

**MYSTIC VALLEY ELDER SERVICES  
REQUEST FOR PROPOSAL (RFP)  
BOARD OF DIRECTORS ASSESSMENT & ADVISORY SERVICES**

**Issued by**

Mystic Valley Elder Services, Inc.  
300 Commercial Street, Suite 19  
Malden, MA 02148  
[www.mves.org](http://www.mves.org)

**Date**

July 8, 2024

**Primary Contact**

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## **Introduction and Background**

Mystic Valley Elder Services, Inc. (MVES) is a not-for-profit, charitable organization, which is tax-exempt under Section 501c (3) of the IRS Code. MVES serves as both the federally designated Area Agency on Aging (AAA) and the state-designated Aging Services Access Point (ASAP) for the following 11 cities and towns in Massachusetts: Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield, and Winthrop.

The mission of MVES is to support the rights of older adults and people with disabilities to live independently with dignity in a setting of their choice by providing them and their caregivers with information, advice, and access to quality services and resources. MVES is one of the largest ASAPs in the Commonwealth of Massachusetts serving a racial, ethnically and socio-economically diverse population of older adults, people with disabilities and caregivers.

## **Project Description**

MVES issues this Request for Proposals (RFP) to solicit proposals from qualified consultants to review and assess current policies and procedures related to the MVES Board of Directors, with a focus on organizational structure, operational functions, and improved engagement.

The assessment must critically evaluate the effectiveness of the existing Board structure and policies against statutory requirements and current industry standards. The assessment will identify priority focus areas, recommendations, and action steps to enhance impact over the next three years.

MVES seeks consultants who demonstrate an overall understanding of the structure and purpose of nonprofit organizations, have strong facilitation skills, and have proven experience with nonprofit strategic planning.

## **Scope of Services**

1. Stage 1 – Discovery Services
  - a. Review of agency’s history, statutory requirements, bylaws, policies and procedures, and Board of Directors composition
  - b. Benchmark current organization protocols against Boards of other organizations with similar focus
  - c. Conduct interviews, surveys, and/or focus groups to gather Board, staff, and stakeholder input
  
2. Stage 2 – Critical Analysis
  - a. Review and provide analysis of the following aspects of MVES’s Board of Directors:
    - i. Mission and vision
    - ii. Roles and responsibilities
    - iii. Governance structure and practices
    - iv. Committee structures and meeting procedures

- v. Policies and procedures
- vi. Culture
- vii. Communication strategies

### 3. Stage 3 – Recommendations and Roadmap

- a. The assessment will conclude with the development of a report that outlines the current state of the MVES Board. The report will also provide a roadmap setting out strategic goals for the organization related to Board development which will include actionable recommendations for future enhancements.

### **Qualifications**

Respondents should have a minimum of five (5) years' experience in the development of Board assessments or similar services and have successfully managed at least three (3) similar projects. Preference may be given to vendors with previous experience working with human service non-profit organizations and Supplier Diversity Program vendors.

### **Submission Guidelines**

The following submission guidelines and requirements apply to this Request for Proposal:

- Only qualified individuals or firms with prior experience on projects such as the one outlined in this RFP should submit proposals
- Questions and inquiries regarding this RFP can be emailed to [rfp@mves.org](mailto:rfp@mves.org) by July 15, 2024 at 3pm
- Proposals must be submitted electronically to [rfp@mves.org](mailto:rfp@mves.org) by July 26, 2024 at 5pm (EST) to be considered
- Proposals must be no more than ten pages in length, excluding resumes of key personnel
- Proposals must remain valid for a period of 60 days
- MVES reserves the right to select no proposals should no bidder submit a proposal that meets our organization's needs

### **Submission Components**

- Provide a description of the history, experience, and qualifications you have to perform the scope of work including summary information on at least two projects that you previously led that are substantially similar to this initiative
- Describe the general approach, tools, and strategies that you would propose in carrying out the scope of work including your proposed workplan, timeline, and staffing
- Provide resumes of all key personnel that will perform work if awarded this contract (not included in proposal page count)
- Project Cost: Overall fixed price for the project as well as hourly rates and an estimated total number of hours should MVES decide to award a contract on an hourly basis. If

you have a standard set of terms and conditions, please include them in your proposal.  
All costs, rates, terms, and conditions will be subject to negotiation.

### **Contract Award**

Awards shall be made based on whose offer is responsive to the requests and most advantageous to MVES. Contracts shall be made only with responsible firms who possess the ability to perform under the terms and conditions of the procurement. A low bid will not necessarily be the deciding factor.

### **Timeline**

RFP Release Date: July 8, 2024

RFP Question Deadline: July 15, 2024 at 3pm (EST)

RFP Submission Deadline: July 26, 2024 at 5pm (EST)

Anticipated Contract Start Date: September 2024