



Request for Information (RFI) for Technical Skills and Services

See Attachment 1 for Specific Skills and Subject Matter Expertise (SME) areas

Project Period: Services through June 30, 2023

Submission Deadline: July 19, 2020

Submission Portal:

https://nachc.co1.qualtrics.com/jfe/form/SV_06tBP02JQRReEXX

Questions? Check out our FAQ at the link below – or reach out to our team.

Current Training Consultant/Contractor Opportunities: <http://www.nachc.org/about/current-rfps/>

NACHC Points of Contact:

Latisha Harley, Manager of Business Processes and Special Projects, in the Training and Technical Assistance (TTA) Department – trainings@nachc.org

National Association of Community Health Centers (NACHC) - Phone (301) 347-0400

Organization Overview - National Association of Community Health Centers (NACHC)

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 purpose of this RFI is to develop a diverse and expansive qualified vendor list of technical services, skills, and experts for NACHC’s training and technical assistance, performance improvement, and evaluation activities.

Request for Information Background

Through this Request for Information (RFI), NACHC is seeking information on organizations/individuals who are qualified to provide training and technical assistance services to health center professionals in order to advance the operational performance of health centers nationally. NACHC seeks vendor expertise in an array of **technical** service areas, such as project management, event or meeting facilitation, graphic design services, data analysis, etc. See Attachment 1 at the bottom of this document for a full description of vendor expertise sought.

Demonstrated experience working with federal grant programs that support health centers is preferred.

Vendor engagements may occur through June 30, 2023. Engagements are limited to each contract year based on NACHC’s fiscal year, July 1-June 30. Vendor(s) may be retained for a multi-year period of service, based upon successful performance and on-going availability of funds.

Upon submission of a complete application, NACHC’s review team will evaluate applicant qualifications in response to this RFI. A determination of “qualified” will enable the vendor to receive future targeted Requests for Proposals (RFPs) from NACHC for specific opportunities relevant to the selected subject matter area.

Submission Requirements and Timeline

Submit proposals through NACHC's online portal:
https://nachc.co1.qualtrics.com/jfe/form/SV_6D8SOqZt5W87pQx

NACHC will notify vendors of their status within **60 days** of the submission deadline.

Interested parties can find updates, timeline notifications, and other relevant information on the NACHC Job Board:

<http://www.nachc.org/job-board/current-rfps/>

Complete submissions include the following:

- **Point of Contact** Information
- **Name / Description of Organization**
Specifically state if an independent consultant, if applying on behalf of an organization, or if applying as part of a joint proposal with other independent consultants
- **Capability Statement**
Capability statement must demonstrate ability to deliver technical skills and/or SME. Please showcase ability to collaborate and work with others across multiple organizations.
- **Education and Experience: Resume or Curriculum Vitae (CV)**
Resume(s) / CV(s) of expert(s) and/or staff must clearly show tenure, professional experience, and/or education that reflects knowledge and ability in all applied areas.
- **Quality of Work Samples**
Work samples must demonstrate understanding of SME areas as described in this RFI. Where appropriate, understanding of adult learning needs and content knowledge should be evident. Work samples required in this RFI include:
 - **Sample presentation(s), supplementary training product(s), and/or publications** developed and delivered by vendor that demonstrates understanding of the specific SME area, as described in this RFI
 - **Past client evaluations, reference letters, and/or testimonials** demonstrating quantitative and/or qualitative feedback from at least two audiences, clients, or engagements occurring within a year of RFI application date
- **Daily and Hourly Rates**
Daily and Hourly Rates for all expert(s) and staff that may be engaged in work are reasonable. Rates should reflect overall cost rate inclusive of any fringe, overhead and/or general & administrative expense (G&A), if required.
 - "Reasonableness" is assessed based on market or industry standards and in consideration of the not-for-profit status of health centers and NACHC
 - See template below, which is built into the submission portal
- **Signed Statement** (see 'Attestation' below)

	Title or Labor Category	Name of Contractor or Employee	Hourly Rate	Daily Rate
Contractor 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contractor 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

In addition to a complete submission, NACHC will perform a vendor status check in the United States System for Award Management (SAM) to ensure the vendor is not on the federal exclusion list. Any applicant found on the exclusion list will not be considered.

NOTE: Vendors deemed qualified by NACHC will be asked to annually confirm the status of key experts / staff previously qualified and associated with the vendor. This is intended to keep NACHC updated on any significant staffing or organizational changes that may impact vendor’s ability to deliver subject matter expertise.

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:

Title:

Organization:

Signature:

Date:

Evaluation Criteria

Information submitted will be evaluated using the criteria below. Please note that vendors are reviewed by several content-based review teams based on what content areas of expertise vendor has applied to; vendors should ensure all applied areas are adequately supported with documentation in submission materials.

Rating Factor	Application Selection Criteria To earn the full amount of points in each domain, the applicant must demonstrate the below:	Points
Capability Statement	Capability statement must demonstrate ability to deliver technical skills and/or SME. Please showcase ability to collaborate and work with others across multiple organizations. Page Limit for Capability Statement: 2 pages per SME Category	30
Experience & Education	Resume(s) / CV(s) of expert(s) and/or staff must clearly show tenure, professional experience, and/or education that reflects knowledge and ability in all applied areas. Page Limit for Resume(s) / CV(s): 2 pages per key expert / staff	25
Quality of Work Samples	Work samples must demonstrate understanding of SME areas as described in this RFI. Where appropriate, understanding of adult learning needs and content knowledge should be evident. Work samples required in this RFI include: <ul style="list-style-type: none"> • Sample presentation(s), supplementary training product(s), and/or publications developed and delivered by vendor that demonstrates understanding of the specific SME area, as described in this RFI • Past client evaluations, reference letters, and/or testimonials demonstrating quantitative and/or qualitative feedback from at least two audiences, clients, or engagements occurring within a year of RFI application date Page Limit for sample presentation(s), supplementary training product(s), and/or publications: 20 pages per each SME area applicant applied to (up to three areas) Page Limit for past client evaluation(s), reference letter(s), and/or testimonial(s): 10 page limit	25
Daily and Hourly Rates	Daily and Hourly Rates for all expert(s) and staff that may be engaged in work are reasonable. Rates should reflect overall cost rate inclusive of any fringe, overhead and/or general & administrative expense (G&A), if required. “Reasonableness” is assessed based on market or industry standards and in consideration of the not-for-profit status of health centers and NACHC.	15
Completeness of Application	All application materials submitted are responsive to RFP guidance including page limits, and are clear and complete.	5
Total		100

Attachments

This RFI contains one attachment:

Attachment I: Descriptions of Subject Matter Expertise Sought in RFI

Applicants are encouraged to review all attachments prior to making submission to NACHC.

Attachment I: Descriptions of four (4) Domain Areas of Expertise Sought in Technical Services RFI

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Adult Learning and Instructional Design	Adult Learning and Instructional Design	Instructional designers for training design, including but not limited to... - collaborating with SMEs to assess the audience for training - designing / developing solutions (utilizing adult learning principles, experiential and transformative learning models, etc.) and implementing and revising them based on feedback
	Curriculum and Core Competency Development	SMEs in developing (1) training and learning curriculums and/or (2) core competency frameworks, and mapping content to those curricula.
	Virtual Engagement and Design: Trainings and Online Communities	SMEs in... - designing online learning communities to enhance learning and drive engagement - designing online learning activities, including but not limited to but not limited to webinars / webcasts, virtual trainings, self-paced modules, etc. - guiding NACHC's SMEs and staff in utilizing 'best practices' for virtual / online learning experiences
Data Analytics and Evaluation	Data Analysis	SMEs in evaluation data analysis, including but not limited to... - cleaning, formatting, transforming, and modeling evaluation data - creating qualitative data coding keys and/or analyzing qualitative data - creating data dictionaries - conducting research and/or data requests - collecting biostatistical data
	Evaluation Planning and Design	SMEs familiar with quantitative and/or qualitative evaluative methods and a variety of evaluation planning / design topics, including but not limited to... - conducting focus groups - designing surveys / evaluations - developing interview guides - using web- or app-based data collection methods
	Library Science and Digital / Resource Curation	SMEs in the selection, preservation, maintenance, collection, and archiving of digital assets

Media and Content Creation	Brand Development & Management for CHCs	SMEs in developing and managing professional services brands and brand awareness for health centers
	Digital Media Design	SMEs in digital media design with expertise in creating... - motion graphics - animations - digital imaging - media production
	Editing, Proofreading, and Copy-editing	SMES in providing editing and copy-editing support for written content, including white papers, fact sheets, and Action Guides aimed at a professional audience. Preferred candidates will have documented experience editing written materials for health care providers and/or health organizations using clinical and quality improvement language.
	Graphic Design	SMEs in graphic design for publications, including but not limited to... - infographics - publications - newsletters/e-newsletters - reports - brochures
	Media Monitoring	SMEs in media monitoring, including knowledge of media monitoring tools
	Media Training	SMEs who can teach individuals to effectively interact with reporters, journalists, and other members of the media during interviews.
	Photography	SMEs in digital photography with experience in producing and manipulating digital photographs
	Podcast Development	SMEs in developing podcasts with knowledge of scripting, filming, and podcast best practices
	Social Media Management and Monitoring	SMEs in - social media policy development - social media data analytics - specific platforms, such as Facebook, Twitter, LinkedIn, etc.
	Technical and General Writing	SMEs in developing publications (e.g. brochures / manuals, case studies, journal publications, presentations, toolkits, webpage language, etc.) for a variety of media (i.e. written, audio, online, etc.) utilizing Plain or Technical Language (as defined below) Plain Language: Writing that uses plain language and health literacy techniques to ensure that users can easily find what they need, understand what they find, and use the information. Technical: Writing that consolidates vast technical material in a concise and effective manner, designing written products from conception to completion paying attention to detail, arrangement, tone, and clarity.
	Translation Services: Please Indicate Language (s)	SMEs in translating documents / products (i.e. fact sheets, patient surveys, videos, brochures) into various languages. Ideal candidates will be part of the ATA (American Translators Association – or local equivalent)
	Videography and Video Production	SMES in video production to tell the “story” of our partners with experience in both live and animated videography and video production
	Voice Over / Narration	SMEs in providing voice overs and/or narration for recorded videos
	Website Development and Design	SMEs in website development and design, including but not limited to... - building, programming, creating, and maintaining websites - web design (aesthetics and usability) and publishing

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Public Speaking and Facilitative Services	Graphic Facilitator / Recorder	SMEs in graphic facilitation / graphic recording, using large scale creative imagery to lead groups towards the goal / message of the session
	Facilitation	SMEs in leading engaging and meaningful facilitation, including but not limited to... <ul style="list-style-type: none"> - in-person multi-day trainings - in-person sessions at conferences - virtual sessions (e.g. trainings, webinars, etc.) - meetings of small or large groups - online communities and meetings
	Keynote Presentation	SMEs who can deliver dynamic content that can be tailored to health centers and the health care field / movement (please specify content area(s) of expertise)
	Project Management	SMEs in project management, including but not limited to... <ul style="list-style-type: none"> - strategy and design - collaboration with partners and NACHC team - managing a team - strategic communication - procurement