



City of Kenmore
Request for Proposals (RFP)

RFP Number: 23-C2971

RFP Title: City of Kenmore, Human Services Needs Assessment

Date Issued: August 7, 2023

Submittals Due: **August 28, 2023, 9:00 AM**

Submittals shall be delivered electronically no later than 9:00 AM on August 28, 2023. Proposals shall be marked and referenced as RFP #23-C2971, City of Kenmore, Human Services Needs Assessment. Proposals submitted after the deadline date and time will not be accepted. Only proposals submitted electronically will be accepted; proposers should request confirmation that the proposal has been received.

Publication Dates: Seattle Times, Daily Journal of Commerce
August 7, 2023
August 14, 2023

Submittal Address:

Electronic: bids@kenmorewa.gov

Section 1 – GENERAL INFORMATION

NOTICE:

Notice is hereby given that the City of Kenmore, Washington (the City) seeks Proposals in response to this Request for Proposals (RFP) #23-C2971. A proposal submitted in response to this RFP must be filed with the City electronically by 9:00 AM on August 28, 2023. The City encourages submittals from agencies, organizations, groups and non-profit organizations (hereafter referred to as “agency”) that demonstrate a commitment to equal employment opportunity.

PURPOSE:

The City of Kenmore is interested in partnering with an experienced firm to conduct a Human Services Needs Assessment.

DURATION OF SERVICES:

The term of the Contract will be from approximately September 2023 to February 2024. The Contract resulting from this RFP shall remain in effect until completion and final payment of the services described in the Contract, unless terminated earlier in accordance with the City's contractual policies.

RFP SCHEDULE:

(These dates are estimates and subject to change by the City)

| Event | Date |
|---|--|
| RFP Release | August 7, 2023 |
| Deadline to Submit Questions | August 23, 2023 |
| Submittals Due | August 28, 2023 |
| Submittal Evaluation Complete | September 1, 2023 |
| Finalist Interviews | Week of September 5, 2023 |
| Selection | September 11, 2023 |
| Contract scope development | Weeks of September 11, 2023 through September 22, 2023 |
| City Council authorize contract execution | September 2023 |
| Execute contract | September 2023 |

BACKGROUND INFORMATION AND BUDGET

At the February 13, 2023 City Council meeting, the Kenmore City Council approved funding and authorization for a Housing and Human Services Manager and a Human Services Needs Assessment. The City of Kenmore is seeking a firm to conduct this needs assessment so that the City can better understand the broad spectrum of human needs within the community and equitably respond to those needs through the support of human services and human services providers. The City currently provides funding to support homelessness outreach and other human services, through the General Fund and

one-time ARPA funding. The Housing and Human Services Manager has been hired and will oversee this project.

The Kenmore City Council has approved the use of up to \$50,000 for a Human Services Needs Assessment. The purpose of the RFP is to select an agency which can carry out this work on behalf of the City.

SCOPE OF SERVICES:

The City will evaluate proposals and select an agency to perform a human services needs assessment. The agency will be selected based on its ability to efficiently (in terms of cost, time, and resources) and effectively perform the services requested as detailed below.

The selected agency will produce a final report that contains the following:

Community Profile: Based on qualitative and quantitative data and an intentional focus on equity at both the individual and systemic levels, provide a community profile of the City of Kenmore as it relates to human service needs. In addition to existing quantitative data, data collection should include:

- Focus groups and individual interviews of residents, service providers and other strategic partners with an intentional focus on those with lived experience, including low-income, BIPOC and other vulnerable or under-represented communities.
- At least one town hall meeting or similar public forum.

The City of Kenmore Housing and Human Services Manager will take the lead on organizing and conducting the qualitative data collection. The key role of the consultant will be to advise on content, outreach plan, and to integrate findings into report.

Human Services Profile: Integrate a review of current human services programs for Kenmore residents. The results of this review should be organized by service category and/or community need addressed. If possible, the current capacity of these organizations to meet the needs of Kenmore residents should be included and any gaps in services highlighted. All information for this review will be collected by the Housing and Human Services Manager prior to contract execution and will be available for integration into the final report.

Guiding Principles and Funding Priorities: Develop draft guiding principles and objectives for Kenmore human services, including a recommended funding priority matrix for human services grants. This draft will be presented to City Council for approval, with approved language included in final report.

The following items may be beyond the scope of current budget; if so, provide additional budget needs and justification as part of application.

Summary of Human Services Models: Conduct a comprehensive review of municipal human services program models, including establishment of staffing and funding levels (per capita rate, direct service staff and one-time funds). Analyze impacts achieved by different levels of investments in different human service program models. Currently, the per capita rate for Human Services funding is set at \$7.53.

Policy Recommendation: Based on findings from the community profile, human services profile and summary of human services models, develop a recommendation for policy changes, staffing levels, and funding model for inclusion in the Kenmore comprehensive plan.

Strategic Plan: Utilizing the information and knowledge gained through activities described above, identify and recommend human service priorities and populations of focus for 2025 – 2028 that aligns City goals and resources to effectively and equitably address human service needs and gaps, including:

- Five key objectives for this timeframe, along with specific strategy recommendations and timeline.
- Provide rationale for appropriate level of funding required to have impact on areas of focus and any additional resources needed.
- A recommendation for implementation, monitoring and accountability.

Completion of this work will require regular engagement with the Housing and Human Services Manager and key City staff. It is anticipated that two presentations to the City Council will be required: Preliminary Report and Draft Report. The Preliminary Report presentation will be to deliver and receive feedback on the community profile and draft Guiding Principles. The Draft Report presentation will be to deliver and receive feedback on the draft Human Services Needs Assessment. The Housing and Human Services Manager will additionally present to Council a report at the initiation of the contract to outline the project, and at the end of the project for adoption of the final Human Services Needs Assessment.

Upon authorization by the City Council, the City Manager will execute a contract with the agency which will include the terms for providing these services to Kenmore residents.

SUBMITTAL REQUIREMENTS:

Responses to this RFP must include the following:

Letter of interest: Introduce your agency and demonstrate understanding of the nature of the proposal and the reason for your interest in partnering with the City of Kenmore in this work.

Experience and Readiness: Please describe your agency's experience with community needs assessments. Give a detailed example of a similar project in which your agency

has been involved in the past five years, including project information, your agency's role, tangible results, and outcomes that followed the project's completion.

Describe any experience working with Kenmore residents and/or other cities in North or East King County. Describe your agency's readiness to implement this program quickly.

Approach to Project: Please include the following elements in your proposal:

1. Describe the outreach efforts you will undertake for quantitative data collection, including approach to focus groups and individual interviews of residents, service providers and other strategic partners with an intentional focus on those with lived experience, including low-income, BIPOC and other vulnerable or under-represented communities.
2. Describe how you will leverage existing resources to maximize impact of contract budget.
3. Please describe any challenges you anticipate encountering as you implement this project, and how you anticipate addressing those challenges. Outline any assistance you will need from City of Kenmore staff to successfully conduct this work.

Personnel: Include a description of the personnel from your agency that will be needed to carry out this work. If you anticipate utilizing existing agency staff and/or hiring position(s) to assist with this work, please describe your plans.

Estimated Schedule: Provide a proposed schedule/timeline that identifies specific tasks to be performed. Address potential schedule conflicts including any related to the agency's current workload.

Proposed Budget: Provide a proposed budget including: (1) a breakdown of total cost per task; (2) the team member(s) and/or position(s) needed, number of hours, and hourly rate for each task; (3) other costs needed to support the project.

Client References: Please provide three references who are familiar with your agency's ability to undertake and complete comparable projects. Include references' names, titles, and contact information.

Required Number of Submittals: 1 electronic copy (.pdf)

All submittals will become the property of the City and will become public documents subject to public disclosure with limited exceptions. The Washington State Public Records Act (Chap. 42.56 RCW) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the act or are otherwise privileged. Qualifications

submitted under the RFP process shall be considered public records and with limited exceptions will be subject to disclosure under state law.

EVALUATION PROCEDURES:

Submittals will be evaluated by a Selection Committee. The Selection Committee will consider the completeness of an agency's submittal and how well the qualifications of the team meet the needs of the City as outlined in this RFP.

Evaluation Criteria: Submittals will be evaluated based upon the responsiveness of the submittal to this RFP. Evaluations will be based on criteria outlined herein, which may be weighted by the City in any manner it deems appropriate. Interviews through the online Zoom platform will be held with selected agencies based on an evaluation of the submitted proposal. All submittals will be evaluated using the same criteria and weighting.

Evaluations of the proposal will be based on the criteria listed below:

- Agency's understanding of the issues surrounding human services
- Agency's plan to collect quantitative data from the Kenmore community and current service providers
- Agency's past experience performing similar work
- Proposed budget
- Evidence of past performance and references

QUESTIONS:

Questions regarding this project may be directed to the Kenmore City Clerk via e-mail at bids@kenmorewa.gov. Please place "RFP 23-C2971 Human Services Needs Assessment" in the subject line. The deadline for questions is August 23, 2023. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City.

All questions and answers will be posted on the City's website at <https://www.kenmorewa.gov/government/departments/finance-administration/working-with-the-city/requests-for-proposals>.

It is the responsibility of individual agencies to check the website for any amendments or Q&A's related to this RFP.

SECTION 2 - CODE OF CONDUCT POLICY - COMPETITIVE SOLICITATIONS

DEFINITIONS:

Solicitations: method of acquiring goods, services, and construction for public use in which offers are made to the City between two or more sources. Typical documents used by the City are titled: Invitation to Bid, Invitation to Quote, Request for Proposals, Request

for Qualifications, Request for Information, or any other method of obtaining competitive offers.

Blackout Period: The period between the time a solicitation is issued by the City and the time the City awards the contract.

Lobbying: The attempt to persuade or influence any City employees, officials, or representatives responsible for reviewing, evaluating, ranking, or awarding the work or contract for goods or services for or against any solicitation; provided, however, that lobbying shall not include the submission of required materials in direct response to the solicitation according to the instructions to respondents in such solicitation.

CONDUCT OF PARTICIPANTS: After the issuance of any solicitation, all bidders, proposers, contractors, agencies, or individuals acting on their behalf are hereby prohibited from lobbying any City employee, official, or representative at any time during the blackout period.

SANCTIONS: The City may reject the submittal of any bidder, proposer, contractor, and/or agency who violates the policy set forth herein.

REJECTION OF SUBMITTALS: The City reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by agencies in the preparation and submission of their proposals. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

RFP ADDENDUMS: The City reserves the right to change the RFP schedule or issue addendums to the RFP at any time. The City also reserves the right to cancel or reissue the RFP. All such addenda will become part of the RFP. In the event that it becomes necessary to revise any part of this RFP, the City will issue the addenda on the City's website (<https://www.kenmorewa.gov/government/departments/finance-administration/working-with-the-city/requests-for-proposals>).

It is the agencies' responsibility to confirm whether any addenda have been issued.

QUALIFICATION MODIFICATION & CLARIFICATIONS: The City reserves the right to request that any agency clarify its submittal or to supply any additional material deemed necessary to assist in the evaluation of the submittal.

Modification of a submittal already received will be considered only if the request is received prior to the submittal deadline. All modifications must be made in writing, executed, and submitted in the same form and manner as the original submittal.

EXCEPTIONS: If an agency takes exception to any term or condition set forth in this RFP and/or any of its Exhibits and Attachments (including Insurance Requirements), said

exceptions must be clearly identified in the response to this RFP. Exceptions or deviations to any of the terms and conditions must not be added to the proposal pages but must be submitted in a separate document accompanying agency's proposal and identified as "Exceptions." Such exceptions shall be considered in the evaluation and the award processes. The City shall be the sole determiner of the acceptability of any exception.

QUALIFICATION SIGNATURES: An authorized representative must sign submittals, with the agency's address, telephone, and email information provided. Unsigned submittals may not be considered.

CONTRACT AWARD: The City reserves the right to make an award without further discussion of the submittals. The agency selected as the apparently successful agency will be expected to enter into a contract with the City. The City shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

The City reserves the right to award multiple contracts to multiple agencies for this scope of service if it is in the best interest of the City or use a contract different from the sample City contract.

SECTION 3 - TERMS & CONDITIONS

EQUAL OPPORTUNITY EMPLOYMENT: The successful agency(s) must comply with the City of Kenmore equal opportunity requirements. The City of Kenmore is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, disability, or sexual orientation.

TITLE VI: It is the City of Kenmore's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.

INSURANCE REQUIREMENTS: The selected agency(s) shall maintain insurance that is sufficient to protect the agency's business against all applicable risks, as set forth in the City's Standard contract (available upon request).

INDEMNIFICATION: The selected agency will be required to indemnify the City in the manner identified in the City's Standard contract (available upon request).

BUSINESS REGISTRATION AND TAXATION: If applicable, the agency(s) awarded the contract will be subject to City of Kenmore Business Registration and Business Taxation as presented in the Kenmore City Code.

NON-ENDORSEMENT: As a result of the selection of an agency to supply products and/or services to the City, agency agrees to make no reference to the City in any literature, promotional material, brochures, sales presentation, or the like without the express written consent of the City.

NON-COLLUSION: Submittal and signature of a proposal swears that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the agency has not induced or solicited others to submit a sham offer, or to refrain from proposing.

COMPLIANCE WITH LAWS AND REGULATIONS: In addition to nondiscrimination and affirmative action compliance requirements previously listed, the agency(s) ultimately awarded a contract shall comply with federal, state, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

OWNERSHIP OF DOCUMENTS: Any reports, studies, conclusions, and summaries prepared by the agency and submitted to the City shall become the property of the City.

CONFIDENTIALITY OF INFORMATION: All information and data furnished to the agency by the City, and all other documents to which the agency's employees have access during the term of the Contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

FEDERAL DEBARMENT: The Bidder shall not currently be debarred or suspended by the Federal government. The Bidder shall not be listed as having an "active exclusion" on the U.S. government's "System for Award Management" database (www.sam.gov). Any agency currently debarred or suspended by the Federal government or having an "active exclusion" will be automatically disqualified.