

July 2016
RFP 139231

**PURCHASING DEPARTMENT
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402**

Requisition No.: RFP – 139231
Ordering Dept.: City of Chattanooga Mayor's Office
Buyer: Sharon Lea
Phone No.: 423 643-7235
Fax No.: 423 643-7244

Request for Proposals for Violence Reduction Initiative

*****REQUEST FOR PROPOSALS MUST BE RECEIVED*****

****NO LATER THAN 4:00 PM EST on Friday, July 29, 2016****

*****QUESTIONS MUST BE SUBMITTED IN WRITING*****

****NO LATER THAN 4:30 PM EST on Wednesday, July 20, 2016****

**All Inquires must be submitted in writing regarding this RFP:
Sharon Lea, Procurement Analyst
slea@chattanooga.gov**

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City. The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

NOTE: ALL PROPOSALS MUST BE SIGNED. All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE US WITH THE FOLLOWING:

Company Name: _____
Mailing Address: _____
City & Zip Code: _____
Phone/Toll-Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person: _____
Signature: _____

MANAGEMENT OF SUPPORT SERVICES FOR THE CHATTANOOGA VIOLENCE REDUCTION INITIATIVE

PURPOSE

The City is requesting qualified firms to submit Formal Proposals to provide the management and coordination of social services support related to Chattanooga's Violence Reduction Initiative (VRI). It is the intent of the City to enter into a contract with the successful Proposer for a single one (1) year contract with two (2) optional one-year extensions by mutual agreement.

Background Information

Agencies, service providers, and volunteers play an essential role in Chattanooga's Violence Reduction Initiative. Chattanooga's Violence Reduction Initiative has established, and should continue to grow, partnerships with agencies and organizations to provide services to group members including but not limited to the following: re-entry planning, GED training, job skills, job placement, employer recruitment, transportation, mental health services, mentorships, counseling, educational opportunities, recruitment of financial partners, family mentoring, and financial management.

The Managing Agency is responsible for recruiting and managing social service providers to offer coordinated support for group members that includes:

- outreach to group members
- a single access point to all services
- counseling to develop plans
- case management to navigate the implementation of plans
- Regular reporting and evaluation to improve programming

Why Offering Social Services Matters

Providing help to group members is a critical part of Chattanooga's Violence Reduction Initiative. Social services play several roles in the strategy. Experience shows that after a contact some of the seasoned group members will accept the offer of help and change their lives. They may be tired of the violence, tired of going to jail and prison, and tired of being afraid for themselves and their loved ones. Getting them to accept help is enormously important for them, their families, and the community. Some have a powerful desire to give back to their community and can become valuable assets in ongoing anti-violence and community development work. In most National Network cities, about 10 to 20 percent of group members come forward to accept help. This "service uptake" can be influenced by the following:

- skill and credibility of volunteers and social service representatives offering support;
- quality of the services provided;
- reputation of the lead agency;
- presence of outreach workers as part of the partnership;
- previous experiences of group members who accepted help.

Choosing the manager of social services

To ensure good follow-through on the strategy's promise of social services, Chattanooga's Violence Reduction Initiative needs to enlist an especially capable manager of services. The City of Chattanooga is searching for an entity to manage the entire support system provided through Chattanooga's Violence Reduction Initiative, either through direct provision of, or managing the provision of, the following: identifying group members' needs, providing services specific to group members, referring services to appropriate providers, and tracking each group member's progress.

The organization needs sufficient capacity, resources, and diligence to ensure the services are provided to all group members, as well as any members they may encourage to call for help. Service provision also helps in mobilizing community figures who can influence the behavior of group members. Community members are more willing to deliver the needed messages against violence when they know that group members have a standing, genuine offer of help. The services are organized so that group members need call only one phone number. Any group member calling that number is then prioritized for immediate help.

Managing Agency: Key Responsibilities

The Managing Agency is responsible for organizing and managing providers in the execution of these responsibilities and goals:

- 1. Outreach & Contact with Group Members:** outreach and regular follow-up with specific group members reinforcing the public safety message the coalition is taking to group members. We are measuring success based on the volume and quality of contact with specific group members. A successful execution of this tactic likely incorporates paid outreach workers with credibility in the community, partnered with trained volunteers from the community.
 - Successful at locating group members
 - Communicate effectively with group members
 - Recruit & manage volunteers that have an interest in joining the outreach work
 - Complete intake assessments to inform case managers, counselors and partners.
- 2. Intake Assessments:** completion of initial assessments to evaluate where specific group members are, identification of any immediate/emergency needs, scheduling meeting with case managers to develop a support plan.
- 3. Completion of Case Support Plans with Goals, Supporters & Budget:** social worker case managers complete support plans with group members following all the best practices and conventional wisdom of successful case management with the group-member involved community. Successful plans should include but are not limited to:
 - Assessment of client needs
 - Setting of goals & milestones

- Plan that outlines which providers will help meet which needs, who to contact & how to implement
 - Budget: cost of any gaps (barriers unable to be addressed by service provider partners) but are necessary to overcome in order to implement the plan
- 4. Case Management and regular support navigation:** regular follow up with clients assessing their progress and providing the ongoing case management support necessary to adapt plans and support to help clients stay on track to meet goals.
- Clients will need support from a variety of partners, agencies and programs. The Case Manager is responsible for helping their clients create a plan with all the right partners and is the client's primary contact, support and coach through the implementation of their plan.
- 5. Recruitment of Partner MOUs:** recruitment of partner MOUs detailing who agrees to be an initiative partner, the type of support they provide to Group Members that agree to create a plan with the coalition, and how partners will coordinate & communicate during the implementation of support plans.
- 6. Management and Coordination of Technical Assistance:** Managing agency is responsible for the overall successful coordination, communication and implementation services in the initiative. Through regular evaluation they recruit and coordinate any technical assistance or training that can help strengthen the quality of tactics and strategy.
- 7. Reporting:** provide regular reports to the Public Safety Coordinator, law enforcement and partners on key metrics.

Metrics: What Success Looks Like

The metrics we will require regular reporting on includes but is not limited to:

- Contact with targeted group members (follow up, outreach)
- Intake assessments completed
- Case support plans completed
- Number of clients on track, achieving goals
- Needs identified vs needs met
- Strong partner agreements coordinating the delivery of services to meet needs
- Successful management and use of the emergency and support fund
- Clear coordination, communication and support of partners

Social Service Support and Outreach Structure

1. Continue to build a coalition of effective providers

The Managing Agency selected should have a reputation for collaboration within the community and should be able to work with providers who are effectively delivering services to people with

extensive criminal justice histories, especially those whose histories include violence and street group involvement.

The Managing Agency should build upon the coalition already in place by identifying a social service provider or providers that meet the preceding criteria and bring them into the effort to deliver rapid, priority attention to group members. Through effective management of services and providers, the Managing Agency will coordinate all agencies who provide outreach (at Call-Ins, custom notifications, individual one-on-one),

Partner agencies ideally provide reentry-style services, including mental health treatment, case management, education, employment training and placement, crisis intervention, drug treatment, housing, mentoring, emergency services, and navigator/case management support (creating a plan including check-ins, reminders, and goals).

2. Lead the effort

Several social service agencies will be involved, so the Managing Agency must successfully provide structure and support that yields strong coordination of multiple agencies.

Providers should have a reliable service-delivery record and the capacity to track and report on both service enrollment and outcomes. The Managing Agency must be able to access group member information from any other agencies to which it refers group members. (Interagency memoranda of understanding may be needed.)

Social service agencies selected for this project must be able to work with law enforcement for purposes of outreach and support, and have good standing in the community. The Managing Agency will act as a resource organization to recruit partners to address missing needs as well as create workflows and systems to streamline support and facilitate regular partner communication as a team. The Managing Agency will also recruit ongoing technical assistance and support for providers.

3. Ensure fast response times

Upon contacting the social service providers, group members should receive a prompt response. Social services should provide an individualized assessment, case management and follow-up, as soon as possible.

4. Maximize tracking database

The Managing Agency, in partnership with any other social service agencies to which it will refer group members, should collect and analyze data on all group members who make contact for services. The Managing Agency then reports information on clients' progress, process adherence, and program outcomes to the Working Group that defines successful outcomes: e.g., completion of life plan goals, employment, or no further involvement in violence.

- The agency must agree to prioritize group members.
- The agency must have identified a single intake point.

- The agency must be able to facilitate case management.
- The agency must agree to track service uptake and outcomes including but not limited to group member contacts made, intake assessments completed, actions plans created with assistance from case managers, goals identified and met/exceeded.

5. Provide Financial Oversight and Management of Funds

The Managing Agency will manage funds related to the social service aspect of Chattanooga's Violence Reduction Initiative in close coordination with the City's Public Safety Coordinator. This could include donations made and distributed through the Big Small Stuff fund as well as agreements with other service providers.

6. Likely Partners Needed: below is a list of the type of partners needed to help coordinate the support of group members committing to completing support plans.

- re-entry planning: meeting with group members before they re-enter the community to complete an assessment and create a plan before their release
- GED training and preparation
- job skills development
- job placement (short term and permanent)
- recruitment of employers to offer jobs
- transportation to access services & implement plans
- mental health
- counseling
- education
- recruiting financial partners for support plan (underwrite specific plan)
- family mentoring
- financial management
- child care
- court advocacy
- short-term emergency assistance

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the EEO Director of the City of Chattanooga. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)