

**CITY OF TEMPE, ARIZONA
HUMAN SERVICES “AGENCY REVIEW”
POLICY AND PROCEDURES**



Valley of the Sun
United Way



Community Partner

**CITY OF TEMPE, ARIZONA
HUMAN SERVICES “AGENCY REVIEW” POLICIES / PROCEDURES**

Procurement Schedule:

Time	Action
December	Application due in e-CImpact on the first Monday of December by 12:00 noon, Arizona time (late proposals will not be accepted)
March	Recommendations presented to Tempe City Council at an Issue Review Session
June	City of Tempe final budget approval
July	Agencies are officially notified of City allocations via post

Background: For more than 30 years Tempe Community Council (TCC) has managed and administered the allocation of human services dollars by the City of Tempe to local nonprofit human services organizations. Resources are allocated to the organizations through a volunteer, citizen-based review process titled “Agency Review.” Final funding decisions are made by the Tempe City Council.

Agency Review funds come from the City of Tempe General Revenue Fund, Federal Community Development Block Grants (CDBG), and the voluntary water utility customer donations through Tempe’s Help to Others program and the Tempe Community Foundation endowment. Historically, total funds allocated are more than \$1 million to approximately 40 Valley-wide agencies serving Tempe clients.

Purpose: The City of Tempe, through TCC, initiates the Request for Proposals (RFP) to solicit proposals from human services agencies serving City of Tempe clients. The goal of Agency Review is to assist and make recommendations to the Tempe City Council in establishing criteria for City funding of human services programs. Final funding decisions are legally that of the Tempe City Council.

Minimum Agency Qualifications: Nonprofit agencies serving Tempe clients are eligible to apply. Eligible human services organizations must have 501(c)(3) status and deliver human services to clients and/or residents in Tempe. TCC defines “human services” as programs/services for clients who are economically disadvantaged or become economically-challenged through unexpected life circumstances. The City of Tempe funds a broad array of services to help Tempe residents achieve their highest level of self-sufficiency.

Note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

Proposal Requirements: Human services agencies are invited to submit a proposal via e-CImpact detailing measurable goals and objectives of the program that advance the human services needs that the program is intended to address. Applications are due in e-CImpact no later than the first Monday in December by 12:00 noon, Arizona time. In

addition to eligibility for human services funding, this application serves as identifying CDBG eligibility.

Late Clause: Applications uploaded and received by the e-CImpact system after the deadline date and time will be considered late and will not be rated, ranked or receive funding consideration.

Bidder's Conference/Technical Assistance: A technical assistance workshop is scheduled to be held on or about October 26. All prospective agencies are encouraged to attend; however, attendance is not mandatory.

Submission of Proposals: The deadline to submit proposals into the e-CImpact system is **12:00 noon, Arizona time, on the first Monday of December. Late proposals will not be accepted.**

TCC is not responsible for proposals submitted late. It is the responsibility of each agency to submit proposals sufficiently ahead of time to be received **no later than 12:00 noon, Arizona time**, on the due date. (Note: Agencies that wait until minutes before noon to submit their proposal run the risk of being held in an electronic queue and may not be submitted on time.)

Period of Performance: The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about July 1 and to end on or about June 30 of the following year. Contract renewals or extensions, if any, shall be at the sole discretion of the Tempe City Council.

Evaluation: In order to allocate funds appropriately, members of the volunteer citizen-based review panel will evaluate and score applications based upon how the program will serve human services needs within the City of Tempe (TCC staff will monitor expenditures of grant funds). Proposals may be evaluated using the following criteria, but are not limited to:

Management

- Experience/expertise of executive director and/or staff
- Board members expertise and affiliation
- Agency experience and expertise
- Proposed program effectively works with community collaborators to deliver service(s)

Service

- The program's fit into the overall mission of the agency
- The program's address of the City of Tempe's priorities for human service funds
- The program's delivery and accessibility to clients
- The service's address of a critical human service need in Tempe
- The service(s) are in an appropriate location
- The program(s) serve a significant number of Tempe clients respective to service
- The program(s) address a high priority need as identified in the City of Tempe's 2010-2014 Consolidated Plan

Performance Outcomes

- Clearly projected goals and measurable outcome objectives
- Program performance from previous year
- Collaboration and coordination with other organizations

Budget

- Reasonableness of budget-given program objectives
- Leveraging of City/other funds

Program demonstrates broad financial support

Interviews/Special Meetings

Each year, TCC determines which nonprofit or governmental agency is interviewed through the Agency Review process. If an agency is not granted an interview, a set of questions regarding their application is electronically submitted following review from the citizen-based review panel.

A personal interview is granted if one or more of the following criteria are met:

- Agency has not submitted an application in the past
- Agency has applied in the past, but did not receive funding
- Agency has been funded but has omitted or withdrawn an application in a previous year
- Agency is under new executive leadership
- Agency has requested a significant increase or decrease in funding
- Agency has had a dramatic program change
- Agency has not had an interview in the past two years
- Agency has significant audit exceptions as determined by the citizen-based review panel
- Agency has requested more than \$100,000 in human services funding

TCC reserves the right to interview any agency regarding their organization and/or programs or if staff deems it would be beneficial to the citizen-based review panel.

Notification to Proposers: After award recommendations have been determined, the agency is notified by post that they have/have not received funding for the fiscal year (FY). If the agency is funded, enclosed in the award letter is a Grant Summary Form (acting as a contract) which outlines the program, grant amount, fund type and a Volunteer Comments Form from the citizen review panel.

Human services awards are issued to agencies in four quarterly payments mailed to the agency in the first week of each fiscal quarter beginning in July. All agencies that receive human services funding are **required to submit quarterly reports via e-CImpact**.

Reporting Guidelines: All awarded human services agencies are required to complete a Grant Summary Form. Online quarterly reports must be completed and submitted using the e-CImpact website. **Quarterly reports must be filed in a timely manner or disbursement of funds will be delayed.** In cooperation with the City of Tempe, TCC reserves the right to delay quarterly disbursement. If a check is delayed, a three-week processing time could incur.

Site Visits/Monitoring: Agencies submitting proposals may be contacted by the TCC grant administrator for a spring/summer site visit. There will be one site visit per agency. Each agency will decide if the site visit will be a presentation or a tour of the site and which staff will participate. If the agency is to receive CDBG funds from the City of Tempe, a representative from Tempe's Housing Services will contact the respective agency to discuss the FY contract and reporting requirements. In addition, annual monitoring visits will be scheduled in order to provide on-site technical service, as well as to ensure compliance with all appropriate local/federal regulations.

Awards at Reduced Funding Level: Agencies submitting successful proposals, but not funded at full budget request, may be required to submit a revised program budget for the amount awarded.

Appeals Procedure: Any agency that feels aggrieved with this RFP may appeal to the TCC Agency Review procurement entity, the Tempe Community Council Enhancement Committee. An appeal must be filed within thirty (30) calendar days after the date of the issue of concern. An appeal shall be made in writing and include the agency's name, address and phone number, identification of the contract being appealed, a detailed statement of the factual grounds of the appeal, including copies of all relevant documents, and the form of remedy requested. An appeal is to be on the agency letterhead and signed by the agency or its authorized representative. The TCC Enhancement Committee will issue a written decision no later than thirty (30) calendar days after an appeal has been filed. The decision shall contain an explanation of the basis of the remedy.

Rejection of Proposals: The City reserves the right, at its sole and absolute discretion, to reject any and all proposals received without penalty and to not issue a contract as a result of this RFP.

Revisions to the RFP: In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who receive the RFP.

Proprietary Information/Public Disclosure: Materials submitted in response to this competitive process shall become the property of the City of Tempe. All received proposals shall remain confidential until the award of contract recommendation has been filed with the Tempe City Clerk for Tempe City Council action. Thereafter, the proposals shall be deemed public records.