



**CITY OF EAST PROVIDENCE
DEPARTMENT OF PLANNING & ECONOMIC DEVELOPMENT
REQUEST FOR QUALIFICATIONS
RFQ EP23/24-29
COMMUNITY GIFT CARD PROGRAM ADMINISTRATOR
BID OPENING THURSDAY, JUNE 6, 2024 AT 11:00AM**

SPECIFICATIONS

I. INTRODUCTION

The City of East Providence is seeking to partner with a qualified company that operates community gift card programs. The City's goal is to develop a program that will load and distribute prepaid gift cards to every household in the City's low-moderate income census tracts (approximately 8,071 households). These gift cards will be eligible to use at registered small businesses throughout the City of East Providence in order to help businesses recover from the effects of the closure of the westbound side of the Washington Bridge. Organization(s) funded through this proposal will develop and administer a community gift card program, provide support, identify and accurately report data back to the City of East Providence, provide fraud support, while also limiting gift card use within City limits. Total budget for this program is expected to be up to \$600,000.

II. SCOPE OF SERVICES

The City of East Providence is requesting proposals to develop a community gift card program that will benefit local small businesses, many of which have experienced a loss in customers and revenue due to the closure of the westbound side of the Washington Bridge. The selected firm will deliver and activate gift cards to households in the City's low-moderate income census tracts in order to provide organic stimulation to small businesses.

REQUIRED ACTIVITIES

1. Develop a community gift card program that will load up to \$50 onto approximately 8,071 prepaid gift cards subsidized by the City of East Providence. These 8,071 represent all households located in the City's low-moderate income census tracts.
2. Distribute community gift cards with activation instructions by mail to approximately 8,071 local households.
3. All gift cards must require activation using the email, phone number, and address of the resident who plans to use the funds.
4. Ensure that only one card is activated per household.

5. All gift cards must be limited to East Providence registered small businesses only, within City limits. Firm shall work with the City to determine the definition of “small business” for this program based on objective standards.
6. All gift cards cannot be used at gun stores or adult erotic retailer shops in the City.
7. Track spending trends and provide reports monthly to the Office of the Mayor.
8. Gift card customization with City of East Providence branding.
9. Ensure gift card expiration after inactivity. Funds must be refunded to the City of East Providence if not used within 60 days of activation.

III. TIMETABLE FOR COMPLETION

A timetable shall be included for each of the above-referenced project components.

IV. RFQ SUBMISSION REQUIREMENTS

Each firm shall submit a package consisting one (1) original proposal, one (1) copy, and one (1) electronic copy to East Providence City Hall, Controllers Office, Room 103, Attn: Jessica Lamprey, Procurement Specialist, 145 Taunton Ave., East Providence, RI 02914 no later than **THURSDAY, JUNE 6, 2024 AT 11:00AM**. Packages shall contain the following as a minimum:

1. Detailed description of the respondent’s approach and methodology to institute the project as outlined within this Request for Proposals.
2. A description of the firm’s background and relevant experience and qualifications and any other information of interest relative to similar projects.
3. A description of the background and experience of the designated project manager and other personnel who will actually be assigned to this project; as well as a detailed description of the function of each designated participant and their projected individual time commitments with specific line items.
4. References, especially for similar projects, and any other information the proposer deems pertinent are to be included.
5. Fee proposal itemized.
6. Timeline with benchmarks.
7. Business address, including city, state, zip code, phone/fax number and email address.
8. If not incorporated, name of owner(s).
9. Have you ever defaulted on an agreement? If so, where and why?
10. Are you currently listed on the federal contractor disbarred list?
11. Name and phone numbers of three (3) references and description of work done for them.

V. SELECTION PROCESS AND CRITERIA

Proposals will be reviewed by the City. Responses will be evaluated on the basis of the relative merits of the firm, experience with similar projects, references, and the competitiveness of the

fee. The following criteria, not listed in order of priority will be used to evaluate each firm's proposal:

1. **Company Qualifications and Experience.**
Work on projects of comparable types. Proposals must clearly demonstrate full knowledge, understanding, and experience in the methods, techniques and guidelines required for the performance of the required work. All elements within this factor are of equal importance.
2. **Personnel Qualifications and Availability.**
Specialized experience is required of the project personnel proposed to undertake the work assignments. Proposal must clearly demonstrate the capability, academic background, training, certifications and experience of the proposed personnel. The availability of the proposed staff is also of critical importance and must be demonstrated. Specific project experience relevant to this scope of work must be demonstrated, as well as specific company experience.
3. **Performance Record of Firm.**
Similarity of past projects of references and the level of satisfaction expressed by them. Ability to complete the projects on time and within budget.
4. **Ability to quickly deliver program.**
5. **Competitiveness of the fee proposal.**

VI. RFP SCHEDULE

- RFP Issued: Thursday, May 23, 2024
- Last Day for Questions: Thursday, May 30, 2024
- Proposals Due: Thursday, June 6, 2024
- Award: To be determined

VII. GENERAL CONDITIONS

1. The City reserves the right to reject any and all proposals, to waive any informality, request interviews with bidders, and to select and negotiate services in the best interest of the City.
2. The City reserves the right to accept all or part of any proposal and to negotiate a contract for services and costs with the selected consultant.
3. The selected bidder shall provide all necessary personnel, materials, equipment and facilities to perform and complete all work under this proposal.

VIII. ADDITIONAL INSTRUCTIONS & NOTIFICATIONS

- All questions and/or requests for additional information shall be submitted in writing and may not be submitted orally. Requests may be submitted to Tristan Jimerson, Business Development & Economic Opportunity Coordinator, at tjimerson@eastprovidenceri.gov

and Jessica Lamprey, Procurement Specialist, at jlamprey@eastprovidenceri.gov no later than Thursday, May 30, 2024 at 4:00pm.

- Any amendment to this RFQ will be made public and posted on the City of East Providence website at: <https://eastprovidenceri.gov/rfp>
- All costs associated with developing or submitting the initial qualification package in response to this Request, or to provide written clarification of its content, shall be borne by the bidder. The City assumes no responsibility for these costs.
- It is the bidder's responsibility to examine all specifications and conditions outlined in this RFQ thoroughly, and comply fully with specifications and all terms and conditions. Bidders must comply with all Federal, State, and City laws, ordinances and regulations, and meet any and all registration requirements where required for contractors as set forth by the State of Rhode Island. Failure to make a complete submission as described herein may result in a rejection of the proposal.
- A submittal may be withdrawn by written request by the bidder prior to the stated submission deadline.
- Prior to the proposal deadline established for this RFQ, changes may be made to a proposal already received by the City if that bidder makes a request to the Procurement Specialist, in writing, to do so. No changes to a bidder's submission shall be made following the deadline for submission.
- Bidders are advised that all materials submitted to the City for consideration in response to this RFQ shall be considered to be public records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and may be released for inspection immediately upon request once an award has been made.
- The bidder selected will be required to enter into an agreement with the City, which will outline the responsibilities and expectations of both parties.
- The City of East Providence reserves the right to not move forward with the Scope of Work and/or rebid this RFQ if it deems that received bids are not adequate and/or qualified.

IX. CITY CONTACTS

Any questions regarding this RFQ should be directed to Jessica Lamprey, Procurement Specialist, at jlamprey@eastprovidenceri.gov and to Tristan Jimerson, Business Development & Economic Opportunity Coordinator, at tjimerson@eastprovidenceri.gov no later than Thursday, May 30, 2024 at 4:00pm.