



Northeast Florida

COMMUNITY

ACTION AGENCY

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NORTHEAST FLORIDA COMMUNITY ACTION AGENCY, INC.

REQUEST FOR PROPOSAL

for

FULL BOARD AND ORGANIZATIONAL ASSESSMENT

RFP #22-07-002

INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:

Name: Karen Marino
Title: Program Coordinator
Entity: Northeast Florida Community Action Agency, Inc.
Address: 4070 Boulevard Center Drive, Suite 200
Jacksonville, Florida 32207
Phone: (904) 398-7472 ext 500 or kmarino@nfcaa.org
Web Address: www.nfcaa.org (“Programs/Housing” Tab)



DUVAL COUNTY:

Emmett Reed Center – 1093 W. 6th Street, Jacksonville, FL 32209 • Telephone (904) 632-1470, Fax (904) 632-5190
Robert F. Kennedy Center – 1133 Ionia Street, Jacksonville, FL 32206 • Telephone (904) 632-1461, Fax (904) 354-8832

MAIN OFFICE: 4070 Boulevard Center Drive, 4500 Building, Suite 200, Jacksonville, FL 32207
P.O. Box 52025 (32201) • Telephone (904) 398-7472, Fax (904) 398-7414

**NORTHEAST FLORIDA COMMUNITY ACTION AGENCY, INC.
(NFCAA)
REQUEST FOR PROPOSAL FOR FULL BOARD AND
ORGANIZATIONAL ASSESSMENT**

I. General Information

A. Purpose

This Request for Proposals (RFP) is to solicit proposals from qualified consultants to review and assess NFCAA's current board and organizational structure, operational functions and level of staffing.

B. Proposal Submission

1. Closing Submission Date

Proposals must be received by the Agency no later than **Friday, September 30, 2022 at 4:30 p.m.** local time.

2. Inquiries

Inquiries concerning the RFP should be directed to Karen Marino at (904) 398-7472 or kmarino@nfcaa.org.

3. Conditions of Proposal

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Consultant offering the proposal and will not be reimbursed by NFCAA.

4. Ownership and Confidentiality

All intellectual property will become the property of the agency receiving services. All data remains the sole property of the Northeast Florida Community Action Agency, Inc. The consultant shall agree to keep information related to this process in strict confidence, including, but not limited to, the terms of the contract and any confidential business information or proprietary information that has been gathered on this project.

5. Proposal Format

Please include the following information in your proposal:

- Organizational assessment that brings together stakeholders to evaluate the agency's health, priorities and overall impact.
- Assess agency's internal operations, some or all of its programs or initiatives, and its community outreach efforts.
- Identify how and how well, the agency uses its time and resources to fulfill its mission; Identifying strengths, weaknesses and, and priorities; Facilitating conversations between stakeholders to determine how to best utilize and move forward with data collected during the assessment process; and Identifying opportunities for agency growth and change.
- Identify specific nonprofit sectors in which you have conducted strategic planning
- Three Client references
- Sample project timeline with major tasks and milestones
- Detailed project budget
- Sample project plan

- Identification of those on your team who will be involved with the project which should include their role and experience.

C. Consultant Qualifications and Roles

The proposal must describe the consultant's qualifications such as work activities, expertise, knowledge, and experience. Experience should include examples of similar related nonprofit work.

The proposal must also include the following specific information:

General Information- The proposal should provide the name of the consultant, title, address, phone number, email address, and website. The name and email address for any team members assisting in the project should also be included.

D. Work Plan

The proposal should include a detailed description of the activities to be conducted by the consultant to complete the work.

- Specific activities to be conducted at each stage
- Sample timeline for the activity at each stage
- List of milestones and deliverables tied to the activities
- Proposed payment schedule tied to project milestones and deliverables

E. References

Information regarding each reference should include the individual's name, address, phone number and email address.

F. Previous Work Project

The proposal should include at least 1 sample of a previously completed strategic plan. Portions may be redacted to protect private information as needed.

G. Scoring

Proposals will be reviewed and evaluated on the following criteria:

1. Qualifications (up to 25 points)
Experience of consultant performing similar assessments, with duration of specified project(s), names of clients or a general description if confidential, and time frame in which project(s) was pursued.
Resumes of the professional staff that would perform the work, including relevant qualifications and degree of understanding the inner working of the planning process including efficiency and structure studies.
Three (3) references for whom the consultant provided services including name, address, phone number and email.
2. Scope of Proposal (up to 15 points)
Refer to page 5 and 6 in this RFP.
3. Work Plan (up to 15 points)
Refer to page 5 and 6 in this RFP.
4. Budget (up to 25 points)
5. Small and/or Minority-Owned Business (up to 5 points)

H. Process for Submission and Evaluation

1. Submission Instructions

All submissions must be on white, standard 8.5x11 paper, single sided only.

Narrative description of project proposal should not exceed 8 single sided pages. Attachments/Forms must be type written. Include additional pages as needed. FAX copies will NOT be accepted. Do NOT use hardcover binders. Submissions will NOT be returned.

Original and Four (4) copies should be addressed as follows:

**Karen Marino, Program Coordinator
Northeast Florida Community Action Agency, Inc.
4070 Boulevard Center Drive, Suite 200
Jacksonville, Florida 32207**

It is important that the proposal be submitted in a **SEALED ENVELOPE** clearly marked in the lower left-hand corner with the following information:

**RFP #22-07-002
4:30 p.m. September 30, 2022
SEALED PROPOSAL
Board and Organizational Assessment**

Failure to do so may result in premature disclosure of the proposal.

It is the responsibility of the Consultant to insure that the proposal is received by NFCAA by the date and time specified above.

Late proposals will not be considered.

5. **Right to Reject**
NFCAA reserves the right to reject, without prejudice, any and all proposals, received in response to this RFP. A contract for the accepted proposals will be based upon the factors described in this RFP.
6. **Small and/or Minority-Owned Business**
Efforts will be made by NFCAA to utilize small businesses and minority-owned businesses.
7. **Proposal Opening**
Proposals will be opened by the Staff Bids Award Committee at 9:00 a.m. local time, on October 4, 2022, in the Conference Room, at 4070 Boulevard Center Drive, Suite 200, Jacksonville, Florida 32207. This is a public opening of proposals only, evaluation of the proposals will **not** be made during this session and only the names of the contractors submitting a proposal will be disclosed.
8. **Notification of Award**
Upon conclusion of final negotiations with the successful Contractors, all other Contractors submitting proposals will be informed in writing, with regard to the names of the successful Contractors. It is expected that the contract shall be a one-year contract.

- I. **Description of Entity**
Northeast Florida Community Action Agency, Inc. (NFCAA) is a non-profit corporation, created by the Economic Opportunity Act of 1964 as amended, which

serves Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns counties, in the State of Florida. The Agency is governed by a volunteer tri-partite Board of Directors.

J. Options

At the discretion of NFCAA, this contract can be renewed on a year-to-year basis. The contractors will be individually evaluated and subject to funding availability.

K. Scope of Work and Deliverables

We expect the project to include:

- Design and execution of an organizational and board assessment that meets the criteria outline in the RFP.
- Development of a plan that includes a budget for implementation.
- Development and execution of a support structure for plan implementation.

The proposal should include:

- A project plan that demonstrates a clear understanding of the work to be performed, estimated hours, and other information relevant to the project.
- Qualifications of all consulting staff who will be assisting with the project such as: education, position within consulting firm, years and type of experience.
- Time and Cost projections.

L. Projects Goals

1. Stage 1 – Pre-Planning

This stage requires the consultant complete research in preparation for the Stage 2.

- Review of agency’s history and overall assessment through SWOT analysis of the organization to evaluate opportunities or concern.
- Benchmarking agency in alignment with strategic plans of other organizations with similar focus.
- Interviews, surveys and focus group polling to receive partner and community input.
- Development of a shared understanding the agency’s reporting system along with current federal and state guidelines and funding requirements.

2. Stage 2 – Strategic Planning Creation

At this stage, the consultant will identify strategic goals and create an actionable strategic plan. The plan will include:

- An executive summary
- A comprehensive plan that identifies:
 - Shared Mission and Vision
 - Smart (specific, measurable, achievable, realistic, and time-limited) Goals
 - Objectives
 - Strategies
 - Tactics
 - Listing of responsible parties and roles
 - Outcomes
 - Measurables
 - Resource Development strategies
 - Recommendations for enhance of current financial, technological, and human capital.
 - Communication strategies.

Organizational Deliverables

- Identify best practices and performance measures that should be adopted.
- Provide recommendations for streamlining procedures and processes for current and required functions.
- Identify staffing requirements, both current and future.
- Provide recommendations for enhancement of current job descriptions.
- Identify the cost impact of the report's recommendations.

Board Assessment Deliverables

- Performance of board on its core responsibilities (shape mission and strategic direction).
- Ensure leadership and adequate financial resources
- Monitor and improve board performance identifying areas that are strongest and those that need improvement.
- Quality of board effectiveness identifying priority areas for the board to focus on over the next 2 years.

3. Stage 3 – Implementation and Follow-Up

This stage requires the consultant to assist the agency by providing oversight of the implementation and evaluation process.

- Gathering of any measurable that would give indication of successful implementation.
- Follow-up sessions to gauge the progress of the implementation at 3 and 6-month points after plan delivery.

A report with an executive summary shall be issued the NFCAA's Executive Director and the Board of Directors. The document shall include the summary of findings and recommendations as identified in the Scope of Services. The report should provide sufficient information for policy decisions regarding operational and service options. Four (4) copies of the report will be required along with an electronic copy. Any other documentation prepared by the consultant shall be provided to NFCAA in electronic format.

M. Award of Work

NFCAA will screen and evaluate proposals primarily on the basis of demonstrated expertise. The consultant shall be chosen on the basis of the firm's demonstrated competence, abilities, overall professional qualifications, cost competitiveness, and time to perform.

N. Payment

Payment will be made within forth five calendar days when NFCAA has determined that the total work effort has been completed as specified in this RFP and the contract as well as the receipt and acceptance of all required documentations.

END OF BID DOCUMENT