



Request for Proposals: Partner Experience Survey

Overview

The [NH Community Development Finance Authority](#) (CDFA) is seeking proposals from qualified consultants or firms to complete an assessment of the experiences of partners who seek resources and support from CDFA for community economic development activities.

CDFA invites proposals from interested consultants or firms with relevant experience in outreach and engagement with nonprofits, municipalities and small businesses, as well as analysis of quantitative and qualitative data to provide organizational and programmatic recommendations.

Total budget for services not to exceed \$15,000. The expected project timeline is from February to April 2024.

Background

CDFA is a statewide nonprofit public authority focused on maximizing the value and impact of community development, economic development and clean energy initiatives throughout New Hampshire. The [organization leverages a variety of financial and technical resources](#), including the competitive deployment of grant, loan and equity programs. Those resources include New Hampshire state tax credits, federal Community Development Block Grant resources and the CDFA Clean Energy Fund.

Our Vision

We envision a future New Hampshire composed of communities that are economically and socially resilient, reflect and respect their natural surroundings, and represent places where people want to live, work, and play.

To achieve this vision, CDFA invests in the people of New Hampshire by:

- Enabling its partners to make transformational and sustainable changes;
- Meeting the evolving needs of New Hampshire communities;
- Deploying a well-tuned, effective investment system which directly impacts local communities;
- and
- Taking an innovative and collaborative approach to development finance.

Our Approach

We believe that all people in New Hampshire should have their basic human needs met, access to opportunity, and be a part of sustainable, vibrant communities. Our role at CDFA is to provide communities with capital and technical assistance to achieve this vision. Success for us means showing up in ways that are relevant, impactful, and center the existing assets in a community.

How We Help

CDFA resources enable our partners to identify a community need, explore ways to meet that need, and ultimately, develop and implement a solution. We are dedicated to supporting our partners in this work and have resources to do so at all stages of the project development ecosystem. CDFA staff work closely with community leaders throughout the process to understand their needs, align those needs with technical assistance and financing resources, make connections with other potential sources of support and strengthen the project's capacity for success by addressing any potential challenges.

Project Goals

CDFA is seeking to achieve three complementary goals:

1. Assess the needs of grantees (primarily: nonprofits and municipalities; secondarily: small businesses) working with CDFA to create, develop and implement community development projects.
2. Assess the alignment of CDFA's grantmaking and technical assistance processes to the needs of partners. Increase understanding of the impact/effectiveness of CDFA's role from the experience of nonprofits and municipalities who have thought to or have applied to CDFA.
3. Surface a set of recommendations to help our staff, Board and Committees continue to improve and ensure that community voices continue to inform CDFA's ongoing work.

Scope of Services

CDFA is seeking a qualified consultant or firm to complete an assessment of the experiences of partners who seek resources and support from CDFA for community economic development activities.

Responsive proposals will provide insight to how the consultant or firm will assist CDFA in achieving the above outlined project goals and deliver the following services:

- Design an assessment process and structure to survey a broad range of organizations at various points of engagement with CDFA.
- Facilitate 10 to 15 one-on-one discussions with a diverse set of organizations to build on the initial feedback received from the survey.
- Synthesize and analyze quantitative and qualitative data to provide CDFA a set of final recommendations, including:
 - System-, policy-, and practice-based recommendations, particularly around access to CDFA capital and technical assistance to support the needs of our partners;
 - Recommendations for changes to CDFA programs to improve partner experiences and accessibility of resources; and
 - Processes to ensure that community voices continue to inform CDFA's ongoing work.

Prospective consultants or firms are welcome to suggest additional ideas/services based on previous experience and/or understanding of the program.

Proposals must include, at a minimum, the following information:

1. Qualifications
 - a. Provide a brief description of your firm or consultancy.
 - b. Describe why and how you are uniquely positioned to serve within the capacity requested.
2. Experience and ability to perform this work
 - a. Describe the approach and capacity to successfully complete the Scope of Work.
 - b. Provide examples of relevant work and / or case studies.
 - c. Provide a list of personnel who would be assigned to the work, along with their credentials and experience.
 - d. Provide a work plan and timeline for project implementation.
3. Pricing
 - a. Provide a schedule of fees for all relevant services described in the Scope of Work.
 - b. Based on your approach, provide an estimate of the number of hours required for each service area.

Preference will be given to the individual or entity with prior experience, an innovative approach and demonstration that they can deliver timely, impactful work.

Questions and Submissions

New Hampshire Community Development Finance Authority
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Deadline

Proposals should include qualifications, describe any recent project work in this or relevant field, and estimated costs. Proposals should be submitted by email or in hand no later than Friday, January 19, 2024.