Request for Proposals

Consultant for organizational knowledge management

Please submit by April 3, 2023

Request for Proposals Issued: Mar 13, 2023

Last Revised: Mar 9, 2023

Proposals should be submitted with the subject "Knowledge Management RFP [name of applicant]" to: Lisa Schergen (lisa@abortionfunds.org)

For inquiries, exploratory conversations, or more information: email Lisa Schergen (lisa@abortionfunds.org)

Proposal Submission Deadline:

April 3, 2023

Executive Summary: National Network of Abortion Funds seeks consultant for knowledge management assessment, strategy, & implementation

[National Network of Abortion Funds](#) (NNAF) is a steadily growing organization continuously engaged in the processes of scaling our operations, onboarding and offboarding staff, and managing a proliferation of applications and information; the organization is seeking efficiencies and a knowledge management strategy and systems aligned with our values. NNAF seeks a knowledge management consultant to facilitate an assessment of our current organizational knowledge landscape, provide strategy recommendations for improved workflows, and assist in implementing accepted strategy recommendations with staff. We expect the assessment process to begin in May 2023, and for NNAF to receive the consultant's recommendations by July 2023. The plan is to complete implementation by the spring of 2024. Outcomes include:

- An assessment of the current state of NNAF's knowledge management as well as its data governance needs, including interviewing and surveying staff for existing attitudes & beliefs around current processes, platforms, and overall information architecture to identify pain points and opportunities for improvement

- Recommendations and documentation for new or re-aligned processes to address identified pain points and any platform migrations

- Assistance in implementing recommendations via training and written guidance/policy development

For more information, please email Lisa Schergen (lisa@abortionfunds.org). For full consideration, proposals should be received by April 3, 2023.

About the National Network of Abortion Funds

The National Network of Abortion Funds is made up of 60+ diverse, remote staff members with different technological backgrounds. We aim to live our values of intersectionality, autonomy, collective power, and compassion in all areas of our work environment. Amidst a period of rapid growth, we've upgraded our infrastructure to ensure it is both secure, nimble, and easy to use for our staff. Our organization runs entirely on Macs, and we use Google Workspace and Tresorit for secure document collaboration, though we are open to alternative platforms should they better meet our security and collaboration needs. We

use a centralized IT wiki (Atlassian Confluence), have separate data systems documentation in Spekit, and have recently re-trained as a staff to use the project management system Trello.

Purpose

NNAF is seeking consultant support to design and facilitate a 9-month process to re-align and formalize our internal knowledge management. We plan to devote time and capacity as an organization to participate in an assessment of our current organizational practices and workflows, evaluate alignment strategies, and implement recommendations. The consultant will work closely with NNAF's Operations Director, who will be driving this project internally. We hope to begin in May 2023 with an organizational assessment, followed by the development of an alignment plan in July 2023, and concluding with training & implementation through January 2024.

Outcomes and Scope of Work

Activities and deliverables:

- Organizational assessment (surveys, paired or small group peer interviews, consultant interviews and/or observation, analysis & synthesis)

- Recommendations for proposed workflows to align document management system & related workflows across the organization

- Implementation assistance (present document migration plan to staff & assist staff members with migration)

Outcomes:

- An assessment of the current state of NNAF's knowledge management as well as data governance needs, including interviewing and surveying staff for existing attitudes & beliefs around current processes, platforms, and overall information architecture to identify pain points and opportunities for improvement

- Recommendations and documentation for new or re-aligned processes to address identified pain points and any platform migrations

- A limited consultation and recommendations for NNAF's Network Resource Library

- Implementation training and written policy for adopted recommendations

Requirements and Desired Experience:

- Demonstrated expertise in supporting knowledge management and organizational change processes

- Demonstrated facilitation expertise and excellent facilitation skill in complex environments

- Analysis and approach that is responsive to NNAF's four core values of intersectionality, compassion, autonomy, and collective power

- Ability to commit to sufficient availability for the scope of work

Approach:

- You have experience working with people of all technological backgrounds and experiences, and can convey complex concepts clearly.

- You are forward thinking and have experience working with innovative ideas and dynamic organizations.

- You are committed to abortion access and full reproductive health care for all.

- You demonstrate a deep commitment to gender, economic, and racial justice for all and actively care for and explicitly address anti-Blackness in organizational and movement strategies.

- You enjoy collaboration and being part of a dynamic, highly productive, and integrated team.

- You can maintain flexibility and adaptability, and you have a generative tolerance for ambiguity and complexity.

- You are open to giving and receiving feedback, and you practice this regularly and with skill.

Process and Requirements:

1. We are seeking proposals from applicants who can provide expertise in the areas outlined above to help the organization and the community it serves achieve a successful project outcome.

2. We are open to having a brief exploratory phone call to assess a fit before you submit a formal proposal. If you are interested in this, please email Lisa Schergen at lisa@abortionfunds.org.

A complete proposal in response to this RFP (~3000 words or less) would include:

- A brief executive summary

- A description of the applicant's general orientation to knowledge management and approach to supporting organizations (and/or networks) in developing their capacities and strategies.

- A clear explanation of the consultant's proposed process, discussion of deliverables, and draft timeline. An actual process, deliverables list, and timeline will be co-created with NNAF staff.

- A detailed budget that outlines expenses including the estimate of hours for each activity

- Credentials and qualifications of key personnel who will take responsibility for working directly on this project

- Three contacts for references

Applicants must submit one electronic copy of the proposal. Please note that the NNAF will not return any proposals it receives and will not reimburse applicants for any costs they incur in developing their proposals.

Timeline (subject to change)

RFP Released: March 13, 2023

Proposals Due: April 3, 2023

Consultant Interviews: April 10-20, 2023

Consultant Selection and Finalizing of Scope of Work: late April 2023

Consultant Work Begins: May 2023

Evaluation Criteria:

In awarding a contract for consulting services NNAF will examine a number of factors and criteria will include:

- The extent to which the proposal addresses the stated needs and clearly describes the scope of work

- Specific plans or methodology to be used to perform the services

- Consultant qualifications and experience

- Responsiveness and resonance of consultant's approach to network context, culture, and process

- Availability for work to be conducted over a 12-month period

- Project cost