

Tri-County Community Action, Inc.  
Request for Proposal  
For  
Community Needs Assessment Services  
Quantitative & Qualitative Consultant

Issuance Date: April 15, 2024  
Deliverables Requested: Consulting Services  
for the 2024-2025 Community Needs  
Assessment (Quantitative & Qualitative)  
Deadline: April 25, 2024

Inquiries and proposals should be directed to:

Name:	Ms. Brenda Allen
Title:	Program Director, Social Services
Entity:	Tri-County Community Action, Inc.
Address:	214 Nacogdoches St. P.O. Box 1748 Center, Texas 75935
Phone:	936-598-6315, ext. 502

You are invited to submit a Proposal in accordance with the requirements of the solicitation contained herein. Proposals are to be submitted to Tri-County Community Action, Inc. (TCCA), emailed to [ballen5@tccainc.org](mailto:ballen5@tccainc.org) no later than 12:00 noon on April 25, 2024. Your proposal must be signed by an official who is authorized to bind the offer and must contain a statement to the effect that the offer is firm for a period of at least 120 calendar days from the date of submission.

Proposals submitted must show the above proposal title. TCCA assumes no responsibility for unmarked or incorrectly marked envelopes or emails being considered for award.

This solicitation does not commit TCCA to award a contract, to pay any costs incurred in the preparation of a proposal in response to this request, or to procure or contract for the goods or services. TCCA reserves the right to accept or reject any or all proposals received as a result of this Request for Proposal (RFP), to negotiate with all qualified offerors, or to cancel in part or in whole this Request if it is in the best interest of TCCA to do so.

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## General information

### A. Purpose

This request for proposal (RFP) is to obtain qualifications and firm pricing from qualified consultants to conduct a comprehensive and collaborative community needs assessment (CNA) for Tri-County Community Action, Inc. This community needs assessment will be comprehensive and must include Tri-County Community Action, Inc.’s CSBG services areas as well as Head Start and Early Head Start service areas. Although, Head Start and Early Head Start are not operated by Tri-County Community Action, Inc. in ALL service counties, this Community Needs Assessment should be conducive to the children and families that may be in need of Head Start, Early Start or Home Base provisions. The service areas that are covered are as follows:

County	Head Start / Early Head Start	CSBG
Angelina	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
Harrison	<input type="checkbox"/> Head Start <input type="checkbox"/> Early Head Start	<input checked="" type="checkbox"/> CSBG Only
Jasper	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input checked="" type="checkbox"/> CSBG Only
Newton	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
Panola	<input type="checkbox"/> Head Start <input type="checkbox"/> Early Head Start	<input checked="" type="checkbox"/> CSBG Only
Sabine	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
San Augustine	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
Shelby	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
Tyler	<input checked="" type="checkbox"/> Head Start <input checked="" type="checkbox"/> Early Head Start	<input type="checkbox"/> CSBG Only
Upshur	<input type="checkbox"/> Head Start <input type="checkbox"/> Early Head Start	<input checked="" type="checkbox"/> CSBG Only

Required of all CSBG eligible entities at least every three years, and every five years to Head Start/Early Head Start agencies. The purpose of the CNA is to help Tri-County Community Action, Inc. understand what the unique causes and conditions of poverty are locally and what factors and resources may be key to improving the lives of individuals and families in our communities; early childhood and preschool availability; and identify number of eligible children ages 0-5 at or below the federal poverty level, receiving disability, in foster care, and protective services for each community. The CNA will help inform Tri-County Community Action, Inc.’s operations, strategic initiatives, funding needs and decision making from January 1, 2025 through December 31, 2028.

### B. Who may respond?

Only qualified individuals or teams with experience working with grant-funded programs may respond to this RFP.

### C. Instructions on proposal submission

1. Closing submission date: Proposals must be submitted no later than 12:00 noon Central Standard Time on April 25, 2024.
2. Inquiries: Concerning this RFP should be directed to Brenda Allen, Program Director at 936-598-6315, ext. 502. Proposers may direct questions via email, or by a phone no later than April 22, 2024
3. Commencement of Evaluations: April 30, 2024
4. Announcement of Award: May 3, 2024
5. Commence Contract Performance: May 7, 2024
6. Conditions of proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the proposer and will not be reimbursed by Tri-County Community Action, Inc...
7. Instructions to prospective contractors:

Your proposal should be addressed as follows:

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Entity: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_

8. Electronic copy submissions: Proposals must be submitted electronically to the following email address: [ballen5@tccainc.org](mailto:ballen5@tccainc.org) by the closing submission date noted above. It is the responsibility of the proposer to ensure that the proposal is received by Tri-County Community Action, Inc. by the date and time specified above. Late proposals will not be considered.
9. Right to reject: Tri-County Community Action, Inc. reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based on the factors described in this RFP.
10. Presentations: At the discretion of Tri-County Community Action, Inc., proposers submitting proposals may be requested to make virtual presentations as part of the evaluation process. Reasonable advance notice will be provided to selected proposers. Not all proposers submitting a proposal will be asked to participate in oral presentations.
11. Notification of award: It is expected that a decision about selection of the successful proposer will be made within 2 weeks of the closing date for the receipt of proposals.

#### **D. Description of entity and scope of work requested**

Tri-County Community Action, Inc. is a nonprofit organization that serves 10 counties, (*Angelina, Harrison, Jasper, Newton, Panola, Sabine, San Augustine, Shelby, Tyler, and Upshur*), in Texas. Tri-County Community Action, Inc. is a private, nonprofit corporation and has been determined to be exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code. It is governed by an 18-member volunteer board of directors. Administrative offices and all records are located at 214 Nacogdoches Street, Center, Texas 75935. Other offices are located throughout the Deep East Texas southern and northern area.

Requested scope of work is as follows:

Planning: Define scope, scale and framework of the CNA process

- Define the overall scope of the assessment
- Establish a planning committee (if needed), including definition of roles
- Develop a comprehensive timeline with accountable owners identified
- Develop a list of primary and secondary data sources that will be leveraged for the CNA
- Identify the stakeholders and communities that need to be considered and/or engaged in the process
- Deliverables:
  - Project plan, including defined roles and an agreed-upon timeline
  - Stakeholder map that identifies individuals, groups and communities
  - Content for online survey(s) and questionnaires for various stakeholder groups

Data collection: Facilitate the collection of qualitative and quantitative data

- Facilitate information gathering from primary and secondary data sources
- Coordinate receipt of any materials, documents or data
- Facilitate online surveys with identified stakeholders, conduct virtual interviews with key stakeholders and hold virtual community forums or focus groups
- Compile qualitative and quantitative data
- Tri-County Community Action, Inc. is requesting that the State Requirements for completing the Community Needs Assessment for the Community Services Block Grant is reviewed, to ensure that all requirements are met for approval from the agency's funding source – TDHCA. The checklist for those requirements can be found at <https://www.tdhca.texas.gov/sites/default/files/community-affairs/csbg/docs/CNA-StateReqChecklist.pdf>
- Tri-County Community Action, Inc. is requesting that the State Requirements for completing the Community Needs Assessment for the Head Start and Early Head Start grant is reviewed, to ensure that all requirements are met for approval from the agency's funding source – HHS. The checklist for those requirements can be found at <https://eclkc.ohs.acf.hhs.gov/policy/45-cfr-chap-xiii/1302-11-determining-community-strengths-needs-resources>

Analyze data: Analyze data, validate findings and develop supporting narratives

- Analyze all qualitative and quantitative data to determine key findings
- Deliverables: Identify themes, trends and key causes and conditions
- Identify high priority needs categorized by domain and/or need level (family, community, agency); include data-informed recommendations to ensure connection to future strategic or grant/project plans

Communicate the CNA: Compile all data into a formal CNA report and build a communication plan to generate awareness of the CNA

- Compile all data into a report, with a focus on visuals and infographics
- Build a draft and final version of the CNA for Committee and/or Board review and approval
- Deliverables: Final CNA report and communication plan

## Specification schedule

### A. Pricing

The proposer's proposed price for services should include a not-to-exceed total fee. Any out-of-pocket expenses should also be indicated, including travel expenses.

### B. Payment

Payment terms will be agreed upon with the proposer.

### C. Confidentiality

The proposer agrees to keep the information related to all contracts in strict confidence. Other than the reports submitted to Tri-County Community Action, Inc., the proposer agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, while in the proposer's possession, to those employees on the proposer's staff who must have the information on a "need to know" basis.

The proposer agrees to immediately notify, in writing, Tri-County Community Action, Inc.'s authorized representative in the event the proposer determines or has reason to suspect a breach of this requirement.

## Technical qualifications and fee proposal

The proposer, in its proposal, shall, as a minimum, include the following:

### A. Understanding our needs

The proposer should describe the current challenges and opportunities specific to Head Start/Early Head Start, community action agencies, and to our organization in particular. Describe how your firm is best suited to assist our organization in facing those challenges and opportunities moving forward.

### B. Understanding the scope of work

The proposer should clearly describe their approach to the scope of work to be performed in alignment with this RFP. The successful proposer in this RFP process will accomplish the following, in addition to other inclusions identified throughout the RFP:

- Develop a comprehensive timeline. This project should be completed no later than November 30, 2024.
- Facilitate a community needs assessment process using a methodology acceptable for similar organizations to Tri-County Community Action, Inc.
- Perform an analysis of the demographic and social factors affecting Tri-County Community Action, Inc.
- Engage internal and external stakeholders to gather critical input for the community needs assessment process through different approaches.
- Conduct surveys, interviews, focus groups and listening sessions to engage clients, community leaders, service delivery partners and other stakeholders as identified.
- Create draft and final reports that identify the critical needs and disparities in the communities we serve, and reflect the needs, voices and interests of a changing and diverse community.

### C. Understanding our industry

The proposer should describe its understanding of our industry by providing specific industry knowledge and expertise:

1. Prior experience working with similar organizations on similar projects.
2. Prior experience providing additional services to organizations similar to Tri-County Community Action, Inc.
3. Provide at least three (3) references (organization, contact name, title, phone number, email) from similar organizations who have received similar services.

#### D. Engagement team

The proposer should briefly describe the qualifications of staff to be assigned to the engagement. Descriptions should include:

1. Consulting team makeup.
2. Prior experience of the individual team members.

#### E. Organization, size and structure

The proposer should briefly describe its organization, size (in relation to work to be performed) and structure. Descriptions should include:

1. Size of the proposer, including number of employees.
2. Industry specialization.

#### F. Approach to the engagement

The proposer should describe its approach to the work to be performed.

#### G. Pricing

The proposer's proposed price for services should include a not-to-exceed total fee. Any out-of-pocket expenses should also be indicated, including travel expenses.

#### Proposal evaluation

##### A. Submission of proposals

Proposals should be submitted to Brenda Allen (@ballen5@tccainc.org) electronically by the date provided.

##### B. Nonresponsive proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received in a timely manner in accordance with the terms of this RFP.
2. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with requested work.

##### C. Evaluation factors

Evaluation of each proposal will be scored on the following six factors:

- Understanding our needs
- Understanding our industry
- Organization size and structure of proposer's firm
- Qualifications of proposer's project team
- Proposer's approach to the engagement
- Price

See appendix for additional information.

##### D. Review process

Tri-County Community Action, Inc. intends to select the proposal that is most advantageous to itself. The responses to this RFP will be evaluated by leadership and/or a committee established for this purpose.

Tri-County Community Action, Inc., may, at its discretion, request presentations by or meetings with any, all or none of the proposers to clarify or negotiate modifications to the submitted proposals.

However, Tri-County Community Action, Inc. reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the proposer is willing to offer.

Tri-County Community Action, Inc. contemplates award of the contract to the responsible proposer with the highest total points.

##### E. RFP schedule

April 15, 2024	RFP issued
April 22, 2024	Deadline for questions submissions
April 25, 2024	Deadline for receipt of proposals
April 30, 2024	Initial review of received proposals
May 3, 2024	Evaluation of proposals begins
May 7, 2024	Final decision is made

## Appendix

### A. Proposal evaluation

Using the attached form, Tri-County Community Action, Inc.'s staff and board members who are part of the proposal evaluation process should score proposals individually. Evaluation of each proposal will be scored on the below six factors.

Total points will be calculated from each reviewer, providing a total point value for each responding proposer. The proposer, meeting all of the outlined criteria, that also accumulates the highest total point value may be awarded the contract.

Proposal evaluation		Point range	Points earned
Understanding our needs		<b>0-5</b>	
	Understanding our current challenges and opportunities		
	Proposer's approach to addressing our challenges		
Understanding our industry		<b>0-20</b>	
	Prior experience working with similar organizations on similar projects		
	Prior experience providing additional services to organizations similar to <i>Tri-County Community Action, Inc.</i>		
	Quality and responses of references		
Organization, size and structure of proposer's firm		<b>0-5</b>	
	Adequate size of the firm		
	Industry specialization		
Qualifications of staff to be assigned to the project		<b>0-20</b>	
	Consulting team makeup		
	Prior experience of the individual consulting team members		
Proposer's approach to the engagement		<b>0-30</b>	
	Comprehensive methodology		
	Engages a variety of stakeholder groups		
	Collaborates with key leadership to achieve the desired outcomes		
	Delivers clear outcomes		
	Realistic timetable		
Price		<b>0-20</b>	
Total points		<b>0-100</b>	