



**Request for Proposal for Community Action App**  
October 2021

**REQUEST FOR PROPOSAL FOR COMMUNITY ACTION APP  
DEVELOPMENT**

**October 29, 2021 – March 25, 2022**

**INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:**

**Sharon C. Goodson**  
Executive Director

**North Carolina Community Action Association**  
**4428 Louisburg Road, Suite 101**  
**Raleigh, NC 27616**  
**919.790.5757**  
**(Fax) 919.790.5767**  
[Sharon.goodson@ncaa.net](mailto:Sharon.goodson@ncaa.net)

**I. GENERAL INFORMATION.**

**A. Purpose.** This request for proposal (RFP) is to contract for completion of a Community Action App for use by up to 5 NC community action agency network agencies. In a post pandemic culture, identifying options for how programmatic services can be safely delivered is critical to the health, safety and wellbeing of customers and staffs. The development of a Community Action App, for use by NC Community Service Block Grant (CSBG) eligible entities, promotes efficient and touchless service delivery.

**B. Who May Respond?** Entities specializing in app development may apply.

**C. Instructions on Proposal Submission.**

**1. Closing Submission Date.** Proposals must be submitted no later than 4pm on Friday, October 22, 2021.

**2. Project Completion Date.** All activities associated with this proposal must be completed no later than Friday, March 25, 2022.

**3. Inquiries.** Inquiries concerning this RFP should be e-mailed to:  
Sharon.goodson@nccaa.net

**4. Conditions of Proposal.** All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by the North Carolina Community Action Association (hereinafter referred to as NCCAA).

**5. Instructions to Prospective Contractors.** Please submit proposals electronically to:

Sharon C. Goodson  
Executive Director  
North Carolina Community Action Association  
Sharon.Goodson@nccaa.net

It is important that the Offeror's proposal be submitted as a PDF document with a cover page including the following information:

**Request for Proposal**  
**[TIME] [DATE]**  
**Proposal for NCCAA Community Action App Development**

Failure to do so may result in premature disclosure of your proposal. It is the responsibility of the Offeror to ensure the proposal is received by NCCAA, by the date and time specified above. Late proposals will not be considered.

**6. Right to Reject.** NCCAA reserves the right to reject any, and all proposals received in response to this RFP. A contract for the accepted proposal will be drafted based upon the

factors described in this RFP.

**7. Small and/or Minority-Owned Businesses.** Efforts will be made by NCCAA to utilize small businesses, women and/or minority owned businesses. Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 C.F.R. § 121.201).

**8. Notification of Award.** It is expected that a decision selecting the successful firm will be made within two (2) weeks of the closing date for the receipt of proposals.

- D. Description of Entity.** NCCAA is the statewide association of North Carolina's 34 Community Action Agencies. Community Action Agencies are the only nonprofits mandated by federal legislation to serve the poor and disadvantaged. Our agencies share a common mission: to help low-income people become self-sufficient and independent of public programs. They are governed locally by a tripartite board of directors with one-third representation from the public sector (elected officials or their appointees) at least one-third representation of the low-income sector with the remainder from private entities.

NCCAA exists to give voice to the needs, concerns, and stories of NC's disadvantaged and low-income citizens, as well as, shed light on the collective impact of community action agencies. With some 5,000 employees, boards of directors and tens of thousands of volunteers and an extensive list of partners, community action agencies work diligently in local communities to broaden the economic and social horizons of the 1.3 million or 13.6% of North Carolinians living in poverty.

**II. SCOPE OF SERVICES.** The Offeror shall be readily available to perform the following services, as requested by the Executive Director and/or Board of Directors:

**1. Community Action App Development Plan**

The COVID-19 pandemic has forced CSBG-eligible entities to assess their technology infrastructure, as well as implement new strategies for virtual service delivery. The development of a Community Action App, for use by NC CSBG-eligible entities, would provide touchless service delivery for clients and case managers. The app will be used to submit required documents with signatures, as well as provide a means for communications between the client and the case manager. A work plan should be developed before app development/implementation.

**2. Community Action App Development**

The app will include the following minimum functionality:

- Document submission: A platform to submit and maintain various personal and programmatic documents (e.g., personal identification, intake forms, employment verification, assessments, mortgage/lease agreements, certification documents, customer feedback surveys etc.)
- Security: The app should include security and safety features to maintain client confidentiality.

- Communication: A platform to promote two-way communication between clients and case managers.
- Digital Signatures: This feature will allow e-signature submission for various documents.

### **3. Training on App Functionality**

The consultant will prepare and deliver a presentation to train users on app functionality. The training provided to the NCCAA and staff and up to 5 participating CAAs.

Offeror shall be prepared to submit detailed billing statements for all services. Offeror shall also include summaries of work performed and time spent on services performed under the flat monthly fee, as discussed below.

**III. PROPOSAL CONTENTS.** The Offeror, in its proposal, shall, as a minimum, include the following:

- A. Experience.** The Offeror should describe its experience related to developing similar apps, including the name, address, contact person, and telephone number of at least one previous client, preferably a client comparable to NCCAA. The Offeror must submit a description or sample of an app previously developed.
- B. Cost.** The Offeror's proposed cost should include information on the billing rate which is inclusive of all expenses. NCCAA reserves the right to negotiate with the Offeror on the structure of the billing and/or retainer fee.
- C. Description of Work.** The Offeror should include a description of the proposed community action app as described in Section II: Scope of Services. A project timeline should also be included.

### **IV. PROPOSAL EVALUATION**

- A. Submission of Proposals.** Proposals must include all sections described in Section III: Proposal Contents.
- B. Evaluation Procedure and Criteria.** NCCAA's Executive Director and appropriate staff will review proposals and make recommendations to the Board of Directors for final approval. The Executive Director and/or Board of Directors may request a meeting with qualified Offeror(s) prior to final selection. Proposals will be reviewed in accordance with the following criteria:
  1. Proposed approach to scope of work
  2. The Offeror's experience with similar clients and reports
  3. Cost
  4. Interviews, if conducted