**FORM D - NARRATIVE PROPOSAL**

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| Legal Business Name  of Applicant: |  |
| **NIP Project Name(s):** |  |
| **RFA No.** |  |

Address each item listed below. Please indicate each of the corresponding sections and question numbers and letters on the submitted narrative response. **Form D, Narrative Proposal**, has a page limit of forty (40) pages.

**Section 1: Narrative, Personnel, and Organization**

* 1. Executive Summary: Provide a high-level overview of the Applicant's approach to meeting the NIP Project RFA's business requirements. The summary must demonstrate an understanding of the goals and focus of the grant as described in **Section II, Scope of Grant Project**, of this RFA and in compliance with **Exhibit D, Required Services,** referenced in Section II. Program Requirements.

Describe the Applicant’s mission and purpose and explain how it aligns with the purpose and goals of the NIP Project listed below:

* + 1. Expand NIP Project network to more F M and grocery stores across Texas.
    2. Expand Incentives offered by the Retailer.
    3. Increase the daily limit of Incentives, especially at Retailers with $5.00 limits.

1.1.4 Increase the number of customers receiving Incentives.

* 1. Describe the experience and organizational capacity the Applicant has providing NIP services and managing similar projects that demonstrates the Applicant’s ability to meet the requirements in this RFA.

**Section 2: Project Work Plan**

2.1 This section must include a clear and concise description of the proposed activities, processes, and methodologies to satisfy all required Plans. Each plan must state the Project’s objectives and demonstrate how the Applicant’s planned activities will meet and align with the specific Plan requirements in the Nutrition Incentive Program Project RFA**, Section 6.1 Narrative Proposal**. See **Form E, Project Work Plan**, for the list of the proposed NIP Project(s).

2.1.1 Each proposed project must include a description of each proposed NIP Project and the identified goals and outcomes; how the Incentives will be handled; and list the Retailers that will participate in the NIP Project.

2.2 **Staffing Plan:** Each Applicant’s proposal must demonstrate adequate staffing and must be flexible and scalable to meet the requirements of this RFA and applicable state and federal requirements and at the discretion of HHSC.

2.2.1 Applicant's proposal must include a key staffing plan and resumes for staff that will be responsible for providing services requested under this Solicitation within **Form D, Narrative Proposal**. Staff resumes must be included with a cover sheet following **Form D, Narrative Proposal**.

2.2.2 The Applicant must submit a proposed organizational chart for successful fulfillment of the Grant Award and performance requirements.

2.2.3 The Applicant must identify the Key Personnel and propose an allocated percentage of their time that will be dedicated to this RFA or up to 100% (i.e., not permitted to manage, oversee, or participate in other projects, Grant Agreements, etc.).

2.2.4 The Staffing Plan must also include:

a. A summary of the Grantee’s organizational capacity;

b. Organization’s staff retention and turnover details;

c. Organization’s strategies, success, and experience in recruiting, hiring, and retaining staff;

d. An organizational chart which includes the names and positions and identifies all key personnel who will be assigned to the project (include proposed vacant positions). The organizational chart must follow the resumes following **Form D, Narrative Proposal;**

e. Staff Activity and Allocation Plan which includes a list of all key personnel with:

* + - * 1. Staff names;
        2. Staff position titles;
        3. Staff responsibilities and tasks that staff will work on each proposed project or strategy; and
        4. The percentage of time each staff member is allocated to work on the project and strategies.

1. A statement that indicates if volunteers will be used to implement the project and include their roles in the project and training that will be provided to ensure the volunteers are qualified to fulfill their roles.

**Section 3: Management Requirement**

3.1 **Communication Plan:** Describe how the Applicant will establish and maintain adequate administrative oversight and support for the Project discussions and decision-making between HHSC and the Grantee, to ensure compliance with the requirements of the Contract, and ongoing and successful coordination between the two parties. See **Exhibit D, Required Services,** Section I. Management Requirements, Subsection B. Communication Plan and Governance Structure.

**Section 4: Program Requirements**

4.1 **Quarterly Self-Evaluation:** Describe the Applicant's process and methodologies for completing quarterly self-evaluations to ensure the project is meeting its goals and objectives during the reporting period. See **Exhibit D, Required Services,** Section III. Performance and Reporting, Subsection A. Reporting.

4.2 **Staff Development Plan:** Describe the Applicant’s plan to ensure staff are qualified to complete contract requirements and commit to ongoing training to develop and enhance staff capacity. See **Exhibit D, Required Services,** Section II. Program Requirements, Subsection H. Staff Development Plan.

4.3 **Quality Management Plan:** Describe how the Applicant will develop, implement, and maintain an overall approach for a comprehensive, continuous, and measurable quality management plan.See **Exhibit D, Required Services,** Section II. Program Requirements, Subsection I. Quality Management Plan.

4.4 **Complaint Resolution:** Describe how the Applicant will resolve any complaint received against the Applicant within ten (10) Calendar Days from the receipt of the complaint for this Project. See **Exhibit D, Required Services,** Section II. Program Requirements, Subsection J. Complaint Resolution.

4.5 **Disaster Recovery and Business Continuity Plan:** Describe the Applicant’s approach to disaster recovery and how the Applicant will ensure business continuity and uninterrupted service delivery. See **Exhibit D, Required Services,** Section II. Program Requirements, Subsection K. Disaster Recovery and Business Continuity Plan.

4.6 **Performance and Compliance:** Describe how the Applicant will ensure the completion of required monthly, quarterly, and annual reporting. See **Exhibit D, Required Services,** Section III. Performance and Reporting, Subsection A. Reporting.

4.7 **Quarterly Performance and Expenditure Reporting:** Describe the Applicant’s capacity and how the Applicant will manage and complete required performance and expenditure reports (include monthly, quarterly, and annual reports). See **Exhibit D, Required Services,** Section III. Performance and Reporting, Subsection A. Reporting.

4.8 **Key Performance Requirements:** Describe the strategies the Applicant will use to ensure key performance requirements are at or above the level established in the RFA. See **Exhibit F, Key Performance Requirements**.