Request for Proposals (RFP)

Faculty and Advisors for NACHC's Leadership, Workforce, and
Career Advancement Trainings and Technical Assistance

RFP Released: July 24, 2023

Proposals Due: September 5, 2023

Points of Contact
Subject Matter Content Inquiries: Cindy Thomas (cthomas@nachc.org)
Submission Process Inquiries: Latisha Harley (lharley@nachc.org)

Organization Overview

The National Association of Community Health Centers (NACHC) is a national organization supporting federally qualified health centers and federally qualified health center look-alike organizations (also known as FQHCs or Community Health Centers) and expanding health care services for the medically underserved and uninsured. Founded in 1971 to promote efficient, high-quality, comprehensive health care that is accessible, culturally and linguistically competent, community-directed, and patient-centered for all, NACHC's mission and strategic pillars continue to guide our values and priorities as an organization representing a national health center movement.

Background

As a trusted resource, NACHC delivers training and technical assistance (TTA) to preserve, strengthen, and expand the health center movement by assisting existing and potential FQHCs in addressing administrative, clinical, and operational demands. In addition, NACHC empowers health center professionals with strategies and best practices by maintaining a cadre of practitioners and subject matter experts who provide quality educational instruction and technical assistance utilizing adult learning principles, advanced instructional design, and the understanding and application of technology to advance learning and engagement.

Some of our vendor opportunities are supported by the U.S. Health Resources and Services Administration (HRSA) Bureau of Primary Health Care (BPHC) to improve existing and potential FQHCs' administrative, operational, and clinical outcomes through the provision of coordinated, collaborative TTA. NACHC seeks experienced and innovative professionals knowledgeable of Section 330 of the Public Health Service Act, and are familiar with the leadership and operational implications of the BPHC Compliance Manual and Health Center Program Requirements.

RFP Services Desired

As part of NACHC's portfolio of services offered through its National Training and Technical Assistance Program (NTTAP) funded by HRSA, NACHC seeks qualified organizations and/or individuals to serve as leadership, workforce development, and career advancement faculty.

Through this RFP, NACHC seeks to develop a diverse and expansive list of faculty, advisors, and experts. Selected vendor(s) will work in close coordination with the NACHC staff lead/team to develop and deliver virtual, hybrid, or in-person workshop sessions as part of NACHC's leadership and workforce development trainings and/or provide direct technical assistance to health centers or other stakeholders as identified by the NACHC lead/team. Subject matter experts and trainers must have a thorough understanding of Section 330 of the Public Health Service Act, be knowledgeable of the application and implications for the health center workforce and be experienced in the provision of trainings or technical assistance in leadership, workforce development, and/or career advancement strategies.

NACHC's leadership and workforce development and career advancement training programs target the essential workforce competencies and tools that health center leaders need to skillfully address short- and long-term challenges and goals. Educational events, resources, and technical assistance are offered on a broad range of relevant and timely topics. All TTA programs are responsive to the stated training needs of health centers and their partners at the state and regional levels.

The objectives for NACHC's leadership and workforce development and career advancement trainings are to:
- Apply the foundational leadership skills and competencies needed for effective health center operations, personnel management, finance, quality assurance, and health information technology (HIT).
- Improve organizational culture to attain recruitment, retention, engagement, and performance goals.
- Enhance awareness and implementation of diversity, equity, inclusion, and belonging policies and procedures to ensure an equitable workplace.
- Distinguish the roles between leadership and management and explain how both are necessary to drive operational and strategic performance within a health center.

NACHC's leadership and workforce development and career advancement trainings will occur between July 2023 to June 2024. Vendor deliverables include the development and delivery of tailored sessions and stand-alone training events. Training events will include interactive presentations that may require vendor(s) to provide supporting resources (i.e., case studies, operational tools, assessments, etc.). NACHC is responsible for content planning and will develop trainings in partnership with the selected vendor(s). In addition, NACHC staff will be on-site/online to assist with the overall delivery of all trainings, virtual, hybrid, or in-person.

Time Period

The period for services is October 1, 2023, through June 30, 2024. Vendor(s) may be retained for a multi-year period of service through (June 30, 2026), based upon successful performance during the period of initial service (contract year ending June 30, 2024) and ongoing availability of funds.

Funding & Budget Information

Probable Funding Sources: Federal, corporate, foundation, and other funding sources. Funding sources may affect requirements for budgets and deliverables.

Vendor(s) are asked to provide the hourly and/or daily rates of the vendor or vendor team for a standard training and technical assistance project. NACHC understands that this may vary upon formal project

identification and will negotiate final budget terms with a selected project vendor at the time of the contract. If working in a team, an estimated hours/daily rate of the team is sufficient if all team members have been outlined in the Resume section. Further, direct costs must include the daily and hourly rates for all expert(s) and staff engaged in work. Rates should reflect the overall cost rate, including any fringe, overhead, and/or general & administrative expense (G&A) if required.

Vendors will be asked to provide a comprehensive budget based on the ideal methodology and process used to meet the desired services, scope of work, and deliverables upon request for a proposal of a specific training engagement. All costs must be itemized into the appropriate budget categories (i.e., direct cost, indirect cost, materials, travel, etc.) at that time. Budget negotiations may occur.

Scope of Work & Deliverables

Organizations or individuals submitting responses to this RFP may apply for single or multiple training content areas described below.

Training Content Area: Adaptive Leadership & Change Management

Scope of Work: Under this content area, selected vendor(s) will support NACHC in developing trainings that improve health center performance through enhancing key core competencies needed to achieve strategic and business outcomes in a fast-paced, ever-changing healthcare environment. The vendor(s) responsibilities may include the co-creation of training based on adult learning principles that aid participants in understanding change management processes, fostering change as a FQHC leader, and creating a continuous quality improvement culture to maintain new efficiencies.

Deliverables: Under this content area, NACHC will develop and deploy up to six modules (see below) – ranging in length from 60-120 minutes. In addition, resources such as case studies, toolkits, or capstone projects may be developed to complement learning modules, ensuring application and retention.

Adaptive Leadership & Change Management	As part of the leadership and workforce development and career advancement trainings, NACHC offers sessions/modules on topics: • Adaptive leadership • Change management • Resistance to change • Leadership styles, including assessment tools • Succession/stability planning • Communication/communication styles • Negotiation • Crisis or conflict management • Problem-solving • Cultivate strategic partnerships • Coaching and mentorship

Training Content Area: Organizational Culture and Well-being

Scope of Work: Under this content area, selected vendor(s) will support NACHC in developing trainings that improves health center performance outcomes through an in-depth focus on improving organizational culture and staff well-being. The vendor(s) responsibilities may include co-creating trainings based on adult learning principles to aid participants in developing and improving an organizational culture, based on a shared value of staff well-being and resilience to enhance staff recruitment, retention, and engagement practices.

Deliverables: Under this content area, NACHC will develop and deploy up to five modules (see below) – ranging in length from 60-120 minutes. The sessions may include activities and practical application of tools and techniques discussed in the module.

Organizational Culture and Well-being	As part of the leadership and workforce development and career advancement trainings, NACHC offers sessions/modules on topics: • Organizational culture • Organizational and personal well-being • Resiliency in the workplace • Mindfulness • Positivity • Moral injury/moral distress • Coaching and mentorship

Training Content Area: Equity, Diversity, Inclusion, and Belonging

Scope of Work: Under this content area, selected vendor(s) will support NACHC in developing trainings to improve health center performance by fostering workplace diversity, equity, inclusion, and belonging. The vendor(s) responsibilities may include co-creating trainings meant to foster both interpersonal learning and organizational change.

Deliverables: Under this content area, NACHC will develop and deploy asynchronous courses, live trainings, and written resources. The sessions may include activities and practical application of tools and techniques discussed in the module. In addition, resources such as case studies, toolkits, or group projects may be developed to complement learning modules, ensuring application and retention.

Equity, Diversity, Inclusion and Belonging	As part of the leadership and workforce development and career advancement trainings, NACHC offers sessions/modules on topics: • Diversity, equity, inclusion, belonging, and accessibility workplace best practices • Social Justice • Unconscious bias • Micro-aggressions • Cultural humility • Anti-racism • Trust • Developing JEDI and cultural competency policies/codes of conduct • Managing a diverse workplace (such as a multi-generational, multi-ethnic, multi-racial, multi-lingual, etc. workplace) • Emotional Intelligence

Training Content Area: Workforce Development

Scope of Work: Under this content area, selected vendor(s) will support NACHC in developing trainings to improve health center performance through the development of the foundational skills needed to enter and advance in the workforce as part of a high-paced, high-demand healthcare organization.

Deliverables: Under this content area, NACHC will develop and deploy up to six modules (see below) – ranging in length from 60-120 minutes. Interactive sessions will range from entry-level to advanced applications and may include case studies and promising practices identified in health centers across the country.

Workforce Development	As part of the leadership and workforce development and career advancement trainings, NACHC offers sessions/modules on topics: - Employee motivation - Coaching and mentorship - Career pathway development - Systems and strategic thinking - Team development - Recruitment, retention, and engagement strategies - Foundational leadership skills

Emerging Issues
Selected vendor(s) may support NACHC with addressing new and emerging healthcare issues by developing and/or delivering training and/or technical assistance products through deliverables to improve health center performance related to emerging and evolving leadership and workforce issues. NACHC staff will determine the content area and delivery modality and work directly with the selected vendor on content development as needed.

Information Requested

Proposals must be submitted using NACHC's web-based portal by **September 5, 2023**. Incomplete proposals will not be considered. NACHC will notify all applicants on or around **September 25, 2023**.

> **Online Submission Portal:**
>
> [Faculty and Advisors for NACHC's Leadership, Workforce, and Career Advancement Trainings and Technical Assistance](#)

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

- Point of Contact Information
- Name / Description of Organization
- Capability Statement
- Resume(s)
- Evidence of Work & References
- Project Workplan Approach
- Proposed Budget
- Signed Statement (see below)

Please note, this RFP is not for a specific training event that is already planned in terms of date, location, modality, duration, etc. Upon submission of a complete application, NACHC's review team will evaluate the applicant's qualifications in response to this RFP. Determining "qualified" enables a vendor(s) to engage in procurement opportunities for future scheduled events.

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

Rating Domain	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
Evidence of Work & References	Evidence of work must align with the project described in this RFP and demonstrate the ability to deliver technical skills as a subject matter expert (SME) within the specified content area. In addition, an understanding of adult learning needs and content knowledge should be evident where appropriate. Evidence of work must include the following: Work samples required in this RFP include: • Sample curriculum and/or presentation(s) for a 75-minute and 1-2 day training program, supplementary training product(s), and/or publications developed and delivered by vendor demonstrating an understanding of the specific SME area(s), as described in this RFP. Page Limit: 10 pages per training content area References required in this RFP include the following: • Past client evaluations, reference letters, and/or testimonials demonstrating quantitative and/or qualitative feedback from at least two audiences, clients, or engagements occurring within the past three years of the RFP application date. Page Limit: 5 pages per training content area	25

Project Workplan	The vendor should fully explain their approach to developing a project work plan, such as their use of (not limited to) a process followed for project development, a schedule of activities that describes how the vendor will achieve the scope of work, measurement/evaluation, or other details that outline how the vendor approaches their project work. Vendors may choose to use a specific project example to demonstrate their approach.	25
Proposed Budget	The budget proposal should include the hourly and/or daily rates of the vendor or vendor team for a standard training and technical assistance project. A vendor should consider providing a sample budget for a 75-minute and a 1-2 day training development and delivery project. NACHC understands that this may vary upon formal project identification and will negotiate final budget terms with a selected project vendor at the time of the contract. If working in a team, an estimated hours/daily rate of the team is sufficient if all team members have been outlined in the Resume section. Further, direct costs must include the daily and hourly rates for all expert(s) and staff engaged in work. Rates should reflect the overall cost rate, including any fringe, overhead, and/or general & administrative expense (G&A) if required.	20
Capability Statement	Provide a brief document highlighting your ability to deliver technical skills and/or subject matter expertise. Please ensure that the Statement includes your ability to work with others and collaborate. Page Limit for Capability Statement: 2 pages	15
Resume(s)	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. • Page Limit for Resume(s)/CV(s): 2 pages per key expert/staff	15
Total:		100

Scoring Matrix

a. NACHC's review team will assign scores on a scale of zero (0) to five (5) where the end and midpoints are defined as follows:

Score	Description	Discussion
0	No Value	The Response does not address any component of the requirement, or no information was provided.
1-2	Below Average	The Response only minimally addresses the requirement and the Bidders ability to comply with the requirement or simply has restated the requirement.
3	Average	The Response shows an acceptable understanding or experience with the requirement. Sufficient detail to be considered "as meeting minimum requirements".
4-5	Above Average	The Response is thorough and complete and demonstrates firm understanding of concepts and requirements.

b. A score of zero (0) on any scored requirement may cause the entire application to be eliminated from further consideration.

c. Application scores will be calculated by multiplying the average (mean) score assigned by the review committee members by the weight assigned to each scored element: Average Score x Weight = Points Awarded