



## **TOWN OF LEVERETT**

### **Massachusetts 01054**

---

### **SERVICE NAVIGATOR POSITION STUDY AND COUNCIL ON AGING SUPPORT**

### **SOLICITATION FOR PRICE QUOTES**

The Town of Leverett Council on Aging (COA) is soliciting price quotes for a consultant to complete and rehabilitate a system for community connection and access to supportive services among older adults in town. The project will lay the groundwork for a larger aim, which is to develop capacity for a permanent Service Navigator position in town, serving older adults and other community members in need of assistance.

The Town has received a grant from the Mass Association of Council on Aging and Senior Center Directors, Inc. in the amount of \$25,000 to fund this project.

This Service Navigator role is described as follows:

A skilled person working in a Navigator role could address and mitigate many concerns discovered by this needs assessment, including (but not limited to) creating and maintaining an organized database of resources; leveraging and learning from existing systems managed by town government, Leverett Connects (the local email listserv), and other parties; helping residents find information and resources; coordinating ride-share systems; conducting and managing elder outreach and communications; coordinating volunteer efforts in town; developing relationships with elders who have specific needs and those who are underrepresented in current data; and ongoing discovery of community needs. (pages 26 and 27 of [Community-Based Participatory Needs Assessment for the Elder Population of Leverett, Massachusetts, January 2023](#))

Scope of Services:

The Leverett COA would like to hire a consultant to complete three activities:

1. Develop a concrete plan for a permanent installation of the Service Navigator position in Leverett. The plan will include the following components: a job description, complete with number of hours expected to work; an examination of realistic funding sources to fund the Navigator position permanently; assistance completing grant applications; and an expectation of the office space and technology equipment the Navigator will need.

2. Create an accessible reference guide of resources and services available to residents in town that includes a robust roadmap for getting the new guide out to older residents, including those that live in remote settings, very low-income individuals, those who are underrepresented including BIPOC and LGBTQ+ individuals, and those with limited access to technology. Guide should include available or suggested affordable housing programs.

Developing this guide will involve outreach to local service providers, and creating or updating documentation of available services and the best ways to access them. The resulting guide shall be available both online and in hard copy format.

Added Service, please list cost to perform Scope Item 3 separately:

3. With COA and Town support, create a network of outreach to older residents in Leverett. The effort should be to reach out to the most socially isolated older adults in town, particularly those who are not already active in programs and utilizing services. Locating and engaging these residents will be a challenge, but an essential part of the project, as they may need services the most. All outreach will be designed to be inviting to older individuals of diverse backgrounds, including BIPOC and LGBTQ+ individuals.

This is an opportunity for outreach to all residents through options for avenues that include a kick-off event, reviewing town data about residents by age group, and connecting with existing, informal community building neighborhood networks that might have local insight for hard-to-reach individuals. The end result will raise awareness about older adults' needs among the larger community and generate community input and involvement in reviewing the strategy for the future Service Navigator. Specific activities to be discussed and decided with the COA as the project progresses.

In order for a Quote to be considered, the bidder must include the following information and meet the following qualifications:

a.) Consultant Overview - A summary of the Consultant and a description of the relevant knowledge/experience that will facilitate the completion of the Scope of Services. Provide information on all collaborators, if more than one Consultant is involved.

b.) Personnel Qualifications - A list identifying project team members assigned to the project, (including the Project Manager and key personnel), including their name, position/title, qualifications, experience, and specific responsibilities. The Project Manager assigned to oversee the project must have a minimum of three (3) years' experience in this field.

c.) *Relevant Work Experience* - A description of relevant work experience. A minimum of three (3) examples of relevant projects must have been completed or engaged in the past 10 years by the Consultant to be eligible. Each project description should include a description of the size and scope of the project, the services provided and the completion date. Indicate if the Consultant prepared materials or participated in events that presented information to the public.

d.) *Proposed Work Plan and Schedule* – A description of the approach the Consultant will use to accomplish the Scope of Services and a project timeframe beginning in October 2023. A summary table shall be provided that shows each task with the project team member who will do the work, the estimated number of hours for each team member, and the schedule for when tasks will be completed. Work must be completed by June 30, 2024.

e.) *Relevant References* – Three references identified from projects similar to this one, including a current contact person and telephone number for each, from previous or current projects.

f.) *Completed Price Quote Signature Form.*

A Consultant will be held to the terms and prices within the Quote for the duration of the contract if both parties sign a contract within 60 days of opening. As the Town of Leverett is exempt from the payment of Federal Excise Taxes and Massachusetts Sales Tax, prices quoted are not to include these taxes.

The work will be awarded to the lowest responsible and responsive bidder. The Town of Leverett reserves the right to reject any and all Quotes if it determines such to be in the public interest.

The Consultant selected will be bound by all applicable statutory provisions of the laws of the United States and the Commonwealth of Massachusetts.

Quotes are due in writing by **October 20, 2023 at 3:00 p.m.** to Marjorie McGinnis at PO Box 300, 9 Montague Road, Leverett, MA 01054, fax 413-548-9150, or townadministrator@leverett.ma.us. Please call 413-548-9699 with questions.

October 4, 2023



# TOWN OF LEVERETT

## Massachusetts 01054

---

### SERVICE NAVIGATOR POSITION STUDY AND COUNCIL ON AGING SUPPORT

#### PRICE QUOTE SIGNATURE FORM

The undersigned, hereafter called the bidder, having fully familiarized him/herself with all the required documents, hereby agrees and declares:

1. That prices inserted in this Price Quote cover all necessary expenses to fulfill the conditions of the contract within the time stated.
2. Pursuant to M. G. L. c. 62C, § 49A, the bidder hereby certifies that the bidder has complied with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.
3. The undersigned certifies under penalties of perjury that this price quote has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

The following items are to be completed by the bidder, if applicable:

Our Company    A Corporation    \_\_\_\_\_  
is:  
                    A Partnership    \_\_\_\_\_  
                    Individually Owned    \_\_\_\_\_

Individual/Company Name: \_\_\_\_\_

Signature of Individual or Authorized Official: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail \_\_\_\_\_

Price Quote to Complete Items 1 and 2 of the Scope of Services: \_\_\_\_\_

Added cost to complete Item 3 of the Scope of Services: \_\_\_\_\_