options on the internet. This includes hotels and car rentals.

- When making hotel reservations, look at all rate rules and options and choose accordingly. If possible, take advantage of discounts offered as bundles with air and car rental options.

- Consider purchasing the travel insurance (generally less than $25.00 per occurrence) offered by airlines and hotels to mitigate penalties for trip changes or cancellations. This could be especially valuable if you book further ahead and realize your plans may need to change.

- Limit the use of car services (limo/town cars) for transportation to and from the airport. Affordable and cost-effective resources include:
  - Taxis – share taxis or Uber car share services with other staff members when possible
  - Shared airport shuttle services (e.g. Super Shuttle)
  - Hotel provided shuttles, where available
  - Public transportation

- Other reimbursable expenses include any business use of copying, messenger service, phone/internet access, audio visual, supplies, shipping expenses, etc. as long as it is related to your scope of work and has been approved in advance.

- Meals incidental to business meetings must be preapproved, include the participants and the business purpose and must include the itemized receipt. Under no circumstances is alcohol charge allowable.

Reimbursement

No reimbursement for authorized expenses shall be made unless and until selected Vendor/Contractor provides NACHC with documentation of expenses as follows:
1. Include the original receipts for all travel expenses, including airline ticket receipts, taxi or shuttle receipts, hotel receipts, rental car or mileage (if using a personal car) receipts or documentation, and other miscellaneous receipts. Private automobile mileage is reimbursed at the current IRS rate based on beginning and ending odometer readings. Reimbursement for tolls and parking require a receipt.

2. If reimbursed by NACHC for travel time, the following applies for each one-way trip:
   a. Traveling within the same time zone – the lesser of actual time or 4 hours;
   b. Traveling within one to two time zones – the lesser of actual or 6 hours;
   c. Traveling within three or more time zones – the lesser of actual or 8 hours.

3. Meals will be paid on a per diem basis:
   a. If the trip begins before 12 noon, reimbursement is $40/day.
   b. If the trip begins after 12 noon, reimbursement is $20 for that day.

Three hours prior to a flight or train departure is reasonable in determining your per diem amount.

4. Selected vendor/consultant must submit complete invoices for payment to NACHC within 30 days of service delivery.