 **Request for Proposals (RFP)**

**RFP Key**

* Fill in the information highlighted in yellow. Unhighlight once complete.
* Read the guidance for each section in blue. Delete these sections prior to issuing the RFP.

*\*\*Delete this box before issuing your RFP.*

**[Insert Name of RFP]**

**[Insert Name of Division, Insert Name of Department]**

**City of Jackson, Mississippi**

**RFP # XXXXXXX**

*The RFP # is set by the Purchasing Division*

|  |  |
| --- | --- |
| **RFP SUMMARY:** *Insert a 1-3 sentence summary of the service or program.* | |
|  | |
| **NIGP CODE** | *Request the NIGP Code from the Purchasing Division. This only applies if purchasing commodities or equipment.* |
| **RFP ISSUE DATE** | [Insert Date] (Ex. May 30, 2023) |
| **PROPOSAL DUE DATE** | Proposals will be accepted by the City of Jackson until [Insert time and insert date] (Ex. 5:00 PM on May 30, 2023). Proposals submitted after deadline will **NOT** be considered. |
| **PRE-PROPOSAL CONFERENCE** | A pre-proposal conference will be held at [insert time/time zone] on [insert date] (Ex. 10:00 AM CT on May 30, 2023). It is [mandatory/highly recommended] that all offerors attend.  The pre-proposal conference will be held at [insert location address and/or virtual meeting link]. |
| **DEADLINE FOR QUESTIONS** | The deadline for questions is [insert date] at [insert time/time zone]. Questions and/or inquiries must be submitted in writing to [name and contact information].  The answers to all questions submitted by offerors will be made publicly available at [insert time] on [insert date] on [insert web url] on the City of Jackson Website.  *Guidance: We recommend that you provide an email address to offerors and receive questions electronically. Any answers provided to questions asked by individual offerors* ***MUST*** *be later provided to* ***ALL*** *offerors in a publicly accessible place.* |
| **PROPOSAL**  **SUBMISSION PROCESS** | You may submit your proposals electronically through Central Bidding or in hardcopy form.  For electronic submissions, proposals may be submitted through Central Bidding: <https://www.centralauctionhouse.com/rfpc10376-city-of-jackson.html> Electronic submissions shall be the complete original (non-redacted) version of the proposal including all attachments in a searchable format, preferably in Microsoft Word® or Portable Document Format (PDF®), and labeled accordingly.  For hardcopies, responses shall be submitted in a sealed envelope or box. The exterior of the sealed envelope or box shall be clearly labelled “[insert description]” and include the proposer’s business name. Please submit your signed proposal:     1. By mail to Jackson City Clerk’s Office: P. O. Box 17, Jackson, MS 39205   -OR-   1. By hand delivery to Jackson City Clerk’s Office/City Hall located at 219 South President Street, Jackson, MS 39201, (601) 960-1035.   **For additional instructions and details on the proposal submission process, consult Section 3.2 (“Submission Process”) of the RFP.** |
| **RFP WEBSITE** | Electronic copies of the RFP may be found at one of the following websites online:   1. City of Jackson: <https://www.jacksonms.gov/bid-opportunities/> 2. State of Mississippi: <https://www.ms.gov/dfa/contract_bid_search/Bid> |
| **OFFICIAL RFP CONTACT** | For additional information regarding specifications, contact:  [Insert Name]  [Insert Position]  [Insert Division]  [Insert Department]  [Insert City Address]  [Insert Email Address]  [Insert Phone #]  *The Official RFP Contact should be a designated person within the requesting department.*  For additional questions on the RFP submission process or to request access to the digital proposal templates, please contact:  The Purchasing Division  Department of Finance & Administration  Warren Hood Building  200 S. President St., Room 604  Jackson, MS 39201  (601) 960-1025 |
| **EQUAL BUSINESS OPPORTUNITY (EBO) DISCLOSURE AND REQUIREMENTS** | The City of Jackson is committed to the principle of non-discrimination in public contracting. It is the policy of the City of Jackson to promote full and equal business opportunity for all persons doing business with the City. As a pre-condition to selection, every Contractor, bidder or offeror shall submit a completed and signed Equal Business Opportunity (EBO) Plan Application with the bid submission, in accordance with the provisions of the City of Jackson's Equal Business Opportunity (EBO) Policy.  Therefore, the City of Jackson requests that prospective vendors and contractors carefully examine their method of selecting subcontractors and suppliers to ensure that they are not either actively or passively, discriminating against MBEs and FBEs.  As a bidder seeking to do business with the City of Jackson, you are expected to adhere to a policy of non-discrimination and to make the maximum practicable effort to ensure that historically underutilized firms are given an opportunity to participate in the performance of contracts financed in whole, or in part, with City funds.  For more information on the City of Jackson's EBO Program, please contact the Office of Economic Development at 960-1055. Copies of the EBO Ordinance, EBO Plan Application, EBO Program, the MBE/FBE Directory and the MBE/FBE Certification Affidavit are available can be found online at: <https://www.jacksonms.gov/business-development/ebo-plan-application/>  Copies of the EBO Ordinance and a copy of the EBO Program are also available through the Office of Economic Development:  Equal Business Opportunity Division  200 South President Street  Second Floor, Suite 223  Jackson, MS 39201  (601) 960-1055 |

# 

# Cover Letter (Optional)

*Guidance: If your RFP is for a new service or program or is strategically significant, consider including a short cover letter from a commissioner or department head that speaks to the vendor community about the upcoming procurement and your vision. If you do not use this cover letter section, please make sure you delete this section and update your Table of Contents. To update, click on the Table of Contents and then select “Update Table.” DO NOT MANUALLY update the table of contents as this will mess up formatting.*

*This cover letter may include:*

* *A description of the overall vision for this service or program.*
* *Acknowledgement of recent challenges or events related to the service or program.*
* *A high-level summary of strategic direction, outcome goals, and/or target population.*
* *A description of any pre-RFP processes to gather feedback from residents, service recipients, subject matter experts, and/or the vendor community.*
* *A statement of the government’s intention to collaborate with vendors.*
* *If applicable, mention of an upcoming pre-proposal conference.*
* *Gratitude to the vendor community for their interest in the opportunity.*

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# 1. The Opportunity

## Summary

*Guidance: Expand on the “Work Summary” on the title page with a brief (250-400 words) synopsis of the service or product. Aim for the prospective offeror to know after reading this section whether they’d be interested in the contracting opportunity. Tip: you may want to wait to fill out this section until after the RFP draft is nearly complete. Here, you can preview key-information that will help the offeror better understand the procurement:*

* *State the goal of the procurement.*
* *Describe the size and other parameters of the project that will assist in pricing the requirement.*
* *Include a timeline for completion and a level of effort so that an offeror can respond to the solicitation with a proposal and cost estimate.)*

## Background

*Guidance:**This section should present essential information offerors need to understand the project. If there is any information about the Department or key aspects of its operations that is relevant to the RFP’s desired service or product, provide a concise summary. For simpler RFPs, this section may be a single paragraph, while more complex RFPs may require a few pages. For longer RFPs, consider using sub-headings to organize information or putting additional background information in an Appendix.*

**[Insert Needs Statement /Business Challenge/Problem Description]**

*Guidance: Share the problem or business challenge your government seeks to solve through this procurement. This section could include statistical figures/graphs about challenges faced by the population to be served, historical information about the challenge, or any other information that will allow the proposer to understand the problem or the needs you have.*

*In some RFPs, it may not seem there is an obvious “problem” or “challenge” to address (e.g. routine janitorial services). In these cases, think about what problem might occur if these services weren’t delivered at a consistently high level of quality.*

*See* [*Module 3 of the GPL’s RFP Guidebook*](https://govlab.hks.harvard.edu/files/govlabs/files/module_3_rfp_writing_problem_statements_and_goals_gpl_rfp_guidebook_2021.pdf?m=1613584306) *for guidance on how to write a strong problem or needs statement.*

**[Insert Name of Service or Program] Overview**

*Guidance: share concise, relevant background and historical information about the service or program. This section may include:*

* *A description of how your government has provided this service in the past.*
* *Historical data on recent performance relative to the procurement.*
* *Any recent major initiatives (internal or external) resulting in service redesign or a shift in demand for the service or program.*
* *Statistical figures/graphs about the target population or work performed to date.*
* *For IT procurements, an overview of the current IT environment.*

**[Insert Name of Division and Department] Overview (Optional)**

*Guidance: Share concise (fewer than 400 words), relevant background information about the division(s) and department(s) involved. Describe why the project is being pursued and how it relates to other projects or initiatives within the Department. Use hyperlinks to direct the reader to relevant websites for additional information.*

## Outcome Goals

*Guidance: Include 1-5 outcome goals that define for offerors what it looks like to successfully solve the problem. Your goals should**describe the changes you expect because of the contract (e.g., to increase usage of local parks through safe and well-run community events). In some cases, your RFP goals will closely connect to government-wide strategic outcome goals. Make sure you aren’t letting program requirements masquerade as goals (e.g., stay away from “our goal is to conduct X activity”). Instead, think about what will be achieved from the activity being conducted.*

*See [Module 3 of the GPL’s RFP Guidebook](https://govlab.hks.harvard.edu/files/govlabs/files/module_3_rfp_writing_problem_statements_and_goals_gpl_rfp_guidebook_2021.pdf?m=1613584306) for guidance on how to write a strong problem or needs statement*

*See below for some examples of good and bad outcome goals:*

* *Good Example 1: “Enable elderly individuals to safely live at home by providing services that can decrease placements into long-term nursing care by 30%.”*
  + *Bad Example 1: “Provide supportive services run by certified nursing assistants for elderly individuals three times per week.”*
* *Good Example 2: “Increase access to, enrollment in, and sustained participation in after-school and summer programs targeted to youth in grades 4-8.”*
  + *Bad Example 2: “Provide after-school and summer programs to youth.”*

## Award Terms

*Guidance: Include the duration of the contract and number/term of renewal options. You may also want to include the contract type expected (e.g., firm-fixed, cost-plus, not-to-exceed) and information about your budget range, which can help offerors to right-size their approach. If relevant, provide any additional information about whether multiple awards will be made.*

|  |  |
| --- | --- |
| **Contract Duration:** | Start Date: [Insert State Date]  End Date: [Insert Date] |
| **Renewal Options & Terms:** |  |
| **Contract Type Expected:** |  |
| **Project Budget:** |  |

# Scope of Work

*General guidance: As the central part of the RFP, the Scope of Work should be clear and specific, enabling the offeror to precisely understand what is being requested and what work activities they will be responsible for if awarded the contract. The Scope of Work will also become the basis for performance standards to be included in the contract. Do NOT write your Scope of Work below this heading. Make sure to write your Scope of Work under the provided sub-sections below.*

*Your Scope of Work should:*

* *Connect closely to your goals. Providing additional context helps the offeror to understand what they will need to do to achieve those goals.*
* *Be well-organized and clear. A clear, logical structure for your scope of work will help the offeror understand what you expect of them.*
* *Encourage innovation. Offerors are often subject-matter experts who can contribute to the design of innovative and cost-effective approaches to achieving your goal.*
* *Invite collaboration. The Scope of Work will set the tone for your working relationship with offerors moving forward. It should create a positive impression of your government as a client and set expectations for how you will work together throughout the project.*
* *Be realistic. Match what offerors can provide with what is attainable given the time and budget.*

*Important note: Make sure not to include proposal questions or information you are requesting from offerors in this section! All requested information should instead be clearly outlined in “3.1 Proposal Content” and/or in the response workbook that the offeror fills out.*

*See* [*Module 4 of the GPL’s RFP Guidebook*](https://govlab.hks.harvard.edu/files/govlabs/files/module_4_rfp_writing_scop_of_work_and_incentives_gpl_rfp_guidebook_2021.pdf?m=1613584301) *for guidance on writing your Scope of Work.*

## Services to be Provided

*Guidance: Explain the services, primary tasks, and major components to be performed in clear language. Include the estimated number and type of services required per unit of time (month, year, etc.) to give offerors sufficient information to estimate the cost and duration of a service.*

*This section may have multiple subsections, including the optional subsections below. This section could also be structured by describing the various categories/types of work the offeror will perform. These subheadings below are simply a guide.*

### Service Requirements

*Guidance: Describe the core components of the service or program and critical requirements for service delivery, including major deliverables. Consider including a high-level work plan or performance schedule for the contract with deliverable due dates, other important dates, and key milestones. Include any additional key service aspects that will help the offeror understand how to implement the service or program.*

### General Requirements

*Guidance: Provide information about special requirements the offeror should be made aware of. Requirements can include:*

* *Legal Requirements, such as specific requirements around compliance with local ordinances or state/federal regulations.*
* *Staffing and Organizational Requirements, such as staffing model, location of staff, supervision/ management, pre-employment screening, training, and credentials/ licensure.*
* *Data and Technology Requirements, such as computer hardware/software, e-mail/ internet capability, assessment of client satisfaction, program evaluation, and records/ data collection/ reporting.*
* *Financial and Compliance Requirements, such as insurance requirements, financial control procedures, financial status reports, and audited financial statements.*
* *Budget Requirements, such as cost standards, program funding sources, proration, third party reimbursement, flat fees, fee-for-service revenues, and sub-consultant cost schedules.*

**Role of [Insert Department Name]**

*Guidance: Outline the role of your government, department, or agency in providing this service or program and supporting the offeror, including administrative and technical support, information access, or other responsibilities your government plans to retain for which the offeror will not be responsible.*

## Performance Metrics and Contract Management

### Performance Metrics

[Insert City of Jackson/department/division] is interested in identifying metrics to work collaboratively with the awarded offeror(s) to monitor and improve performance during the life of the contract. [insert City of Jackson/department/division] has identified initial metrics of interest and looks forward to working with the awarded offeror(s) to add to or refine this list during contract negotiations. The final set of performance metrics and frequency of collection will be negotiated by the successful offeror and the [insert City of Jackson/department/division] prior to the finalization of an agreement between parties and may be adjusted over time as needed.

*Guidance: Specify 3-5 performance metrics to assess whether the contractor is making timely progress toward the contract goals. Include a mix of both output and outcome performance metrics:*

* *Output measures track the activities themselves, like number of clients served, miles paved, or software subscriptions.*
* *Outcome measures track the intended results or effects of the activities, such as reductions in unemployment, reductions in the number of car crashes, or increased resident satisfaction.*

*If known and appropriate, include targets for metrics (overall and at important intervals during the contract). Designate any additional data collection, reporting requirements, and monitoring responsibilities between the government and the offeror. List data to be provided by the selected offeror to help monitor performance, including any relevant demographic, performance, and service data. You may find it useful to organize your metrics similarly to the chart below.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Metric** | **Data Source** | **Data Collection Frequency** | **Data Collection Responsibility** | **Data Review Cadence** |
| [Metric # 1] – Output Example: # of financial counseling program participants served within 10 days of referral |  |  |  |  |
| [Metric # 2] – Outcome Example: % of financial counseling program participants with reduced debt one year following referral |  |  |  |  |
| [Metric # 3] |  |  |  |  |
| [Metric # 4] |  |  |  |  |
| [Metric # 5] |  |  |  |  |

*If appropriate, highlight any anticipated performance incentives such as outcome-based payments or performance/bonus payments for achieving certain goals or service levels.*

### Contract Management

As part of [insert City of Jackson/department/division]’s commitment to improved outcomes, [insert City of Jackson/department/division] seeks to actively and regularly collaborate with awarded offerors to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to drive service improvements, facilitate compliance, inform trends to be monitored, and evaluate results and performance. As such, [insert City of Jackson/department/division] reserves the right to request/collect other key data and metrics from the awarded offerors.

**Communication**

*Guidance: Describe how the City will actively and consistently work with the offeror to track progress, flag challenges, and design course corrections to achieve the contract’s goals. Specify communication required with the government including tools for communication and cadence of meetings with the offeror.*

**Deliverables**

*Guidance: Anything tangible that is to be delivered to the City, including when data and information should be delivered, how frequently, and in what format (e.g., performance reports)****.*** *We encourage the use of tables to help you better organize this information. Deliverables are also often cited in the body of the requirements.*

*See* [*Module 5 of the GPL’s RFP Guidebook*](https://govlab.hks.harvard.edu/files/govlabs/files/module_5_rfp_writing_metrics_and_contract_management_gpl_rfp_guidebook_2021.pdf?m=1613584304) *for more information and guidance on developing performance metrics and managing performance during the contract term.*

**Payment Terms**

The City of Jackson payment process is based on goods or services delivered. After a contract is finalized and work is performed, the contractor should submit an invoice to the City. The City will remit payment within 45 calendar days of being billed. The contractor shall send invoices with the following information to [insert electronic address].

The invoice submitted should contain the following information:

* [Insert information the invoice should contain]

# Submission Instructions

## Proposal Content

*Guidance: We recommend that you use a* [*response workbook*](#_6._Appendix) *(Appendix A), which is a template attachment that offerors fill out as their full proposal. Using a response workbook can help to standardize proposals for review by the evaluation team. It can also be especially helpful for RFPs where many offerors are new to government contracting or when you require specific information from offerors.*

***We also recommend that you provide a checklist in the RFP (see example below) that lists all the information that offerors need to submit in their response.*** *Make sure to align the proposal narrative with the evaluation criteria. For example, if you have a “Qualifications, Experience, and Capacity” evaluation criterion, that should match with a list of submission requirements under a Submission Requirements section called “Qualifications, Experience, and Capacity.”* ***Make it very clear how you are going to be objectively evaluate submitted proposals.***

*Customize the following checklist based on documents the offeror must submit and the submission requirements of your government. A checklist will help your proposer check whether they have put together a complete proposal and followed all requirements.*

|  |  |
| --- | --- |
| **PROPOSAL CHECKLIST** | |
| **PROPOSAL SUBMISSION REQUIREMENTS** |  |
| [Insert requirement that you’d like proposer to double check – for example, “The proposal prices offered have been reviewed.”] |  |
| [Insert requirement] |  |
| [Insert requirement] |  |
| [Insert requirement] |  |
| [Insert requirement] |  |
| **PROPOSAL DOCUMENTS** |  |
| One-page Cover Letter (if required) |  |
| **Table of Contents/Proposal Checklist** | |
| Proposal Narrative – [Evaluation Criteria #1] These evaluation criteria should be based on your Scope of Work and the criteria you set in 4.2 Evaluation Criteria. Vendors needs to make sure they include all of the relevant information. |  |
| Proposal Narrative – [Evaluation Criteria #2] |  |
| Proposal Narrative – [Evaluation Criteria #3] |  |
| Proposal Narrative – [Evaluation Criteria #4] |  |
| Cost Proposal |  |
| Contract Exceptions |  |
| Additional Information (Optional) |  |
| **REQUIRED RFP COMPLIANCE DOCUMENTS** | |
| Required Form – [EBO Application](https://storage.googleapis.com/proudcity/jacksonms/uploads/2019/12/EBO-Plan-Application.pdf) |  |
| Required Form – [Form Name] |  |
| Required Form – [Form Name] |  |

## 

## Submission Instructions

Offerors responding to this Request for Proposals shall submit their proposals by either physical hardcopy or electronic form. **All proposals (whether electronic or physical hard copies) MUST be received no later than [Insert Time] Central Daylight Time, on [Insert Date].**

**Electronic Submission:**

If submitting an electronic copy, submit your documents through Central Bidding at the following site: <https://www.centralauctionhouse.com/rfpc10376-city-of-jackson.html>. For any questions relating to the electronic bidding process, please call Central Bidding at 225-810-4814.

Electronic submissions shall be the complete original (non-redacted) version of the proposal including all attachments in a searchable format, preferably in Microsoft Word® or Portable Document Format (PDF®) labeled accordingly.

If the proposal contains confidential or trade information, one (1) additional confidential or trade electronic copy of the complete proposal including all attachments shall be submitted in a searchable format, preferably in Microsoft Word® or Portable Document Format (PDF), shall be labeled CONFIDENTIAL, and shall redact the confidential or trade information only.

**Hardcopy Submission:**

If submitting by hardcopy, ensure that three (3) copies of your proposal form and any additional information or appendices that should be included (ex. research data sheet, booklets, pamphlets, etc.). One (1) original and two (2) copies are required of all information being submitted or your proposal will be considered non-responsive.

**Section components must be clearly distinguished as follows**:

1. Cover Letter (if applicable)
2. Response Workbook
3. EBO Application
4. [Insert any other required documents]

All Service Provider responses shall be submitted in a sealed envelope or box. The exterior of the sealed envelope or box shall be clearly labelled “[Insert Description]” and include the Proposer’s business name. The original and copies of the proposals shall be indexed with tabs as requested in [Section X.XX of the RFP].

All physical hard copies shall be submitted to the attention of:

* 1. **If by hand delivery:**

City of Jackson

Office of the Municipal Clerk

219 South President St.

Jackson, Mississippi 39201

* 1. **If by mail:**

City of Jackson

Office of the Municipal Clerk

P.O. Box 17

Jackson, Mississippi 39205-0017

# How We Choose

## Minimum Qualifications

*Guidance: List any minimum requirements firms must meet to bid on the opportunity. Minimum qualifications may include:*

* *Qualification to conduct business in the jurisdiction.*
* *Not having been debarred by federal, state, or local government.*
* *Mandatory experience (necessary minimum experience or references).*
* *Mandatory license types.*

***Only include minimum qualifications that are mandatory, as these factors will be used to disqualify offerors.*** *Avoid including requirements that might unnecessarily narrow the pool of eligible offerors, thereby limiting competition for the procurement. Keep in mind that many RFPs do not have minimum requirements.*

## Evaluation Criteria

*Guidance: Create a set of custom evaluation criteria tailored to this specific RFP that will allow your evaluators to assess proposals received. Assign a percentage (or points) to weight each criterion based on the relative importance of each factor. For more straightforward scoring, these criteria should map to the categories of information that the offeror will submit in their proposal. Common categories you might select from or customize include the following:*

* *Qualifications, Experience, and Capacity*
* *Service Delivery or Project Approach*
* *Project Management, Performance Improvement, and Communications (e.g. Narrative Proposal)*
* *Diversity, Equity, and Inclusion (DEI) Considerations*
* *Cost Proposal*

*See* [*Module 6 of the GPL’s RFP Guidebook*](https://govlab.hks.harvard.edu/files/govlabs/files/module_6_rfp_writing_evaluation_and_selection_criteria_gpl_rfp_guidebook_2021.pdf?m=1613584308) *for more information and guidance on developing your evaluation criteria. Your evaluation criteria allocation should total 100%.*

|  |  |
| --- | --- |
| **EVALUATION CRITERIA** | **% ALLOCATION** |
| **[Insert title of evaluation criterion 1]**  *In a few bullet points, describe what this criterion refers to and what you will be evaluating for under this criterion. Be transparent with the proposer about what you are looking for!* | [% weight] |
| **[Insert title of evaluation criterion 2]**  *In a few bullet points, describe what this criterion refers to and what you will be evaluating for under this criterion. Be transparent with the proposer about what you are looking for!* | [% weight] |
| **[Insert title of evaluation criterion 3]**  *In a few bullet points, describe what this criterion refers to and what you will be evaluating for under this criterion. Be transparent with the proposer about what you are looking for!* | [% weight] |
| **[Insert title of evaluation criterion 4]**  *In a few bullet points, describe what this criterion refers to and what you will be evaluating for under this criterion. Be transparent with the proposer about what you are looking for!* | [% weight] |
| **[Insert title of evaluation criterion 5]**  *In a few bullet points, describe what this criterion refers to and what you will be evaluating for under this criterion. Be transparent with the proposer about what you are looking for!* | [% weight] |

## Selection Process, Award, and Protest Procedures

### Selection Schedule

*Guidance: Tailor the table below to reflect important upcoming dates, including the period for questions and answers, and estimated timing of contract negotiations. To give offerors sufficient time to respond, we recommend 4-6 weeks as the minimum time the RFP is open and checking that the due date for questions and the pre-proposal conference date are not too soon after the RFP issue date.*

*See* [*Module 1 of the GPL’s RFP Guidebook*](https://govlab.hks.harvard.edu/files/govlabs/files/module_1_planning_for_your_rfp_gpl_rfp_guidebook_2021.pdf?m=1613584311) *for more information and guidance on developing key dates for your RFP and contracting process.*

*To the extent possible, the following schedule shall govern the review, evaluation, and award of this RFP. The City reserves the right to modify the dates below in accordance with its review process.*

|  |  |
| --- | --- |
| **Schedule** | |
| **Event** | **Date(s)** |
| Public advertisement: Mississippi Link & The Clarion Ledger | [Date] |
| RFP issue date | [Date] |
| Pre-proposal conference | [Date] |
| Deadline to submit questions to the City of Jackson. | [Date] |
| City of Jackson’s responses to questions are posted at: [insert webpage link] | [Date] |
| **Proposals Due** | **[Date]** |
| Opening of proposals | [Date] |
| Oral presentations/interviews/demos (if applicable) | [Date] |
| Anticipated City of Jackson’s notice of intent to award contract | [Date] |
| Deadline for protesting contract award | [Date] |
| Tentative date for presenting contract to City Council for approval | [Date] |

### Selection and Award Process

*Guidance: Explain the evaluation process and how the RFP will be scored. Use your government’s standard language and/or work with your purchasing office. This section can specify:*

* *The different rounds of review (e.g., in round one, a responsiveness review will determine the completeness of required documents and may disqualify incomplete proposals, and in round two, the evaluation committee will assess written proposals and invite top proposers to a round three interview or demonstration).*
* *Any unique components of the selection process, such as interviews, presentations, demos, or site visits.*

# 5. Terms and Conditions

**ALL VENDORS ARE URGED TO READ AND UNDERSTAND THESE TERMS AND CONDITIONS PRIOR TO SUBMITTING A PROPOSAL.**

* 1. **DISCLAIMER**

The City and its advisors have, to the best of their knowledge, represented information and data that are current and applicable to this RFP. The City is providing the information contained herein as a courtesy to the Offerors. The City and its advisors neither guarantee nor warranty that the information contained in this RFP or referenced documents is accurate and complete. The City and its advisors are not and will not be liable for omissions or errors contained in this RFP. It is the Service Offeror’s responsibility to use this information and verify the same during the proposal, negotiation, and contract implementation periods through its own due diligence.

* 1. **CONFIDENTIALITY**

The contents of responses/proposals to this RFP shall not be discussed or shared outside the submittal process with any other Offerors and/or potential Offerors regarding the services to be offered or fees associated with the operation or implementation of the services described in this RFP. Any violation of this Section shall result in the immediate disqualification of the offending Offeror’s proposal.

* 1. **PROPOSAL GUIDELINES AND INSTRUCTIONS** 
     1. **Errors in Proposals**

The City will not be liable for any errors in Proposals. Proposals may be rejected as unresponsive if they are incomplete, are missing pages or information, or cannot be opened for any reason. The City may waive minor irregularities and request Offeror(s) cure such irregularity, but such waiver will not modify any remaining RFP requirements. A minor irregularity means that the defect is immaterial or inconsequential as to price, quantity, quality, or delivery when contrasted with the total costs or scope of the services being provided.

* + 1. **Proposal Withdrawal Procedure**

Proposals may be withdrawn up until the Submission Date. Any proposal not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of ninety (90) days to provide the services set forth in the proposal or until one of the proposals has been accepted and an agreement has been executed between the City and the successful Offeror.

* + 1. **Proposer Certifications**

By submitting a Proposal, each Offeror certifies under penalty of perjury that:

1. Its submission is not the result of collusion or any other activity that would tend to influence the selection process directly or indirectly; and
2. The Offeror is able or will be able to comply with all requirements of this solicitation at the time of contract award; and
3. Offeror certifies all statements in the response are true; and
4. Neither Offeror, its employees, nor any affiliated firm providing the requested goods and services has any actual or potential conflict of interest with any City officers or employees relating to this solicitation.
   * 1. **Estimated Quantities**

If the solicitation results in an indefinite quantity, the goods and services actually requested by the City may be less than the maximum value of the Agreement and there is no guarantee, either expressed or implied, as to the actual quantity of goods and services that will be authorized under the Agreement.

* + 1. **No Commitment**

Neither submission of a Proposal nor the City’s receipt of Proposal materials confers any right to the Offeror nor any obligation on the City. This RFP does not commit the City to award a contract, nor will the City defray any costs incurred in preparing proposals or participating in any presentations or negotiations.

* + 1. **Reservation of the Rights of the City**

The award of this project is subject to the availability of funding. The City reserves the right to request clarification of information submitted and to request additional information of one (1) or more Offerors. The City of Jackson reserves the right to reject all proposals where the Offeror takes exception to the terms and conditions of the RFP and/or fails to meet the terms and conditions and/or in any way attempts to limit the rights of the City of Jackson in any required contractual term(s) and provision(s) set forth in this RFP.

The City of Jackson reserves the right to amend the contents of this RFP by Addendum as it deems necessary. It is the responding Service Provider’s/Offeror’s sole responsibility to monitor the City of Jackson’s website for amendments to this RFP to ensure that their response is pursuant to the amended RFP, if applicable.

The City reserves the right to negotiate the Contract for the project with the next most qualified Offeror if the first choice does not agree to the terms of a Contract after submission of the Contract to the Service Provider. The City reserves the right to negotiate all elements of work that comprise the selected proposal.

The City reserves the right, after opening the proposals, or at any other point during the selection process, to reject any or all proposals, modify or postpone the proposed project, evaluate any alternatives offered, or accept the proposal that, in the City's sole judgment, is in its best interests.

The City reserves the right to terminate the Contract if the selected Offeror fails to begin to perform the work described herein within ten (10) days after the City gives the selected Offeror a written notice to proceed.

* + 1. **Selection**

At any time in the evaluation process, the City may request clarifications from Offerors.

* + - * 1. **Determination of Responsiveness**

A responsive proposal conforms to the instructions set forth in this solicitation and any modifications to it. Non-responsive proposals will be rejected. The City, in its sole discretion, may waive nonconsequential deviations if the deviations cannot have provided an advantage over other Offerors.

* + - * 1. **Determination of Responsibility**

The City will make a determination of the responsibility of any Offeror under consideration for award, taking into consideration matters such as the Offeror’s compliance with public policy and laws, past performance, fiscal responsibility, financial and technical resources, capacity, and experience to satisfactorily carry out its responsibilities. The City will notify any Offeror in writing what was found non-responsive and allow the finding to be contested.

* + 1. **Contract Award**
       - 1. **Contract Negotiations**

Once a decision has been made to award a contract to one or more Offerors, the City will post a Notice of Intent to Award. Contract negotiations are neither an offer nor an implicit guarantee that a contract will be executed. Award, if made, will be to the responsive, responsible Offeror offering the overall best value to the City for the services and goods described in this solicitation, or as applicable, for a specific portion of the services and goods described. Any agreement reached will be memorialized in a formal agreement.

* + - * 1. **Work is Not Authorized Until Agreement is Approved**

After the Agreement has been approved by the City Council and all parties have signed, the City will notify the Offeror and performance may proceed. Prior to City execution of the Agreement, no City employee may authorize work. Any work performed prior to that time may be uncompensated.

* + 1. **Protests**

Protests that do not comply with the protest procedures outlined below will be rejected.

* + - * 1. **Protest Format, Eligibility and Address**
        2. Protests or objections may be filed regarding the contract award.
        3. The City will only review protests submitted by an interested party, defined as an actual or prospective offeror whose direct economic interest could be affected by the City’s conduct of the solicitation.
        4. Submit protests to the City via email to [Insert Name], [Insert Title], [Insert Department] at [Insert Email].
        5. Issues related to the protest will be reviewed by the City Legal Department.
        6. **Protest Deadlines**

Submit protests of the contract award with any supplemental materials by [Insert time] CST on [Insert date]. The date of filing is the date the City receives the protest, unless received after 5 p.m. CST, or on any day other than a Business Day, in which case, the date of filing will be the next Business Day.

**FAILURE TO FILE BY THE RELEVANT DEADLINE CONSTITUTES A WAIVER OF ANY PROTEST ON THOSE GROUNDS. SUPPLEMENTAL MATERIALS FILED AFTER THE RELEVANT DEADLINE SHALL BE REJECTED BY THE CITY.**

* + - * 1. **Protest Contents**

The letter of protest must include all the following elements:

1. Detailed grounds for the protest, fully supported with technical data, test results, documentary evidence, names of witnesses, and other pertinent information related to the subject being protested; and
2. The law, rule, regulation, ordinance, provision, or policy upon which the protest is based, with an explanation of the violation.
   * + - 1. **Reply to Protest**

The City will send a written response to the protesting party and to any other party named in the protest within a reasonable time.

* + - * 1. **No Stay of Procurement Action During Protest**

Nothing in these protest requirements will prevent the City from proceeding with negotiations or awarding a purchase order or contract while a protest is pending.

* + 1. **Public Records** 
       - 1. **General**

1. All proposals, protests, and information submitted in response to this solicitation will become the property of the City and will be considered public records. As such, they may be subject to public review.
2. Any contract arising from this RFP will be a public record.
3. Submission of any materials in response to this RFP constitutes:
   1. Consent to the City’s release of such materials under the Public Records Act without notice to the person or entity submitting the materials; and
   2. Waiver of all claims against the City and/or its officers, agents, or employees that the City has violated a Offeror's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal or materials to be inspected; and
   3. Agreement to indemnify and hold harmless the City for release of such information under the Public Records Act; and
   4. Acknowledgement that the City will not assert any privileges that may exist on behalf of the person or entity submitting the materials.
      * + 1. **Confidential Information**
4. The City is not seeking proprietary information and will not assert any privileges that may exist on behalf of the Offeror. Offerors are responsible for asserting any applicable privileges or reasons why a document should not be produced in response to a public record request.
5. If submitting information protected from disclosure as a trade secret or any other basis, identify each page of such material subject to protection as “CONFIDENTIAL.” If requested material has been designated as confidential, the City will attempt to inform the Offeror of the public records request in a timely manner to permit assertion of any applicable privileges.
6. Failure to seek a court order protecting information from disclosure within ten days of the City’s notice of a request to the Offeror will be deemed agreement to disclosure of the information and the Offeror agrees to indemnify and hold the City harmless for release of such information.
7. Requests to treat an entire proposal as confidential will be rejected. Any such request will be deemed an agreement to the City for disclosure of the entire proposal. In such an event, the Offeror agrees to indemnify and hold the City harmless for release of any information requested.
8. Trade secrets will only be considered confidential if claimed to be a trade secret when submitted to the City, marked as confidential, and compliant with state and federal rules and regulations.
   1. **SPECIAL PROVISIONS** 
      1. **Breach**

Conditions and circumstances that shall constitute a material breach by the Offeror shall include but not be limited to the following:

1. [Insert Condition 1]
2. [Insert Condition 2]
3. [Insert Condition 3]
   * 1. **OSHA Compliance**

The Offeror agrees to comply with conditions of the Federal Occupational Safety and Health Acts of 1970 (OSHA), as may be amended, and the standards and regulations issued there under and certifies that all services under this Contract will conform to and comply with said standards and regulations. The Contractor further agrees to indemnify and hold harmless the purchaser from all damages assessed against the City because of the Contractor’s failure to comply with the acts and standards there under and for the failure of the services furnished under this Contract to so comply.

* + 1. **Mississippi Employment Protection Act**

Service Provider shall comply with the provisions of the Mississippi Employment Protection Act, Miss. Code § 71-11-3 (1972, as amended) in the hiring of personnel.

* + 1. **Audit**

The Service Provider shall maintain full and complete accounting records, prepared in accordance with generally accepted accounting principles, reflecting the Service Provider’s work on this Contract. The City may require an audit of such books and records at any reasonable time. Such audit will be conducted by City staff or by a certified public accounting firm with experience in auditing public service companies selected by the City.

Upon request, the Service Provider shall permit the City to inspect and audit all pertinent books and records of the Service Provider, any subcontractor, or any other person or entity that performed work in connection with or related to this Contract, at all times deemed necessary by the City, including up to six years after the final payment or release of withheld amounts has been made under this Contract. Such inspection and audit shall occur in the City of Jackson or other such reasonable location as the City selects. The Service Provider shall supply the City with, or shall permit the City to make, a copy of any books and records and any portion thereof. The Service Provider shall ensure that such inspection, audit, and copying right of the City is a condition of any subcontract, agreement, or other arrangement under which any other person or entity is permitted to perform work under this Contract.

* + 1. **Contract Rights**

The parties reserve the right to amend this Contract from time to time by mutual agreement in writing. Rights under this Contract are cumulative and in addition to rights existing at common law. Payment by the City and performance by the Service Provider do not waive their contract rights.

Failure by either party on any occasion to exercise a contract right shall not forfeit or waive the right to exercise the right on another occasion. The use of one remedy does not exclude or waive the right to use another.

* + 1. **Interpretation**

This Contract shall be interpreted as a whole and to carry out its purposes. This Contract is an integrated document and contains all the promises of the parties; no earlier oral understandings modify its provisions. No oral promises, oral obligations, or oral agreements whatsoever, made at any time, shall become a part of this Contract.

* + 1. **Law and Venue**

The laws of the State of Mississippi and Ordinances of the City shall govern the validity, construction, and effect of this Contract. The venue for any claims, litigation, or causes of action between the parties shall be in a court of appropriate jurisdiction of the State of Mississippi for the First Judicial District of Hinds County.

* + 1. **Notices**

All official notices or approvals shall be in writing. Unless otherwise directed, notices shall be delivered by messenger or by certified or registered mail (return receipt requested) to the parties at the following respective addresses (Service Provider, please provide the City with a designated contact person):

City of Jackson

Attn: Mayor

219 South President Street

Jackson, Mississippi 39201

Phone: (601) 960-1084

Also:

[Insert Department Name]

Attn: [Insert Department Director]

[Insert Street Address]

Jackson, Mississippi 39201

Phone: [Insert Phone Number]

Either party may from time to time designate a new address for notices. Unless a return receipt or other document establishes otherwise, a notice sent by U.S. Mail shall be presumed to be received the second business day after its mailing.

* + 1. **Severability**

Should any term, provision, condition, or other portion of this Contract or its application be held to be inoperative, invalid, or unenforceable, and the remainder of the Contract still fulfills its purposes, the remainder of this Contract or its application in other circumstances shall not be affected thereby and shall continue in force and effect.

* + 1. **No Personal Liability**

No officer, agent, or authorized employee of the City shall be personally responsible for any liability arising under this Contract, whether expressed or implied, nor for any statement or representation made herein or in any connection with this Contract.

* + 1. **Disputes**

The City and Service Provider shall maintain business continuity to the extent practical while pursuing disputes. Any dispute or misunderstanding that may arise under this Contract concerning Service Provider’s performance shall first be resolved, if mutually agreed to be appropriate, through negotiations between the parties’ Contract representatives or, if mutually agreed, referred to the City’s named representative and the Contractor's senior executive(s).

Either party may decline or discontinue such discussions and may then pursue other means to resolve such disputes or may by mutual agreement, pursue other dispute alternatives such as alternate dispute resolution processes. Nothing in this dispute process shall in any way mitigate the rights, if any, of either party to terminate the contract in accordance with the termination provisions herein.

* + 1. **Termination for Cause**

If, through any cause, the Service Provider shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Service Provider shall violate any of the terms of this Agreement, the city of Jackson shall thereupon have the right to terminate this Agreement by giving written notice to the other party of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. In that event, all personal property, cash, or other assets which, if the Service Provider had been completed, would have been required to be furnished to the City or were purchased with funds furnished to the Service Provider under this Agreement and all finished or unfinished documents, reports or other materials prepared by the Service Provider under this Agreement shall at the option of the City become its property, and the Service Provider shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials.

If, through any cause, the Service Provider shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Service Provider shall violate any of the terms of this Agreement, the city of Jackson shall thereupon have the right to terminate this Agreement by giving written notice to the other party of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. In that event, all personal property, cash, or other assets which, if the Service Provider had been completed, would have been required to be furnished to the City or were purchased with funds furnished to the Service Provider under this Agreement and all finished or unfinished documents, reports or other materials prepared by the Service Provider under this Agreement shall at the option of the City become its property, and the Service Provider shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials.

Notwithstanding the above, the Service Provider shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Agreement by the Service Provider, and the City may withhold any payments to the Service Provider for the purpose of off set until such time as the exact amount of damages due to the City from the Service Provider is determined.

This section shall apply to all representatives, third parties, and/or consultants/Contractors selected or employed by the Service Provider.

* + 1. **Termination for Convenience**

The City may terminate this Agreement at any time by giving written notice to the Service Provider of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. In that event, all finished or unfinished documents and other materials as described in the Termination for Cause clause, at the option of the City become its property. If the Contract is terminated by the City as provided herein, the Service Provider will be paid an amount which bears the same ratio to the total services of the Service Provider covered by the Contract, less payments of compensation previously made.

This contract may be terminated in whole or in part by the City upon written notice to Service Provider, if Service Provider should become the subject of bankruptcy or receivership proceedings, whether voluntary or involuntary, or upon the execution by Service Provider of an assignment for the benefit of its creditors. In the event of such termination, Service Provider shall be entitled to recover just and equitable compensation for satisfactory work performed under this contract, but in no case shall said compensation exceed the total contract price.

* + 1. **Force Majeure**

This section applies in the event either party becomes unable to perform its obligations under this Contract because of a Force Majeure Event. A Force Majeure Event is an external event that is beyond the control of the party or its agents that severely compromises the party’s ability to perform its obligations under the Contract. Such events may include, but are not limited to, a natural or man-made disaster, an act of war or terrorism, or a related action or decree of a superior governmental body, which prevents the party from performing all its obligations under the Contract.

Should either party suffer from a Force Majeure Event, such party shall provide the other party with written notice as soon as practical and shall act with speed and diligence to mitigate any potential damage that may result from the event and resume performance of all its obligations under the Contract as soon as reasonably possible. When notice has been properly provided, the obligations of both parties shall be suspended to the extent that and for the period that the Force Majeure Event prevents the party from resuming performance of all its obligations under the Contract.

* + 1. **Approval**

It is understood that the Agreement requires approval by the Governing Authority for the City and if the Agreement is not approved by the Governing Authority, it is void and no payment shall be made hereunder.

* + 1. **Availability of Funds**

It is expressly understood and agreed that the obligation of the city of Jackson to proceed under this Agreement is conditioned upon the appropriation of funds by the City Council and the receipt of funds. If the funds anticipated for the continuing fulfillment of the Agreement are, at any time, not forthcoming or insufficient, either through the failure of the city of Jackson to provide funds or of the City Council to appropriate funds or the discontinuance or material alteration of the program under which funds were provided or if funds are not otherwise available to the City of Jackson, the City shall have the right upon ten (10) working days written notice to the Service Provider to terminate this Agreement without damage, penalty, cost or expenses to the City of any kind whatsoever, other than payment for legal services rendered prior to receiving written notice. The effective date of termination shall be as specified in the notice of termination.

* 1. **INSURANCE AND INDEMNITY**

*Guidance: If you are unsure of what insurance requirements may be applicable to your respective RFP, reach out to your appointed contact within the City Attorney’s Office for direction.*

* + 1. **Insurance Terms and Conditions**

[Insert Requirements (if applicable)]

* + 1. **Indemnity**

To the extent permitted by law, the Contractor shall protect, defend, indemnify and hold the City harmless from and against all claims, demands, damages, costs, actions and causes of actions, liabilities, fines, penalties, judgments, expenses and attorney fees, resulting from the injury or death of any person or the damage to or destruction of property, or the infringement of any patent, copyright, or trademark, or trade secret arising out of the work performed or goods and costs of every kind and nature whatsoever as a result of the negligence or willful misconduct or breach by the Contractor, to the extent the loss was not otherwise contributed to by the act or negligence of the City including court costs and attorney’s fees, arising out of or caused by the Contractor and its employees, agents, officers, contractors, and/or subcontractors provided under this Contract, or the Contractor’s violation of any law, ordinance or regulation, contract provision or term, or condition of regulatory authorization or permit, except for damages resulting from the sole gross negligence of the City.

* + 1. **Delivery and other costs**

This order is to be delivered F.O.B., prepaid, and allowed, in Jackson, Mississippi, within the number of days stated after receipt of our purchase order. Note that all costs must be included in the bid price.” No additional cost can be attached to a bid order.

* + 1. **Employee Proposals**

Proposals submitted by City employees is prohibited. It is hereby declared unlawful for any city official to bid on, sell, or offer for sale, any merchandise services, equipment or material, or similar commodity to the City of Jackson during the tenure of his or her employment, or for the period prescribed by law thereafter, or to have any interest in the selling of the same to the City of Jackson. (§ 25-4-105) (Miss Code 1972 as amended).

* + 1. **Taxes**

Sales tax and federal excise tax are not to be included in any bid price. The City of Jackson assumes no tax liability.

* 1. **OTHER REQUIREMENTS**

*Guidance: Include any other requirements that may need to be included in the terms and conditions sections. Please reach out to your appointed contact within the City Attorney’s Office for direction. Examples include hiring preference; subcontracting requirements; assignment; delegation of duties.*

# 6. Appendix

*Guidance: This appendix section should include 1) all required forms that proposers must fill out that are not included in the response workbook (e.g., compliance forms or data security questionnaires), and 2) any additional documentation that can help inform proposers’ responses. These attachments could include service or program specifics such as data tables, maps, diagrams detailing process flows or technical requirements, or additional background information.*

# Appendix A: Response Workbook (Optional)

|  |
| --- |
| [Insert Name of RFP]  [Insert Division, Insert Department]  RFP #: [XXXXX] |

Proposer is to complete this Response Workbook and submit as their response to this RFP.

# Proposer General Information:

*Guidance: Include in this section any basic information you want to collect about the offeror. Information in this section is not intended to be scored.*

**Legal Company Name:**

|  |
| --- |
| (Proposer to include response here) |

**Proposer Headquarters Address:**

|  |
| --- |
| (Proposer to include response here) |

**Authorized Company Representative:**

|  |
| --- |
| (Proposer to include response here) |

**Proposer Contact Information (Email and Phone):**

|  |
| --- |
| (Proposer to include response here) |

**State of Incorporation (Ex. Mississippi):**

|  |
| --- |
| (Proposer to include response here) |

*Additional relevant categories your jurisdiction may want to include:*

* *Certification status (e.g., small, minority-owned, women-owned, etc.)*
* *Type of legal entity*
* *FEIN number*
* *Company website*
* *How did you learn about this opportunity?*
* *Specific services applying for (if multiple service area categories listed in RFP)*
* *Specific regions served (if multiple service regions listed in RFP)*

# Narrative Responses (Scored):

Offeror’s answers to the following questions will comprise the offeror’s official response to this RFP. Information prepared by the offeror and submitted with their proposal *may* be incorporated into a final contract *(for example, program offerings, curriculum, key personnel, or performance metrics).*

The responses to the following required questions shall not exceed [XX] single-sided pages *(or the City of Jackson may choose to assign word limits to specific categories or questions),* which does not include any supplementary attachments. Any attachments provided should be relevant to RFP questions and referenced in the main narrative below.

*Overall guidance and sample evaluation criteria with corresponding questions have been provided below.*

*When deciding what questions you want to ask of the organizations responding to your RFP, consider the following:*

* ***Ask offerors to show, not tell:*** *Well-written proposal questions encourage responses that “show not tell” by asking offerors to share an example or tell a story about their experience. Like a good job interview question, consider requiring proposers to go beyond sharing boilerplate marketing materials and instead demonstrate their ability to help you achieve success in this project or service.*
* ***Limit questions to those most important:*** *Consider the number of questions you’re asking offerors to respond to. Too many questions can be cumbersome for both organizations responding and for government staff evaluating proposals. It can be helpful to ask yourself which questions you believe are most important to include to solicit the information you need to determine the quality of the offeror’s ideas and approach. In this template, we give you many ideas of questions – we encourage you to pare back from the list given to include those that are most relevant.*
* ***Map proposal questions to evaluation criteria:*** *Align your proposal questions to match effectively with evaluation categories, which will result in content that evaluation committees can easily score.*
* ***Confer with internal procurement and legal staff:*** *Leverage the expertise of legal and procurement staff to check that all relevant questions are included and appropriate.*

# Category 1: Qualifications, Experience, and Capacity

(EXAMPLE CATEGORY ONLY)

*List out the questions you want your offeror to respond to in the space below. Questions below are examples only. You should pare down the list of actual questions you include in your RFP.*

1. Qualifications and Experience
   1. **Overall qualifications**: Provide a general overview of your organization. What sets your organization apart from your competitors? Why is your organization uniquely qualified to take on this scope of work?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Experience:** Describe the extent of your organization's experience in conducting similar projects or delivering similar services for public agencies. What has that experience taught you that you would bring to this project?

|  |
| --- |
| (Proposer to include response here) |

* 1. **References**: Provide contact information and a short description of prior work for [X] references who can speak to your experience on similar projects.

|  |  |  |
| --- | --- | --- |
| **Reference 1** | Company |  |
| Project Manager |  |
| Phone Number |  |
| Project Description |  |
| Project Start and  End Dates |  |
| **Reference 2** | Company |  |
| Project Manager |  |
| Phone Number |  |
| Project Description |  |
| Project Start and  End Dates |  |
| **Reference 3** | Company |  |
| Project Manager |  |
| Phone Number |  |
| Project Description |  |
| Project Start and  End Dates |  |

1. **Staffing, Capacity, and Oversight**
   1. **Team overview:** Describe the team that would work on this project. Include a list of key team members and their general availability while on this project. Make the case for why they would be great partners on this project. Provide bios, resumes, or whatever you think best highlights the strength of this team.

|  |
| --- |
| (Proposer to include response here) |

* 1. **General capacity:** Describe your organization’s capacity to take on additional work if you are awarded this contract. How would you create additional capacity, if needed?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Management, administrative, and technical capacity:** Describe your organization’s overall management structure and the qualifications of your senior leadership/management team. How does your organization’s leadership support a culture that enables the effective implementation of new techniques, staff retention, and high-quality service delivery? If helpful, you may give specific examples of your past practices.

|  |
| --- |
| (Proposer to include response here) |

* 1. **Recruitment and retention:** How does your organization recruit, develop, and retain staff to consistently deliver high-quality programs or projects (e.g., training, coaching, and other professional development opportunities)? What specific challenges in recruitment, retention, training, and development do you anticipate?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Subcontracting experience (if applicable):** Describe your organization’s experience with subcontracting with other service providers. Provide examples of how you have identified high-quality subcontractors and managed the performance of those partners in the past.

|  |
| --- |
| (Proposer to include response here) |

# Category 2: Service Delivery or Project Approach

*(EXAMPLE CATEGORY ONLY)*

*Guidance: List out the questions you want your offeror to respond to in the space below. Questions below are examples only. You should pare down the list of actual questions you include in your RFP.*

1. **Service Delivery or Project Approach**
   1. **Methodology**: Provide a detailed description of your organization’s ability, approach, and methodology for this project or service in line with the RFP objectives and key elements outlined in the scope of work.

|  |
| --- |
| (Proposer to include response here) |

* 1. **Implementation timeline:** Provide an implementation timeline for your project or service, including key milestones related to the scope of work. Include estimates of the timeframe needed to complete each task.

|  |
| --- |
| (Proposer to include response here) |

* 1. **Expectations of government:** What responsibilities or resources do you expect the City of Jackson to provide for this service to be successful?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Subcontractor utilization:** How will you utilize subcontractors in the delivery of this project or service?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Partnerships:** In what ways will you partner or coordinate with other entities to best accomplish the goals of this project or service? Give specific examples.

|  |
| --- |
| (Proposer to include response here) |

1. ***(For Social Services):* Quality of Proposed Service Model**
   1. **Evidence base and theory of change:** Describe the reasoning behind the selection of your proposed program or service model, including any relevant supporting information or evidence for how it will achieve goals outlined in the RFP. This may include a logic model with outputs and outcomes clearly defined.

|  |
| --- |
| (Proposer to include response here) |

* 1. **Model fidelity experience:** What other programs or services has your organization implemented that are evidence-based or require fidelity to certain standards? What actions have you taken to promote fidelity to the model for these programs?

|  |
| --- |
| (Proposer to include response here) |

* 1. **Service matching and referral:** Describe your approach to make sure that recipients of your program/service are appropriately identified for, connected to, and enrolled in the service (e.g., connectivity to existing government referral processes, seamless intake/enrollment process, supportive services, waitlist management, etc.)

|  |
| --- |
| (Proposer to include response here) |

# Category 3: Project Management, Performance Improvement, and Communications

*(EXAMPLE CATEGORY ONLY)*

*List out the questions you want your offeror to respond to in the space below. Questions below are examples only. You should pare down the list of actual questions you include in your RFP.*

1. **Project Management & Performance Improvement**
   1. **Project management approach:** Describe your proposed method of project management for this project or service.

|  |
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| (Proposer to include response here) |

* 1. **Performance improvement approach:** How does your organization incorporate continuous quality improvement and performance measurement into the work you do today? How do you plan to incorporate these into the proposed project or service to improve practice and meet goals?

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| (Proposer to include response here) |

* 1. **Performance improvement examples:** Describe 1-2 times your organization made an operational or programmatic change based on data collected. For each example, briefly describe (a) how the problem was identified, (b) what steps your organization took to make the improvement, and (c) the impact of those changes.

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| (Proposer to include response here) |

1. **Reporting**
   1. **Metrics**: In addition to any metrics identified in the RFP, describe the key performance indicators (KPIs), performance metrics, and/or compliance metrics you have used or plan to use to track the delivery and success of this project or service.

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| (Proposer to include response here) |

* 1. **Method**: Describe your ability to track and report on these metrics, including what systems, processes, and/or tools will be used.
     1. How will the data be collected, stored, and shared?
     2. How frequently will metrics be tabulated?
     3. Which staff and roles will be responsible for this work?

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| (Proposer to include response here) |

1. **Communications**
   1. **Communications approach**: How will you communicate with the City of Jackson in a responsive and proactive manner? Consider being responsive to questions and requests as well as elevating concerns or issues.

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| (Proposer to include response here) |

* 1. **Collaboration**: How will you foster a collaborative relationship with the City of Jackson partners? What do you need from the City of Jackson to do this work successfully?

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| (Proposer to include response here) |

# Category 4: Diversity, Equity and Inclusion (DEI) Considerations

*(EXAMPLE CATEGORY ONLY)*

*List out the questions you want your proposer to respond to in the space below. Questions below are examples only. You should pare down the list of actual questions you include in your RFP.*

1. **Target Population & Community Engagement**
   1. **Target population and needs:** Describe your experience and any notable successes providing services to the people, residents, or groups that will be the users or beneficiaries of your proposed project or service. Based on your experience or research, what do you see as the key needs of this population and how does your planned approach address those needs? In addition to any background included in the RFP, include any relevant data or information about this population and their needs.

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| (Proposer to include response here) |

* 1. **Community input:** Explain how your organization engaged residents or community members to assess their perception of need and to understand their ideas for projects or services in the specific communities your organization proposes to serve.

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| (Proposer to include response here) |

* 1. **Ongoing community engagement:** How will your organization engage residents or community members on an ongoing basis to inform service delivery?

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| (Proposer to include response here) |

1. **Equitable Outcomes**
   1. **Equitable impact**: How do you believe your proposed service or project will impact residents with low incomes or from historically marginalized groups?

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| (Proposer to include response here) |

* 1. **Equitable service delivery**: How would you foster equitable delivery of services in your proposed service or project?

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| (Proposer to include response here) |

* 1. **Equitable results:** Describe how your proposed project or service will decrease systemic inequities and/or increase economic mobility.

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| (Proposer to include response here) |

1. **Workforce & Organization:** 
   1. **Workforce:** How does your organization’s workforce reflect the communities you aim to serve? Describe any measurable steps you have taken to diversify your internal workforce (e.g., women, people of color, and people from other historically marginalized groups).

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| (Proposer to include response here) |

* 1. **DEI**: How does your organization actively build, communicate, and support an internal culture of diversity, equity, and inclusion? How does your organization incorporate diverse perspectives in governance and decision making?

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| (Proposer to include response here) |

* 1. **Training & professional development:** How does your organization provide access to on-the-job training, mentoring, technical training, and/or staff professional development opportunities for women, people of color, and people from other historically marginalized groups?

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| (Proposer to include response here) |

# Category 5: Cost Proposal and Narrative

*(EXAMPLE CATEGORY ONLY)*

*List out the questions you want your offeror to respond to in the space below. Questions below are examples only. You should pare down the list of actual questions you include in your RFP.*

*You are encouraged to give offerors a template cost proposal form that is specific to the product or service you are procuring. This template might provide a total cost for all services to be delivered and a breakdown of costs by subcategories (e.g., staffing, supplies and materials, overhead, travel) to allow for more direct comparability in costs between proposals.*

1. **Cost Proposal and Narrative** 
   1. **Cost proposal:** Complete a price schedule, budget, or cost proposal in its entirety that will enable the effective delivery of the proposed project or services.
      1. Describe all direct and indirect costs associated with the service or project.
      2. Describe any key cost variables for the service or project such as volume, frequency, duration or length, geographic reach, and service level.

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| (Proposer to include response here) |

* 1. **Narrative and justification**: Present a detailed cost narrative that explains the basis and rationale for the costs proposed.
     1. Why do you consider your costs to be reasonable, given the nature of your proposed project or service?
     2. Describe the rationale or benefit of the proposed cost structure.
     3. Describe any key budgeting decisions, assumptions, or calculation approaches used to develop the cost proposal.

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| (Proposer to include response here) |

* 1. **Performance payments or incentives**: Describe any proposed incentive-based or performance-based fee structures that would align compensation with the strategic goals set forth in this RFP.

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| (Proposer to include response here) |

* 1. **Discounts:** What discount percentage can the organization offer if payment is made 20 days after the organization’s invoice is submitted?

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| (Proposer to include response here) |

# Additional Information:

*Include any additional information needed from offerors such as vendor exceptions to contract language or mandatory provisions, declaration of confidential information for particular responses, acknowledgement of addenda, or a conflict-of-interest statement.*

# Attachments and Required Forms:

*Include any other specific forms here that require an offeror response. These are forms that were not included in the main RFP document and may include compliance forms required by statute or jurisdiction policy.*

Please complete a required Equal Business Opportunity (EBO) Plan Application. You may download a copy at the following link: <https://storage.googleapis.com/proudcity/jacksonms/uploads/2019/12/EBO-Plan-Application.pdf>