



REQUEST FOR PROPOSALS

Continuous Quality Improvement (CQI) Measures Delivered to the City of Philadelphia, Office of Children and Families

Issued by:

The Philadelphia City Fund (formerly The Mayor's Fund for Philadelphia)
On behalf of The City of Philadelphia, Office of Children and Families

Questions about this RFP will be answered at the pre-proposal meeting on 7/10/2023.

Proposals must be received no later than 5:00pm Philadelphia, PA, local time, 08/14/2023.
A pdf version of the proposal must be emailed to: cityfund@phila.gov and
Christine.Piven@phila.gov.

SECTION I – INTRODUCTION

A. Statement of Purpose

The Philadelphia City Fund (the Fund), and The Office of Children and Families (OCF) seek a qualified consultant to support a range of continuous quality improvement practices for OCF's Adult Education network. OCF wishes to identify ways in which program quality can be measured in a standardized way with an emphasis on supporting our partners' program quality improvement.

B. Department Overview

The Philadelphia City Fund (the Fund), formerly the Mayor's Fund for Philadelphia, works in close partnership with the City of Philadelphia (City) and private sector partners to develop and run initiatives that seek to advance City initiatives and improve the quality of life for all Philadelphians. The Fund will serve as the fiscal administrator for this opportunity and will hold the contract awarded to the winning applicant, on behalf of the Office of Children and Families' Adult Education team (OCFAE). OCFAE will serve as the project manager for this effort on behalf of the Fund.

OCF aligns the City's policies, resources, and services for children and families. Our priorities are safe children, strong families, and supporting schools and communities. The Adult Education team oversees the City's planning and investments regarding adult education. Adult Education programming seeks to ensure adults have equitable access to the foundational educational opportunities and programs needed to accomplish their education, career, family, and civic goals.

C. Project Background

OCFAE collects data from our Next Level Learning network partners to measure program and learner outcomes. This data collection is centralized through a customized database managed by OCF's Performance Management and Technology (PMT) staff. As helpful as this data is, it only presents a small portion of a program's metrics including class enrollments, class participation and test scores. In an effort to create more robust and comprehensive program quality assessments, OCFAE set out to build a Continuous Quality Improvement (CQI) tool that measures the provider organization as a whole and instructor quality. OCFAE is looking to develop a set of measurements that observes each theme and measures the current state of an organization, its staff, and its programs to identify assets and needs within the current structure. As administrators to the Next Level Learning (NLL) network, OCFAE strives to create opportunities that support our providers' assets and needs.

D. General Disclaimer

This RFP does not commit the Fund or the City of Philadelphia to award a contract. This RFP and the process it describes are proprietary to the Fund and the City and are for the sole and exclusive benefit of the Fund/City. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of the Fund/City and may be subject to public disclosure by the Fund/City, or any authorized agent of the Fund/City.

SECTION II – PROPOSED SERVICES

A. Scope of Work

Contract Goals

OCFAE is interested in developing a set of continuous quality improvement tools to better understand and support the development of high-quality adult education programs. OCFAE is looking to measure four key programmatic areas:

1. Program quality
2. Learner engagement
3. Learner outcomes
4. Long-term organizational growth

In each of these areas the consultant will help us define the quality measures and the appropriate tools to measure them. For example:

1. Program quality: Measures could include the proportion of classes that use evidence-based teaching strategies and skill building, efficiency of program organization and structure, and quality of social environment using a pre-defined rubric.
2. Learner engagement: Measures could be collected through staff and teacher surveys about specific learner goals that are aligned with program goals.
3. Learner outcomes: Measures could include the percentage of learners who met their goals and feel a new sense of confidence within their lives.
4. Long-term organizational growth: Measures could include the percentage of staff who are engaged in PD offerings/leadership trainings.

B. Services and Tangible Work Products

OCFAE requires at least the services and tangible work products listed below. Applicants may propose additional or revised services and tangible work products but should explain why each is necessary to achieve the project objectives.

- i. Develop Indicators and Measurement Tool/s:** OCFAE currently collects a wide variety of learner, program, and instructor data through a centralized city-wide database. The data collected is measured and reported on monthly, quarterly and through ad-hoc requests. There is a designated data staff person whose main responsibilities revolve around data collection, management, and integrity. OCFAE's program providers manage their own class schedules, seat capacities, and curricula. The centralized database allows for instructors to refer learners across organizations, ensuring that learners get the support they need.
 - a. Conduct a national scan of best practices to collect current indicators and tools that are used in adult education to measure the four areas
 - b. Conduct a literature review of other fields to understand what other measures and tools could be adapted to adult education.
 - c. Develop CQI recommendations to review and revise with OCFAE team
 - d. Pilot the indicators and tools with the provider community for further feedback
- ii. Support Implementation**
 - a. Develop recommendations about best practices in terms of how to implement the tools.

- b. Work with OCFAE as they implement the indicators and measurement tool/s to provide feedback and suggestions about how to strengthen the process.
- c. Provide ongoing Technical Assistance (TA) throughout the development and implementation processes.

C. Milestones

OCFAE anticipates the work for this project will be organized into the following milestones (at a minimum), i.e. or groups of tasks, services and/or work products, listed below. For each milestone, the Applicant should propose criteria to determine when the milestone has been satisfactorily completed. Applicants may also propose additional or revised milestones. If the project structure does not rely on milestones, the applicant should explain their reasons for the structure proposed and how it will facilitate completion of the work.

- Tangible work products listed above shall be completed by 6/28/2024.

The Fund and OCFAE reserve the right to condition payments on the satisfactory completion of the specified milestones, tasks, services and/or work products listed above. In addition to describing how each proposed milestone will be accomplished, the scope of work proposed by the Applicant should identify the milestones the Applicant proposes as payment milestones and the amount it proposes for each milestone payment. Applicants may propose an alternative timeline.

Timeline

Milestone	Date
Pre-proposal Zoom meeting	7/10/2023
Proposals received	8/14/2023
Final Selection	9/1/2023
Kick- off Meeting	9/8/2023
National Scan and Literature Review Findings are presented	To be discussed with vendor
Development of CQI Indicators	To be discussed with vendor
Development of Measurement tools	To be discussed with vendor
Testing Measures and Tools	To be discussed with vendor
Review and Edit Product	To be discussed with vendor
OCFAE Integrates Feedback from Consultations and Finalizes CQI Product	06/28/2024

The Fund anticipates that the work required under this RFP will be completed by June 28th, 2024.

D. Budget

Budget for the CQI Measurements Study and Program Assessment Tool to be proposed in applicant response materials.

E. Hours and Location of Work

The accepted application shall expect to meet weekly with OCFAE staff for one hour, with about 2 hours of preparation work to do prior to each meeting.

SECTION III – GENERAL TERMS

The Philadelphia City Fund serves as a Fiscal Sponsor for projects and programs administered by The City of Philadelphia (the City) and City-Related Agencies in order to advance City initiatives and improve the quality of life for all Philadelphians.

By submitting a proposal in response to this RFP, the Applicant agrees that it will comply with all contract monitoring and evaluation activities undertaken by the City of Philadelphia and the Philadelphia City Fund.

For this contract opportunity, the Philadelphia City Fund has agreed to act as the "Fiscal Sponsor" for the City of Philadelphia Office of Children and Families in order to facilitate The CQI Measurements Study on the City's behalf. The contract or contracts resulting from this RFP will be held between the Fund and the selected applicant(s).

What follows are contractual terms the chosen applicant will be expected to agree to. By submitting a proposal in response to this RFP, the applicant acknowledges and agrees to be bound by these terms unless otherwise noted in the applicant's proposals. The applicant may suggest alternative language to the following terms, and at the Fund's sole discretion, negotiation may be possible to accommodate an applicant's requested changes during the contracting phase.

A. Insurance Requirements

The standard minimum insurance policy requirements to be maintained by Vendors of the Philadelphia City Fund are listed below. Vendor must maintain:

1. Workers' compensation (or similar) insurance as required by the jurisdiction where the Services are performed
2. Commercial general liability insurance (including products liability, completed operations and contractual liability coverage) with minimum limits applicable to bodily injury and property damage of \$1,000,000 per occurrence, and \$2,000,000 in aggregate, and containing a waiver of subrogation against The Fund
3. Excess or umbrella insurance with minimum limits of \$1,000,000 per each occurrence and \$2,000,000 in the aggregate and containing a waiver of subrogation against The Fund
4. Errors and omissions insurance with minimum limits of \$1,000,000 combined single limit

Such policies must (a) be in Vendor's name unless agreed upon in writing by the Fund, (b) include the Fund and its employees as additional insureds, (c) not have a deductible exceeding \$25,000 per claim, and (d) be placed with insurers reasonably acceptable to the Fund, having a Best's rating of no less than "A-". These minimum insurance amounts are not to be construed as limiting a Vendor's right to obtain additional coverage and higher liability limits at Vendor's discretion. Vendor may be required to provide proof of insurance at the Fund's discretion.

B. Confidentiality

Through performance of the Agreement resulting from this RFP, the selected Vendor may receive or have access to Confidential Information of the Fund and PDPH, which may include certain information concerning the Services and other information not generally known to

the public. Vendor shall not disclose any Confidential Information it receives from the Fund and PDPH to any person or entity except (a) employees or contractors of Vendor, and (b) Vendor's professional advisors who have a need-to-know such information, provided such professional advisors have agreed in writing to maintain the confidentiality of such information pursuant to confidentiality agreements containing confidentiality obligations that are not materially less restrictive than those contained in the Agreement, or such professional advisors are bound by law or codes of professional conduct to keep such matters confidential. Vendor shall inform such employees having access or exposure to Confidential Information of Vendor's obligations under the Agreement. Vendor shall use not less than the same degree of care (but no less than a reasonable degree of care) to avoid disclosure of such Confidential Information as Vendor uses for its own confidential information of like importance. Vendor shall use reasonable efforts to ensure that Confidential Information and all materials relating to the Fund and PDPH at the premises of Vendor or in the control of Vendor shall be stored at locations and under such conditions as to prevent the unauthorized disclosure of such information and materials. Vendor may not use the Confidential Information for any purpose other than for the performance of the Services under the Agreement. This obligation shall survive the termination of the Agreement. Vendor shall return the Fund and PDPH materials, if applicable, to the Fund promptly upon termination of the Agreement or earlier if requested by the Fund.

"Confidential Information" means all non-public information in whatever form transmitted, whether written, electronic, oral or otherwise, including without limitation business plans, specifications, design plans, drawings, software, data, prototypes and other business and technical information that is disclosed by the Fund and PDPH pursuant to the Agreement and that is marked as "confidential" or "proprietary" (or, if disclosed orally, designated as confidential upon disclosure) or which, under the circumstances surrounding disclosure, a reasonable person would deem as confidential. Notwithstanding the foregoing, Confidential Information shall not include information that: (a) is independently developed by Vendor or lawfully received by Vendor free of restriction from another source having the right to so furnish such information; (b) is or becomes generally available to the public without breach of the Confidentiality Agreement by Vendor; (c) at the time of disclosure, was known to Vendor free of restriction; or (d) is required to be disclosed pursuant to any statute, law, rule or regulation of any governmental authority or pursuant to any order of any court of competent jurisdiction; provided however, that: (e) the Vendor shall use commercially reasonable efforts to notify the Fund and PDPH before disclosure, (f) Vendor shall disclose only such portion of the information as is legally required; and (g) the disclosed information is not "Confidential Information" only for the purpose of and to the extent of the required disclosure, and otherwise remains "Confidential Information" subject to the terms and conditions of this Agreement.

C. Representations, Warranties, and Covenants

The selected Vendor represents, warrants and covenants that so long as the Agreement resulting from this RFP has not been terminated: (a) Vendor has full power and authority to enter into and perform its obligations under the Agreement; (b) entering into and performing its obligations under the Agreement (i) will not violate or breach any agreement binding on Vendor; and (ii) does not result in a conflict of interest between the Services or Works to be provided under the Agreement and Vendor's other activities. Vendor shall advise the Fund of any conflict of interest that arises during the performance of the Agreement. (c) The Services and Works will: (i) be created and originated by Vendor and may be conveyed to the Fund under the Agreement free and clear of claim of ownership by others; (ii) not violate or infringe any proprietary information, non-disclosure, copyright, patent or other intellectual property or contractual right; (iii) not violate any applicable law,

rule or regulation; (iv) conform with the Agreement, be performed in a workmanlike and professional manner, be of high quality, and in no event, be of a quality less than the quality of services performed and work product created by a skilled consultant with expertise in the area for which Vendor is providing the Services; and (v) be free of errors and that all failures of the Services or Works furnished hereunder will be corrected to conform with the Agreement.

D. Indemnification

The selected Vendor shall indemnify, defend and hold The Fund and the Office of Children and Families harmless from and against any damage, loss, liability, obligation, claim, litigation, demand, suit, judgment, cost or expense including, without limitation, reasonable attorneys' fees ("Claims") that may be made: (a) for bodily injury, death, or damage to real or tangible personal property, including theft, resulting from the acts or omissions of Vendor, its employees or agents; (b) in connection with Vendor's breach of its obligations under the Agreement; (c) by any third party alleging that the Services or Works violate any proprietary information, non-disclosure, copyright, patent or other intellectual property or contractual rights; and (d) in connection with Vendor's recklessness, gross negligence, willful misconduct, or violation of applicable law. The Fund and the Office of Children and Families may participate at its expense in any Claim, and The Fund and the Office of Children and Families' prior written consent is required for settlement of any Claim.

Except for the indemnification covenants contained in the first paragraph of this Section, for which no cap shall be applicable, if Vendor has any other liability to The Fund and the Office of Children and Families for any Claims, such liability shall in all cases whatsoever be limited to the greater of (e) any amount of insurance Vendor is required to carry as set forth in the Agreement, and (f) the total amount received by the Vendor for the Services under the Agreement.

SECTION IV – SUBMISSION REQUIREMENTS

A. Organization & Personnel Qualifications:

Provide a statement of qualifications and capability to perform the services sought by this RFP, including a description of relevant experience with projects that are similar in nature, size, and scope to that which is the subject of this RFP. The proposal must identify the applicant's qualifications by education level, skill set (described in detail), experience level, and job title. Resumes of all personnel so identified should be included in Applicant's proposal. Experience with "like" projects should be cited.

B. Scope of Work Description:

The scope of work proposed by Applicant should include a general project schedule that identifies all tasks, activities, deliverables, and milestones the Applicant proposes to carry out for the project and a time of completion (measured from project start date) for each. The Applicant should state the number of days following the Fund's authorization to proceed by which it will be ready to start the work, including any mobilization time. If the Applicant proposes a different overall time of performance, it should state its reasons.

C. Cost Proposal:

Applicants must provide a detailed cost proposal, which must include 1) a line-item breakdown of the costs for specific services and work products proposed, and 2) a

statement of staff hourly rates. The proposed price must include all costs that will be charged to the City for the services and tangible work products the Applicant proposes to perform and deliver to complete the project. Any contract resulting from this RFP will provide for a not-to-exceed amount in the compensation section of the contract.

D. References:

Include contact information for a minimum of (2) references who can speak to the applicant or firm's experience with similar types of work as that described in this RFP.

E. Deadline for Submission:

Responses to this RFP must be emailed as a single pdf by 5:00pm August 14, 2023 to cityfund@phila.gov and Christine.Piven@phila.gov.

F. Proposal review and Selection Process:

It is expected that proposals will be reviewed and a limited number of in person interviews will be held during the week of August 21st to 25th.

The successful candidate will be the person/firm who demonstrates the knowledge, experience, and ability to perform the work effectively.