



Request for Proposal (RFP)

Research and Development of Tools and/or Publications on
Enabling Services Core Competencies

RFP Released: **March 18, 2019**

Proposals Due: **April 3, 2019**

Points of Contact:

Training and Technical Assistance Department, NACHC - Phone: (301) 347-0400

Programmatic Questions: Ted Henson, thenson@nachc.org, 301-347-0400

Technical Submissions: Emily Dement, edement@nachc.org, 301-347-0400

Purpose

The NACHC Training and Technical Assistance (TTA) Program assists existing and potential Federally Qualified Health Centers (FQHC) in addressing operational demands while sustaining their 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 conduct research, focus groups and/or interviews and utilize data to develop 1-3 engaging and informative publications or tools on effective health center and/or Primary Care Association (PCA) practices demonstrating the value of investing in core competency management for enabling services providers at community health centers. Publications can include case studies, issue briefs, action guides, self-assessment tools, etc. For the purposes of this project, enabling services staff refer to the definition provided by HRSA/Bureau of Primary Health Care (BPHC) in the Uniform Data System (UDS) Manual.¹ This definition of the enabling services work force includes case managers, community health workers, enrollment eligibility assisters, interpretation staff, outreach staff, patient/community education specialists, and transportation staff.

¹ “Enabling Service,” 2018 UDS Manual, Bureau of Primary Health Care, p.54 <https://bit.ly/2Oj9u8x>

Deliverable 1: Identify a health center or Primary Care Association that has developed core competencies for one – or multiple – categories of enabling services providers. Conduct interviews with leadership and key staff from the organization on how core competencies were developed. Collect other supporting data and information on how core competencies are assessed and how the work force is trained and evaluated based upon these core competencies.

Deliverable 2: Develop at least one (1) publication outline based on the findings from Deliverable 1. Publications can include case studies, issue briefs, action guides, self-assessment tools, etc. Vendor will work with NACHC staff to identify a publication type that conveys the findings from Deliverable 1 to a health center staff audience.

Deliverable 3: Create and finalize a publication based upon the outline agreed upon in Deliverable 2.

The vendor will participate in regularly occurring, project status conference calls with NACHC project lead, with email updates as needed. Applicants are encouraged to submit proposals with actual suggestions or recommendations of model health centers based on the vendor's experience in this space.

Project Deadlines:

- Deliverable 1: Interviews/focus groups completed by April 29, 2019
- Deliverable 2: Draft publication outline submitted by May 10, 2019
- Deliverable 3: Revisions Cycles
 - Initial draft: May 31, 2019

Final draft based on NACHC revisions: June 21, 2019.

- The ideal vendor will have:
 - Expert knowledge of community health centers and the health center program;
 - Proficient knowledge of enabling services workforce – and preferably core competencies development – at community health centers; and
 - Expert research, writing, and analytical abilities; able to take large bodies of quantitative and qualitative data to create easy to read and relevant educational materials; and

Time Period

Time period for services is April 15, 2019 through June 30, 2019.

Information Requested

Proposals must be submitted via NACHC's application portal no later than April 3, 2019. Proposals must be complete in order to be considered. Incomplete proposals will not be considered. Please click on the "online form" link below to be directed to NACHC's online submission form.

Submission Link: <https://nachcrfp.wufoo.com/forms/x14ldo5l0xapa3y/>

The system will notify you upon your successful submission into the portal. If NACHC selects your proposal, you will be notified no later than **April 5th, 2019**.

Note: Vendors submitting responses to this RFP that have *not* completed NACHC's [Request for Information \(RFI\)](#) must provide all information below.

*Vendors who submitted a qualifying response to NACHC's RFI may choose to upload only the items marked with an asterisk.

For all items without the asterisk, qualified vendors may upload updated versions of these items or choose to have NACHC use the vendor's previously submitted documents from the last accepted qualifying RFI submission.

Proposals must contain:

- **Point of Contact** Information/Organization Information
- **Name/Description of Organization:** specifically state if you are an independent consultant, a corporation applicant or part of a joint proposal with other independent consultants.
- **Curriculum Vitae (CV) or Resume** for principal facilitator/expert (limit 2 pages per principal/expert)
- **Capability statement** (limit two pages) that demonstrates you/your organization's ability to complete the deliverables as outlined in the "RFP Services Desired Section."
- ***Project Proposal** (limit 3 pages) that briefly describes the potential model of enabling services core competencies that you plan to identify; the proposed document type you plan to create (i.e. a case study, an action guide, an issue brief, a self-assessment tool, etc.) that could serve as a guide for other health centers interested in investing in career development for enabling services staff. Please identify which category of enabling services workforce your publication plans to highlight. Enabling services staff as defined by the Bureau of Primary Health Care's (BPHC) Uniform Data System (UDS) includes case

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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:

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Evaluation Criteria

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

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Selection Domain	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
*Project Proposal	Project Proposal (limit: three pages) that briefly describes the potential model of enabling services core competencies that you plan to identify; the proposed document type you plan to create (i.e. a case study, an action guide, an issue brief, a self-assessment tool, etc.) that could serve as a guide for other health centers interested in investing in career development for enabling services staff. Please identify which category of enabling services workforce your publication plans to highlight. Enabling services staff as defined by the Bureau of Primary Health Care's (BPHC) Uniform Data System (UDS) includes case managers, community health workers, enrollment eligibility assisters, interpretation staff, outreach staff, patient/community education specialists, and transportation staff.	25
*Sample publication(s)/writing sample(s)	Sample publication(s)/writing sample(s) (limit: 15 pages) developed and delivered by applicant that demonstrates knowledge of the Health Center Program and/or enabling services.	20
Capability Statement	Capability statement (limit: two pages) that demonstrates you/your organization's ability to complete this work.	20
Daily/Hourly Rate	Reasonableness of proposed budget and timeline for project implementation. No travel costs need to be submitted for this submission, as bid submission is acceptance of NACHC travel and reimbursement policy (Attachment I).	15
Experience and Education	Curriculum Vitae (CV) or Resume for principal facilitator/expert (3 page limit per expert) clearly show tenure, professional experience, and/or education that reflects knowledge and ability in solicited expertise.	15
Completeness of Application	Application materials submitted are responsive to RFP guidance, clear and complete.	5
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.