



TO: Board of Contracts and Awards
FROM: Linda Stewart, Director, Neighborhood & Community Services *lcs*
Pamela Duncan, Manager, Human Services
COPY: City Council, City Clerk, SBE Coordinator, LEAP Coordinator, and Joseph Parris, Finance/Purchasing
SUBJECT: Senior Wellness Project
Request for Proposals Specification No. NC17-0332F – January 9, 2018
DATE: December 12, 2017

SUMMARY:

Neighborhood and Community Services Human Services Division recommends a contract be awarded to Korean Women’s Association (KWA), Tacoma, WA, to provide management and services at the City of Tacoma’s Beacon and Lighthouse Senior Activity Centers (Centers) in the amount of \$400,000.00, sales tax not applicable, for an initial period January 2018 through December 31, 2018 with three one-year renewal options.

STRATEGIC POLICY PRIORITY:

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.

The Centers’ services are designed to provide social/emotional, mental health support, educational, and recreational opportunities for people age 60 and older.

BACKGROUND

The City of Tacoma has been providing direct services to seniors at the City’s two Senior Centers since 1971. During the 2013-2014 Biennial Budgeting Process, the Centers’ staffing was restructured, which resulted in a staffing reduction and challenged the City’s ability to provide equitable quality services at each site. Inability to retain qualified full-time staff to manage the Centers has compounded this challenge and there has also been a reduction in senior participation at both sites. The City’s decision to contract services to an external vendor is in the spirit of ensuring equitable, higher-quality services for our senior population, increasing attendance and participation, and to divest from the long-standing practice of NCS staff engaging in direct service provision.

In August, 2017, the Neighborhood and Community Services Department (NCS) released a Request for Proposals (RFP) to manage and operate Beacon. Due to staff turnover of the site coordinator at Lighthouse, as well as the senior van driver, Lighthouse was included in the RFP in November, 2017. Both Centers are currently managed by temporary staff.

ISSUE: At present, the City contracts with an external staffing agency to provide temporary essential site management at the Centers. This temporary staffing model was implemented while exploring a long-term solution to addressing the historical lack of appropriate staffing to ensure the equitable delivery of quality services to the Centers and cease the practice of City staff providing direct services. If Council chooses to not authorize execution of this contract for



external services, the City will review options for how to recruit and retain appropriate professional staff to operate the Centers.

ALTERNATIVES: City Council may request the City to hire new City staff at one or both locations to manage the Center(s), close one or both center(s), or complete a new competitive funding process if not be approved.

COMPETITIVE SOLICITATION: Request for Proposals Specifications No. NC17-0332F was opened November 21, 2017. There were 673 companies invited to bid in addition to the normal advertising of the project. Two submittals were received. Both applicants were afforded the opportunity to meet and engage with seniors at both Centers, with seniors providing feedback to the review panel. The review panel’s deliberation of the proposals and applicants’ presentations resulted in the recommendation that the City negotiate a collaborative partnership between the two applicants for piloting co-management and service provision in 2018. Korean Women’s Association (KWA) will serve as the fiscal entity and provide contractual oversight for services at both Centers, with a requirement that it subcontract with the Greater Destiny Church for cooperative management of the Centers.

| <u>Respondent</u> | <u>Location (city and state)</u> | <u>Rank or Score</u> |
|-----------------------------------|----------------------------------|----------------------|
| Korean Women’s Association | Tacoma, WA | 1 |
| Greater Destiny | Tacoma, WA | 1 |

Panel consensus is to negotiate a collaborative partnership between both entities.

CONTRACT HISTORY: New contract.

SUSTAINABILITY: Not applicable

SBE/LEAP COMPLIANCE: Not applicable.

RECOMMENDATION:

Neighborhood and Community Services Human Services Division recommends a contract be awarded to Korean Women’s Association (KWA), Tacoma, WA, to provide management and services at the City of Tacoma’s Beacon and Lighthouse Senior Activity Centers in the amount of \$400,000.00, sales tax not applicable, for an initial period through December 31, 2018 with three one-year renewal options.



FISCAL IMPACT:

EXPENDITURES:

| FUND NUMBER & FUND NAME * | COST OBJECT (CC/WBS/ORDER) | COST ELEMENT | TOTAL AMOUNT |
|--|---------------------------------------|-------------------------|---------------------|
| 0010 General Fund—NCS | 95100 | 5330100 | \$400,000 |
| TOTAL | | | \$400,000 |

* General Fund: Include Department

REVENUES:

| FUNDING SOURCE | COST OBJECT (CC/WBS/ORDER) | COST ELEMENT | TOTAL AMOUNT |
|-----------------------|---------------------------------------|-------------------------|---------------------|
| 0010 General Fund—NCS | | | \$400,000 |
| TOTAL | | | \$400,000 |

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$400,000

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes