



**REQUEST FOR PROPOSALS (RFP):
Grant Planning Facilitation**

**DATE OF ISSUE: October 12, 2021
DEADLINE: October 26, 2021 at 12:00 PM EDT**

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About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select a single organization to provide IT managed services for our organization. For more information on our organization, please visit our website at www.ethra.org.

Overview of Current Grant Application

The Workforce Services Division of ETHRA is organizing a collaborative of social service agencies to compete for grant funding (<https://www.tn.gov/humanservices/tanf-opportunity-act/toa-grant-opportunities/toa-planning-grant-application-guide.html>) offered through the Tennessee Department of Human Services. Its application will include a partnership secured through this Request for Proposal with a vendor that can facilitate the execution, during a three-month period with an expected start date mid-January 2022, of the following activities:

1. Researching best practices, through literature review, focus groups, Internet research and other means of collecting data, of workforce development service delivery models targeting low-income individuals
2. Convening collaborate partners in coalescing behind plans for service delivery concepts
3. Developing and securing Memoranda Of Understanding/Agreement among partners
4. Researching and developing career pathways for select sector industries
5. Developing evidence-based job descriptions for identified staff
6. Developing and delivering on-site, in-person training in the concept of human centered design for grant and partner staff totaling approximately 50 individuals
7. Leading development of the final grant application

Information Requirements and Format

Respondent should include responses to the section above and all sections below in its proposal submission. If additional material is required to address fully for one or more questions, please label attachments clearly and reference them in the response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of "to be provided upon

request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, please provide the information below as part of your response, clearly referencing each specific question.

I. Company Background

1. Give a brief overview of your organization’s involvement and history in providing high-level consultative services to organizations engaged in the federal workforce development service delivery network.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. You shall also include resume(s) of company individual(s) who will be assigned to the ETHRA account.
5. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
6. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
7. Please provide details of current customer accounts that are similar in scope and requirements to those of ETHRA.

II. Budget

Provide, in table format on a single page, a listing of proposed costs for development and/or delivery of each activity listed in the Statement of Work. Costs shall be inclusive of all costs associated with administrative costs, staff salaries, fringe benefits, travel expenses, food and beverage, per diem, materials/supplies, technology, and indirect. Any activity with an associated cost must be included in the table and supported by a brief description of the activity/task and cost. This budget shall reflect all costs of the respondent’s proposed solution.

III. Scope of Work

1. Describe fully your vision for provision of goods, services, and/or activities outlined in the *Overview* section above. Please provide a detailed proposed work plan as an ETHRA vendor. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points
2. If ETHRA elects to move forward with your organization, what ETHRA resources would you require?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with ETHRA and any third-party providers that may provide services.

Submission Requirements

- A. Potential bidders must register by sending an email to Nick Pappada, npappada@ethra.org, to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Nick Pappada, ETHRA, npappada@ethra.org.
- C. ETHRA's Proposal Response page must be signed and submitted along with your responses to the specific questions identified herein. Additional documentation may be attached to this form.
- D. Proposals shall be in the following format:
 - pdf. file format
 - Times New Roman 11, Calibri 11, or Arial 11 style/size font
 - 8½" x 11" paper
 - 1" (2.54cm) margins top, bottom, and sides
 - Maximum page count: 20 pages, one-sided, single-spaced, and numbered. A cover page does not count in the maximum page count.
 - The size and/or style of graphics are not restricted and their use and style are at the applicant's discretion but will count towards the page count limit.
- E. Proposals must be submitted by 12:00 p.m. EDT, October 26, 2021, to ETHRA's administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923.
- F. Electronically transmitted submissions (Email or Fax) will not be accepted.
- G. Bids must be addressed and mailed or hand-delivered to:
ETHRA
Attention: Nick Pappada
9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923
- H. Envelopes containing the proposal should be clearly marked with "RFP Response – October 27, 2021"
- I. ETHRA is not bound to accept the lowest bid. Other considerations will apply:
 - History of successful, continued service delivery in the federal workforce development system, e.g. Workforce Innovation and Opportunity Act
 - Vision of the undertaking and ability to translate the vision into measureable technical assistance activities, goals, and objectives
 - References
 - In-Kind contributions
- J. ETHRA reserves the right to reject any or all proposals or any portion thereof.
- K. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA's best interest.
- L. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.
- M. Vendors shall hold their price firm and subject to acceptance by ETHRA for a period of thirty (30) days from the date of proposal submission.
- N. Vendors may be asked to provide proof of financial and business capability. Evidence could include a business history, evidence of financial soundness, and business references. ETHRA

- will make the final determination as to the bidder's ability.
- O. Unsigned proposals will not be considered.

Review & Selection Criteria

ETHRA will use multiple criteria to select the most appropriate vendor. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major areas of evaluation:

- Relate industry expertise and experience in providing technical assistance, to community-based programs, that has been proven to be effective
- Demonstrate an understanding of the challenges low-income families experience in their community
- Provide clear understanding and logical progression of activities, goods, and/or services designed to complete the tasks listed in the Overview section
- Delineate relevant experience of personnel assigned to the tasks
- Confirm vendor strength and stability
- Provide a cost-effective solution

Announcement

Selection decisions are expected to be announced by November 1, 2021. All respondents will receive written notice as to whether or not your company was selected for this opportunity.

Contract Terms & Eligibility

Contract Term: Three (3) months

Key Dates

DATE	ACTIVITY
10/12/2021	RFP posted
10/20/2021	Deadline to submit questions
10/21/2021	Q&A posted to website
10/26/2021	Deadline to submit proposals
10/27/2021	Proposal Review Begins
11/01/2021	Proposal Review Concludes
11/03/2021	Anticipated Selection Notification
Mid-Winter 2021-2022	Contract Start Date
Three months after Contract Start Date	Contract Expiration

General Terms & Conditions

No Guarantee

The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. ETHRA reserves the right to withdraw a selection prior to execution of a contract with a vendor in ETHRA's sole and absolute discretion.

ETHRA makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of ETHRA solely for the benefit of ETHRA.