Request for Information (RFI) Defined Services for Nonprofits

Mandatory Workshop

January 24, 2012 – 2:00 p.m.

January 27, 2012 – 9:00 a.m.

Purpose/Intent

- Effectively and responsibly distribute County funds to support nonprofit programs in our community that are efficient, well-managed, accountable, and a wise investment of taxpayer dollars.

- A Defined Service is a program or service provided to Knox County citizens that Knox County Government would otherwise provide in the absence of said program.

Purpose/Intent

- The County Mayor will make recommendations for funding to the County Commission as part of the budget process.
- The goal is to fund agencies and programs that provide essential services to the community.
- Taxpayer dollars are saved because the selected agencies provide these programs and services in a more efficient and cost effective manner.

Number of Programs

- Agencies may submit no more than three (3) programs for consideration as part of one (1) RFI package.
- Submit the required attachments for <u>each</u> program.
- If awarded, there will only be one (1) contract per agency.
- There are no $ dollar limits. Be reasonable. Use past funding amounts as a guide.

Categories

- The categories are an evaluation guide.
- Select the most appropriate category for each program:
  - Children's Services (social service programs for youth)
  - Economic Development
  - Education
  - Emergency & Safety
  - Health & Human Services
  - Tourism, Arts, & Culture

Request For Information (RFI)

- Read the entire document carefully.

- All instructions must be followed and all attachments included.

- **DEADLINE IS 2:00p.m., Thursday, February 16th 2012.**

RFI

- Deliver RFI to:

RFI#1373
Knox County Purchasing Division
Suite 100, 1000 North Central St.
Knoxville, TN 37917

RFI

- RFI Envelope must include the cover sheet:
  - RFI number (1373)
  - Name (Defined Services for Nonprofit Agencies)
  - Opening Date (February 16, 2012)
- Time Clock in Purchasing will serve as the official record of time.
- When hand delivering RFIs, agencies are <u>required</u> to time date and stamp the envelope before depositing it in the bid box.

RFI

- Knox County will NOT be responsible for lost proposals or RFIs delivered to the wrong location.
- Knox County requires that RFIs be submitted with one (1) marked original and six (6) copies.
- Electronically transmitted RFIs will NOT be accepted. Fax transmissions are prohibited.

No Contact Policy

- After the date and time the agency receives this RFI, any contact initiated by any agency with any Knox County representative, other than the Purchasing Division representative listed herein, concerning this RFI is strictly prohibited.

No Contact Policy

- Any such unauthorized contact may cause the disqualification of the agency from this process.
- If the agency is found in violation of this section for any reason, it could result in:
  - Debarment from this solicitation
  - The non-appropriation of funds from Knox County for up to twenty-four (24) months.
- Concludes upon the award of contract.

Attachment A: Application

- Required for All submittals
  - Program Summary
  - Scope of Services
  - Program Evaluation
  - Community Support
  - Budget
  - Budget Narrative
  - Required Attachments

Attachment A: Application

- Include as much information as necessary to answer all sections/questions.
- Be brief and specific.
- Keep in mind - no citizen review panels.
- Use as many numbers and concrete facts as possible to set your agency apart.
- Stories are great, but proposals need to tell the County how it can save money by funding your program.

Attachment B: Performance Measures Chart

Section III of Application – Program Evaluation

- Measuring outcomes is critical to this process.
- Be as specific as possible in your goals and indicators.
- There should be a separate Performance Measures Chart attachment for each program for which funding is being requested.

Attachment B: Performance Measures Chart

- Agencies applying for the Tourism, Arts, & Culture category do NOT have to include the performance measures chart, but should include a detailed evaluation plan for measuring economic impact.
- Use the following slides as a guide to creating your indicators and completing the performance measures chart.

PROGRAM DEFINITION AND PERFORMANCE MEASURES

PREVIOUS RECIPIENTS WILL RECOGNIZE THESE TOOLS…..

- *They are the 2 x 4's of the Knox County reporting process…*
- ***TO** do what, **BY** taking what actions, **FOR** what group of citizens…*

WHEN PROPERLY SPECIFIED....

- *A clear, concise picture of the program emerges*
- *Transition to the Performance Measures Chart is simplified*

SPACE IS LIMITED….

- *To ensure that only the most important facets of the program are presented*
- *To enable evaluation based on program specifics and not writing style*

Mission Statement

- Provide the information requested on the top portion.
- Create a Mission Statement that Relates specifically to the program – not to the entire agency and consists of three parts:

> - ***TO*** **accomplish what**
> - ***BY*** **performing what tasks or taking what action**
> - ***FOR*** **whose benefit**

THE PROGRAM GOAL IS TO…

Choose your words carefully:

- *Don't make the goal of the program – the TO portion - overly ambitious or ambiguous*
- *Look at the example ---*
- *You are going to have to define what the expected program results are as well as the way you will measure those results*

THE PROGRAM IS <u>FOR</u>….

Who are your "customers" …

- *A simple statement of who will be served is all that is required*
- *Look at the example…..*
- *Greater detail regarding clients is/can be provided elsewhere*

THE PROGRAM GOALS WILL BE ACCOMPLISHED BY....

Include all activities covered by the program request.

- *Make sure you specify activities and not tasks*
- *There should be a connection between the program goals and the activities*

NOW, FROM THIS MISSION STATEMENT……

DEFINE THE RESULTS

- *These are positive statements of the expected outcome(s) from the “TO” statement in the Mission*
- *They should directly relate to the activities identified in the Mission statement – the “BYs”*
- *They should be realistic*
- *They should be measurable*

KEEP IN MIND….

The Results statements tell the reader what can be expected from the program

They are not to be worded as planned tasks or activities

Avoid combining the expected results from separate activities (BYs)

NOW, SPECIFY THE INDICATORS

- *What information can be collected that will indicate whether the stated Result was achieved*

- *These are <u>mathematical statements </u>that result in a numerical value such as a ratio or a percentage that depicts performance --- against a target, against an agency standard, over time. 'Total Number' is acceptable as well.*

FURTHER.....

- *Make sure they are <u>relevant t</u>o the Outcome – that they measure something about an activity that has a direct impact on whether or not the desired result will be achieved.*
- *If the goal of the program is to increase and/or improve service, respond faster, eliminate errors, etc., consider calculating a <u>percentage of change.</u>*
- *Change IS considered a meaningful Indicator*

FINALLY….

- *Indicators should identify RESULTS of activities or actions, <u>NOT</u> the "numbers of" people, transactions, dollars, etc. (these are Out<u>puts)</u>. However, "numbers of" are appropriate in certain instances.*
- *To calculate results - percentages, averages, ratios, etc., one needs to know the "number of" to start with.*
- *Provide as many Indicators as necessary to communicate how RESULTS will be measured.*

COMPLETE THE REMAINING COLUMNS

- *Define the Indicator Type based on the key at the topof the chart*
- *Insert the optimum GOAL for each Indicator*
- *Define the Population served both in number and type*
- *Show the anticipated %of the funds required to achieve each Result*
- *Use the “Comments” to explain any unusual data*

TAKE ANOTHER LOOK…

When the chart has been properly completed, a complete picture of the Program should exist:

- *What is the program goal*
- *Who will benefit*
- *How will the goal be achieved*
- *What are the expected Results*
- *How will Results be measured*

Attachment C: Budget

- A budget is required per Section V of the Application Document.
- While use of the budget form is not required, it should be used as a guide if you use your own form.
- This gives the agency flexibility due to conflicting fiscal years, etc.

Attachment C: Budget

- Answer all questions in Section V of the application.
- It does not matter if you insert the answers to the efficiency %, total agency budget information, and salary information directly onto the application <u>or</u> use another format.

Efficiency Percentage

- Calculated by dividing total agency program service expenses by total agency expenses. The figures you enter into the Total Agency Budget boxes from your IRS 990 should be used. There is a place for you to report your agency's efficiency % in the Request Introduction.

- This figure is important because it shows how you spend your money as an agency. Program service expenses are those expenses that directly relate to your programs, the services you provide. Overhead, administrative salary dollars, and fundraising expenses are not included in program service expenses.

Efficiency Percentage

Total Agency Budget

*Information must be collected from most recently filed IRS 990 or Financial Report.

3. **Total Agency Revenue**	**$1,100,100**
4. **Total Agency Expenses**	**$1,100,100**
5. **Total Agency Program Service Expenses**	**$999,999**

Calculation:

Total Agency Program Service Expenses/Total Agency Expenses = Efficiency %

999,999/1,100,100 = **90.9%**

Salary Information

- Salary Information in Budget section is per Ordinance. Salaries of CEO or Executive Director and next highest paid employee of your agency must be listed. Names are not necessary, just titles.

Section 5 of Application: Required Attachments

- **All attachments must be included. Include them only once as part of the RFI. We do not need multiple copies of these attachments.**

- Attachment 1, the Charter acknowledgement must be from the Secretary of State's Office. A printout from their website, http://tnbear.tn.gov/ECommerce/FilingSearch.aspx, showing your organization as active is acceptable.

- If another agency will administer your funds, please include their 501 (c)(3) letter **AND** an agreement letter, memo, etc.

- The IRS 990 submitted should be the most recent year completed/filed.

- Include the most current Board of Directors list.

Attachment D: Nonprofit Certification

- Complete and return this form as part of the RFI
- Read the certification carefully before it is signed to make sure your organization is in compliance with all applicable federal, state, & local laws.
  - TCA 5-9-109
  - Registered with the TN Division of Charitable Solicitations & Gaming, unless exempt
  - All property taxes are paid unless exempt through Board of Equalization
  - Knox County Community Development Compliance quarterly reports have been submitted on time

TCA 5-9-109

- Requires that any nonprofit organization that desires financial assistance from the county legislative body or the governing body of the county **shall file with the county clerk a copy of an annual report** of its business affairs and transaction, prepared and certified by the chief financial officer, which includes, but is not limited to:
  - a copy of the agency's most recent annual audit (in lieu of an annual audit, a detailed report of all receipts and expenditures may be filed or the most recently filed 990);
  - a description of the program that serves the residents of the county; and,
  - the proposed use of the county assistance.

What to take to the County Clerk

- File a copy of your annual audit. If you don't have an audit submit your most recently filed IRS 990 or a copy of your most recent financial statements including an agency budget, balance sheet, and income statement.
- To meet the other requirements we suggest you file a copy of all applications.

FILE BY THE RFI DEADLINE IN THE OLD COURTHOUSE DOWNTOWN OR YOU WILL BE INELIGIBLE. FILING AT PURCHASING IS NOT ACCEPTABLE.

Attachment E: Conflict of Interest

- Complete and return this form as part of the RFI.
- Include all applicable conflicts of interest.
- See section 1.2 of the RFI.

February 16, 2012

1. Deliver RFI to purchasing by 2:00p.m.
2. Deliver proper information (audit/990) to County Clerk's office in the Old Courthouse downtown.

THANK YOU

- Thank you for all that you do for our community.
- If you have any questions, contact Deborah Porter, Senior Buyer for Knox County Purchasing, at 865.215.5754

  deborah.porter@knoxcounty.org