



Request for Proposals (RFP):

Community Health Center's Monthly Innovation Case Studies
Writer/Developer

RFP Released: August 14, 2023
Proposals Due: September 8, 2023
Date Awarded: September 22, 2023

Points of Contact

Development and Innovation, NACHC - Phone (301) 347-0400

Inquiries: Camila Silva (innovation@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.

Project Purpose

The Center for Community Health Innovation (CCHI) was founded with a grant from the RCHN Community Health Foundation in 2021, the Center helps prepare Community Health Centers, state and regional Primary Care Associations (PCAs) and Health Center Controlled Networks (HCCNs) for future clinical and operational success. Our focus is on the workforce of the future, practice innovation models and collaborative arrangements.

Our mission is to serve as a catalyst for innovation at America’s Community Health Centers and to help advance future-focused approaches that increase access to affordable, equitable, quality health care for all. This project seeks to identify innovations happening on the field by health centers, PCAs, and HCCNs, and create **informative** yet **accessible** case studies about such innovations so that others in the movement may learn and even replicate from them.

RFP Services Desired

Services to be rendered are staged: (1) with NACHC Staff, review and select innovative ideas, programs, and initiatives happening in community health centers around the country; (2) interview health center staff that are involved with the innovation; (3) compile and composite materials into a case study; (4) *desired*, place case study into a designed format to be shared.

Time Period & Project Timeline

- **Contract:** September 2023 to February 2024, with the opportunity to extend.
- Starting in October, the vendor will be responsible for delivering 6 monthly case studies, with accompanying blog and social media post.

Scope of Work and Deliverables

The selected vendor will work, in collaboration with NACHC staff, to complete the following activities:

1. Provide bi-weekly updates of the progress of the case studies, either via project management tool or pre-scheduled meetings.
2. Review NACHC's existing examples of field innovations.
3. Reach out to and schedule meetings and interviews with field innovators.
4. Develop case study template that will be used for all case studies.
5. Write between at least 6-8 case studies, accompanied by one blog and one social media post. Case studies should contain at a minimum:
 - a. Description of the challenge
 - b. The solution that was implemented
 - c. Results
 - d. Future plans
 - e. Lessons Learned

Deliverable:

1. 6-8 case studies, preferably in a designed format.

Budget:

Vendor should submit a budget that reflects initial establishment and the deliverables noted above in the RFP. **Please submit the cost per case study.** 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.

Information Requested

Proposals must be submitted using NACHC's web-based portal by **September 14, 2023**. Incomplete proposals will not be considered. If NACHC selects your proposal, you will be notified no later than September 22, 2023.

Online Submission Portal: <https://forms.gle/h3Zpg5CRPSw4W81q8>

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**
Specifically state if you are an independent consultant, if you are applying on behalf of an organization, or if applying as part of a joint proposal with other independent consultants.
- **Education and Experience**
Resumes/CVs for each expert / staff clearly show tenure, professional experience and/or education that reflects knowledge and ability required in this RFP.
- **List of Potential Innovation Topics**
Please upload a list of recommended topics you believe need to be covered in the case studies to best serve community health centers.
- **Capability Statement**
Capability statement demonstrates ability to deliver services outlined in the RFP. Specifically indicate qualifications for the work and provide details on how the work would be approached. This should include a timeline for completing the work.

- **Work Sample**
The work sample should demonstrate prior experience, and preferred format for case studies.
- **Hourly Rate**
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.
- **Budget Narrative**
Justification of budgetary costs, inclusive of preparation and delivery, is reasonable and in line with market rate of services. Reasonableness is determined by NACHC’s non-profit status
- **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:

This project is supported by Abbott Foundation & RCHN. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by Abbott Foundation or RCHN.

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 required by this RFP. 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 identified. This should include an anticipated timeline for completing the work. Page Limit for Capability Statement: 4 pages	25
Work Samples	The work sample should demonstrate prior experience with the development of case studies. Page Limit for Work Sample: 10 pages	20
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 using the template categories. Page Limit of Budget Narrative: 2 pages	25
Completeness of Application	Application materials submitted are clear, complete, and responsive to RFP guidance, including page limits.	5
Total		100