

Request for Proposals: ACP NAVIGATOR PROGRAM DEVELOPMENT

Proposal to develop ACP Navigator capacity

Background

The City of South Bend has become aware that the Affordable Connectivity Program (ACP), a program funded by the federal government, providing qualifying low-income households discounts on broadband service and connected devices, is under-subscribed by South Bend residents. Eligibility and subscribership are monitored and tracked by City teams for the betterment of our residents.

The City is interested in contracting with two ACP Navigators to work with the Outreach Team under the umbrella of the Creating Connections ACP Outreach Grant program to assist residents of South Bend to promote, increase awareness, and assist residents in applying for the Affordable Connectivity Program.

Scope of Services

The Provider will become an expert on enrollment in the Affordable Connectivity Program to engage with residents needing enrollment assistance.

The Provider will:

1. Coordinate deployment of resources using varying outreach strategies in consultation with the City, and other City partners including but not limited to:
 - a. Distributing flyers, signs or posters at resident homes or businesses;
 - b. Canvassing at resident homes;
 - c. Hosting or attending outreach events;
 - d. Calling residents;
 - e. Scheduling meetings with residents;
 - f. Hosting “office hours” to assist residents with Affordable Connectivity Program applications;
2. Regularly communicate work performed via:
 - a. Regular meetings with the City;
 - b. Timely communication through email, phone, or messaging;
 - c. Tracked progress through various applications such as Field Maps App and Excel.

The City will:

1. Track subscribership metrics throughout the engagement;
2. Identify areas of the City whose residents are undersubscribed to the Affordable Connectivity Program to direct the deployment of resources;
3. Identify and coordinate outreach strategies in consultation with the Provider;
4. Facilitate the training of the ACP Navigators;
5. Provide promotional materials related to the Affordable Connectivity Program and Outreach Team promotional materials, including hats, t-shirts, and identification cards;
6. Lend necessary technology to track and perform outreach activities, pursuant to the technology use clause outlined below, including but not limited to iPads, charging cables, and charging adapters;
7. Regularly communicate and direct work via:

- a. Regular meetings with the Provider;
- b. Timely communication through email, phone, or messaging;
- c. Tracked progress through various applications such as Field Maps App and Excel.

An ACP Navigator will receive specific training on all aspects of the Affordable Connectivity Program application and will be an expert on assisting residents with this application. During periods when the Outreach Team is active, they will direct residents to the ACP Navigator for follow-up action needed for the resident to successfully enroll in the program. The ACP Navigator will work closely with the Outreach Team during the Outreach Team’s contract periods.

The Provider will have the ability to determine how to perform the ACP Navigator services. The final Scope of Work for this contract will be determined by a written agreement between the City and the Provider. Additional scopes of work may be proposed at a later date, subject to the agreement of the City and Provider.

Payment and timeline

The fee for this engagement will be assessed on a monthly basis as detailed in Table 1, not to exceed \$32,500. On the Provider’s invoice date, the Provider will invoice a maximum monthly fee of \$2,500 throughout the duration of the grant period, not to exceed a total of \$30,000 over the grant period. This monthly fee will be paid by the City on the condition that minimum performance requirements are shown to have been met each month, including the following:

- 50 residents assisted with ACP applications,
- 30 residents made aware of the ACP,
- attended 75% of all ACP enrollment events hosted by City-contracted organizations in the ACP Outreach Grant program that month.

The City reserves the right to waive these requirements in the case of extenuating circumstances. Proposals for less than the maximum rate shall also propose the number of residents to assist with ACP applications and make aware of the ACP per month to qualify for a monthly payment. Reimbursement for miscellaneous costs is available as set forth below, subject to a cap of \$2,500.

This engagement will last for a maximum of 12 months, through May 31st, 2024. This engagement is eligible to be renewed past May 31st, 2024, upon written agreement of the City and Provider. Table 1 is included as an illustration of costs.

Table 1. Cost for Outreach Team ACP Navigator services

Activity	Est. cost per	Est. number	Est. total	Notes
ACP Navigator	\$2,500	12 months	\$30,000	Payment conditional on satisfaction of minimum performance requirements.
Miscellaneous costs	Flexible	-	Max \$2,500	Refreshments for events, promotional materials, etc. Reimbursable only after receiving prior City approval for reimbursement of such expenses and presentation of receipts or other documentation.

Materials

The City will provide the Provider with materials that will indicate to City residents the affiliation the Provider team has with the City. The Provider team will be provided with t-shirts, hats, and stickers with the Outreach Team logo . These materials are purchased with funds outside of this agreement and are not required to be returned to the City.

The City will provide an Outreach Team identification badge to the Provider. This badge is required to be worn when interacting with residents. The badge is purchased with funds outside of this agreement and are required to be returned to the City upon close of engagement.

The City will provide the Provider with an iPad, charging cable, and power adapter to track the progress of their outreach. Use of this technology is subject to technology use provisions described below. These materials are purchased with funds outside of this agreement and are required to be returned to the City upon close of engagement. Provider is expected to provide any other technology, accessories or software required for their performance of the Services.

Materials provided to the Provider are required to be returned to the City upon the conclusion of this engagement and prior to receiving payment on Provider’s final invoice. The City will inspect materials within 10 business days of receipt. Materials not returned to the City in satisfactory condition will be charged at the rates indicated below and deducted from Provider’s final invoice. If the amount payable on Provider’s final invoice is insufficient to cover any damage to City technology, the Provider agrees that these damages shall be separately assessed and paid to the City within thirty (30) days.

Table 2. Materials cost

Item	Cost
iPad	\$359.99
iPad charging cable and wall dock	\$25.00
City badge	\$75.00
Other materials	As calculated

Technology use

The technology provided to the Outreach Team is owned and managed by the City of South Bend and should be used only for the activities outlined in this engagement. Use of City-owned technology for activities not related to this engagement is strictly prohibited and will result in the immediate termination of the engagement.

Proposal evaluation

The person/organization making a proposal shall submit a completed Proposal Form (Exhibit A) via email, mail, or the [linked online proposal form](#). Proposals must meet the minimum expectations as provided in the City’s Request for Proposals (RFP) in order to be considered.

Exceptions to any requirements mentioned in this RFP must be clearly noted. Information submitted will be scored on a 100-point matrix system as outlined in Table 3 and will be graded by a review team made up of City staff. Proposal cost will not be a factor.

Table 3. Proposal evaluation criteria matrix

Criteria	Weight
Identification of background in community engagement	20 Points
Qualifications in communications, management, and project completion	20 Points
Identification of familiarity with outreach strategies	15 Points
Description of outreach plan	15 Points
Professional references	10 Points
Spanish proficiency	10 Points
MBE/WBE status	5 Points
Identification of experience assisting individuals with sign-up for public benefit programs	5 points

The City will receive Proposal Forms at 11:59 p.m. EDT on June 20th, 2023. Forms may be completed at the [linked online proposal form](#), may be emailed to Madi Rogers (mrogers@southbendin.gov) or mailed to:

South Bend Technology Resource Center, Suite 100
 Attn: Madi Rogers
 1165 Franklin St.
 South Bend, IN 46601

Discussions will be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award. Proposals do not need to be accompanied by a certified check or other evidence of financial responsibility.

**EXHIBIT A: ACP NAVIGATOR PROGRAM DEVELOPMENT
Proposal Form**

The City will receive Proposal Forms at 11:59 p.m. EDT on June 20th, 2023. Forms [may be completed at the linked online proposal form](#), or may be emailed to Madi Rogers (mrogers@southbendin.gov) or mailed to:

South Bend Technology Resource Center, Suite 100
Attn: Madi Rogers
1165 Franklin St.
South Bend, IN 46601

Name of Submitter (Person or Entity): _____ MBE/WBE: **Y** or **N**
Mailing Address: _____
Contact Name: _____ Title: _____
Phone Number: _____ Email Address: _____

Describe your background in community engagement and how that may be beneficial to this project.
(approx. 200 words):

Describe the populations you have served, such as specific South Bend neighborhoods or demographics (approx. 50 words):

Discuss your experience in outreach and advocacy, specifically in accessing public benefits, including the strategies that have been most successful (approx. 100 words):

Identify your background in communications, management, and project completion (approx. 100 words):

Describe your strategies for ACP outreach, including:

- Potential forms of outreach (e.g. phone calls, home visits, hosted events) and frequency
- Potential partnered community organizations

(approx. 200 words):

Describe your proficiency, if any, in written and spoken Spanish (approx. <5 words):

Please provide at minimum two (2) professional references to verify your experience. References can be partnered organizations, clients, or residents served, and should be familiar with your work history but may also be familiar with your education history. References may be contacted by the City to verify relationship and experience.

Contact name:
Phone number: _____

Relationship:
Email: _____

Contact name:
Phone number: _____

Relationship:
Email: _____

Contact name:
Phone number: _____

Relationship:
Email: _____