Request for Proposals (RFP):

Professional Services:
Needs Assessment Tool and Content Development

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RFP Released: February 12, 2020
Proposals Due: February 28, 2020

Points of Contact
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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 Background & Services Desired
The Health Resources and Services Administration’s Bureau of Primary Health Care (HRSA/BPHC) tasked NACHC with conducting a single, consolidated national needs assessment in partnership with all National Cooperative Agreement (NCA) entities starting in 2017. The results inform the design and delivery of training and technical assistance (TTA) provided by HRSA/BPHC through NCA organizations. The national health center TTA needs assessment questionnaire was distributed during Fall 2018 to all health centers throughout the country. For additional information on the national needs assessment, please visit NACHC’s Needs Assessment webpage.

Through this Request for Proposal (RFP), NACHC is seeking specific expertise to develop and execute a consensus-driven approach for engaging NCA entities to enhance or provide revisions to the content and/or tool utilized for the 2018 National Health Center Needs Assessment instrument in order to pilot the instrument during the late summer/early Fall 2020.
**Time Period**
Time period for services is March 11, 2020 through June 30, 2020.

**Scope of Work**
Refinement of the National Needs Assessment instrument must incorporate feedback from NCA entities, of which there are 20, on suggested changes and recommendations for possible edits. The revised version must (a) not be longer than the current version in terms of time for respondents to complete and (b) reflect or be able to uncover health centers’ emerging and high priority operational TTA needs.

NACHC utilizes monthly virtual working group meetings to engage NCA organizations and have employed surveys/polls to garner additional feedback. There are five deliverables described below.

**Deliverables**

**Task 1:** Lead engagement and collaboration activities of NCA partners to collect proposed changes and recommendations for possible edits and/or content revision of the 2018 national needs assessment instrument, including but not limited to:

- Design and facilitate a minimum of two 60-90 minute NCA virtual working group discussions to incorporate feedback for possible edits and/or content revision to the 2018 national needs assessment.

  **Pre-Meeting Preparation**
  - The vendor will provide meeting and learning objectives design consultation to the NACHC project team to result in purposeful pre-work for participants if needed, a meaningful meeting agenda, and tailored delivery approach for the meetings described above.

  **Post-Meeting Follow-Up:**
  - Provide debrief to the NACHC project team, as appropriate.
  - Provide Summary Notes suitable for public record and dissemination to workgroup participants, if appropriate

*Note:* NCAs currently have existing standing monthly workgroup meetings at the end of every month. The selected vendor can utilize these existing meeting times to engage NCAs. NACHC also has the flexibility to adjust meeting dates/times if needed based on the vendors recommended timeline.

- Participate and contribute to a 60-90 minute NCA partner in-person discussion at the NACHC Policy & Issues Forum **Sunday, March 15, 2020** in **Washington, DC** to incorporate feedback for possible edits.

*Note:* NACHC recognizes the expedited timeline to prepare for the March 15th meeting described above. However, the selected vendor is expected to fully participate in the meeting outlined above and assist
NACHC staff with guiding engagement activities to retrieve maximum input on suggested revisions to the national needs assessment instrument from stakeholders in attendance.

Post-Meeting Follow-Up:
- Provide debrief to the NACHC project team, as appropriate.
- Provide Summary Notes suitable for public record and dissemination to workgroup participants, if appropriate.

Note: NACHC will serve as primary liaison to NCA partners and is responsible for all meeting logistics.

Task 2: Review the 2018 National Needs Assessment instrument, findings, and related report and analysis provided by NACHC project lead(s) to make informed recommendations for possible edits, revisions, or enhancements. The vendor will be required to provide a summary of the undertaken review process, outlined in Task 4 below.

Task 3: Conduct an evidenced-based literature review of national T/TA survey databases that can inform health center operational TTA needs. These findings may supplement the 2018 national needs assessment. Specifically, the literature review should at a minimum:
- Answer the research question: what does evidence-based literature tell us about health center performance and kinds of TTA potentially needed to fill gaps?
- Address operational changes that can lead to improved health center performance on population/health outcomes and cost metrics.
- Review of T/TA survey databases dating back no more than 10 years.
- Include a peer-review open to the vendor’s preferred model.

Task 4: Develop and provide to NACHC staff a draft version and final written report of recommended changes (3-5 pages) to the national needs assessment. The vendor will commit to responding to questions and changes from NACHC to the draft version of the report within two weeks of submission of draft to NACHC. The report should include:
- Edited/tracked change version of the 2018 National Needs Assessment instrument incorporating all feedback from NCAs included as an appendices.
- Summary of the undertaken process in this work and recommended changes to the 2018 national needs assessment.
- Integration of literature review results from national T/TA survey databases informing health center operational TTA needs.

Task 5: Bi-Weekly Progress Meetings where the vendor will:
- Communicate virtually at minimum on a bi-weekly basis for 30-60 minutes with NACHC project team to discuss scope of work, issues, and related solutions to address issues.
- Conduct ad-hoc meetings and email communication as necessary with NACHC project team and partners as appropriate and guided by NACHC team.
Information Requested

Proposals must be submitted using NACHC’s web-based portal no later than February 28, 2020 at 11:59 PM PST (February 29, 2:59 AM EST).

Online Submission Portal: https://nachcrfp.wufoo.com/forms/zj939h20grmfhy/

The system will notify you upon your successful submission into the portal. If NACHC selects your proposal, you will be notified no later than March 11, 2020.

Proposals must be complete in order to be considered. Incomplete proposals will not be considered.

Proposals must contain:

- Resume(s) and/or CV(s) of principle consultant(s) proposed for the project (2 page limit per consultant)
- Project Narrative (10-page limit with 1.5 spacing and 10-12 font range) that includes:
  - Project experience directly related to working with federally qualified health centers.
  - Response to each task listed in the “RFP Background and Services Desired” section with a brief workplan listing deliverables for the activity and related experience.
  - Reasonable and thought-out budget information, providing (1) total number of work hours for this scope of work and (2) an hourly rate based on the work and deliverables. Optional short budget narrative may also be submitted. No travel costs need to be submitted for this submission, as bid submission is acceptance of NACHC travel and reimbursement policy (Attachment I).
  - Two (2) Letters of references -OR- appropriate client satisfaction evaluation data
- Signed statement (see below) attesting to the accuracy of this proposal and submitted documents and you/your organization’s ability to serve in the capacity described above.

ATTESTATION

By my signature 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.

You agree that your electronic signature is the legal equivalent of your manual signature on this application. By typing your name below you certify that the information provided in the application is true and accurate.

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) as part of an award totaling $6,375,000. The contents are those of the author(s).
Evaluation Criteria

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

| Selection Domain                                      | Application Selection Criteria                                                                 || Points |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------|
| **Project Narrative: Proposed Workplan**              | The applicant demonstrates a clear understanding of the needs of the project and their proposed workplan is clear, manageable, and achievable.  
  o  **Response to each task** listed in the “RFP Background and Services Desired” section with a brief workplan listing deliverables for the activity and related experience.  
  o  **Clear and reasonable budget narrative**, providing (1) total number of work hours for this scope of work and (2) an hourly rate based on the work and deliverables. Please include travel estimate.  
  Meets overall page limit of 10 pages with 1.5 spacing and 10-12 font range.                                   | 40     |
| **Project Narrative: Daily/Hourly Rate**              | Reasonableness of proposed budget for project implementation, inclusive of preparation and delivery.                                           | 30     |
| **Resume/CV & Experience**                            | **Resume(s) and/or CV(s)** of principle consultant(s) proposed for the project showcase related experience aligns with the desired needs. Project experience directly related to working with federally qualified health centers. Meets page limit of 2 pages per consultant. | 20     |
| **Project Narrative: Letters of Reference/Client Evaluation Data** | **Two (2) Letters of references -OR- appropriate client satisfaction evaluation data** showcasing positive responses.                           | 10     |
| **Total**                                             |                                                                                                   | 100    |
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 local meetings.

- 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.