



**PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL (RFP)**



RFP25-CHCC/PHS-009

**PROFESSIONAL SERVICES
COMMUNITY HEALTH WORKER (CHW) TRAINING CERTIFICATE PROGRAM
FOR COMMUNITY HEALTH WORKERS AT CHCC**

SUBMISSION DEADLINE: MARCH 14, 2025 TIME: 10:00AM (CHST)

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.HEALTH]. ONCE AT THE SITE, NAVIGATE TOWARDS THE BOTTOM AND SELECT THE **REQUEST FOR PROPOSALS** TAB. CLICK ON THE URL FOR THIS RFP/ITB.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation
Commonwealth of the Northern Mariana Islands
1178 Hinemlu' Street, Garapan, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

RFP25-CHCC/PHS-009

PROFESSIONAL SERVICES

COMMUNITY HEALTH WORKER (CHW) TRAINING CERTIFICATE PROGRAM FOR COMMUNITY HEALTH WORKERS AT CHCC

I. BACKGROUND INFORMATION

The Commonwealth of the Northern Mariana Islands (CNMI) seeks to establish a comprehensive Community Health Worker (CHW) Training Program to enhance healthcare delivery, improve health outcomes, and address health disparities within the CNMI community. The training program aims to build a cadre of skilled CHWs who can work collaboratively with healthcare providers, government agencies, and community organizations to promote health education, disease prevention, and access to healthcare services.

OBJECTIVES:

- To provide training that equips CHWs with the necessary skills and knowledge to support community health and well-being.
- To develop culturally competent CHWs who are familiar with the unique health challenges and needs of CNMI residents.
- To enhance the capacity of CHWs to facilitate communication between healthcare providers and community members.
- To improve health literacy and encourage health promotion practices within CNMI communities.
- To increase access to healthcare services, especially in remote and underserved areas.

II. NATURE OF WORK

During the agreement period, the prospective contractor is expected to work with CHCC staff. The prospective contractor is expected to deliver the goods/services in an efficient, trustworthy, and professional manner. The prospective contractor must have experience to qualify for the award of the contract and must be able to show proof that it has the credentials the scope of work required as specified in Section VI of this RFP.

III. LOCATION OF WORK

**Commonwealth Healthcare Corporation
1178 Hinemlu St Garapan Saipan**

IV. DETAILED SCOPE OF WORK

The scope of work includes the following key components:

1 Program Design and Development

- Develop a CHW curriculum tailored to CNMI's unique healthcare environment, addressing local health issues such as chronic diseases, maternal and child health, communicable diseases, mental health, substance use, and environmental health.
- Ensure the curriculum incorporates cultural competency, language considerations, and local community context.
- Define the competencies and skills that CHWs must possess upon completing the training program.
- Develop learning materials, including handouts, presentations, and assessment tools.

2 Recruitment and Enrollment

- Work collaboratively with the CHCC Public Health Services team to recruit and enroll training participants, prioritizing current CHWs and personnel in similar roles within the organization.

3 Training Delivery

- Conduct in-person or hybrid curriculum delivery options, depending on the needs of the participants and logistical considerations.
- Provide a combination of didactic (classroom) training and practical, hands-on experiences that allow trainees to apply what they've learned.
- The training should cover key areas such as:
 - Advocacy Skills
 - Community Outreach and Engagement
 - Communication Skills
 - Promoting Healthy Lifestyles/Healthy Eating Active Living
 - Cultural Competence and Responsiveness
 - Service Coordination Skills
 - Individual and Assessment Skills
 - Health Insurance Basics
 - Teaching Skills
 - Organizational Skills
 - Community Capacity Building

- Professional Conduct and Interpersonal Skills
- Public Health

4 Supervised Field Experience

- Provide supervised field experience in which trainees apply their skills in real-world settings under the guidance of experienced CHWs or healthcare providers.
- Field experience may include shadowing, conducting home visits, providing health education at community events, and supporting healthcare teams in clinics or hospitals.

5 Certification and Assessment

- Develop an assessment process to evaluate the skills and knowledge gained by trainees throughout the program.
- Administer written exams, practical assessments, and case studies to gauge participants' understanding and readiness to work as CHWs.
- Issue certificates of completion to trainees who successfully meet the requirements of the training program, including attendance, participation, and passing the assessments.

6 Program Evaluation and Reporting

- Develop and implement a program evaluation plan to assess the effectiveness of the training program, including feedback from trainees, employers, and community members.
- Provide regular reports on program outcomes, challenges, and areas for improvement to stakeholders, including government agencies and funding partners.

7 Deliverables:

- A finalized, culturally relevant CHW curriculum and training materials.
- A recruitment and enrollment strategy document.
- A proposed schedule and roster of training sessions and field experience placements.
- Assessment tools and criteria for evaluation of trainee competencies.
- Certification of completion for successful trainees.
- Program evaluation reports, including impact analysis and recommendations.

8. Timeline:

- **Recruitment and enrollment process:** 1 month
- **Training delivery (initial cohort):** 3-4 months
- **Supervised field experience:** Concurrent with training delivery
- **Program evaluation and final report:** 1-month post-training cohort completion

9. Budget Considerations:

- Personnel costs
- Materials costs for training sessions

10. Reporting and Communication:

- Regular progress updates to stakeholders through meetings, reports, and email communication.
- Timely submission of final reports, including assessment data, feedback from participants, and an overview of the program's impact on the community.

11. Success Metrics:

- Number of trained and certified CHWs successfully employed in the community.
- Positive feedback from stakeholders, including healthcare providers, community members, and trainees themselves.

Desired Outcome:

By developing and implementing this CHW Training Program, CNMI will improve the overall health and well-being of its residents, strengthen its healthcare workforce, and empower local communities to take an active role in their health care.

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals must be submitted to Procurement & Supply Office and must include all items listed below. Incomplete proposals may not be considered.

1. Brief history and description of the company (including the date the company was founded and date of operation)
2. Statement of company's capabilities and experience
3. Overall service plan and approach to project, including estimated timeline for completion, and itemized furnishing costs
4. Proposed fee for the scope of work (refer to Section IV)
5. List of a minimum of three (3) references (arrange references from most recent projects)
6. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel).
7. Copy of current business license valid in the CNMI, 50 United States, or other US territories and W-9
8. Other information that may be helpful to the evaluation team

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to aide in evaluating a proposal.

VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Budget Planning Guide

Approved travel expenses will be reimbursed at the local CNMI government rates:

- \$175.00 per diem inclusive of taxes, accommodations, and meals
- \$70.00 a day for car rental
- \$3,000.00 flight cost ceiling to and from the CNMI
- \$90.00 flight cost ceiling between Saipan and Tinian

b. Posting of Proposal

Interested parties can download this *Request For Proposal (RFP)* from the CHCC website [www.chcc.health]. Once at the site, navigate to **Request For Proposals (RFPs)** tab on the bottom navigation bar/ Click on the URL for this RFP (RFP25-CHCC/PHS-009). You will be required to enter data to allow us to track all requests for this opportunity.

c. General Provision

Until the selection process is completed, the content of this proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety of this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract(s) with the successful service vendor(s) pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

d. Place, Date, and Time of Submission

Please email your proposals and all supporting documents to Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at procurement@chcc.health, no later than **10:00AM March 14, 2025 Chamorro Standard Time (CHST)**.

Proposers may opt to submit (3) hard copies in addition to the original proposal (4 in total) to the CHCC Division of Procurement and Supply, Main Office Garapan Saipan.

Please note submission instructions:

- All submissions must include the RFP/ITB # and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Failure to follow these instructions will be considered unresponsive and your proposal will not be included for technical evaluation.

e. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects said in bid, if in its sole opinion, to do so would be in the best interest of CHCC.

f. Questions, clarifications, or inquiries

All questions or requests for clarification must be made in writing through email until close of business **March 10, 2025**. No oral comment, response, answer, or direction from other CHCC Personnel is binding unless also furnished in writing to all prospective bidders by the CHCC's Procurement Director in the form of an amendment to the RFP.

Email all inquiries to:

- Cora P. Ada
Director, Procurement & Supply
Email: cora.ada@chcc.health
Tel No. 670-234-8950 ext 3561

Or

- Heather Pangelinan
Director of Public Health Services
Email: heather.pangelinan@chcc.health
Tel No. (670) 236-8703

VII. EVALUATION CRITERIA

Proposals shall be evaluated and selection made based on evaluation factors set forth below:

a. Technical Criteria

Award will be made to the proposer whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below.


1. **25% Quality and Completeness** of the proposed approach and methodology.
2. **25% Experience and Qualifications** of the applicant and project team.
3. **25% Cost Effectiveness** of the proposed budget.
4. **25% Ability to meet deadlines** and demonstrate experience with similar projects

b. Cost Criteria

Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

IX. SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful Contractor will be advised to negotiate their fees with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next Proposer, which in CHCC's opinion, is the most qualified proposer and based upon the Evaluation Results. If the negotiation is not agreed to with any of the responsible Proposers, the RFP will be cancelled and re-advertised pursuant to §140-80.1-210 Competitive Sealed Proposals.

Approved By:  Date: 2/7/25
Esther L. Muna, PhD, FACHE, MHA
Chief Executive Officer

Approved By:  Date: 2/16/25
Cora Ada
Director of Procurement & Supply