



Request for Information (RFI) for Faculty, Advisors, and Experts in Health Care Systems and Operations

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 at the info below.

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

Program 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 faculty, advisors, and experts in health care systems and operations 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 a wide array of **health care system and operational** areas, such as board governance, clinical performance improvement, grants management, financial operations, strategic planning, etc. This includes delivery expertise for virtual and in-person trainings, issue area advisement, and a variety of publication types. 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.

Please note that multiple submissions are allowed. Vendors may apply to more than three (3) domain areas but if applying to four (4) or more areas, vendors may consider submitting additional applications to properly showcase their expertise.

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_06tBP02JQRReEXX

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

Interested parties can find updates, timeline notifications, and other relevant information on the NACHC page – “Apply to be a Training Vendor” (under the ‘Trainings and Events’ tab):

<http://www.nachc.org/about/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 that demonstrates ability to deliver technical skills and/or subject matter expertise. Please ensure that statement addresses your ability to work with others and collaborate. Page Limit for Capability Statement: 2 pages per SME Category	30
Experience & Education	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. Submitted documents should reflect expertise in all areas in which that applicant has proposed qualification for. Page Limit for Resume(s) / CV(s): 2 pages per key expert / staff	25
Quality of Work Samples	Work samples 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 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 ten (10) Domain Areas of Expertise Sought in RFI

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Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Clinical Performance	Clinical Innovation	SMEs with documented experience in driving innovation in under-served populations to improve health outcomes.
	Clinical Leadership Development	Clinical leaders who have: - at least 5 years min. experience in health centers - clinical credentials / degree(s) - leadership experience in their health center - knowledge of leadership topics, such as: leadership core competencies, strategic planning, clinician work force development, care team, health center program expectations, payment models, the quadruple aim, etc.
	Clinical Performance Improvement and Coaching	SMEs with (1) health center clinical experience (5+ years preferred) and (2) experience in coaching QI implementation in health centers and the Quadruple Aim
	Clinical Researcher / Evaluator	SMEs who are health center clinical researchers who provide research and evaluation support with implementation experience, which may include: - research design and sampling framework - quantitative methods - multi-modal data collection tools and approaches - interview guides - data analyses - biostatistics - implementation science and evaluation
	Health Center Research for Enabling Services and Risk	SMEs and health center researchers in several enabling services and risk stratification areas, such as: - social determinants of health - clinical risk - social risk
	Implementation Science/Evidence Translation	SMEs with experience in methods and strategies that facilitate the uptake of evidence-based practice, interventions, and research into routine health care and public health settings.
	Integrated Care Models	SMEs and health center clinical leaders (with 5+ years of health center clinical integration experience) with expertise in the following integrated care models: -Behavioral Health -Oral / Dental Health -Chronic Disease Management integrated with primary care
	Pharmacist Models	SMEs who are / were clinical pharmacists with a health center, who have experience with: - 340B program - disease management - integrated team models to drive improvement

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Financial Operations and Compliance	Compensation Model	SMEs in the compensation model, including but not limited to... - knowledge of team-based and provider-based compensation plans - financial structure of incentive-based compensation plans
	Corporate Compliance	SMEs in corporate compliance principles, rules, and regulations for health centers
	Documentation, Coding, and Charge Process	SMEs in coding and documentation best practices and the charge process
	Financial Statements and Budget Development	SMEs in health center finance areas, including - financial statements (reporting, frequency of reporting, etc.) - budget development (types of budgets, budgeting process, etc.) - profitability and cashflow for health centers
	Financing Integrated Care Models	SMEs in financing integrated care models (e.g. behavioral health / SBIRT model, oral / dental health, chronic disease management, etc.)
	Internal Controls and Fraud Principles	SMEs in internal controls and fraud principles, including but not limited to the key concepts and frameworks, control environment, risk assessment, monitoring activities, etc.
	IT Infrastructure for Financial Reporting	SMEs in financial operations regarding IT infrastructure for effective financial reporting, including but not limited to... - knowledge of the pros and cons of multiple IT systems for financial reporting - knowledge of health center financial reporting requirements
	Medicare Cost Report and Reimbursement	SMEs in Medicare scope of services, cost report, and PPS rate
	Revenue Cycle	SMEs in health center revenue cycle management, including but not limited to... - effective compliance - accounts receivable - sliding fee scale - staffing and managing - key performance indicators
Grants Management	Electronic Handbook and Payment Management System	SMEs in Electronic Handbook and Payment Management System
	Federal Financial Report	SMEs in the Federal Financial Report (FFR)
	Grant Budgeting and Scope of Services	SMEs in grant budgeting and scope of services
	Reporting Approach and Systems	SMEs in grants reporting approach and systems

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Health Center Board Governance	Board Financial Oversight	SMEs in health center board financial oversight
	Board Leadership Development	SMEs for developing programs and resources to support board leaders (e.g. Chair, Officers, Committee Chairs, etc.)
	Board Quality Oversight	SMEs in health center board quality oversight
	Board's Role Related to Strategic Restructuring	SMEs who understand the role of the board with strategic restructuring, inclusive of mergers. Ideal candidates will have experience working directly with health centers or similar organizations on strategic restructuring
	Health Center Board Roles and Responsibilities and Good Governance Practices	SMEs in health center board governance, including but not limited to overall roles / responsibilities and best practices
Health Information Technology (HIT)	Cybersecurity and Data Integrity	SMEs in cybersecurity / protection of data and data integrity best practices for maintaining accuracy and consistency of data
	Data Analytics/Business Intelligence	SMEs in data analytics and business intelligence, including but not limited to... - developing internal and external benchmarks - health center dashboards - data-driven enhancements
	Electronic Health Records	SMEs in EHR systems, including but not limited to... - specific EHR system expertise - policies regarding EHR usage
	HIT Policy and Data Strategy	SMEs in HIT policy and data strategy
	Interoperability, Systems, and Infrastructure	SMEs in HIT interoperability, systems, and infrastructure in a primary care setting

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Leadership and Workforce Development	Adaptive Leadership and Change Management	SMEs in adaptive leadership and change management topics, including but not limited to... - change of leadership - resistance to change - leadership style assessment tools
	Communication	SMEs in communication topics such as: - crisis or conflict management - negotiation - communication styles
	Equity, Diversity, and Inclusion (EDI) and Cultural Competency	SMEs in EDI and cultural competency topics, including but not limited to... - developing EDI and cultural competency policies / codes of conduct - managing a diverse workplace (such as a multi-generational, multi-ethnic, multi-racial, multi-lingual, etc. workplace)
	Retention Strategies for the Clinical Care Team	SMEs specifically geared towards the clinical care team. Topics include but are not limited to... - moral injury - moral distress - resilience in clinical workforce
	Succession / Sustainability Planning	SMEs in Succession / Sustainability Planning
	Team Development	SMEs in team development topics, including but not limited to... - healthy systems for upward and downward feedback - coaching and mentorship
	Workplace Motivation and Wellness	SMEs in workplace motivation and wellness topics, including but not limited to... - emotional intelligence - resiliency and joy in the workplace - mindfulness
Legal	Federal Torts Claim Act	SMEs in Federal Torts Claim Act policies
	Legal Analysis and Guidance for Health Center Performance Improvement	SMEs who are legal experts with legal background. Ideal candidates will have familiarity with providing legal guidance to health centers for performance improvement.
	Value-Based Payment and Contracting	SMEs in value-based payment and contracting

Domain Area	Specific SME	Description of Services Needed / Expertise Sought
Payment Transformation	CMS (Medicaid and/or Medicare) Payments	SMEs in CMS payments, for either or both Medicaid and/or Medicare
	Payment Transformation	SMEs in payment transformation from volume- to value-based care, including but not limited to... <ul style="list-style-type: none"> - payment principles - payment analysis - models of care
	Payment Transformation Policy	SMEs in payment transformation policy (e.g. ACO, APM, etc.)
Practice Operations	Customer Experience	SMEs in customer experience including but not limited to... <ul style="list-style-type: none"> - front desk training - health center customer service best practices
	Emergency Management	SMEs in emergency management, including but not limited to... <ul style="list-style-type: none"> - emergency preparedness response, and recovery (EPRR) - continuity of business operations
	Enabling Services, Community Health Workers, and Case Management	SMEs in enabling services (non-clinical services, such as interpretation, transportation, Medical-Legal partnerships, etc.), community health workers, and case management to increase access to healthcare and improve health outcomes
	Facilities Management	SMEs in managing health center facilities and equipment to ensure functionality, safety, comfort, and efficiency
	HIPPA Compliance	SMEs in HIPPA compliance rules and regulations for health centers
	HRSA Health Center Program Requirements	SMEs in HRSA's Health Center Program, including but not limited to Operational Site Visits, the Site Visit Protocol, the Compliance Manual, etc.
	Human Resources	SMEs in human resources topics, including but not limited to... <ul style="list-style-type: none"> - HR regulations and policies - strategies for recruitment, retention, training and/or engagement
	Outreach and Enrollment Eligibility Assistance	SMEs in outreach and enrollment eligibility assistance for uninsured individuals / those at risk of becoming uninsured individuals
	Practice Transformation	SMEs in practice transformation areas, including but not limited to... <ul style="list-style-type: none"> - Principles of practice transformation and analysis - Models of care and multidisciplinary teams

		Quadruple Aim
	Risk Management and Quality Assurance	SMEs in risk management and quality assurance, including but not limited to... - developing RM / QA plans - implementing RM / QA best practices
	Strategic Restructuring / Mergers and Acquisitions	SMEs in strategic restructuring and mergers and acquisitions
	Telehealth and Virtual Care	SMEs in utilizing technology and developing policies, workflows, data flows, etc. for telehealth and virtual care models
	Vulnerable Populations	SMEs in specific vulnerable populations (please specify). Experience is especially sought for SMEs with expertise in... - rural health and rural health policy - veterans-related health policy and veterans' special topics
	330-Authorized Health Center Types	SMEs in 330-Authorized Health Center types, such as... - SMEs in Public Centers / Public Entities, i.e. health centers where the entity receiving the grant (or the entity designated as a Look-Alike) is a public agency - SMEs in Look-Alikes, i.e. an organization that meets all of the eligibility requirements of an organization that receives a PHS Section 330 grant, but does not receive grant funding
Strategic Planning	Needs Assessment	SMEs in needs assessment, including but not limited to... - HRSA Program Requirements on Needs Assessments - conducting health needs assessments - HRSA Unmet Needs Score (UNS) - Service Area Needs Assessment Methodology - UDS Mapper
	Non-Profit Business Consultant	SMES in non-profit strategy, including but not limited to... - strategy and design - collaboration with partners - managing a team - strategic communication - procurement
	Organizational Culture and Core Values	SMEs in developing positive organizational cultural practices, standards organizational core values
	Organizational Goal / Mission / Vision Setting	SMEs in setting organization goals / mission / vision