



Request for Proposals

# **2021 Comprehensive Tempe Human Services Community Needs Assessment**

Proposals due March 15, 2021 by 4:00 PM





## Request for Proposals

### 2021 Comprehensive Tempe Human Services Community Needs Assessment

#### SCHEDULE

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Activity	Due Date
RFP Released	February 5, 2021
Proposals Due	Must be received no later than <b>March 15, 2021 by 4:00 PM</b> based on Arizona Time (Mountain Standard Time year-round)  Proposals and application materials to be submitted electronically with a subject line <b>Community Needs Assessment RFP</b> to: <a href="mailto:kim_vannlmwegen@tempe.gov">kim_vannlmwegen@tempe.gov</a>
Contract Award	April 1, 2021
Draft Assessment Report Due	September 30, 2021
Presentations	TBA

This Request for Proposal (RFP) does not commit Tempe Community Council to award any agreement. All dates are subject to change.

## BACKGROUND AND INTRODUCTION

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Tempe Community Council (“TCC”) was founded in 1972 and in 1976 became a 501(c)(3) nonprofit corporation committed to involving a broad base of volunteer citizens and staff in addressing immediate and long-term human service needs in the city of Tempe, Arizona.

As a nonpartisan organization, TCC works through a volunteer citizen board to: identify and plan for needed human service programs in the community, to mobilize and educate the community regarding human service issues and needs, to conduct a funding review and recommendation process, and to inspire the community to donate time and resources to address human service needs.

TCC and the City of Tempe (“COT”) government have had a formal partnership since 1985. Through this partnership, TCC acts as a resource to the COT on all issues relating to human service needs within Tempe.

TCC is seeking the services of a qualified firm or individual (the “Consultant”) with the capability to conduct a Human Services Community Needs Assessment (“CNA”) within the service area of the city of Tempe, Arizona.

## AGREEMENT TERM AND CONTRACTUAL RELATIONSHIP

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TCC anticipates a 9-month term of service, roughly from April 1, 2021 through January 4, 2022. This agreement will terminate upon the earliest occurrence of any of the following:

- reaching the end of the term and any extensions;
- completing the services set forth in the Scope of Work;
- payment of the maximum compensation under the Agreement; or
- termination pursuant to the provisions of the Agreement.

The Consultant will provide consulting services that will be in accordance with the Scope of Work as set forth in this request for proposal (RFP), which may be supplemented with additional detail from time to time during the term of the Agreement, and that are satisfactory to TCC. In performing these services, Consultant will also specifically comply with the applicable agreements set forth during the contracting process, provide a monthly report, and attend a weekly check-in call.

It is the responsibility of the Consultant to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer.

All questions that arise relating to this solicitation should be directed to TCC’s Community Impact Manager Kim\_VanNimwegen@tempe.gov, 480.858.2300.

The Consultant will promptly notify TCC of all conflicts, errors, ambiguities, or discrepancies which the Consultant has discovered in or between the solicitation and such other related documents.

Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Consultant is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of TCC and will not be returned.

Offers must be in possession of TCC on or prior to the exact time and date indicated in the schedule on the cover page and noted within this RFP. Late offers will not be considered.

## PROJECT GOALS AND SCOPE OF WORK

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The Consultant will utilize an established methodology to arrive at a determination of unmet needs/service gaps in the community. This determination will be based upon assessment of the needs of adults, children, and families in Tempe and the extent to which identified strengths of the community are able to meet/address identified needs.

The methodology will be strengths-based, involve an integration of relevant data indicators from a variety of credible sources, include community level analyses for a subset of data indicators to incorporate, and interpret data in an effort to confidently draw inferences regarding needs and assets within and across report domains while examining trends over time. The Consultant will include statewide, regional, and community level analyses for additional data indicators.

The final report should be presented in a user-friendly format, able to be presented and shared with the community.

### **The CNA Consultant services will include but is not limited to the following requirements:**

1. Review previous TCC Community Needs Assessments and will build upon the foundational history and data that is still accurate.
2. Analyze information collected directly from low-income individuals living in Tempe.
3. Utilize information gathered from key sectors of the community in assessing needs and resources to include at minimum: community-based organizations, faith-based organizations, private sector, public sector, selected COT staff, community members who are not low-income, and educational institutions.
4. Collect qualitative data through community forums, surveys, focus groups and key informant interviews with staff, families, and community agencies focusing on the areas of: employment, education, income management, housing, emergency services, safety, nutrition, self-sufficiency, health, services for all populations.
5. Collect and review data from (but not limited to) the following sources:
  - a. Interviews with designated human service providers
  - b. Interviews with service users

- c. Community forum and survey
  - d. Focus groups
  - e. Data – City of Tempe Human Services workgroups
  - f. Data – City of Tempe other workgroups
  - g. Data – Tempe Community Council programs
  - h. Data – TCC agency funded program
  - i. Data – Demographics for COT and programs
  - j. Poverty analysis (Ranking of overall vulnerability status)
  - k. Equity, diversity and inclusion reports and data
  - l. Strengths perspective programmatic data
  - m. Regional, state and federal data
  - n. Review of local and countywide recent needs assessment reports
  - o. Tempe school districts data
  - p. COVID-19 impact and recovery data
6. Conduct a community human services needs assessment and issue a report and presentation to the TCC Board and to the City of Tempe Mayor and Council.
    - a. Provide data sources footnoted
    - b. Document all meetings and sources of information
  7. Collect and include current data specific to poverty and its prevalence related to gender, age, and race/ethnicity in Tempe.
  8. Collect and analyze both qualitative and quantitative data on the City of Tempe’s most prevalent human service issues.
  9. Include key findings on the causes and conditions of poverty and the needs within Tempe.
  10. Address how COVID 19 (or any other externalities) have been factored into the analysis of the assessment and the recommendations.
  11. Provide a recommendation for the prioritization of most critical services needed.
  12. Provide recommendations:
    - a. to meet the most prevalent needs for the most vulnerable people. Define who is most vulnerable and why.
    - b. of ways or possible model programs from other cities, to fill the greatest gap(s) in need.
    - c. to support growth in our community’s strengths, and/or promising programs.
    - d. to improve equity, diversity and inclusion practices for all people so they might more easily access and receive quality services.
    - e. that will address/support policy changes that impact need (both negatively and positively).
    - f. which support evidence-based practices.

**The CNA Consultant services should address these questions:**

1. What are the most prevalent unmet needs and gaps in services?

2. What are the most valued human services currently available, as perceived by those receiving services?
3. What are the most valued human services currently available, as perceived by those who provide services? What is the unemployment rate in Tempe?

**The completed report should include information on the following relevant issues and assumptions:**

1. How does the economy and cost of living impact human service needs in Tempe including the unemployment rate?
2. How does a lack of affordable housing affect low-moderate income residents in Tempe? How does this impact additional human service needs? How can Tempe best address these needs?
3. Within the city of Tempe, what are the equity gaps in infrastructure and services delivery?
4. Do Tempe residents have a substantial need for help paying for food, rent, utilities and primary health care?
5. How are undocumented people meeting their human services needs and what issues are impacting them most?
6. What are the opportunities to improve the coordination of services to provide holistic care for those in need?
7. What is/are Tempe's older adult emerging service needs, especially seniors remaining in their homes (aging in place)?
8. How do single headed and/or working family households manage child-care expenses in Tempe? What is the cost of childcare for the average family in Tempe?
9. What education gaps are contributing to human service needs in Tempe?
10. Is there an increase in people needing services for physical health, mental health, and substance use disorder in Tempe? What is contributing to this need?
11. How are survivors of domestic violence and their children being provided access to safety and permanent housing?
12. Is there an increase in teen and adult substance misuse in Tempe? What are the downstream impacts on additional human service needs?
13. How do persons with disabilities (visible and nonvisible) access human services and what barriers may not be obvious to non-disabled community members and providers?
14. How many Tempe residents are living in poverty and what do we know about them?
15. What does it take to be a self-sufficient household in Tempe?
16. What industries and types of jobs are growing or shrinking?

# LIMITATIONS AND CONCLUSIONS

The Consultant is required to identify limitations of data utilized in the report as well as discuss any limitations on the inferences or conclusions that can be drawn from the data. They may also discuss possible directions or considerations for future data collection that may address the limitations noted.

The Consultant is required to conclude the report by outlining the main findings discussed in the report. In this section, the Consultant will discuss the most pressing needs of people living in the community, based on analysis of the gap between needs and identified assets in the areas of employment, education, early learning, income management, housing, emergency services, safety, nutrition, self-sufficiency, physical and mental health, and services for all populations.

# ASSESSMENT PLANNING

The Consultant will work with staff to identify a list of stakeholders that will participate in the assessment. The Consultant will also work with staff to develop an implementation plan to identify the type of data to be collected, the sources of data, and methodology for collecting and analyzing data.

## Consultant Deliverable Requirements

The Consultant will provide more details about their deliverables. The broad schedule.

Date Due	Deliverables
May 10, 2021	First monthly report due
10 <sup>th</sup> day of subsequent months	Monthly report due
April 2021	Bi-weekly meetings begin
September 1, 2021	Draft report to TCC CNA Task Force
7 days following TCC’s review and approval of draft report	Consultant will submit an updated draft report that incorporates any changes required by TCC
September 30, 2021 (tentative)	Final report presented
October 21, 2021 (tentative)	Presentation to City Council

# TCC RESPONSIBILITIES

Assign a Project Manager as a point of contact for activities associated with the Scope of Work.

- Schedule a kick-off meeting to introduce staff, details of the project, the timeline and expectations.
- Be responsive to the Consultant by supporting his/her effort to obtain the required data.

- Collect surveys and information from selected agencies and the various departments in the COT to augment the necessary data collection by the Consultant.
- Review the Consultant's draft report and provide feedback within 10 days of receipt.
- Review and approve the Consultant's final report.

## FEES

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The Consultant fees and expenses are not less than \$65,000 and not more than \$90,000.

The Consultant will provide an all-inclusive price for completion in their application.

The Consultant will receive one-half of the award upon contract signature and the remaining balance upon completion of the presentation to the Mayor and City Council.

## INSURANCE REQUIREMENTS

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### Liability

Proof of professional liability coverage with minimum aggregate coverage totaling \$1,000,000 naming TCC as an additional insured. A certificate of insurance (COI) provided to TCC within 60 days of contract effective date.

### Workers' Compensation

- As an independent contractor, Consultant acknowledges that if Consultant is not covered by Workers' Compensation insurance, then Consultant must notify TCC and in that case TCC will provide.
- If Consultant employs others as employees, TCC will not provide Workers' Compensation and Consultant is required to provide proof of Workers' Compensation.

## APPLICATION SUBMITTAL FORMAT

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The written offer should be:

- Signed by an authorized representative of the Offeror.
- Submitted with contact information for the individual/s authorized to negotiate with TCC.
- Submitted by email as a Microsoft Word doc or PDF to kim\_vannimwegen@tempe.gov.
- Submitted with the following key points highlighted:
  - Section 1: Company History, Experience, and Qualifications



- Section 2: Methodology
- Section 3: Cost/Budget
- Proposal content:
  1. **Methodology** (450 Maximum Points)
 

Provide a narrative response that addresses, but is not limited to, the following key points:

    - Provide a description of your firm’s approach to perform the responsibilities and activities identified in the Scope of Work.
    - Provide a description of the project schedule.
    - Provide links to sample projects that are similar in scope to the requirements of this RFP.
    - Understanding of the Tempe community and how you’ll incorporate that into your work product.
  2. **Experience of Key Personnel** (300 Maximum Points)
    - List the key personnel assigned to this project and provide resumes for each individual.
    - Provide your organization’s related experience performing comprehensive CNAs.
    - Describe your experience facilitating focus groups, including size and topic, and your process for compiling and presenting the findings of focus groups.
    - Describe your experience completing community level surveys, including the sample size and topic, and your process for compiling and presenting the findings of the community level survey.
    - Provide the names, addresses, telephone numbers and email addresses of a minimum of three references that you have completed or are completing work for.
    - Supply a previous needs assessment completed by your company.

## SELECTION SCHEDULE AND AWARD OF CONTRACT

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### Award of Contract

Awards will be made to the most highly rated, responsible Consultant(s) who are regularly established in the services contained in this solicitation and who have demonstrated the ability to perform the required services in an acceptable manner.

### Selection Schedule

Factors that will be considered by TCC’s Community Impact Committee evaluation panel include:

- Method of Approach (450 points)

- Experience of Key Personnel (300 points)
- Cost/Budget (250 points).

### **Conflict of Interest**

TCC reserves the right to disqualify any Consultant based on any real or apparent conflict of interest that is disclosed by the offer submitted or any other data available to TCC. This right is at the sole discretion of TCC.

## **CONTACT INFORMATION**

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Questions regarding this request for proposal and any information outlined herein should be directed to:

Kim Van Nimwegen  
Community Impact Manager  
Tempe Community Council  
kim\_vannimwegen@tempe.gov  
480.858.2303