

Request for Proposals

Consulting Services

I. Introduction

The Greater Lawrence Community Actions Council was formed in 1965 one year after President Lyndon Johnson signed the Economic Opportunity Act and since then has been providing services to the residents of Lawrence, Methuen, North Andover and Andover. It is the anti poverty agency for the area and provides services including childcare, Head Start, Energy, Health and Nutrition, Housing and Social Services. The agency served 29,000 people in 2011. Approximately, two years ago GLCAC experienced a major upheaval which resulted in the departure of several key senior staff people including the long tenured Executive Director and Deputy Director. Subsequently the board appointed an interim executive director who managed the agency through a tumultuous period. Recently a new permanent executive director has been hired and the agency is looking forward with renewed commitment to its mission.

II. Project Scope

The Board of Directors of the GLCAC is seeking an experienced, professional consultant or consulting team to facilitate the following:

- Develop a strategic planning process in collaboration with a strategic planning committee composed of representative of the board and staff
- Assist in the identification of appropriate stakeholder groups and recommend methods for engaging those groups
- Facilitate public meetings, interviews and/or focus groups to gather data from program participants and local residents
- Recognize the agency's core competencies and develop plans to capitalize on them
- Help the strategic planning committee develop a set of guiding principles which can be used for the development of agency goals and work plans.
- Recommend improvement to services, programming partnerships and facilities
- Develop a mechanism for regular evaluation of customer needs, concerns, and satisfaction
- Assist the Executive director in crafting the strategic planning document

III. Requirements

Expressions of interest from qualified firms and individuals are welcomed and must include the following:

- A cover letter describing the consultant's qualifications and past experience
- A statement regarding the landscape for community action agencies and the challenges they are likely to face in the coming 5-10 years. This statement should include some examples of innovative projects at similar sized CAP agencies that reach beyond the traditional services
- A work plan that contains methodology, timeline and deliverables for the project
- A project budget
- Exclusion or exception References including contact information from at least three organizations
- One or more members of the team must be able to speak Spanish

IV. Selection Criteria

Proposals will reviewed and evaluated by the executive director and senior management team who will recommend one or more candidates for consideration by the board of directors planning committee. Criteria for evaluation will include:

- Demonstrated knowledge, skills and experience in conducting strategic planning project for nonprofits agencies
- Understating of the current CAP landscape
- Ability to meet deadlines and operate within a budget
- Satisfactory performance record.

The board of directors may request one or more of the consultants attend a meeting and make a brief presentation and answer questions regarding their proposals. The board has the right reject any and all proposals. The board reserves the right to cancel the award of the contract at any time prior to the execution of the contract by both parties.

Proposals may be submitted to:

Evelyn Friedman
Executive Director
Greater Lawrence Community Action Council, Inc
305 Essex Street
Lawrence, Ma 01840