Immigrant and Refugee Community Organization (IRCO)

Request for Proposals

Action Research

June 2019
SECTION 1: NOTICE OF REQUEST FOR PROPOSALS

1.1 Notice

The Immigrant and Refugee Community Organization (hereinafter referred to as "IRCO") seeks proposals for an Action Research consultant for IRCO’s Trafficking Program. All proposals must be received no later than 5 p.m. PT on Friday, June 21. Questions should be directed to info@irco.org.

SECTION 2: DESCRIPTION OF ORGANIZATION

2.1 Organization Description and Brief History

Founded in 1976 by refugees, IRCO serves Oregon’s most vulnerable populations by providing holistic, wraparound services that engage individuals at every age and stage of life. IRCO is a multi-ethnic multi-cultural, community-based organization whose mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multi-ethnic society.

Last year alone, IRCO’s diverse staff, comprised of over 75% immigrants and refugees, engaged more than 35,000 individuals from 50+ communities through 200+ programs and services. IRCO’s Board of Directors mirrors staff diversity, with over 50% representing refugee and immigrant communities. IRCO manages a budget of $24+ million annually with programs funded by 45+ public and private sources.

IRCO has national and local recognition as a culturally and linguistically specific community-based organization with a true understanding of the barriers immigrant and refugee communities face. IRCO is known for providing supports that successfully break down these barriers, decrease social isolation, and increase community knowledge.

IRCO administers programs from its three major office sites and co-located staff in schools and workforce centers. IRCO’s main office offers workforce and training programs leading to employment placement, family strengthening, and retention services. IRCO’s culturally specific focal points of Africa House and Asian Family Center are guided by their own advisory boards representing these communities. Both Centers engage a significant number of our clients, with 12,200+ community members served by Asian Family Center and 5,200 by Africa House.
SECTION 3: SPECIFICATIONS FOR ACTION RESEARCH

3.1 Scope of Work

IRCO will contract with an Action Research consultant or firm (the “Consultant”) who has expertise in designing, implementing, evaluating, and iterating a plan for creating a Trafficking program in accordance with the requirements of the Office of Victims of Crime Comprehensive Services for Victims of All Forms of Human Trafficking Grant. The Consultant will collaborate with the IRCO Legal Services Manager, other IRCO staff, community partners and stakeholders, and other relevant personnel to solicit information and develop this plan. This includes identifying current internal and community resources, gaps in services, the needs of trafficking victims and survivors who are foreign-born or part of the immigrant and refugee community, and culturally-specific and culturally-responsive strategies for outreach, training, and internal organizational management. The Consultant will make recommendations for future action, create a roadmap for future progress, and produce a report as a reference.

Background

Multnomah County is the most populous and diverse county in Oregon. It is well known by national and local law enforcement and victims’ advocates as a hotspot for human traffickers traveling between major cities along the West Coast. Despite efforts by law enforcement, legal systems, and social service agencies in Oregon, there continues to be significant gaps in services for victims of human trafficking, particularly for foreign born victims, victims over 25 years old, and labor trafficking victims.

In October 2018, IRCO was awarded the FY 2018 Comprehensive Services for Victims of All Forms of Human Trafficking – Purpose Area 3: Capacity Building Grant (the “OVC Grant”). The three-year OVC Grant is intended to enhance the quality and quantity of services available to assist victims of human trafficking. IRCO now seeks a consultant to perform action research that will guide the capacity building stage of IRCO’s Trafficking program.

Project Deliverables

- Action research to assess the scope of the problem of human trafficking and gaps in services for victims in Multnomah County
- Strategies to develop and enhance interagency partnerships, professional training, and public awareness activities to increase capacity of communities to respond to human trafficking victims
- Recommendations for interventions and program design and strategies
- Action research reports to do the following:
  - Track progress on objectives, existing observations and/or data, and performance
- Determine effectiveness and/or make necessary adjustments
- Determine activities and timelines for quarterly action research cycle

• Action research reports for IRCO’s annual reports to OVC

3.2 Qualifications

The firm or individual responding to this RFP (the “Bidder”) must provide the following:

A. Evidence of substantial knowledge and experience in action research and analysis techniques, preferably in human trafficking and social service programs

B. Evidence of substantial knowledge and experience in program design, including designing and facilitating trainings, conducting community needs surveys, and producing reports that include recommendations for next steps and road maps for future measurement and progress checks

C. Strong preference for firms or individuals with knowledge of and experience with Oregon’s diverse immigrant and refugee populations, and working with victims of crime

3.3 Content and Format of Proposals

The proposals must contain the following information in order to be considered:

Cover Letter

A cover letter on firm letterhead must provide the name and title of the person(s) who are authorized to answer questions about this RFP. The cover letter should not exceed one (1) page in length and should summarize key elements of the proposal. The letter must include the telephone number, email address, and physical address of the Bidder’s office located nearest to Portland, Oregon.

References

Provide the name and contact information for three (3) organizations where Bidder has worked on an action research project. Provide a copy of one written summary/recommendations document produced by Bidder through an action research project (redacted as appropriate).

Narrative

Narrative shall be submitted including the following:

A. A work plan describing methodologies, approaches, and roles and responsibilities for how the work will be accomplished, outlining the following:
   • What specific activities will be included
   • What mechanisms Bidder will use to understand community resources and needs to determine service gaps
   • What specific strategies Bidder will use to respond to local conditions and to organize stakeholder, partner, and field expert input and participation

B. Description of deliverables and outcomes

C. Timeline for overall project, including all activities listed above
D. Estimated costs for each proposed activity and total project costs
E. Experience providing consulting services and action research related to community needs assessments and program design
F. Experience and philosophy regarding Bidder’s work as part of a multicultural/multiracial team
G. Professional training and short bios of the proposed project team members
H. A sample list of past and current clients, including social service and non-profit agencies
I. Description of the format for Bidder’s final assessment summary and recommendations document

3.4 Bidder’s Responsibilities

Bidder is an Independent Contractor
The Bidder shall act under the agreement as an independent contractor and will not be an agent or employee of the IRCO.

Compliance with the Law
The Bidder agrees that performance shall comply with applicable laws of the United States of America and the State of Oregon.

Insurance Requirements
All Bidders with the IRCO must show proof of insurance. A certificate of insurance and endorsement will be required indicating compliance with the following minimum insurance requirements and the Bidder shall maintain such insurance in effect during the entire term with the IRCO.

A. Workers’ Compensation Insurance to cover Bidder’s employees as required by the Oregon Code. In the event that Bidder has no employees, it will be required to file a certification that Bidder has no employees.
B. Commercial General Liability, personal injury and property damage liability, contractual liability, independent contractor's liability, and automobile liability insurance, with minimum combined liability limits of One Million Dollars ($1,000,000) per occurrence, and a maximum deductible of One Thousand Dollars ($1,000) per occurrence.

Equal Employment Opportunity
The Bidder shall not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, sexual orientation, age, disability or any other protected basis. The Bidder shall ensure that all employees and applicants for employment shall be treated with equality in all aspects of employment processes including, but not limited to, hiring, transfer, promotion, training, compensation and termination, regardless of their race, creed, color, sex, national origin, sexual orientation, age, disability or any other protected basis.

Cost of Preparation of Response
Costs incurred by any Bidder in preparation of a response to this Request for Proposals shall be the responsibility of the Bidder.
SECTION 4: INSTRUCTIONS FOR SUBMITTING PROPOSALS

4.1 Delivery of Proposals
The Proposal shall be signed by an authorized agent of the Bidder. Proposals shall be submitted electronically in a single PDF to info@irco.org before 5 p.m. PT on June 21, 2019.

4.2 Review of Proposals
After all the proposals are received, they will be reviewed and evaluated for responsiveness to the qualifications required by this RFP. IRCO anticipates that this review period will last approximately ten days. In reviewing proposals, IRCO will consider the following:

A. Demonstrated experience completing projects of a similar type, size and complexity.
B. Timely and accurate completion of similar projects within budget.
C. Understanding of the work to be completed based upon the clarity of the proposal and responsiveness to this RFP.
D. Total cost of the proposed project.

4.3 Award of Professional Service Agreement
Upon completion of the review period, Bidders whose proposals will be considered for further evaluation will be notified. All Bidders so notified will be required to make presentations and negotiate in good faith. IRCO reserves the right to reject any or all proposals, and to waive any irregularities. The award of the project will be based upon a total review and analysis of each proposal and projected costs. Once a Bidder has been selected, IRCO will negotiate a Professional Services Agreement (“PSA”) with the successful Bidder. IRCO shall not be contractually obligated to any Bidder until duly authorized representatives of both the Bidder and IRCO sign the PSA. The PSA shall obligate the Bidder to defend, indemnify and hold the IRCO and its officials and employees harmless from and against any claims for damages arising from the work performed by the Bidder.