Request for Proposals (RFP)

National Health Center Telehealth Resource Center (NHC-TRC)

Services: Subject Matter Expertise, Training and Technical Assistance, Project Management

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RFP Released: March 29, 2022
Proposals Due: April 12, 2022
Project Start (target): April 21, 2022

Points of Contact

Training and Technical Assistance Department, NACHC - Phone (301) 347-0400, trainings@nachc.org

Subject Matter Content Inquiries: Gina Capra (gcapra@nachc.org)

Submission Process Inquiries: Latisha Harley (lharley@nachc.org)

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 and technical assistance to support and strengthen health center operations, clinical quality, leadership development and governing Boards of Directors at health centers across the country.
- Develops partnerships with the public and private sectors to build stronger and healthier communities.

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 delivery venues, the NACHC TTA Program is highly utilized and well prepared to respond to emerging healthcare delivery issues. Specifically, NACHC maintains a professional cadre of experts 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) provides resource support to NACHC to improve health center operational and clinical outcomes through the provision of coordinated, collaborative TTA.

RFP Services Desired

NOTE: This RFP is a revised issuance of an RFP posted October 27-Novewmber 17, 2021.

BACKGROUND - This RFP support the establishment of a pilot "National Health Center Telehealth Resource Center" (NHC-TRC), a training and technical assistance (TTA) resource focused specifically on supporting TTA inquiries from health centers regarding the range of telehealth technologies and services implemented in and related to health centers. It will function as an additional component of the already-existing National Consortium of Telehealth Resource Centers (NCTRC). The NCTRC is currently comprised of 14 individual Telehealth Resource Centers (TRC) primarily funded through cooperative agreements administered by the Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth (OAT). The NHC-TRC, through its' NACHC sponsorship and partnership with OAT and the NCTRC, will have access and contribute to the collaborative efforts and resources shared by the TRCs NCTRC.

With COVID-19 pandemic response and operational recovery ongoing, telehealth has become an increasingly vital tool to FQHCs and their delivery of care. Policy guidance and operational support needs continue to evolve. This new Resource Center will offer specialized assistance to FQHCs as they navigate and innovate within this complex and ever-changing pandemic and post-pandemic recovery environment. This new Resource Center will alleviate the volume and demand facing the existing TRCs and serve as a centralized triage point for health center related inquiries and efforts, resulting in maximization of the collective TRC investment across the NCTRC partners.

IDEAL VENDOR - Through this Request for Proposal (RFP), NACHC is seeking expertise from a single organizational vendor in telehealth policy, operations and program implementation specific to the federally qualified health center (FQHC) and federally qualified health center look-alike operational settings. The selected vendor will establish and pilot a one-year training and technical assistance program to assist, support and consult with FQHC administrators, provider teams, board members and other stakeholders within the health center program. The ultimate goals are to:

1. ensure sustainable telehealth delivery in order to increase access to quality care and services to the health center patient population; and
2. increase the number of health centers and health center program stakeholders who receive training and technical assistance consultation as needed to support health center pandemic recovery and operational performance improvement.

NACHC seeks a single vendor who has:

- recent and proven experience and knowledge in health center telehealth policy and operations, including demonstrated ability to track and stay current on quickly evolving reimbursement and technology changes and innovation.
- recent and successful training and technical assistance services delivered directly to health centers or in partnership with primary care associations (PCAs), health center-controlled networks (HCCNs), national training and technical assistance partners (NTTAPs) and/or telehealth resource centers (TRCs);
- highly effective project management, deliverable reporting, and funds stewardship.
- commitment to partnership, effective facilitation and client/customer engagement through in-person and/or online communities and virtual meeting settings.
- advanced written, interpersonal, and verbal communication skills
- self-motivated, demonstrate initiative, and be able to work independently as well as with guidance from the NACHC and NCTRC project leads.

Vendor proposal must demonstrate how vendor will accomplish the 5 Deliverables, as described in the below Scope of Work. Deliverables are intended to support timely and successful establishment and implementation of the NHC-TRC and generally include activities within four categories:

- General Training and Technical Assistance
- Specific Operational Tools for a Health Center Setting
- National Partners and Stakeholders Coordination and Program Development
- Emerging Needs Surveillance and Other Initiatives

More description about these four categories is provided below to illustrate *examples* of breadth and depth desired in Vendor Proposal, which will then be finalized upon award with the NACHC program lead(s):

General Training and Technical Assistance
o Develop and disseminate various print and online resources to specifically support health centers in developing, sustaining, and evaluating telehealth services.
o Convene health center leaders and other TTA providers to coordinate health center focused TTA resources in the domain of telehealth
o Provide rapid access (generally within 48-72 hours) to individualized technical assistance consultations staffed by a nationwide network of telehealth experts.

Specific Operational Tools – Vendor proposal must indicate how entity will identify and develop "just in time" or "proactive" technical assistance tools, examples may include:

- o EXAMPLE: Telehealth billing/coding/reimbursement guide – a professionally developed, regularly updated state-by-state telehealth coding and reimbursement guide, supported with scheduled webinar-based training opportunities.
- o EXAMPLE: Technology guide(s) – a health center-focused review and guide to EHR and patient portal and secure communications systems, office- and home-based remote diagnostic equipment, and home-based and wearable remote monitoring hardware and information platforms
- o EXAMPLE: Generic/adaptable telecommunications-enabled clinical workflow tools - Workflow analysis tools and generic models for a variety of applications (i.e. - RPM, Behavioral Health, Interprofessional Care, Dentistry, etc.)

National Coordination and Asset Development Activities
- o EXAMPLE: Quarterly Policy Roundtable – An update and guided discussion for health center leaders focused on current policy initiatives and their implications
- o EXAMPLE: Training and Technical Assistance Roundtable – A quarterly meeting of HRSA-funded TTA providers focused on discovering, sharing, and coordinating telehealth TTA resources for CHCs. This may build off of the HRSA-funded Telehealth TTA Partners Roundtable 2020-2021, in response to the COVID-19 pandemic's impact on telehealth adoption in health centers and subsequent TTA demands.
- o EXAMPLE: Innovation Workgroup – A quarterly meeting generating an annual report exploring, describing, demonstrating, and evaluating technologically enabled models of care that address future clinical needs and challenges
- o EXAMPLE: Data Standardization Workgroup – A workgroup of experts that will develop a series of recommendations to guide greater standardization of health center data on telehealth and other technology enabled encounters

Other Initiatives
- o EXAMPLE: Patient/Staff Communications Initiative – Develop content resources that support patient education, staff training, and dissemination of information of help to health centers and the overall HC-TRC effort.

Time Period

Time period for services is April 21, 2022, through April 30, 2023. Vendor(s) will be retained for a short-term period of performance ending June 30, 2022 (in accordance with the NACHC fiscal year) and then retained for the remainder of the performance period through April 30, 2023, based upon successful performance during period of initial service (initial contract year ending June 30, 2022) and on-going availability of funds.

Scope of Work/Deliverables

1. **TECHNIAL ASSISTANCE TOOLS -** Vendor will ensure *at least two technical assistance tools* are developed and delivered within the 12-month project period, with *at least one occurring no later than June 30, 2022*.

2. **STAKEHOLDER CONVENINGS** – Vendor will ensure **at least two health center stakeholder convenings** within the 12-month project period, with at least one occurring **no later than June 30, 2022**. This may include the Advisory Committee referenced under Deliverable 5.

3. **TRIAGE SYSTEM** - Vendor will establish a triage system to *respond and track* to specific TTA consultation requests submitted by health centers and/or health center program stakeholders. Proposal should reflect a reasonable timeline for development and initial launch to occur *no later than June 30, 2022*.

4. **PROGRESS INDICATORS/PROJECT METRICS** – Vendor, in close collaboration with NACHC project lead(s), will

ensure establishment of baseline progress/reporting metrics *no later than May 16, 2022*. Subsequent progress reporting will occur monthly, **with first monthly report to cover June 1-30, 2022, submitted no later than the 15ᵗʰ calendar day of the next month**.

Progress Indicators, or project metrics, must address the overall goals of the program, and specially demonstrate delivery of project goals as outlined in the scope of work on previous page and summarized here:

a) Health centers actively enhance, sustain and/or adjust telehealth modality to maintain or increase access to quality care and services to the health center patient population.
b) Maintain and/or increase the number of health centers and health center program stakeholders who receive training and technical assistance consultation to support health center pandemic recovery and operational performance improvement.
c) Develop and deliver technical assistance tool(s).
d) Convene stakeholders and thematically summarize results to inform TTA.

5. **PROJECT MANAGEMENT and COMMUNICATION –** Vendor will stay in close alignment and coordination with NACHC, providing a monthly project report to NACHC. Vendor will interface with two guiding groups**:**

- **Administrative Group** - The core group, representing NACHC and NCTRC, responsible for the vision, funding, ongoing progress, and evaluation of the project. **Required: initial project kick off meeting no later than May 31, 2022 and monthly ongoing through April 2023.**

- **Advisory Committee** - A group composed of no more than 20 representatives of the health center customer cohort and/or partners. This group will provide planning input and feedback on progress. Required: initial kick off meeting no **later than June 15, 2022 and at least quarterly through April 2023**.

Vendor will prepare for and maintain a *regular meeting schedule* to support alignment and communication coordination, to include agenda, facilitation guide, appropriate presentation and engagement and post-meeting summary notes and action item follow up.

Budget
Up to $600,000 across the project period. Vendor should submit a budget that reflects initial establishment through June 30, 2022 and also a July 2022-April 2023 budget. Both budgets must reflect the deliverables/timeline noted in this RFP.
o   *Travel –* depending upon safety and need, in-person travel may be required during this project and so should be included in the budget if Vendor deems appropriate.

If NACHC requires additional, related services, the selected vendor(s) agrees and demonstrates capacity to offer additional hours and served, if needed, via an appropriate contract addendum.

Note: NACHC has a Nonprofit Rate Agreement with indirect cost rates of 22% as issued by the US Department of Health and Human Services.

Information Requested
Proposals must be submitted using NACHC's web-based portal by **April 12, 2022, 11:59 pm PT (i.e., April 13, 2:59 am ET)**. The system will notify you upon your successful submission into the portal. Incomplete proposals will not be considered. If NACHC selects your proposal, you will be notified no later than April 19, 2022.

Online Submission Portal: https://nachc.co1.qualtrics.com/jfe/form/SV_9NPc4Vdapq2LKjI

Proposals must contain the below items, which are evaluated based on the specific criteria outlined in the Evaluation table below.

- **Point of Contact Information**
- **Description of Organization**
- **Education and Experience**
- **Project Management Approach and Timeline**
- **Quality of Work Sample and Evidence of Client Impact**
- **Budget Narrative & Justification**
- **Rate Sheet**
- **Signed Statement** (see below)

Attestation

By my signature in the application portal, 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 my electronic signature is the legal equivalent of my manual signature on this application. I certify that the information provided in the application is true and accurate.

Print Name: **Title:**   **Organization:**
Signature: **Date:**

Evaluation Criteria

Complete proposals will be evaluated using the criteria below.

Rating Factor	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
Experience, Education and Capability	Resume(s)/CV(s) of expert(s) / staff clearly show tenure, professional experience, and/or education that reflects knowledge and ability in content expertise and training. Clearly demonstrate specific professional experience that reflects knowledge and ability in project management and facilitation expertise. Preference to applicant(s) with demonstrated experience as a TTA provider with FQHCs. Page Limit: 2 pages per key expert / staff	25
Project Management Approach and Timeline	The project management approach and timeline must include the following components: • The approach to produce and meet deliverables within timeframe; • Incorporate appropriate expertise into project management responsibilities; and • Project timeline using milestones that demonstrate understanding of project needs and appropriate project management approaches Page Limit: 5 pages	25
Quality of Work Samples and Client Impact	Work samples must be recent (within last two years) and demonstrate understanding of content areas and presentation/adult learning skills as described in this RFP. Work samples required in this RFP include: • At least one Writing Sample / Presentation that demonstrates strong written communication skills, explains familiarity with a similar scope of activities undertaken in the last two years; and • Client Evaluation(s) – Customer survey or recommendation of this vendor to Include the customer's description of process and relevant outcome or impact measures. Page Limit: 25 pages, inclusive of writing sample, presentation and evaluations.	25
Rate Sheet, Budget Narrative & Budget Justification	Reasonableness of proposed budget for project implementation, inclusive of preparation and delivery to client. Reasonableness is determined by NACHC's non-profit status. • Hourly Rate should reflect overall cost rate inclusive of any fringe, overhead and/or general & administrative expense (G&A), if required. Please ensure costs are delineated as appropriate using the template categories. • No travel is required for this engagement but may be an opportunity as covid-19 safety protocols and restrictions are eased. Vendor may submit a travel budget (ie: to NACHC's FOM/IT Conference).	20

Completeness of Application	Application materials submitted are responsive to RFP guidance, clear and complete.	5
Total		100

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