CITY OF CHATTANOOGA PURCHASING DEPARTMENT 101 EAST 11th STREET, CITY HALL, SUITE G-13 CHATTANOOGA, TENNESSEE 37402

Request for Proposal No.: _182736_ Ordering Dept.: Department of Youth and Family Development
Buyer: Deidre Keylon; email: RFP@CHATTANOOGA.GOV (NO E-MAILED PROPOSALS ACCEPTED)
Phone No.: 423-643-7230; Fax No.: 423-643-7244

Goods/Services Being Purchased - Subject: Social Services Program Evaluator ************************************
SEALED PROPOSALS MUST BE SUBMITTED AND RECEIVED AS SPECIFIED AND
NO LATER THAN 4:00 P.M. E.S.T. ON APRIL 23, 2019; ALL QUESTIONS MUST BE RECEIVED IN WRITING AS SPECIFIED AND
NO LATER THAN 4:00 P.M. E.S.T. ON APRIL 8, 2019
NO LATER THAN 4.00 P.IVI. E.S.T. ON APRIL 0, 2013 ***********************************
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 (Revised_7.18.2018.pdf)
All proposals received are subject to the terms and conditions referenced, above. The undersigned
Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and
conditions, unless specific written exceptions are specifically listed within Offeror's sealed proposal. Proposed exceptions received after the date of submission may be a basis for disqualification. ***********************************
NOTE: ALL PROPOSALS MUST BE SIGNED and have ON THE LABEL the (1) Vendor Name and Address,
and ((2) DED 193726 DEOCEANA EVALUATOR"
<mark>and "(2) RFP_182736_ PROGRAM EVALUATOR".</mark> ************************************

THIS COMPLETED AND SIGNED COVER PAGE MUST BE RETURNED WITH PROPOSAL

Request for Proposals

Social Services Program Evaluator

City of Chattanooga, Tennessee Department of Youth and Family Development



INTRODUCTION

The City of Chattanooga Department of Youth and Family Development (YFD) is requesting written proposals from qualified firms to provide contract services as a **Social Services Program Evaluator** for the City of Chattanooga. YFD seeks to engage the services of a program evaluator with the following qualifications: content expertise in evaluation of social services programming with demonstrated experience in early childhood and youth-focused initiatives, as well as in a whole-family approach to social and community services.

Under the Community Services Block Grant (CSBG), there are three national goals at Agency, Community, and Family levels. YFD is seeking a program plan that focuses the efforts of the YFD divisions on those three goals, directing progress with maximum efficiency. Among other tasks as specified, the program evaluator will assess current department efforts, determine which CSBG outcomes are most suitable, and compose and deliver written and verbal opinion and instruction for optimal programming. Long term sustainability plans will be included.

Qualifications include at a minimum: a Master's Degree in Social Work, Public Administration, Non-Profit Management, or Research and Evaluation, or a related field; or the equivalent.

The Chattanooga Department of Youth and Family Development will oversee the fulfillment of the contract obligations.

SCOPE OF WORK

The Program Evaluator will at a minimum:

- Create process evaluation for YFD programs including:
 - Office of Family Empowerment
 - Recreation & Youth Development
 - Early Learning

- Career Development
- Education
- Develop and improve programmatic systems and data collection systems including:
 - Evaluation questions
 - Interviews: community, internal/external partners, and staff
 - Existing data review
 - Assessment
 - Data management protocols (timelines, roles and responsibilities)
 - Develop progress tracking tool(s) for achievement of program(s) goals
 - Individual division/program logic models aligned with CSBG goals with appropriate measures
 - Whole Department logic model based on CSBG goals with appropriate measures
 - Write and deliver periodic status reports on findings, progress made, etc.
 - Write and deliver a final report with recommendations. In-person presentation to YFD leadership team preferred.
- Increase the capacity of key YFD staff to work toward best practices
 - Delivery of training programs and providing of ongoing (through implementation) technical assistance for key staff
 - Long term capacity-building (continuous improvement toward next higher level of performance) recommendations
- Sustainability
 - Write and deliver a sustainability plan
- Develop recommendations for increasing connectivity of services
 - Identify how our clients and the public are currently using a host of YFD services

- Identify barriers to increased connectivity of services
- Develop public communication strategy and plan; and design visual tools/templates (dashboards, infographics, quarterly and annual report templates)

- Strategic Planning

- Organize and facilitate a strategic planning process internal to the City of Chattanooga's Department of Youth and Family Development.
 - Utilizing the most recent Community Needs Assessments (CNAs) to organize a plan that will:
 - Provide shared goals across all YFD divisions and programs based on CSBG federal goals
 - Provide individual program/division goals that relate to CSBG federal goals
 - Provide timelines for meeting goals and strategies for work-plan development
 - Customize communications tools for community outreach

Administrative and Contractual Information

General Instructions to Proposers

Contract Term and Information

Any resulting blanket contract will be for an initial contract term of one (1) year with two optional one (1) year renewals at the agreement of both parties and using the same Terms and Conditions. The City solely determines the number of contracts awarded, if any. No minimum or maximum quantity is guaranteed to be ordered.

Package Labelling and RFP Due Date/Time

Sealed Proposals must be in a <u>clearly labelled package</u> (a non-transparent envelope or box) and submitted as otherwise specified to the Purchasing Department, City of Chattanooga, for time-stamping by <u>no later than 4:00 p.m., e.s.t., on APRIL 23, 2019</u>, to the attention of:

Chattanooga Purchasing Dept/**RFP** 101 East 11th Street, Suite G13 Chattanooga, TN 37402

Phone number if needed: (423) 643-7230

Late or misdirected proposals shall be rejected and offered for return at the expense of the supplier without exception. Postmarks are not accepted. E-mailed proposals are not accepted.

Clear labelling includes:

- the business name, address, and phone number on the exterior (or on the label)
- the name and number of the RFP on the exterior (or on the label)

Number and Format of Copies

Proposer shall submit <u>three (3) complete copies</u> of the proposal <u>as follows</u>: one (1) original - unbound; one (1) copy - bound; and one (1) electronic copy in PDF format on a flash drive or jump drive. Discs will not be accepted. E-mailed proposals will not be accepted.

Whether electronic or paper, all copies must be exactly the same as the original, except for the original ink signature.

Detailed Technical Proposals

Complete technical submittals shall be submitted with the Proposal. These technical submittals shall describe in detail how the Proposer complies with each specification requirement of the RFP. Any deviations from the specifications shall be noted.

Questions / Requests for Information

All questions and requests for information or clarification must be submitted <u>in writing</u>, and will be accepted <u>until 4:00 pm, est, on April 8, 2019</u>, and shall be submitted as follows:

Preferred method: email to rfp@chattanooga.gov with Subject line reading: **QUESTION for RFP**182736 Social Svcs Program Evaluator.

Alternative method: mail or fax with clear marking on outside of package or cover sheet **QUESTION** for RFP 182736 Social Svcs Program Evaluator.

City of Chattanooga Purchasing Division Attn: Deidre Keylon, Buyer 101 East 11th Street, Suite G13 Chattanooga, TN 37402

Fax: (423) 643-7244

All answers will be provided by addendum posted at <u>www.chattanooga.gov</u>, then Bid Solicitations, as soon as possible after the deadline for questions.

RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed.

Communication During the RFP Process

Any communication concerning this RFP must be conducted exclusively with the City of Chattanooga Purchasing Division Buyer, until the evaluation and award process has been completed. Failure to follow this procedure will be negatively viewed in the selection process.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, shall be included in the proposal.

Proposer-Supplied Materials - Open Records

Any material submitted by a Proposer shall become the property of the City unless otherwise requested in writing at the time of submission. All records submitted to the City of Chattanooga with limited bases for exclusion are subject to review through the Tennessee Public Records Act. Any firm submitting a proposal should assume the information included in the proposal is subject to the Act, regardless of submitter designation.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Proposal Withdrawal Procedure

A Proposal may be withdrawn at any time until the date and time set above for opening of proposals. Any proposal not so withdrawn shall, upon opening, constitute an irrevocable offer to provide the specifications set forth in the proposal, until the successful proposal(s) is/are accepted and a contract has been executed between the City and the successful Proposer(s).

Incurring Costs

The City shall not be liable for any cost incurred by the proposer prior to the issuance of a contract purchase agreement and will not pay for the information solicited or obtained. Proposer shall not include or integrate any such expense as part of its proposal.

Economy of Preparation

Proposals shall be prepared simply and economically. Proposals shall provide a straightforward and concise description of the goods or services proposed. Emphasis should be placed on clarity and content. Lengthy or disorganized proposals may be viewed as attempts to obfuscate issues with possible negative consequences.

Conditions of Agreement

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

Terms and Conditions of Agreement

Any contract resulting from this Request for Proposal will be subject to the City of Chattanooga's Standard Terms and Conditions which may be read at:

http://www.chattanooga.gov/images/City_of_Chattanooga - Standard_Terms_and_Conditions_Revised 7.18.2018.pdf

With the Proposal, Proposers shall state any exceptions to or deviations from the terms of this Request for Proposals and the Standard Terms and Conditions. Where proposer wishes to propose alternative approaches to meeting the City's technical or contractual requirements, these should be thoroughly explained. The Contractor shall be bound to accept all stated terms not excepted in its proposal.

The City reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. The City reserves the right to reject excepted or conditional proposals at its sole discretion.

Only exceptions that are specified within a solicitation response submission packet will be considered for potential negotiation by the City. Negotiation is not guaranteed.

Format Required: Isolate and reference the specific Section of the City of Chattanooga Standard Terms and Conditions to which an exception is taken, and provide alternative language for that specific section. Do not provide a full replacement Terms and Conditions document.

Failure to include any desired exceptions within a solicitation response submission packet may result in disqualification of a solicitation response.

Failure to include any desired exceptions in the format required may result in disqualification of a solicitation response.

Solicitation preparation costs are not compensable.

General Reservation of City Rights

The City of Chattanooga may contact any firm for the purpose of obtaining additional information or clarification.

Contract Administration Activity

The Proposer will be expected to provide periodic reporting and/or attend Contract Administration meetings, as described in this document, or as otherwise required by the City Purchasing Division.

RFP Lifecycle

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements. **Proposals not meeting minimum requirements will not receive further consideration**. The City, at its sole judgment will determine if a proposal is viable.

For a list of required materials, see CHECKLIST OF REQUIRED SUBMISSION MATERIALS

Proposal Evaluation

Viable proposals will be evaluated by an Evaluation Committee.

Evaluation Committee

A committee consisting of individuals selected by the City will receive and evaluate all viable Proposals. Each Proposal will be awarded a maximum of 5 points based on the evaluation criteria.

A Proposer may be selected based solely on evaluation of viable written Proposals. The City reserves the right to determine whether or not a Proposer can be selected based solely on the viable written Proposals submitted.

Formal Presentations

In the event that a Proposer cannot be selected solely on the Proposals submitted, the City may invite qualified firms for formal presentations. Such presentations provide an opportunity for clarification of the proposal submitted and an opportunity to ensure that a thorough, mutual understanding exists.

The City reserves the right to invite any number of Proposers if the quality of the Proposal(s) so merit(s) or other circumstances justify doing so.

The Evaluation Committee may revise the initial scores based upon additional information and clarification received in this phase. If your company is invited to give a formal presentation to the City, the offered dates may not be flexible.

A formal presentation may not be required, and therefore, complete information must be submitted with a proposer's proposal.

Presentation costs are not compensable.

Selection of Awardee/Awardees

After review of the Proposals by the Evaluation Committee and after Formal Presentations, if any occur, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist(s) or the proposal(s) that is(are) in the best interest of the City to negotiate agreement.

Evaluation Criteria

In preparing responses, Offerors should describe in detail how they propose to meet the specifications as detailed in this solicitation document.

The minimum categorical criteria that will be applied to the proposal information, in order to assist the City in selecting the most qualified proposer(s) for the contract, are as follows:

- 30 percent: Competence to Perform Scope of Work

- Demonstration of ability to perform
- May include firm accreditations, awards, accolades, or similar
- May include previous or pending lawsuits and/or mediation with other municipalities
- May include firm's financial strength

- 20 percent: Approach to Scope of Work

- Detailed plan including timeline
- Assigned personnel
 - Resume(s)
- Commitment to project

- 30 percent: Experience doing similar work

- Firm and individual(s) assigned
- 10 percent: Reference Checks
 - Previous contractual performance evaluation and municipality references
 - Previous or pending lawsuits and/or mediation with other municipalities
- 10 percent: Price/Value/Cost Efforts

Selection of Proposers for formal presentations (if any) and for contract negotiations will be evaluated based on an objective evaluation of the criteria listed above.

Tentative Timeline for RFP

The following represents a tentative outline of the process currently anticipated by the City:

Request for Proposals distributed

Written Questions Submission Deadline

• Sealed Proposals Due

Evaluation and Contract Award Period

Contract Execution (if any)

March 27, 2019

April 8, 2019, 4:00 p.m., e.s.t. April 23, 2019, 4:00 p.m., e.s.t.

May-June, 2019 June-July, 2019

PAYMENT OF SERVICES

1. The City will make payment according to the City's policies and procedures, after contract execution.

2. Invoices

a. Accurate and complete Invoices, with all backup documentation, shall be submitted to:

City of Chattanooga
Attn: Accounts Payable Division
101 East 11th Street, Suite 101
Chattanooga, TN 37402
acctspayable@chattanooga.gov

With a copy to aford@chattanooga.gov

- b. Contractor's Invoice must list a valid Email Address for billing questions and inquiries.
- c. Contractor's Invoice Date must minimally be the date that the Invoice is submitted to the City. The Invoice Date must not precede submission date, the Ship Date or Service Date.
- d. Invoice descriptions on transaction lines must match the Blanket Purchase Order transaction line items, and must reference the corresponding transaction line number. The Contractor shall not invoice the City for any item that does not correspond to a line on the Purchase Order.
- e. Invoices to the City shall reference the Purchase Order number.
- f. Invoices must be received by the City within two (2) weeks of the completed guoted work, with emphasis on earlier submission.
- g. Any Contractor invoice that is incomplete, inaccurate, or otherwise unable to be processed will not be considered valid or procedurally compliant.
- h. Revised Invoices must be clearly marked "Revised", and must reference the Invoice Number that it is replacing.

CHECKLIST OF REQUIRED SUBMISSION MATERIALS:

Critical: Upon opening, proposals will be examined for the presence of these required materials and will be rejected if all items, completed as asked, are not included:

- Sealed Envelope or Box exterior surface MUST be labelled with "RFP182736 Social Svcs Program Evaluator" and proposer name and address
- Complete Proposal Response Narrative must address Scope of Work and Proposal Response portions of this document.
- 3. TABBED sections as follows:
 - a. TAB 1 Firm's Cover Letter
 - TAB 2 Any exceptions to the RFP and/or City of Chattanooga
 Standard Terms & Conditions
 - c. TAB 3 Proposal
 - d. TAB 4 Pricing/Proposal Cost Summary
 - e. TAB 5 Forms below
- 4. Completed, dated, and signed forms that MUST be present with submittal:
 - a. Completed and signed RFP cover page (in addition to firm's cover letter)
 - b. Proposer Qualification Data Form
 - c. W-9
 - d. Experience Reference Form(s)
 - e. Iran Divestment Act Form
 - f. Affirmative Action Plan Form
 - g. No Contact/No Advocacy Affidavit (MUST be notarized and stamped)
 - h. Visual image acknowledgement form
 - i. Any and all signed Addenda cover pages from Addenda documents posted to www.chattanooga.gov, then Bids Solicitations, related to this solicitation item. www.chattanooga.gov, then Bids Solicitations, related to this solicitation item. hours before the due date/time. For addenda posted in the last ninety-six (96) hours before the due date/time, properly identified signed addenda cover pages to accompany proposals that have already been shipped will be accepted by e-mail to dmkeylon@chattanooga.gov.

PROPOSER QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

-	Company Name of proposer (Please list official name and any and all "doing business as" names, if any, associated with the company; also specify name on invoices):		
	Main office street address:		
	P.O. Box address if preferred for general mail:		
	Payment mailing address:		
	Phone: Fax:		
	a. Email Address: (Please	_	
	attach Form W-9) The proposer is organized as a (specify type of entity, e.g. sole proprietor, partnership, for procorporation, non-profit corporation, limited liability company, etc.)		
	The date the proposer was organized in its current form:		
	If a corporation or limited liability company, the state where it is formed:		
	Is your company registered with the Tennessee Secretary of State? a. □ YES		

b. ONO - Please explain

9.	How many years have you be engaged in the business described in this solicitation, under you present firm or trade name:
10.	Describe any pending plans to reorganize or merge your organization.
11.	Have you, , or any officers and/or directors of your company, ever been debarred or suspended by a government from consideration for the award of contracts?
	a. □ YES - Please list the contract party, and explain
	b. ¬ NO
12.	Have you, or any officers and/or directors of your company, ever been disqualified, removed sued, or otherwise prevented from proposing on or completing any contract?
	a. □ YES - Please list the contract party, and explain

		b.	□ NO		
13.	13. Have you, or any officers and/or directors of your company, ever been charged with damages on a contract?			liquidated	
		a.	□ YES - Please list the contract party, and explain		
		b.	□ NO		
14.	Bonding	•	Limit: ©		
			Limit: \$		
		b.	Bonding Company:		
		C.	Address:		
		d.	Phone Number:		
ONE (ONE OF THE FOLLOWING MUST BE MARKED (Must check one):				
VEND	OR TYPE:		DV - Disabled Vet		
			MN - Minority Owned Vender		
			MW - Minority Women		

SB - Small Business Vendor

WB - Woman Owned Business

NONE OF THE ABOVE

VE - Veteran

Experience Reference Form

Bidder/Offeror:			
(Attach as many copies of this form as may be needed)			
Reference			
Name of Project:			
Location:			
Service Date Range:			
Firm Name for Contact Person:			
Name of Contact Person:			
Telephone Number for Contact Person:			
Email Address (required):			
Reference			
Name of Project:			
Location:			
Service Date Range:			
Firm Name for Contact Person:			
Name of Contact Person:			
Telephone Number for Contact Person:			
Email Address (required):			

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 the 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.
- 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, 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. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
- d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
- 5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
- 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)	
(Title and Name of Company)	
(Date)	

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted. <u>Vendor Disclosure and Acknowledgement</u>

By submission of this bid, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to § 12-12-106.

(SIGNED)	
(PRINTED NAME)	
(BUSINESS NAME)	
(DATE)	

For more information, please contact the State of Tennessee Central Procurement Office,

https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-info
rmation-library.html

No Contact/No Advocacy Affidavit
City of Chattanooga, Purchasing Division

State of	
County of	
, •	ent name), being first duly sworn, deposes and
says that:	
(1) He/She is the owner, partner, officer, rep	oresentative, or agent of (business name), the
Submitter of the attached sealed solicitate Program Evaluator_ ;	tion response to Solicitation #RFP_182736_
(2)	(agent name) swears or affirms that the
Submitter has taken notice, and will abid clauses:	(agent name) swears or affirms that the de by the following No Contact and No Advocacy
NO CONTACT POLICY: After the posting of prohibited from directly or indirectly contacting concerning the subject matter of this solicitation Purchasing Division.	any City of Chattanooga representative
NO ADVOCATING POLICY: To ensure the companies and/or individuals submitting sealed and/or companies formally/informally represent indirectly lobby or advocate to any City of Chat	solicitation responses, as well as those persons ting such submitters, may not directly or
Any business entity and/or individual that do Advocating policies may be subject to the rej response from consideration.	± *
Submitter Signature:	Printed Name:
Title:	
Subscribed and sworn to before me this	day of
Notary Public:	
My commission expires:	

City of Chattanooga Visual Image Acknowledgement Form City of Chattanooga Purchasing Division

	(Submitting Vendor Agent name),
states that:	
(1) He/She is the owner, partner, office	er, representative, or agent of
Said Business further acknowledges legislative provision(s) to protect the name and any visual images of the	(Vendor Business name), the ration #_RFP_182736_ Program Evaluator s and agrees that it will abide by the following he City of Chattanooga from any infringement of the City except as authorized by the Mayor of the City I provide any requested data, material or orth in:
Tennessee Code Annotated §6-54-137. Promunicipality and any visual images adoption	
revision that is related to the provision of a good free to the Public. Any business entity and/or in	access to any applicable Federal, State or Local legislation od or service - internet access to said legislation material is individual that does not comply may be subject to the esponse from consideration, contract termination, or to any
Signature - Vendor Agent:	Printed Name:
Title:	
Date:	