

Workforce and Leadership Development

Open Request for Information (RFI)

Responses Due 4:00 p.m.(CDT) May 5, 2021

Contact

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Purpose

The National Rural Health Resource Center (The Center) seeks potential contractor(s) to provide consulting and education in workforce and leadership development, and human resources management.

Background

The Center is a nonprofit organization dedicated to sustaining and improving health care in rural communities. The Center provides technical assistance, information, tools and resources for the improvement of rural health care. It serves as a national rural health knowledge center and strives to build state and local capacity. The Center operates at a \$12 million annual budget.

Through the [Delta Region Community Health Systems Development \(DRCHSD\) Program](#), The Center, along with the [Delta Regional Authority \(DRA\)](#), and the Health Resources Services Administration's [Federal Office of Rural Health Policy \(FORHP\)](#) have partnered to support selected hospitals, clinics and communities with an opportunity to receive technical assistance (TA).

The DRCHSD Program supports selected hospitals and clinics with in-depth and long-term TA. TA is provided through a multi-pronged approach that is delivered in a phased-in method over multiple years (up to three years). The approach consists of stepwise processes that allow each hospital and community to tailor the community health plan to fit their needs, as well as to help them to meet the following eight (8) goals:

1. Improve financial position and increase operational efficiencies
2. Implement quality improvements that support an evidenced-based culture for improved health outcomes
3. Address workforce recruitment and retention needs
4. Increase use of telemedicine to fill service gaps and access to care
5. Ensure access to and availability of Emergency Medical Services
6. Integrate social services to address socio-economic challenges
7. Enhance coordination of care and develop a community care coordination plan
8. Strengthen the local health care delivery system to position for population health

Scope of Work

The objective of this Request for Information is to identify subject matter experts (SMEs) to provide consulting and education services in workforce and leadership development, and human resources (HR) management on a variety of topics for Delta Region Community Health System Development (DRCHSD) Program participating hospitals and clinics. Proposer should have a general understanding of health care, and preferably have experience in working with rural hospitals and clinics. **It is not necessary for proposer to provide solutions for all topics noted below to be considered for this project. Please provide information only for those areas/topics that utilize proposer's skills and expertise.**

DRCHSD Program technical assistance services target broad topics in various areas of HR, workforce and leadership, and many times are directed to specific audiences such as boards of directors, executive leadership, department managers, frontline staff, or community partners. Services take various and different forms, depending on the needs of the organization. Therefore, coaching, consulting, and educational services are tailored to each organization's needs and are developed with the specific need in mind while still supporting the Program's goals. Services are delivered through various modes. Depending on the organization's needs and availability of travel, services may be delivered through group virtual or in-person sessions, and/or one-to-one coaching. Selected Contractors must be willing to work collaboratively with The Center to develop services to meet the specific needs and perform evaluations to meet Program requirements.

Services and education must be highly interactive, outcome-driven and designed with adult learning principles in mind. Service needs include, but are not limited to:

- culture or resilience
- difficult conversations
- effective feedback
- accountability
- leading change
- collaborative leadership
- employee engagement
- patient experience
- service excellence
- employee and patient rounding

Common board development and executive leadership topics typically include:

- transition to value-based care
- population health
- succession planning
- recruiting and retaining physicians and staff
- evaluating CEO performance
- collaborating with community partners

Consulting services could target:

- human resources policy and procedures
- process improvements
- compensation structure including benefits and leave
- performance management
- recruitment and retention of providers
- staffing models
- diversity, equity and inclusion
- employee professional development strategies
- HR investigations and progressive discipline
- reductions in force
- harassment and bullying

Proposal Submission Requirements

Proposals are due 4:00 p.m. Central Daylight Time, May 5, 2021.

Proposal Format and Content

Proposers should address the content and sections presented below in a narrative format. Information should be as concise and direct as possible. Any supporting documentation submitted in conjunction with the proposal should be directly related to one or more of the content sections.

- Submit one electronic copy of the proposal
- Limit the proposal to 10 pages or less (not including attachments)
- For ease of reading, use 1.15 spacing, 1 inch margins and 11 point font size.
- Must contain a cover letter, experience and qualifications, the approach and fee structures.
- The cover letter should include:
 - Name – Legal name of the company or individual
 - Address – Provide your agency or organization’s main office address- note if located in a [DRA county](#)

- Email address – of agency/individual submitting RFI
- Contact – provide name, phone number and email of who will serve as contact for this proposal
- A statement that the proposal remains valid for at least 90 days
- A declaration of any conflict of interest and if so, the nature of the conflict
- The complete contact information for the person responsible for submitting the proposal
- The signature of a company officer or individual who can bind the proposer to the provisions of the RFI and any agreements awarded pursuant to it

Experience and Qualifications

- A brief descriptive statement indicating the proposer’s credentials to be delivered under this RFI
- A brief description of the proposer’s background and organizational history
- Number of years in business as consultant
- Location of offices
- A listing of key personnel who will be assigned to this contract if awarded, including resumes or bios
- Three references from clients for whom you have performed similar work: including contact name, company name, address, telephone number and email address
- A brief description of the proposer’s plan for working with The Center to ensure maximum implementation of The Center’s goals and objectives
- Attest that organization and employees that will work on this project are not debarred, suspended, or proposed for debarment by the Federal government and consents to a search of the Excluded Parties List System (FAR 9.404) to verify the contractor’s written acknowledgement that the contractor, or its principals, is not debarred, suspended, or proposed for debarment by the Federal Government (FAR 52.209-6).

Approach and Cost

The proposer will describe plans and the approach for accomplishing the services requested as well as an approximate timeline. It is not necessary for proposer to be able to deliver all components noted in “Scope of Work” to be eligible to work with this project. The information provided should be in enough detail **so as to** enable The Center to determine whether the proposer understands the effort to be accomplished. It should outline the steps for services to be provided, including a narrative entitled “Approach” that clearly

illustrates how the proposer will complete the scope and services indicated in the RFI and include a budgetary estimate to implement the approach.

Questions regarding this RFI may be directed to SJ Jorgenson by email to sjorgenson@ruralcenter.org.

Proposals are due 4:00 p.m. Central Daylight Time, May 5, 2021.

Minority Owned, Service-Disabled Veteran Owned, or Woman Owned Small Business concerns are encouraged to respond.

Submit proposals to SJ Jorgenson at sjorgenson@ruralcenter.org.