



National Community Action Partnership
Request for Proposals – CSBG T/TA Resource Center
Redesign

RFP Issue Date: July 9, 2021

Proposal Submission Deadline: July 20, 2021 5:00 pm ET

Summary

The National Community Action Partnership (NCAP) is accepting proposals to build a project-specific website, www.csbgtta.org. This project will encompass all elements from concept to implementation. The purpose of this RFP is to provide a fair evaluation for all candidates and the criteria in which they will be measured.

Community Action Partnership Overview

The National Community Action Partnership (NCAP), the national membership association for the nation's Community Action Network of 1,000+ local Community Action Agencies and State/Regional Associations, is seeking a qualified contractor to assist with redesigning an important training and technical assistance (T/TA) website, the CSBG T/TA Resource Center.

The CSBG T/TA Resource Center (csbgtta.org) is a resource for the Community Action Network to access an array of information and assistance designed to support efforts in serving families with low-incomes and addressing the causes of poverty in local communities. The initial purpose of the site included the ability to download toolkits, view webinars, register for training, engage in online dialogue with colleagues, submit requests for training or technical assistance, read the latest evaluation reports about evidence-based program models, and access online learning resources supporting the work of the Community Action Network.

Due to an outdated platform and an evolution of the Partnership's own resource platforms, there is a need to re-build and re-organize the CSBG T/TA Resource Center and to re-engage the network to restore its value. This will involve creation of an entirely new platform.

Core Features

The CSBG Training and Technical Assistance Center website provides the Community Action Network access to training and technical assistance tools and resources that meet their current and future needs.

The new website will need to feature the following:

- Searchable **library of resources**: reports, recorded webinars, slide decks, podcasts, and other materials
- Searchable **calendar** of events, trainings, and workshops
- **Links** to specific external websites
- Searchable **library of trainers**

The Contractor is not required to develop or provide content for the website; all content will be provided by NCAP staff. The initial website construction will use existing tools, resources, webinars and links to other resources (such as Community Action Academy).

Description of features

In addition to the core objectives described above, the Contractor's final deliverable should also demonstrate that the new platform:

- Is built on a commonly used, updatable, user-friendly platform (e.g. WordPress or similar) that will allow NCAP staff to add resources and make fairly straightforward updates to the website
- Meets accessibility requirements included in Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 and the Architectural and Transportation Barriers Compliance Board Electronic and Information (EIT) Accessibility Standards (36 CFR part 1194). See Appendix A for additional information
- Permits staff access to usage metrics
- Offers *potential* functionality for user evaluation/rating of materials
- Provides capability for users to request/recommend resource to add to the website
- Provides capability for users to submit requests for specific technical assistance needs (potentially through a "ticketing" system that notifies NCAP staff of a pending request)

Scope of Work

All project deliverables must be received by NCAP by **9/20/2021**. Deliverables include:

1. A functioning website accessible via www.csbgtaa.org that features the core objectives and described features.
2. Written guidance for updating and maintenance of content (e.g. "one-pagers" that explain how NCAP staff, who will maintain the website, can do things such as add a resource, etc).
3. Recommendations for quality improvement processes, usage evaluation and/or best practices from comparable online resources. This could consist of practices identified from comparable resources or a set of resources/websites that can serve as benchmarks for NCAP staff to reference.

Contractor should identify the main point of contact for said project and ensure response to inquiries within 48 hours (2 business days). Include contact's Name, Phone Number and Email Address. The Contractor must be accessible to provide expertise and consultation by phone and email to the Partnership (and potentially in person) between July 20, 2021 and September 20, 2021

Use of Subcontractors: Potential Contractors must identify if they plan to subcontract any work. The Partnership reserves the right to approve any subcontractors used by selected Contractor at any time during the project. Selected Contractor agrees to furnish the name of individual/company, address, email of subcontractor to the Partnership for approval.

The Partnership will retain full ownership and control of the URL (csbgtta.org) and the materials developed as part of this project.

Proposal Guidelines

All proposals must include:

1. Process and Methodology
2. Timeline
3. Cost
4. Description of Firm, if applicable
5. Qualifications of Principal Consultant(s)
6. Relevant Experience and Expertise
7. Three references: Include Contact Name, Email Address, Phone Number, and Summary of Work Product/Service Rendered
8. Three work samples

Responses will be assessed for firm and principal investigator (s) experience as noted above, ability to meet required time frames, and proposed process.

Timeline

1. Request for Proposal released 7/9/21
2. Proposals due 7/20/21 by 5:00 pm EDT
3. Decision by 7/23/21
4. Contract signed by 7/30/21
5. Interim Progress Report (regarding the three deliverables) by 8/25/21
6. Initial draft deliverables by 9/10/21
7. Final deliverables by 9/20/21

Responses should be submitted in PDF form via email to:

proposal@communityactionpartnership.com

In the subject line please note: CSBG T/TA Resource Center Design Project

Thank you for your interest in this project. More information on Community Action can be found at www.communityactionpartnership.com.

Questions? Email Denise Harlow, CEO at dharlow@communityactionpartnership.com no later than July 19, 2021, 5:00 EDT.

The Partnership reserves the right to not select a contractor based on this solicitation.

Costs of proposal development are not to be included.

The items outlined in this RFP will become a part of the agreement with selected vendor, unless explicitly stated otherwise in writing.

Appendix A: Accessibility Requirements

In order to ensure the redesigned CSBG T/TA Center is accessible, it must comply with federal accessibility standards. Any proposed platforms, functionality or prototypes (including existing models that may influence the final design proposal) should include full compliance with the following:

HHS Section 508 Accessibility Standards

Electronic and Information Technology Accessibility Notice (December 18, 2015)

(a) Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 and the Architectural and Transportation Barriers Compliance Board Electronic and Information (EIT) Accessibility Standards (36 CFR part 1194), require that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

(b) Accordingly, any offeror responding to this solicitation must comply with established HHS EIT accessibility standards. Information about Section 508 is available at <http://www.hhs.gov/web/508>. The complete text of the Section 508 Final Provisions can be accessed at <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>.

(c) The Section 508 accessibility standards applicable to this project are:

1194.22 Web-based intranet and internet information and applications.

1194.24 Video and multimedia products.

1194.25 Self-contained, closed products.

Although this RFP does not require the submission of any documentation to the federal government, respondents to this RFP are urged to review the **HHS Section 508 Product Assessment Template**. The purpose of the template is to assist HHS acquisition and program officials in determining whether proposed EIT supplies conform to applicable Section 508 accessibility standards. The template allows offerors or developers to self-evaluate their supplies and document—in detail—whether they conform to a specific Section 508 accessibility standard, and any underway remediation efforts addressing conformance issues. Instructions for preparing the HHS Section 508 Evaluation Template are available under Section 508 policy on the HHS website <http://www.hhs.gov/web/508>.

Because the Contractor is not producing a specific technology platform, the Contractor will not need to demonstrate 508 compliance. However, the recommendations in the Contractor's report will need to be consistent with the 508 requirements described above.