



Opportunities Exchange

SAMPLE REQUEST FOR PROPOSAL (RFP) for Shared Services Alliance Hub

October, 2023

INTRODUCTION

[Your organization's name] is seeking proposals from qualified organizations to serve as a Shared Services Alliance Hub for child care services. The successful hub organization lead the efficient delivery child care shared services within our alliance network.

Our alliance is focused on offering the following shared services supports to child care providers in our community: [list the shared services you have prioritized offering in your theory of change]

This RFP aims to identify an organization that aligns with our mission with the necessary leadership, expertise, and resources to lead change and drive the success of the alliance. The successful hub organization will have the following characteristics and experience:

- **Mission Driven**
Wants to work with other ECE organizations and sees this as part of their mission rather than as an opportunity for increased funding.
- **Leadership and market credibility**
Trusted leader in the community, or able to quickly build trust among providers and funders.
- **Access to providers**
Knows the provider community well and has the capacity to reach out to and successfully engage providers in an Alliance approach to service delivery.
- **Financial reach and stability**
Has sound fiscal management capacity, with dedicated and skilled fiscal management staff and experience with automated information technology for billing, data collection and overall fund management.
- **Access to a variety of funding streams**
Already has, or is able to tap, multiple funding streams.
- **Innovation**
Leadership, board and staff are open to new ideas and approaches, willing to “think outside the box,” and experienced in developing promising new approaches to old problems.
- **Commitment to excellence**
Leadership, board and staff are willing to do the internal and external work needed to raise the bar on quality service delivery.
- **Entrepreneurial**
Leadership embraces an entrepreneurial way of thinking and uses this entrepreneurial energy to effectively engage the staff and board.
- **Risk tolerance**
Leadership, board and staff are willing to take risks and organization is stable enough to launch a new endeavor that may not pay for itself in the short term.



SCOPE OF WORK

The selected Hub organization will be responsible for the following: **[adapt this list as it makes sense for your alliance based on your theory of change.]**

- **Business Leadership**
Provide business leadership to alliance members, supporting them in enhancing the quality and sustainability of their child care services.
- **Service Coordination**
Engage child care providers within the alliance, fostering collaboration and participation in the shared services approach. Coordinate service delivery, including billing, data collection, and fund management.
- **Financial Management**
Demonstrate fiscal management expertise and experience in using technology for functions such as billing/invoicing, data collection, and financial administration.
- **Funding Streams**
Utilize or identify multiple funding sources to support the Alliance's services. Assist members in accessing funding opportunities relevant to child care services.
- **Innovation and Excellence**
Promote innovative ideas and approaches to improve child care services. Collaborate with alliance members to raise the standard of quality service delivery and improve the sustainability of child care businesses in our community.
- **Capacity Building**
Support participating providers in building sustainable, high-quality child care services. Offer mentoring, professional development, and technical assistance.

PROPOSAL SUBMISSION

Interested organizations are requested to submit a comprehensive proposal that addresses the following areas:

- **Organization Overview**
Provide an overview of your organization, including its mission, history, and experience working in either the early care and education sector, small business support sector, or both.
- **Hub Capacity**
Explain how your organization aligns with the characteristics of a successful Hub outlined in the RFP. Highlight your ability to lead change, innovate, and communicate effectively.
- **Track Record**
Describe your organization's track record in leading change management processes, designing and implementing new programs, evaluating the impact of a new program or initiative, and embracing technological advancements.
- **Mission Match**
Clearly articulate how serving as a Shared Service Hub aligns with your organizational mission and goals.
- **Trust and Support**
Detail how your organization has built trust among child care providers and staff in the past, fostering an environment of support and collaboration.
- **Financial Expertise**
Demonstrate your organization's fiscal management capacity and experience in coaching small businesses to manage their finances, and in providing financial and business management support.
- **Understanding of Shared Services**
Please describe your understanding of the core purpose and function of a shared services alliance and what you believe the most important function of an alliance hub is.
- **References**
Include references from relevant partnerships or collaborations, showcasing your ability to work effectively with child care providers. 