



## **Request for Quotations**

Trauma- and Resiliency-Informed Systems Initiative:  
Trauma-Informed Organizations Initiative Design Consultant (1),  
Cohort Facilitator (2), and Organization Coach (3)

**Responses must be received via email by 5pm on Thursday, August 20, 2020**

Send responses to Mai Le at [mle@smcgov.org](mailto:mle@smcgov.org) and Emily Roberts at [eroberts@smcgov.org](mailto:eroberts@smcgov.org)

### **Note regarding the Public Records Act:**

Government Code Sections 6250 et seq., the California Public Record Act, defines a public record as any writing containing information relating to the conduct of the public business. The Public Record Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure.

Be advised that any contract that eventually arises from this Request for Quotations is a public record in its entirety. Also, all information submitted in response to this Request for Quotations is itself a public record without exception. Submission of any materials in response to this Request for Quotations constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

## Background

Acknowledgement of the lasting impact of adverse childhood experiences and movement towards providing trauma-informed care has been building for the last decade or more. It is now reaching a tipping point, with many leaders and practitioners from across sectors, including health, education, social welfare, housing, criminal justice, and others, recognizing that their clients and staff are experiencing or encountering trauma regularly. State funding and prioritization of trauma-related work is evident in the passage of AB 340 in 2017 to mandate trauma screening for children on Medi-Cal, and the appointment of Dr. Nadine Burke-Harris, a pioneer in childhood trauma work, as the first California Surgeon General. There is tremendous energy and interest around trauma-informed practices locally.

With support from San Mateo County Health, First 5 San Mateo County (F5SMC) has launched a multi-sector initiative to transform service delivery for young children and their families. The Trauma- and Resiliency-Informed Systems Initiative (TRISI) is a countywide effort to integrate a comprehensive commitment to address trauma and promote resiliency into our programs, structures, and culture with a long-term goal of embedding trauma- and resiliency-informed policies and practices at every level of the system.

The strategies for the Initiative include:

1. Training and support for child- and family-serving organizations to imbed trauma-informed practices in their internal operations,
2. Training and resources on trauma-informed practices for professionals working with children and families, and
3. Education for parents to help recognize the signs and symptoms of trauma

Through an extensive planning process with cross-sector partners, the Initiative has established the following areas of focus:

1. Systems Strengthening: Focused on system leaders, organizational leaders, policymakers
  - Activities include:
    - Coordination with other local, regional, and statewide efforts
    - Promoting common language/ approach
    - Policy and resource advocacy
2. Practice Improvement: Focused on organizational leaders, managers, all staff
  - Activities include:
    - Online trauma and resilience resources
    - Trauma trainings and learning cohorts
    - Trauma-informed organization assessment support
    - Trauma-informed organization implementation support
3. Initiative Evaluation: To measure if organizations have become more trauma- and resiliency-informed based on the Trauma-Informed Organizations Developmental Framework

Progress to date includes:

- **Online Resource Hub:** Development of a local online resource hub targeted at providers and other interested community members;
- **Market Assessment Survey:** Creation, dissemination, and analysis of an online Market Assessment Survey designed to gauge the interest of local stakeholders in family-serving organizations in trauma-informed training and stages of organizational readiness;
- **Countywide Trauma Convening:** Hosting of a full-day Culture of Care Convening focused on supporting trauma-informed organizational practices for child- and family-serving organizations attended by over 150 individuals and 40+ agencies
- **Organizational Assessment Tool:** Identification of an organizational assessment tool to determine stages of readiness and areas for growth for child- and family-focused organizations interested in furthering their trauma-informed commitment and practice

### Statement of Intent

F5SMC is seeking quotes for three roles to be filled by consultants—Initiative Design Consultant, Cohort Facilitator, and Coach—to support distinct functions for TRISI. We envision these consultants to work collaboratively to serve unique functions and to help craft and carry out the strategic vision for this effort in partnership with F5SMC staff and the TRISI Implementation Committee, a panel of local experts that serve as an advisory council for the Initiative.

Please note that these are three separate roles and functions that will function as a coordinated team, working collaboratively with each other to implement a TRISI learning cohort. While the makeup of the consultant team could take many forms, we envision the three roles to be held by either independent consultants with a willingness to work together or a team/firm with a coordinated team. If you or your team choose to apply for more than one role, please be explicit about your capacity and skill set to fulfill each function, as they will be occurring simultaneously.

The tasks and qualifications outlined below are suggested for each role, but should not be limited to the examples provided. Final scopes of work and deliverables will be established during contract negotiations with F5SMC prior to the start of the project.

### Desired Tasks and Qualifications by Role

#### *Initiative Design Consultant*

- Deep content expertise related to trauma and trauma-sensitive practices at an organizational level; the impacts of trauma and adverse childhood experiences for individuals and communities; strategies to support healing and mitigation of trauma; and knowledge of child- and family-serving sectors, agencies, and organizations

- In partnership with F5SMC staff, develop a high-level vision for the learning cohort(s), including structure, goals, outcomes, and supports
- Advise on and support a trauma-informed approach to the TRISI initiative and cohort design
- Identify linkages to other regional, statewide, or national efforts to learn from and leverage
- Co-develop the structure and materials for cohort convenings with F5SMC staff and Cohort Facilitator, including agenda, themes, and content
- Leverage existing relationships and connections to help identify other theme- or content-specific leaders to contribute to cohort sessions
- Summarize and create visuals or graphic representations of key outputs and outcomes of learning cohort for review by F5SMC staff, Commissioners, and potential partners
- Prepare for, attend, and present at F5SMC Commission Meetings as requested
- Attend ongoing meetings, initiate check-ins, and correspond with F5SMC to manage the project, as requested
- Strong collaboration and communication skills
- Though not a requirement, knowledge of San Mateo County child- and family-serving professionals, agencies, and the landscape of service provision is a plus

### ***Cohort Facilitator***

- Significant experience with group facilitation and adult learning principles, including planning for, leading, and evaluating meetings; structuring a series of convenings to achieve specific outcomes; establishing rapport and expectations with participants to deepen trust; and effective time-management skills
- Particular knowledge of and experience with trauma-sensitive practices and facilitation and ability to guide ongoing learning and maintain open dialogue utilizing these skills
- Work with F5SMC staff and Strategy Consultant to design and facilitate each cohort convening
- Co-identify other theme- or content-specific leaders to contribute to each cohort session and work closely with them to help coordinate content to ensure successful outcomes for each cohort session
- Strong collaboration and communication skills
- Experience and comfort with conducting effective and engaging meetings through online platforms
- Though not a requirement, knowledge of San Mateo County child- and family-serving professionals, agencies, and the landscape of service provision is a plus

### **Organization Coach**

- Knowledge of San Mateo County child- and family-serving professionals and agencies and the landscape of service provision

- Deep content expertise related to trauma and trauma-sensitive practices at an organizational level; the impacts of trauma and adverse childhood experiences for individuals and communities; strategies to support healing and mitigation of trauma; and knowledge of child- and family-serving sectors, agencies, and organizations
- Significant and successful experience with coaching, specifically with agency leaders and staff, to achieve mutually beneficial outcomes
- Nuanced ability to work across sectors and with a variety of agencies and individuals to support adoption and trauma-sensitive practices and to navigate barriers to implementation
- Provide individualized consultation to cohort agencies to develop goals and workplans focused on TIO development
- Serve as the point-of-contact for cohort agencies to support their progress toward becoming more trauma-informed
- Host and facilitate regular technical assistance calls with cohort agencies
- Strong collaboration and communication skills

### **Budget**

The proposed budget for each role should not exceed \$50,000. For example, if you/your agency are applying to fulfill two roles, you may have a budget of up to \$100,000; for all three roles the budget cannot exceed \$150,000.

### **Timeframe**

The anticipated timeframe for service delivery for all roles is from September 1, 2020 through December 31, 2021. Timeframe and approach to cohort structure may change due to the uncertainty created by the COVID-19 pandemic and likely need to be nimble and creative in our approach to convenings.

### **RFQ Process**

This RFQ is not a commitment or contract of any kind. F5SMC reserves the right to pursue any and/or all ideas generated by this RFQ. The responses will be used to determine the respondent's ability to render the services to be provided. The failure of a respondent to comply fully with the instructions in the RFQ may eliminate its response from further evaluation as determined at the sole discretion of F5SMC.

### **Response Submissions**

Responses must address content areas 1 through 5 on the following pages and should be single spaced with 12-pt font. Submit an electronic copy of your response via email to Mai Le at [mle@smcgov.org](mailto:mle@smcgov.org) and Emily Roberts at [eroberts@smcgov.org](mailto:eroberts@smcgov.org). All responses must be received by 5pm on Thursday, August 20, 2020.

## **Review Process**

All submissions will be reviewed by staff at F5SMC. During this process, F5SMC may require a respondent's representative to answer questions orally and/or in writing.

The criteria used as a guideline in the review will include, but not be limited to, the following:

- Agency qualifications and experience, including capability and experience of key personnel to deliver desired tasks,
- Overall project strategy, including approach to fulfilling proposed role(s) and/or partnering with other entities selected by First 5 SMC through this RFQ process,
- Ability to articulate how trauma-informed organizational practices are important to serving children and families,
- History of successfully working with public agencies, organizational leaders, and direct-service providers from multiple sectors
- Familiarity with issues confronting families with young children in San Mateo County
- Cost
- Clarity of oral and written expression
- Compliance with requirements of submission as outlined in this RFQ document

**The decision made by F5SMC will be communicated via email and will be final.**

**1. Independent Consultant or Agency (no more than 1 page)**

Please specify which of the three consultant roles your entity is applying to fulfill and provide the name and address of the independent consultant or agency submitting this quote. Include the number of years the entity has been in business and its experience working with the public sector on projects with a focus on trauma-informed practices, particularly those focused on organization or systems-level approaches. Provide brief descriptions of similar projects that your entity has successfully undertaken.

**2. Personnel (no more than 1 page per role)**

Please provide the name and title of each individual who will be working on this project, the specific function that they will be performing for this initiative, and a brief description of their relevant qualifications and experience, including linguistic and cultural competencies. Include each person's hourly rate. You may attach résumés if you'd like; these will not count toward the one-page limit for this section.

Indicate which individual is the contact person for this project and provide that person's phone number and email address.

***If applying to fulfill more than one consulting role, please be explicit about how your entity intends to accomplish the functions of each concurrently in this section.***

**3. Timeframe (no more than 1 paragraph)**

Provide the date by which your entity will be available to start this work, and any lead-time or startup requirements that you may have. If you have an internal deadline for project completion (e.g. because a key staff member is going out on leave), include that information here as well. Due to current circumstances, timeframes are necessarily fluid and will be regularly re-evaluated based on public health orders, and the capacity of potential participating agencies and of First 5 SMC. Please include in your response how you or your agency would address such changes in the timeframe or approach to accommodate such issues.

**4. Insurance (no more than 1 paragraph)**

The County has certain insurance requirements that must be met. In most situations those requirements include the following: the contractor must carry \$1,000,000 or more in comprehensive general liability insurance; the contractor must carry motor vehicle liability insurance, and if travel by car is a part of the services being requested, the amount of such coverage must be at least \$1,000,000; if the contractor has two or more employees, the contractor must carry the statutory limit for workers' compensation insurance; if the contractor or its employees maintain a license to perform professional services (e.g., architectural, legal, medical, psychological, etc.), the contractor must carry professional liability insurance; and generally the contractor must name the County and its officers, agents, employees, and

servants as additional insured on any such policies (except workers compensation). Depending on the nature of the work being performed, additional requirements may exist. **Please indicate whether your entity is able to meet these insurance requirements or note any questions or concerns you may have.** Please note that in some circumstances, these requirements have been waived and inability to meet these requirements does not automatically disqualify proposers.

**5. Activities and Budget (no more than 2 pages per role)**

Complete the Proposed Budget table below. You may add rows if needed. Please note that activities and budget will be agreed upon and finalized during contract negotiations if your Qualifications submittal is recommended for funding.

*If submitting to fulfill more than one role, please provide separate Scope of Work Tables for each role. Please keep each table to no more than two pages.*

**Scope of Work Table**

Activity	Estimated Hours	Estimated Cost	Person(s) Responsible