



City of Tigard
Request for Proposal (RFP)

ADDENDUM #2
EQUITABLE ENGAGEMENT CONSULTING SERVICES
RFP 2024-12

Bids Due: Wednesday, May 1, 2024 - 10:00 AM

Addendum Issue Date: Wednesday, April 10, 2024

Submit Bids To: contractspurchasing@tigard-or.gov

Direct Questions To: Contracts and Purchasing Department at contractspurchasing@tigard-or.gov

Total Page of this Addendum: 9

This addendum is issued to clarify, add, delete, correct and/or change the bid documents to the extent indicated and is hereby made a part of the above noted RFP documents on which the contract will be based. Any modifications/changes made by this addendum affect only the portions or paragraphs specifically identified herein; all remaining portions of the RFP to remain in force. It is the responsibility of all bidders to conform to this addendum.

1. Section 3: 3.1 General Description

Q: “Equitable engagement” is a commendable destination for the City of Tigard. What policy commitment offers assurance that these recommendations will be implemented?

A: The City has adopted Equity as one of the 5 E’s of Tigard’s Community Promise – the Community Promise is a ‘north star’ that we look to for direction. As part of that Promise, we are committed to ensuring just and fair inclusion of our community members and will implement recommendations that further that goal.

Q: How will the Equitable Engagement recommendations be put to work? Has the City committed resources for implementation? What departments will be responsible?

A: Any recommendations that come out of this work will be evaluated and implemented as resources allow, following typical City processes. There has been significant community interest in this project and that will inform the implementation timing. Part of this process is to help the City identify “what we don’t know we don’t know” – as such we haven’t committed any resources for implementation. We will need to receive the recommendations first before we’re able to identify and commit the appropriate resources. Similarly, since we don’t have any pre-conceptions about the recommendations, we cannot say which Departments would be responsible for carrying out the recommendations, but all City departments are aware of this project and will engage as needed.

Q: How will this work coordinate with other similar projects the City is already doing in the equity space to ensure all members of the community have a voice in Tigard government and access to services, resources, and information?

A: We are engaging our DEIB Manager, Kurt Jun and Communications team to work closely on the management of this project. Any work that they are doing in the equity space will be shared with the consultant. We have already created documentation of all equity work that the City has undertaken that will be shared with the hired consultant that they will be able to use to inform their recommendations.

2. Section 3: 3.2 Required Services

Q: “Tigard Teammates” mentioned in section 3.2 of the RFP and elsewhere – is there a finite list of these organizations, or can you give examples?

A: Tigard Teammate is the term we use internally for City staff members.

Q: Comparing Tigard engagement and outreach with best practices in the RFP focuses on three potentially underserved groups:

- Non-native and non-English speakers
- New businesses
- Attendees (and potential attendees) at public events

Are these examples, or is this a complete list of target audiences for the comparisons?

A: These are examples that were of particular interest to the Community Navigator sub-committee. These are three target audiences we would like to capture but this is not a complete list. We look forward to the consultant helping us identify other key audiences we may be missing in our engagement efforts.

3. Section 4: 4.6 Deliverables and Schedule

Q: Does the city have mechanisms in place to compensate folks who participate in workshops and public meetings?

A: The City of Tigard has partnered with consultants to provide compensation for community members’ participation in focus groups, feedback sessions, and other forms of engagement. We do have a City of Tigard policy that outlines a process for Tigard teammates to offer support such as food, childcare, and monetary compensation for community members’ participation in such gatherings, but in practice, this role is generally performed by consultants and funded by the City through a contract.

4. Optional Pre-Proposal Meeting Presentation

The presentation provided as part of the optional pre-proposal meetings is attached to this addendum 2.

City of Tigard



Equitable Engagement RFP Pre-proposal Meeting

April 8 and 10, 2024





Background

- Public Safety Advisory Board met 2020-2022 and developed eight recommendations
- One recommendation was to create a 'Community Navigator' position

"Create a position and empower a volunteer Board to utilize a community-centered lens to assist community members in navigating the government systems of Tigard and fostering trust through meaningful conversation. By "meeting people where they are," this role would be a connection point between community members and the city."



Background

- In 2023, City formed an ad-hoc committee to evaluate recommendation and determine next steps
- Ad Hoc Committee recommended City fund an external consultant to review Tigard's current external engagement and outreach efforts using an equity lens and offer recommendations for a path forward



Findings from Sub-Committee

- Overall, Tigard community engagement is strong, however:
 - Some engagement activities may be generated and connected to individuals, rather than the organization
 - The City may not have structure, quantitative and qualitative metrics, and processes in place to identify and measure successes and gaps in service
 - There may be community-driven solutions available that the City has not identified and moved forward



RFP Tasks

- Environmental Review
 - Interviews and document review
 - Demographic trends
- Stakeholder Engagement and Benchmarking
 - Compare Tigard to other City's best practices
 - Host public meetings/workshops to help City learn what we don't know



RFP Deliverables

- Kick-off meeting
- Council briefings
- Final summary report with findings from environmental review, stakeholder engagement, and benchmarking



City of Tigard

Respect & Care | Do the Right Thing | Get it Done

Questions?

Tigard: An equitable community that is walkable, healthy, and accessible for everyone.