



**Lycoming-Clinton Counties Commission for
Community Action (STEP), Inc.**

REQUEST FOR QUALIFICATIONS (RFQ)

Professional Development Coordinator

July 2021

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I. GENERAL INFORMATION

A. Organization Overview

STEP, Inc. is one of 1,100 Community Action Agencies nationwide, and a member of the Community Action Association of Pennsylvania. Founded in 1966 and formally known as the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc., the agency is celebrating over 55 years of partnerships and service to the community.

STEP's mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success. STEP fulfills its mission through programs it delivers in its five pathways to success: Early Learning, Housing Options, Workforce Development, Community Collaboration, and Independent Living. In the Early Learning Pathway, STEP Head Start and the Early Learning Resource Center are administered. In the Housing Options Pathway, Weatherization, Housing Rehabilitation, and Utility Assistance Programs are operated. In the Workforce Development Pathway, STEP administers the Work Ready Program and the Employment Transportation Assistance Program. In the Community Collaboration Pathway is the STEP AmeriCorps Program and Service Navigation. In the Independent Living Pathway, the STEP Transportation and Area Agency on Aging exist. Within each of the eleven programs offered, STEP provides thirty-four different services to low-income families and vulnerable populations, such as seniors, in our communities. In 2020, despite the COVID-19 Pandemic and many programs not being totally operational, such as the Centers for Healthy Aging, STEP served 15,263 individuals and 4,217 families. Customers are tracked using ClientTrack and reporting is required to state and federal agencies on as frequent as monthly timeframes

B. Purpose

In this Request for Qualifications (RFQ), STEP, Inc. is requesting proposals for a part-time Professional Development Coordinator to development, coordinate, and implement agency-wide trainings.

STEP currently has nearly 300 employees with eleven main programs and as mentioned before, within eleven programs, there are thirty-four different services offered. Each program and service has different requirements, so the staff is diligently trained to ensure they understand all the regulations and required documents for their program. With such an array of services, trainings have typically been offered by program funding sources, such as Federal Head Start or PA Department of Aging, or through community partners, such as Pennsylvania College of Technology. STEP staff also have required trainings as a Community Action Agency, such as Results Oriented Management and Accountability (ROMA). While STEP does have a functional database to capture staff trainings, we do not have a process to utilize this. The Professional Development Coordinator will work to comprehensively develop and build a calendar of trainings and workshops for fiscal year 2021, and implement a process to document staff trainings.

Through working with the Professional Development Coordinator, STEP will be able to tailor offerings in the areas of management, supervision, diversity, equity, and inclusion for staff, as well as integrated mandated required trainings, such as ROMA, and others.

The Professional Development Coordinator will coordinate trainings and workshops from existing entities that offer them, such as the Community Action Partnership, Pennsylvania College of Technology, and the National Association of State Community Action Programs, and others. This will allow resources to be maximized and staff to get information about trainings already offered. The Professional Development Coordinator will also develop,

coordinate, or even provide their own trainings to offer to staff in the areas of leadership development, supervision transition, and customer relations. Through the coordinated efforts, STEP hopes to continue a robust menu of offerings to all staff moving forward. As a Community Action Agency, our corporate product is people, both our customers and our staff are extremely important. STEP's staff growth and increase in knowledge will only benefit how they work with our customers and ultimately fulfil our mission.

C. Who May Respond

STEP, Inc. prefers an independent professional or an agency or organization that would be able to meet the role and has shown they have the skills and abilities to do so from prior experience. The Professional Development Coordinator will need to be available for on-site trainings and coordination with STEP Admin Group.

D. Instructions on Statement of Qualifications Submission

1. Closing Submission Date

Proposals must be received by email, mail or drop off no later than **5:00 p.m. (EST) on Friday, August 6, 2021**. **Late proposals will not be considered.**

2. Inquiries

Inquiries concerning this RFQ should be directed to Rachelle Abbott, STEP Chief Operations & Planning Officer, at 570-601-9501 or raabbott@stepcorp.org

3. Conditions of Proposal

All costs incurred in the preparation of a proposal responding to this RFQ will be the responsibility of the Bidder and will not be reimbursed by STEP. It is the responsibility of the Bidder to insure the proposal is received by the date and time specified above.

4. Instructions for Submission - Due: 5:00 p.m. (EST), Friday, August 6, 2021

- If by e-mail, please write in subject- "PROFESSIONAL DEVELOPMENT" to raabbott@stepcorp.org
- If by US Postal Service or Drop off - Your proposal should be addressed as follows:

STEP, Inc.

Attn: Rachelle Abbott, RFQ Submission

2138 Lincoln Street, Williamsport, Pennsylvania 17701

5. Right to Reject

STEP reserves the right to reject all proposals received in response to this RFQ.

6. Small and/or Minority-Owned Businesses

Efforts will be made by STEP to utilize small businesses and minority owned businesses. An entity qualifies as a small business firm, if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201). (NAICS Code – 541511 – for Custom Computer Programming Services, Total Average Annual Receipts not to exceed \$27.5 million).

7. Notification of Award

It is expected that a decision selecting the successful professional will be made within two weeks of the closing date for the receipt of proposals. Upon conclusion of final negotiations, all submitters to the RFQ will be informed in writing.

8. Non-disclosure of prices submitted

The information submitted to STEP becomes the property of STEP and will not be revealed after the selection is made. STEP is a private non-profit community action agency, whose policies are to maintain confidentiality regarding the information submitted.

II. GENERAL SCOPE OF SERVICES

1. Agency-wide Staff Training Calendar

With so many programs under the STEP umbrella, an agency-wide staff training calendar has never been created, and implemented before. This portion of the project will require the Professional Development Coordinator to work with STEP President & CEO, Chief Operations & Planning Officer, and Chief Human Resource Officer, as well as STEP Managers and Directors to ensure the calendar is implementable on the staff-level. The idea is that this calendar can be easily updated annually to focus on the most up-to-date available trainings. The three areas of training that will need to be coordinated, developed, and provided are:

1. Programmatic-level Training Requirements
2. Overall Staff Training Requirements
3. Community-Based Training Opportunities from Community Action Partnership, Pennsylvania College of Technology, CAPLAW, National Association of State Community Action Programs and others.

2. Staff Training Opportunities – Coordinate & Provide

STEP Leadership surveyed STEP Admin Group to determine the type of trainings that would be of value for staff. The top ten areas identified through the survey are: Leadership Development; Diversity, Equity and Inclusion; Microsoft Office Suite; Implicit Bias; How to Lead a Team; Mental Health First Aid; Supervisor Training; How to Deal with Difficult Customers; Organization Techniques; and Moving from Line Staff to Supervisor. Within the community and greater region, there are many entities that provide trainings, the Professional Development Coordinator will need organize and coordinating the trainings for staff. If these programs do not exist with community partners, development of them as well as providing them to staff will also be the responsibility of the Professional Development Coordinator.

3. Process for Tracking Staff Trainings

Work with Human Resources and their software program to ensure the data is being captured on individual staff basis.

III. STATEMENT OF QUALIFICATIONS

Submission shall as a minimum, include the following in the Statement of Qualifications:

1. Detailed Qualifications:

Include education and experience of the proposed Professional Development Coordinator.

2. Letters of Reference:

Include the names, addresses, contact persons, and telephone numbers of current or past organizations/agencies doing business with you or your organization. Please provide at least three letters of reference.

Letters of Reference should illustrate the following:

1. Prior or current experience working with Private Nonprofit agencies.
2. Prior or current experience working with Community Action Agencies
3. Prior or current experience working with programs funded by State Government and/or Federal Agencies.
4. Prior or current experience working on Professional Development Strategies

IV. FEE SCHEDULE

Submission shall provide a detailed summary of cost to complete the scope of services in designated timeframe, which is June 30, 2022.

V. PROPOSAL EVALUATION

A. Submission of Statement of Qualifications

All proposals shall be received by the submission deadline in the format requested.

B. Non-responsive Proposals

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

- The proposal is not received timely in accordance with the terms of this RFQ.
- The proposal does not follow the specified format.

C. Evaluation

Evaluation of each proposal will be based on the following criteria:

<u>Factors</u>	<u>Point Range</u>
- Qualifications	0 – 30
- Minority/Small Business	0 – 10
- Ability to meet needs Scope of Services	0 – 30
- Fee Schedule	0 – 30

Maximum points = 100

D. Review Process

STEP may, at its discretion, request presentations by or meetings with any or all professionals, who have submitted a Statement of Qualifications. However, STEP reserves the right to make an award without further discussion of the documents submitted. Therefore, Statement of Qualifications should be submitted initially on the most favorable terms, from both technical and price standpoints, which the individual or organization can propose. STEP contemplates award of the contract to the responsible submitter with the highest total points.

VI. SCHEDULE OF EVENTS

Event	Date
1. RFQ Distribution	7/19/2021
2. Statement of Qualifications Due	5:00 PM (EST) on 8/6/2021
3. Review of Statement of Qualifications	8/6- 8/20/2021
4. Final Selection	8/20/2021
5. Project Completion Date	6/30/2022