



REQUEST FOR PROPOSAL
To provide consulting services
For the
Head Start Program
Notice to Prospective Proposers

Introduction

Your firm is invited to submit a written proposal to assist Southeastern Community & Family Services, Inc. through the procurement and/or management of professional development system including performance based appraisal, and system for tracking, monitoring, collecting and reporting data. The following information is provided to you to assist in developing this proposal. All responses should be sent to:

Contact Name: Cynthia Foskey, Executive Administrator

Client Name: Southeastern Community & Family Services, Inc.

Address: Post Office Box 1025, Lumberton NC 28359

Telephone: (910) 277-3500

Email: foskeyc@scfsnc.org or scfsnc@scfsnc.org

Project Schedule

RFP issue date:	May 14, 2018
Proposal due date:	May 30, 2018
Selection of preferred vendor:	June 30, 2018
Anticipated project start:	July 1, 2018 dependent upon governance approval

Company Information

Southeastern Community & Family Services, Inc. has been in existence since 1964 operating under the auspices of county, state, and federal governments. It is authorized to conduct Head Start programs in Bladen, Brunswick, Columbus, Hoke, Robeson and Scotland counties. This organization is a private, non-profit organization governed by a tri partite board of directors comprised of elected officials, community leaders and target area representatives. Current programs include Head Start, Community Services Block Grant (CSBG) and Housing Choice Voucher Program (Section 8). Employees are geographically located throughout the service areas.

Current State

SCFS, Inc. service areas are experiencing growth along with community changes in the need for early childhood services in the communities. These changes have increased the need for more efficient Program Design and Management, including a clearer vision for the Family Engagement component, classroom curriculum and instruction. Data tracking, monitoring and the ability to provide up to date information to our stakeholders is crucial. Ensuring quality professional development for all staff is needed to achieve success and close the achievement gap with our most vulnerable children.

Project

SCFS, Inc. is seeking a vendor that can best accommodate the needs of the organization specific to Program Design and Management, Family Engagement support, Early Childhood Education and Professional Development, to provide training and technical support in the development of a Head Start designation renewal grant. At a minimum, the consultant will provide the following:

Discovery and assessment of current program practices (from management to classroom), forms, policies and procedures, lesson plans, monitoring and assessment tools, including, but not limited to the following:

- Organizational and program structure

- Policies, procedures and practices (from management to classroom)

- Forms, tools, etc. and their use

- Family and Community engagement systems, practices and outcomes

Classroom practices including lesson plans, curriculums, program delivery,
Outcomes and evaluation tools.

Strategy and planning sessions to prioritize and communicate a plan of action to the program and key organizational staff. At a minimum this will include the following:

Report findings

Make recommendations including, but not limited to, the following:

HS designation renewal grant writing

Organizational and program structure

Including hierarchy, job descriptions, current program

Management staff, coordinator and center managers

- Policies and procedures and practices (from management to classroom)
- Forms, tools, etc. and the use of data
- Family and Community Engagement systems, practices and evaluation tools
- Classroom practices including lesson plans, curriculums, outcomes, program delivery and evaluation tools
- Prioritize implementation of plan

Roll out and Implementation of plan, forms and tools, including, but not limited to, the following:

- Develop all program communications and materials regarding new and or current operating procedures and tools
- Create a library of forms, assessment and evaluation tools, classroom curriculums, lesson plans,

Deliver

- New organizational and program structure
- New processes and standard operating procedures
- Forms, tools, etc. to evaluate and monitor progress and outcomes
- New classroom curriculums and lesson plans
- Work with staff to evaluate and use report data to raise the quality of the program and drive outcomes
- Increase effectiveness of family and community engagement systems
- Assist program leadership with development, implementation and ongoing use of meaningful reporting, monitoring and evaluation tools.

Ongoing technical assistance through the process, mentoring and coaching our program management staff, center management staff and classroom staff for the period of the contract.

This technical assistance can be in the form of face to face interaction, conference calls, web-based and on site.

Proposal Guidelines and Requirements

The following guidelines and requirements must be followed in preparing and submitting a proposal.

When submitting proposals please present one hard copy to:

Cynthia Foskey, Executive Administrator
Southeastern Community & Family Services, Inc.
Post Box 1025
Lumberton NC 28359

A second copy emailed to:

foskeyc@scfsnc.org

A third copy emailed to:

briteta@scfsnc.org

Proposals should be presented in the following manner and format:

An introduction letter from the person or persons authorized to sign on behalf of the Company

Title Page: Title, Company Name, Address, Web Site Address, Telephone Number
Fax Number, Email Address and Contact Person.

Table of Contents

Executive Summary

Solution: Proposed solution, including features, benefits and uniqueness of the solution.
Include performance and uptime standards for hosted applications.

Schedule: The implementation time schedule associated with solution.

Fees: Associated with plan

Terms and Conditions: Include a copy of standard contract terms and conditions.

Qualifications, Credentials and Three References

Statements made in the proposal are binding, therefore a representative of the company that is authorized to do so, must sign the proposal before a final submission.

The price quoted should be inclusive. If the price excludes certain fees or charges, a detailed list of fees must be provided with a complete explanation of the nature of these fees. Services, or products offered which are beyond the scope of the stated requirements may be included in the proposal; however, they must be separately identified and priced.

Under no circumstances is the Prime Contractor permitted to sub-contract, sub-consult or assign its obligations to another company or individual without prior written authorization from SCFS. By submitting a proposal, you agree to all terms and conditions of this Request for Proposal.

Scope

Your proposal should address:

Details of services provided by your consulting firm.
Features and functions of on-going monitoring system, proprietary tools, and web-based self-instruction, grant writing assistance.
Recommendations for any additional services or functions deemed to be worthwhile as part of the overall implementation, along with detailed value propositions for those services or functions, and corresponding pricing quotes.

Qualifications and Credentials

Please provide the following information with respect to your company and the proposed system solution:

References. Provide the customer name, contact name(s), and telephone number(s) for at least three customer references.

Statement regarding status as the HIPAA compliance (vendor processes, system, etc.)

Description of general services, over and above specific elements covered above
Specific staffing information with respect to SCFS (e.g. how many and what personnel will be assigned to the account, and what their level of availability will be) during and After implementation

Detail regarding what type(s) of interaction you foresee between your company and SCFS, Inc.

Description of your procedure for technical issue resolution.

Evaluation Criteria

An evaluation committee made up SCFS staff will review proposal submissions. SCFS reserves the right to accept any or none of the proposals submitted will evaluate proposals based on the best value offered to SCFS and not necessarily the lowest price. SCFS reserves the right to conduct a pre-selection interview. The purpose of the meeting would be to have the Proposer explain and clarify their proposal, so as to assist the evaluation team in evaluating the proposal. SCFS reserves the right to conduct post-selection meetings in order to correct, change or adapt the selected proposal to the wishes of the evaluation committee.

The following Criteria form the basis upon which SCFS, Inc. will evaluate proposals. The mandatory criteria must be met, which is as follows:

Receipt of your proposal no later than May 30, 2018

Investment of Solution: Candidates must provide pricing identifying the following, as Appropriate to the solution being proposed:

- Cost for services
- Any other fees or costs associated with solution (i.e., if any ancillary services are proposed such as data tracking these must be itemized separately)

Proposals that meet the mandatory requirements, as stated above, will be evaluated against the following criteria.

Candidate's response must clearly address SCFS, Inc.'s business needs.

Candidate's experience – Candidate has successfully competed similar projects and has the qualifications necessary to undertake the service. Demonstrated performance in Application hosting.

Price

Proposal presentation – the information is presented in a clear, logical manner.

The Proposer acknowledges that SCFS shall have the right to reject any and all proposals without incurring any costs or liability whatsoever for any reason; or to accept any proposal which SCFS in its sole unrestricted discretion deems most advantageous to itself. The Proposer acknowledges that SCFS may rely upon the criteria which SCFS deems relevant even though such criteria may not have been disclosed to the Proposer. By submitting a proposal, the Proposer acknowledges SCFS's right under this clause and absolutely waives any right of action against SCFS for SCFS's failure to accept the Proposer's proposal.

Bids that contain false or misleading statements may be rejected if in SCFS's opinion the information was intended to mislead SCFS, Inc. regarding a bid requirement.

All cost incurred in the preparation of the proposal responding to this bid will be the responsibility of the bidder and will not be reimbursed by Southeastern Community & Family Services, Inc.