



## RFP Information

Human Services Strategic Plan Request for Proposal

The City of SeaTac is soliciting proposals from qualified consultants to assist in the development of a Human Services Strategic Plan.

**Issue Date: January 23, 2024**

**Closing Date: February 22, 2024**

## SeaTac Contact Information

Erin Bryant-Thomas, Human Services Manager

Phone: 206-635-1818

## Contact Information

Group Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**All proposals must be submitted by Thursday, February 22, 2024, before 5:00 p.m. PST.**

City of SeaTac

4800 South 188th Street SeaTac, WA 98188

Phone: 206-635-1818

Email: [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov)



## **PROJECT SUMMARY**

### **INTRODUCTION**

The City of SeaTac (“City”) is seeking proposals from qualified consultants that are interested in providing strategic planning to the City of SeaTac’s Human Services Division. This project includes updating the Human Services Strategic Plan (HSSP).

### **BACKGROUND**

This project is in response to recent deliberations within the City Council regarding the distribution of Human Services funding. It seeks to meet the acknowledged need for an updated needs assessment that can better address the dynamic and evolving needs of the community.

The City of SeaTac was incorporated on February 28, 1990. The city is approximately 10 square miles located halfway between the cities of Seattle and Tacoma with a population of about 31,740 people. Sea-Tac International Airport is located entirely within the city boundaries. The City of SeaTac operates under the Council-Manager form of government consisting of seven elected Councilmembers and a professional City Manager hired by the City Council.

In 1999, the City of SeaTac adopted a City Human Services Plan identifying six funding priorities, including: basic needs (urgent), basic needs (long term), education/training/workforce development and small business support. Currently, the City of SeaTac allocates 1.5% of its General Fund budget to support human services grants. These grants are distributed through biennial contracts with non-profit organizations, selected via an application process overseen by the City’s Community Services Advisory Committee.

Specifically addressing Minor Home Repair (MHR) and Rental Assistance (RA), the City established a \$50,000 fund for Minor Home Repair two years ago. The financial support for our Minor Home Repair initiatives is derived from King County’s Community Development Block Grants (CDBG), while Rental Assistance receives funding from HB1406 sources. This strategic approach ensures an efficient and responsible allocation of resources to meet the community’s needs.

The current [Human Services Needs Assessment \(Koné\)](#) was last updated in January 2018. The proposed HSSP aims to provide a comprehensive update to this assessment, taking into consideration the impact of the COVID-19 pandemic on community needs. The City anticipates that the update process will be data-driven, community-informed, and involve engagement with local community-based organizations.



The City of SeaTac is rapidly changing. As SeaTac’s population grows it is becoming increasingly diverse racially/ethnically, culturally, and socio-economically. Likewise, the needs of its residents are increasing and becoming more complex.

Starting from the 2023-2024 Biennial Budget, the Human Services program transitioned from the Parks and Recreation Department to the Community and Economic Development Department (CED). Within the CED, the human services division, consisting of two Full-Time Employees (FTEs), collaborates with CED and Parks & Recreation (P&R) staff to address various issues such as economic development, small business support, senior care, domestic violence, and more. Additionally, we offer a limited but impactful range of social services support to the community during times of crisis.

## **PURPOSE**

The intent of this project is to update the Human Services Strategic Plan (HSSP) which aims to fulfill the recognized necessity for a revised needs assessment that can more effectively cater to the dynamic and evolving needs of the community.

The Plan is intended to improve the City's effectiveness in assisting the SeaTac community, particularly those most in need or at risk. The goal is to enhance the financial stability of residents and provide direct support to improve their overall well-being.

The Human Services Strategic Plan is intended to confirm where the City should focus their human services efforts and aid in developing the best approach to partnering with community-based organizations (CBOs). An additional purpose of the plan is to inform the possible use of American Rescue Plan Act (ARPA) funding for workforce development of SeaTac residents. Engagement with partner CBOs will be part of the needs assessment and project scoping, to inform the project approach and to allow CBOs to plan for and develop sufficient capacity to increase workforce development.

## **PROJECT SCOPE OF WORK**

The Human Services Strategic Plan should incorporate the following elements:

- A SeaTac community needs assessment, informed by community engagement and partner CBOs. The needs assessment should:
  - Identify focus areas for funding human services using the City’s 1.5% General Fund, CDBG funding, ARPA funding, etc.
  - Evaluate whether an increased focus on workforce development of SeaTac residents is warranted through the use of ARPA or General Fund
  - Evaluate the need for increased access to culturally relevant food and meals



- Identification of any gaps in existing human service work that should be addressed
- Evaluation of best/recommended practices related to contracting with CBOs, including:
  - Appropriate funding for overhead/staffing costs
  - Performance indicators (outputs, outcomes)
  - Operations, administration, and other costs
  - Costs per unit
- A summary of community engagement
- Recommendations
- Anticipated completion of the Strategic Plan **September 15, 2024**

The consultant's responsibilities will include, but are not limited to:

1. Collaborate with City staff to update the Human Services Needs Assessment and consider changes in community needs post-COVID-19.
2. Conduct a thorough evaluation of the City's approach to providing rental assistance.
3. Conduct a thorough evaluation of the City's approach to providing minor home repair support services.
4. Identify opportunities to leverage regional, state, and federal funds to benefit the SeaTac community.
5. Assess the effectiveness of workforce development programs in the SeaTac area.
6. Evaluate the current method of directly funding community-based organizations providing services in SeaTac.
7. Provide recommendations on changes to the City's current approach based on the evaluation.

## **BUDGET**

The City Council has allocated \$70,000 to craft the Human Services Strategic Plan, demonstrating a commitment to enhancing the delivery and effectiveness of essential human services within the community. Describe each budget item you are requesting and how you plan to use it.



## APPLICATION QUESTIONS and ANSWERS

Questions or requests for clarification regarding this funding opportunity shall be directed to the Human Services Manager, Erin Bryant-Thomas, at [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov). Questions must be received via email no later than 5:00PM, Pacific Standard Time, on Wednesday, January 31, 2024. Questions will be compiled, answered, and distributed via email to all responding applicants and posted on our website.

## APPLICATION SUBMITTAL REQUIREMENTS

Applicants must submit a detailed proposal that includes the below criteria. The proposal should be limited to a maximum of 10 pages and utilize a 12-point Cambria font.

The application must include:

- 1. Executive Summary:** A brief overview of your understanding of the project and professional qualifications and experience.
- 2. Approach:** A detailed plan outlining how you intend to update the HSSP, including methodologies for data collection, community engagement, analysis and implementation.
- 3. Qualifications:** Information about your relevant experience and expertise in conducting similar assessments.
- 4. Budget:** A comprehensive budget proposal outlining all costs associated with the project. The budget for this proposal is limited to \$70,000. (Budget template attached. The usage of the template is optional.)
- 5. Timeline:** A proposed timeline for completing the project, including key milestones. The time period for this project is March 2024 through September 2024.

Completed applications are due by Thursday, February 22, 2024 by 5:00pm PST. A complete application must include the following:

1. A description of qualifications, including:
  - a. Business experience
  - b. Project specific experience
  - c. Company information including time the company has been in business
  - d. Number of employees
  - e. Identified project manager and team, detailing their experience working on similar projects
2. Provide a sample project plan:
  - a. Provide a timeline for each section of the project.



- b. Provide a budget estimate for each section of the project. The anticipated total for this work is \$70,000.00.
  - c. Provide details on where and when City staff will be required to help complete each section of the project.
- 3. Examples of relevant projects:
  - a. Provide past examples of similar analysis completed, preferably for other government entities.
- 4. References:
  - a. Please provide three Business/Financial references.
  - b. Please provide three Client references.
  - c. References could include financial institutions, suppliers, insurance companies, clients, etc. Do not use the same references for both Client References and Business References.

**SUBMISSION DETAILS**

Applications must be received electronically via email to the Human Services Manager, Erin Bryant-Thomas, at [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov) no later than 5:00PM, Pacific Standard Time, on Thursday, February 22, 2024. No hard copy submittals will be accepted. If the file size is larger than 15 MB, contact the project manager for alternative submission options. Upon receipt of your documents, the City will send a confirmation email. Questions about the electronic submittal process may be directed to the Human Services Manager, Erin Bryant-Thomas, at [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov).

**SELECTION CRITERIA**

All proposals will be ranked on the total score for the following criteria:

- Project Understanding and Project Approach ..... 25 Points
- Firm’s Experience on Similar Comprehensive Plan Updates ..... 25 Points
- Individual Staff Experience ..... 25 Points
- Team Availability..... 15 Points
- Virtual Interview..... 10 Points

**Interviews**

If selected to move forward following its evaluation of the submitted proposals, the City will conduct 30-minute virtual interviews with the final candidate firms. By submitting a proposal, the respondent agrees to participate to make themselves available for a virtual interview between February 26<sup>th</sup>-March 1<sup>st</sup>.



**TIMELINE\***

<b>Item of Business</b>	<b>Date</b>
RFP Issued	January 23, 2024
Q&A Period	January 31, 2024
Application Due Date	February 22, 2024
Notification of RFP Selection Results	March 4, 2024
Project Desired Start Date	March 15, 2024
Project Desired Completion Date	September 15, 2024

\*Dates subject to change. All changes/updates will be made on the [City of SeaTac website](http://www.seatacwa.gov).

**Proposals**

The City of SeaTac reserves the right to reject any or all proposals if determined to be in the best interest of the City, and to accept or reject minor informalities. Submitted documents will become public records.

**Preparation Costs**

The City of SeaTac shall not be responsible for any costs or fees related to response preparation, nor for costs including attorney fees associated with any (administrative, judicial or otherwise) challenge to the determination of the highest ranked proposer and/or award of contract and/or rejection of proposal. By submitting a proposal, each proposer agrees to be bound in this respect and waives all claims to such costs and fees.

**Title VI Statement**

The City of SeaTac encourages disadvantaged, minority, women-owned, and veteran-owned consultant firms to respond. The Recipient, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.



The City of SeaTac assumes no obligation of any kind for expenses incurred by respondents to this solicitation. The City's fair labor practices and non-discrimination policies shall apply.

### **Accommodations for persons with disabilities**

The City is committed to meeting the requirement of the Americans with Disabilities Act (ADA). To access this document in other formats please contact Erin Bryant-Thomas, at [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov).

### **Language Assistance**

If you need language assistance please contact the Human Services Manager, Erin Bryant-Thomas, at [humanservices@seatacwa.gov](mailto:humanservices@seatacwa.gov).

Follow this link to our [Language Access and Non-Discrimination Resources webpage](#) on the City's website.

### **List of Attachments/Reference Links**

CED Org Chart – See attached

[Budget Template](#) (Optional)

[2019 Koné Report](#)

[City of SeaTac, WA 2023-2024 Biennial Budget](#)

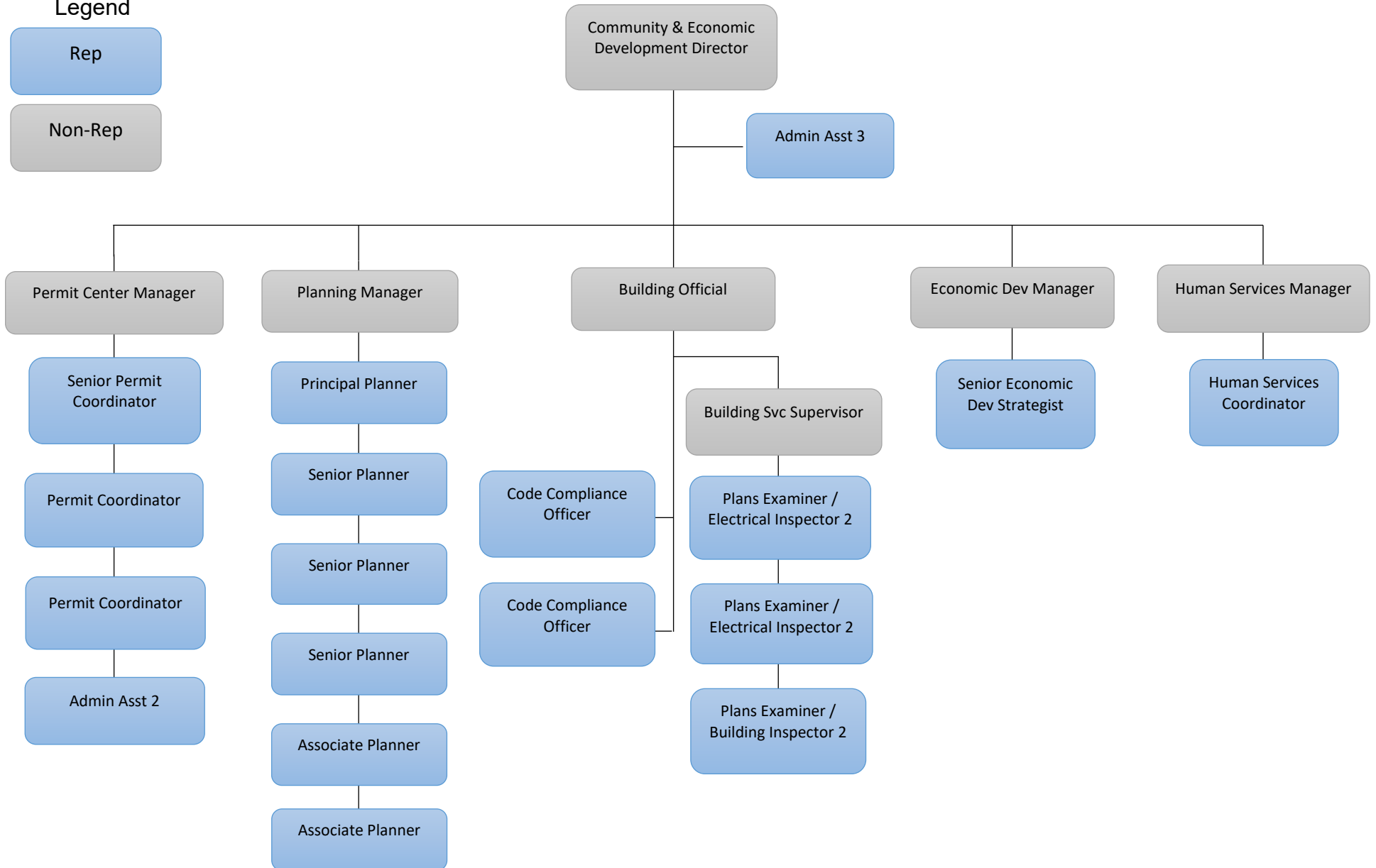


CITY OF SEATAC  
**COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT**  
 2024 Organizational Chart

Legend

Rep

Non-Rep





## **City of SeaTac Human Services Strategic Plan - Request For Proposal**

### **Questions & Answers**

*Frequently Asked Questions Updated: 02/8/2024*

*Last Day to Submit Questions: 01/31/2024*

*RFP Submission Deadline: 02/22/2024*

1. How many staff will be collaborating with us on community engagement? We find it is best to ensure relationships are strengthened with the agencies through these processes.
  - a. Within the Community & Economic Development Department, Human Services Division has 2 FTE's along with administrative support staff. (We may be able to pull in some other staff as needed.) We anticipate partnering with our communications division staff, including our community outreach strategist.
2. Will we have access to disaggregated program data for all programs mentioned?
  - a. Yes. Our data is limited but you will have access to what we have in house.
3. What existing engagement modalities does the city already have established? How is the community accustomed to hearing from you?
  - a. We just hired our first Community Outreach Strategist who is supporting the City in cultivating healthy relationships with our community/residents. We have increased our social media presence, and we create multimedia for community members to engage with, Envision 2024, Parks & Rec Surveys, Senior Surveys, etc.
4. Does the city have in-house translation services or does that need to come out of our budget?
  - a. The City has contracted for translation services and anticipates that most, possibly all, translation services will not be part of this contract budget. The City of SeaTac provides Public Meeting Language Assistance for all Public Meetings. [Public Meeting Language Assistance Request Form | City of SeaTac \(seatacwa.gov\)](#)
5. The link to the Budget Template does not work – this is the error message we get (see below). The other links work – could you either grant us access or send the Budget Template?
  - a. See Budget Template [Here](#)