



Request for Proposals (RFP)

Subject Matter Expertise:

Training Portfolio Analysis and Redesign Recommendations

RFP Released: February 22, 2021

Proposals Due: March 12, 2021

Points of Contact

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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.

Health centers, our nation’s healthcare safety, net provides comprehensive primary and preventive health care services for nearly 30 million patients at 1,400 community health centers in 13,000 communities across the country.

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.

RFP Services Desired

NACHC’s Training and Technical Assistance Division provides educational opportunities to the health center workforce to improve health center operational and clinical outcomes through the provision of coordinated, collaborative TTA. Between 2017-2020, NACHC’s Training and Technical Assistance Division provided more than 500 training events with over 18,500 participants representing 972, or 65%, of all health centers.

NACHC has designed and implemented trainings for the health center C-Suite, clinical leaders, accounting and financial department staff, and an array of health center roles focused on the daily operations. NACHC’s full portfolio of trainings has adapted to a virtual setting over the past year due to pandemic-implications. We now seek a comprehensive review of our offerings to analyze the instructional design methodology and training modalities used that will allow NACHC to respond to the

field in a more comprehensive and accessible manner in both the immediate and post-pandemic future. Through this Request for Proposal (RFP), NACHC is seeking to complete a comprehensive review of the Training and Technical Assistance Division's portfolio, to include:

- Assessing internal competencies in instructional design and adult learning theory
- Identifying potential gaps in training design and delivery
- Recommending enhanced delivery modalities, and
- Developing a roadmap or toolkit for virtual design and delivery based upon the comprehensive review of the portfolio.

This vendor will need to assess what is realistically possible within NACHC's various systems and works within those constraints in improving design.

NACHC seeks an experienced single vendor who has a demonstrated record of assessing, designing, and developing training portfolios including usability for adult learners, enhancing existing training architecture, and formulating innovations to advance an overall training portfolio.

Time Period

Time period for services is April 1, 2021 – January 31, 2022. Vendor(s) may be retained for multi-year period of service, based upon successful performance during period of initial service (contract year ending January 31, 2022) and on-going availability of funds.

Scope of Work and Deliverables

Background information:

- NACHC's TTA Division consists of 19 full staff, with approximately 15 who directly design and implement trainings to be delivered to the field with additional support and expertise from part time contractors or consultants.
 - TTA staff have varying levels of baseline knowledge in adult learning theory and training design. Most staff are subject matter experts for the various components of their portfolio and are "accidental trainers" by default.
- NACHC's core training portfolio consists of approximately 16 virtual events (previously in-person). More information about NACHC trainings may be access [here](#), and a full TTA catalog may be accessed [here](#).
- NACHC seeks to evaluate participant behavior change as a result of attending a NACHC training event (Kirkpatrick Level 3). **This must be taken into consideration in the training design and evaluation strategy analysis.**

Scope of Work: Training Portfolio Review and Recommendations

Complete a comprehensive review of the TTA Division's training portfolio that should include the following:

- Analyze the training development process at NACHC, including:
 - Process improvements to ensure both streamlined development and sustainability (for example, use of lesson plans, tools for scripting and organizing lessons, curriculum documentation, etc.)

- Determine TTA staff development needs to ensure baseline knowledge in adult learning theory and basic instructional design concepts to ensure consistency in NACHC's training development process (for example, use of the ADDIE model, developing learning objectives, selecting the appropriate delivery modality, evaluation, etc.). Recommend additional training opportunities for more advanced training design.
- Analyze what design gaps exist in NACHC's current training portfolio to optimize training based on how adults learn best, which should include a review of training activities, assessments, and delivery modes.
 - Determine whether training offerings employ empirically verified techniques, structures, and delivery modalities that are proven to enhance learning, to increase learner reaction/engagement, and to improve job performance of participants, both in terms of implementing best practices and raising performance.
 - Ensure that learning objectives focus on performance of key job tasks at a level of complexity appropriate to the intended audience for the training event
 - Ensure appropriate activities are incorporated in the training that allow learners to practice skills, and
 - Determine if content is organized/presented using current learning theory (for example, avoiding cognitive overload through chunking).
 - Determine if NACHC's evaluation strategies are sufficient to measure the impact of training courses, included Reaction, Learning, Behavior and Results (Kirkpatrick Methodology).

Deliverables:

1. Provide foundational training to TTA staff to ensure a common foundation and knowledge base across all TTA staff in adult learning and instructional design (final content to be confirmed with NACHC staff lead).
2. Documented recommendations of any additional staff development needs in order to enhance design and delivery of NACHC training events and to build dynamic training portfolios.
3. Documented recommendations for training design improvement, which should include a roadmap for implanting design and process improvements based on results of above comprehensive analysis. This roadmap should indicate short-term initiatives focusing on design and process improvements to ensure all NACHC trainings can result in measurable behavior change of the participant (Kirkpatrick Levels 1-3) and lay the foundation for establishing ROI as a long-term shift in strategy.
4. Documented training development process that will result in a standardized template for curriculum development across the Division, ensuring a sustainable training curriculum for all NACHC training events, regardless of the staff assigned to implement it.

Information Requested

Proposals must be submitted using NACHC's web-based portal by **March 14, 2021, 11:59 pm PT (i.e., March 15, 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 5, 2021**.

Online Submission Portal: https://nachc.co1.qualtrics.com/jfe/form/SV_cACzdsBAOOfT06q

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

- **Point of Contact Information**
- **Name / Description of Organization**
- **Curriculum Vitae (CV) or Resume**
- **Capability Statement**
- **Work Samples & Evaluation/ Documentation of Success**
- **Daily/Hourly Rate**
- **Budget Narrative**
- **Signed statement** (see below)

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.

I agree that my electronic signature is the legal equivalent of my manual signature on this application. By typing my name below, 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.

Selection Domain	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
Experience and Education	Resumes/CVs for each expert / staff clearly show tenure, professional experience and/or education that reflects knowledge and ability in legal analysis and consultation specific to the FQHC operating environment. Page Limit for Resumes/CVs: 2 pages per consultant / expert	25
Capability Statement	Capability statement that demonstrates you/your organization's ability deliver services in the content area described as well as proven success. Page Limit for Capability Statement: 2 pages	25
Work Samples & Evaluation/ Documentation of Success	Evidence of successful and effective training analysis, training, and design in the selected content area(s) to the targeted audience(s) (as appropriate). <ul style="list-style-type: none"> • Work Sample should demonstrate evidence of successful analysis and consultation in topic areas listed in above Scope of Work • Include at least 2 program evaluations or documentation demonstrating a track record of proven success with clients. Page Limit for Work Sample: not to exceed 10 pages Page Limit for Client Satisfaction/Documentation of Success: not to exceed 5 pages	25
Daily/Hourly Rate and Budget Narrative	Reasonableness of proposed budget for project implementation, inclusive of preparation and delivery to client. Reasonableness is determined by NACHC's non-profit status. <ul style="list-style-type: none"> • 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 and by task. Page Limit of Budget Justification: 2 pages	20
Completeness of Application	Application materials submitted are clear, complete, and responsive to RFP guidance, including page limits.	5
Total		100