



Request for Proposals (RFP)

Faculty, Content Experts, and Symposia Lead Advisor for
Clinical Leadership Development Activities:
NACHC-EXCEL Program (EXCELlence in Clinical Executive Leadership)

- **RFP Released: Tuesday, June 4, 2024**
- **Proposals Due: Monday, June 24, 2024**

Points of Contact:

Subject Matter Content Inquiries: Katja Laepke (klaepke@nachc.com)

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](#) 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 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 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, as well as the leadership and operational implications of the BPHC Compliance Manual and Health Center Program Requirements.

The RFP Services Desired section indicates the funding source for RFPs.

RFP Services Desired

As part of its portfolio of services offered through the National Training and Technical Assistance Program (NTTAP) funded by HRSA, NACHC seeks qualified organizations and/or individuals to serve as **NACHC-EXCEL Program** Faculty, Content Experts, and Lead Symposia Moderators, as described below.

NACHC-EXCEL will be a valued go-to resource with strong brand recognition for professional development offerings specifically targeted to health center Clinical Leaders. Program goals are to:

- 1) Assist health center Clinical Leaders in identifying, addressing, and bridging professional skill gaps;
- 2) Provide fundamental core trainings to health center Clinical Leaders, as well as additional development opportunities for Clinical Leaders; and
- 3) Provide a formal Coaching / Mentoring Program for health center Clinical Leaders.

Health center Clinical Leaders are defined as clinical providers who also carry out administrative/management/leadership duties. Emphasis is on Clinical Leaders within the first five years in the position, to optimally advance clinical, operational, and organizational excellence at health centers.

NACHC is developing a diverse and expansive cohort of vendors who will work in close coordination with NACHC to further develop and implement specified Program components, utilizing, expanding, and/or tailoring NACHC training portfolios/programs/initiatives that have existing expertise, content, and resources in the required domains and core competencies. Activities will include design, development, implementation, maintenance, growth, and evaluation of the various components of NACHC-EXCEL, including the Clinical Leaders Symposia (CLS), and supportive learning modules which are part of the clinical leadership development activities provided by NACHC-EXCEL for health center Clinical Leaders. The activities will be in-person, virtual, or hybrid learning symposia, as well as independent self-study modules.

Qualified Vendor List

Through this Request for Proposal (RFP), NACHC seeks to develop a diverse and expansive list of faculty, advisors, and experts (Qualified Vendor List, "QVL") across clinical leadership development domains and core competencies. Selected vendor(s) will be qualified to engage in upcoming procurement opportunities for NACHC-EXCEL deliverables. Vendors work in close coordination with NACHC staff to develop and deliver deliverables including conference sessions, webinars, virtual or in-person workshops and training sessions, publications, and resources as part of NACHC-EXCEL's portfolio and/or provide direct technical assistance to 330-Funded and Look-Alike Health Centers or other stakeholders as identified by NACHC staff.

Time Period

Time period for services is July 1, 2024 through June 30, 2025. Vendor(s) may be retained for a multi-year period of service (through June 30, 2026) based upon successful performance during the initial period as well as on-going availability of funds.

Funding & Budget Information

Activities produced under the NACHC-EXCEL Portfolio are anticipated to be funded by various sources,

including NACHC, the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) and other sources. Funders' requirements must be agreed upon by selected vendors. Vendor(s) must include the daily and hourly rates for all expert(s) and staff engaged in work. Budget may also include the ideal methodology and process used to meet the desired services, scope of work and deliverables. Budget negotiations may occur.

Vendors are encouraged to provide options within the following budget ranges: up to \$10,000, \$10,000-\$30,000, and \$30,000-\$60,000.

Scope of Work and Deliverables

Organizations or individuals submitting responses to this RFP may apply for single or multiple Subject Matter Expertise (SME), as described below.

Scope of Work:

Provide core in-person and virtual trainings and resources to health center Clinical Leaders, and additional self-directed learning opportunities for Clinical Leaders desiring them, as part of the NACHC- EXCEL.

Subject Matter Expertise:

1. **Faculty** – In collaboration with NACHC staff, **help design, develop, and be available to present interactive educational sessions** on the content areas chosen. These presentations will be part of a formalized series of in-depth sequential trainings, to be known as the Health Center Clinical Leaders Symposia (CLS) series, as well as other potential venues. The presentations will be in-person, virtual, or hybrid and will be scheduled at mutually agreeable times.
2. **Content Experts** – In collaboration with NACHC staff, **help design and develop virtual self-paced learning modules** on the content areas chosen. These modules will be used by individuals to address their leadership-related knowledge and skill gaps, as identified by an online competencies-based Self-Assessment tool.
3. **Lead Symposia Advisor**– In collaboration with NACHC staff, **serve as Lead Advisor for Clinical Leaders Symposia**. Symposia will be multi-day trainings (in-person, virtual, or hybrid) and will be scheduled at mutually agreeable times. This role will involve the following.
 - a. Works with NACHC staff to develop symposia agenda.
 - b. Works with NACHC staff to review and choose symposia location.
 - c. Works with NACHC staff to identify and recruit needed faculty.
 - d. Available to assist faculty as needed.
 - e. Acts as Moderator during the symposia.
 - f. Presents 3-4 teaching sessions in the symposia.
 - g. Works with NACHC staff to develop/review discussion group cases for the symposia.
 - h. Facilitates case discussions during the symposia.
 - i. Is available during the symposia to assist and answer questions from symposia participants.
 - j. Works with NACHC staff to develop/review results from symposia evaluation.

Content Areas for CLS I, II, and III:

CLS 1:

- History of health centers and affiliated institutions
- Understanding the health center model
- Role of the Clinical Director - Introduction
- Health center oversight, regulation, and accreditation
- Financial Management - Introduction
- Quality and Risk Management - Introduction

CLS 2:

- Role of the Clinical Director - Intermediate
- Financial Management - Intermediate
- Provider Productivity and Scheduling
- Cases on Clinical Operations and Personnel Management
- Retention and recruitment
- Impactful leadership
- Enhancing motivation and engagement
- Team building
- Government role in health centers

CLS 3:

- Clinical leadership challenges
- Provider compensation
- Financial Management - Advanced
- Assessing health center performance
- Negotiation and conflict resolution
- Managing change
- Leadership styles
- Cases on Clinical Operations and Personnel Management - Advanced
- Practice transformation and payment reform

Other Topics of Interest

- Promoting Workforce Resilience & Wellness
- Understanding AI applications for health centers
- Implementing JDEIB in the health center setting
- Achieving excellence in workflow

NOTE: Applicants are encouraged to suggest additional topic areas they think may be valuable additions to the topics listed above. Please include any suggested additional topics in your Capability Statement.

Information Requested

Proposals must be submitted using NACHC's web-based portal by **June 24, 2024**. Incomplete proposals

will not be considered. NACHC will notify all applicants on or around **July 8, 2024**.

Online Submission Portal:
https://nachc.co1.qualtrics.com/jfe/form/SV_5inOleo3rOarcTs

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
- Proposed Budget
- Signed Statement (see below)

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.

ATTESTATION

By my electronic signature, I certify that this Proposal reflects my best estimate of the organization's capability 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.

All parts of these projects are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

Evaluation Criteria

Rating Domain	Application Selection Criteria To earn full points in each domain, the applicant must demonstrate:	Points
Evidence of Work & References	<p>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.</p> <p>Evidence of work must include the following:</p> <p>Work samples required in this RFP include:</p> <ul style="list-style-type: none"> • Sample presentation(s), supplementary training product(s), and/or publications developed and delivered by vendor and/or key expert demonstrating an understanding of the specific SME area, as described in this RFP. Page Limit: 20 pages <p>References required in this RFP include the following:</p> <ul style="list-style-type: none"> • 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 two years of the RFP application date. Page Limit: 10 pages 	25
Capability Statement	<p>Provide a brief document highlighting your company's ability to deliver technical skills and/or subject matter expertise. Please ensure that Statement addresses your ability to work with others and collaborate.</p> <p>Page Limit for Capability Statement: 2 pages</p>	15
Proposed Budget	<p>The budget proposal must summarize the estimated costs for the project as described in this RFP. In addition, the budget proposal must include the following categories as needed: direct cost, indirect cost, equipment and materials, travel, and other expenses.</p> <p>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.</p>	20
Project Workplan	<p>The workplan must provide a schedule of activities that describes how the vendor will achieve the scope of work and deliverables outlined in this RFP. The workplan should include activities, outputs, measurable results/outcomes, and a timeline.</p> <p>The project timeline must visually represent the chronology of works for the Scope of Work and Deliverables, placing the key points of the project (milestones) on a timescale.</p>	25
Resume(s)	<p>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.</p> <ul style="list-style-type: none"> • Page Limit for Resume(s)/CV(s): 2 pages per key expert/staff 	15
Total		100

Scoring Matrix

- a. Review team members 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