



115 S Kaufman
PO Box 427
Linden, TX 75563

430-218-8277
csntexas.org

[Community Services of Northeast Texas, Inc.](#)

Request for proposal for Human Resources Outsourcing
for the period

beginning May 2025

Inquiries and proposals should be directed to:

Name: Michelle Morehead
Title: CEO
Entity: Community Services of Northeast Texas, Inc.
Address: PO Box 427 Linden, TX 75563
Phone: 430.218.8277

[Please consider sending your completed request for proposal \(RFP\) to CSNT.](#)

Direct the RFP to Michelle Morehead via email at michelle.morehead@csntexas.org or via mail to:

Michelle Morehead
CSNT, Inc.
PO Box 427
Linden, TX 75563

Table of contents

General information

- A. Purpose
- B. Who may respond
- C. Bidder's conference
- D. Instructions on proposal submissions
 - 1. Closing submission date
 - 2. Inquiries
 - 3. Conditions of proposal
 - 4. Instructions to prospective contractors
 - 5. Electronic or hard copy submissions
 - 6. Right to reject
 - 7. Presentations
 - 8. Notification of award
- E. Description of entity and accounting functions
- F. Options

Specification schedule

- A. Scope of services
- B. Performance

- C. Pricing
- D. Payment
- E. Work review
- F. Confidentiality

Technical qualifications

- A. Understanding our needs
- B. Understanding the scope of work
- C. Understanding our industry
- D. Engagement team
- E. Organization, size, and structure
- F. Services approach to the engagement

Proposal evaluation

- A. Submission of proposals
- B. Nonresponsive proposals
- C. Proposal evaluation
- D. Review process

Appendix

- A. Proposal Evaluation Score Sheet

General information

A. Purpose

This request for proposal (RFP) is to contract for Human Resources Outsourcing Services beginning May 2025 (as well as any additional services that will benefit our organization). The proposal includes options for contract extension.

B. Who may respond

Only Human Resources/consulting firm, whose principal officers are independent certified HR Professionals with experience in non-profit grant-funded human services organizations may respond to this RFP. Additionally, program area expertise is necessary and will be considered.

C. Bidder’s conference

There will be no bidder’s conference, but questions may be sent by email to Michelle Morehead (michelle.morehead@csntexas.org) until 5:00pm on Thursday, May 1, 2025.

D. Instructions on proposal submission

- 1. Closing submission date: Proposals must be submitted no later than 4:30 p.m. on *May 13, 2025*.
- 2. Inquiries: Inquiries concerning this RFP should be directed to Michelle Morehead at 430-218-8277. Offerors may direct questions via email, or via a phone or in-person meeting.
- 3. Conditions of proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by *CSNT, Inc.*
- 4. Instructions to prospective contractors:

Your proposal should be addressed as follows:

Name: Michelle Morehead
Title: CEO
Entity: Community Services of Northeast Texas, Inc.
Address: PO Box 427
Linden, TX 75563

It is important that the Offeror’s proposal be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Request for proposal
4:30 p.m. *May 13, 2025*
Sealed proposal
For Human Resources Outsourcing Services

5. Electronic or hard copy submissions: Proposals can be submitted electronically to the following email address: michelle.morehead@csntexas.org by the closing submission date noted above.

Proposals may also be submitted by hard copy to the following mailing address: *PO Box 427 Linden, TX 75563* by the closing submission date noted above. *Two* copies of the proposal must be submitted.

It is the responsibility of the Offeror to ensure that the proposal is received by *Community Services of Northeast Texas, Inc.* by the date and time specified above.

Late proposals will not be considered.

6. Right to reject: *Community Services of Northeast Texas, Inc.* reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based on the factors described in this RFP.
7. Presentations: At the discretion of *Community Services of Northeast Texas, Inc.*, Offerors submitting proposals may be requested to make oral presentations as part of the evaluation process. Presentations may be delivered in person or via teleconference. Reasonable advance notice will be provided to selected Offerors. Not all Offerors submitting a proposal will be asked to participate in oral presentations.
8. Notification of award:
 - a. It is expected that a decision about selection of the successful accounting/consulting firm will be made within *1* week of the closing date for the receipt of proposals.
 - b. Upon conclusion of final negotiations with the successful accounting/consulting firm, all Offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of the name of the successful accounting/consulting firm.

E. Description of entity and Human Resources functions

Community Services of Northeast Texas, Inc. is a nonprofit organization that serves *12* counties in *Texas*. *Community Services of Northeast Texas* is a private, nonprofit corporation and has been determined to be exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code. It is governed by a *12*-member volunteer board of directors. Administrative offices and all records are located at *115 S. Kaufman, Linden, TX 75563*. Other offices are located throughout the *Northeast Texas* area.

More information may be provided per Offeror's request.

F. Options

At the discretion of *Community Services of Northeast Texas, Inc.* this contract can be extended for four additional one-year periods. The cost for the option periods will be agreed on by *Community Services of Northeast Texas, Inc.* and the Offeror.

Specification schedule

A. Scope of services

The purpose of this RFP is to obtain the services of a Human Resources/consulting firm, whose principal officers are certified Human Resource Professionals, certified or licensed by a regulatory authority of a state or other political subdivision of the United States, hereinafter referred to as the "Offeror," to oversee and/or perform the necessary duties of one or more Human Resources functions for *Community Services of Northeast Texas, Inc.*

OPTIONAL:

In addition to our Human Resources department needs, Community Services of Northeast Texas, Inc. is also requesting additional services to support our organization. These services include:

Initiatives to Resolve:

1. Department leadership and oversight
2. Assessment of processes and best practices
3. Sustainability and longevity to avoid turnover
4. Specific and customized approach to meet organizational finance department needs

B. Performance

Community Service of Northeast Texas’ stated Human Resources projects, functions, and responsibilities should be performed through *August 13, 2025 with an option for contract extension.*

C. Pricing

The Offeror’s proposed price for services should include a not-to-exceed total monthly fee and a fee per service. Any out-of-pocket expenses should also be indicated.

D. Payment

Payment will be made when *Community Services of Northeast Texas, Inc.* has determined that the total work effort has been satisfactorily completed on an ongoing monthly billing schedule. Should *Community Services of Northeast Texas, Inc.* need to review/change agreed scope, *Community Services of Northeast Texas Inc.*’s authorized representative will notify the Offeror in writing of such need, giving the reason(s) and specifics 30 days in advance.

Invoicing and payment terms are preferred/required monthly.

E. Work review

All work to be prepared under this contract will be reviewed by the CEO and/or ENTITY board of directors.

F. Confidentiality

The Offeror agrees to keep the information related to all contracts in strict confidence. Other than the reports submitted to *Community Services of Northeast Texas, Inc.* the Offeror agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, while in the Offeror's possession, to those employees on the Offeror's staff who must have the information on a "need to know" basis.

The Offeror agrees to immediately notify, in writing, *Community Services of Northeast Texas, Inc.*'s authorized representative in the event the Offeror determines or has reason to suspect a breach of this requirement.

Technical qualifications

The Offeror, in its proposal, shall, as a minimum, include the following:

A. Understanding our needs

The Offeror should describe the current challenges and opportunities specific to our organization. Describe how your firm is best suited to assist our organization in facing those challenges and opportunities moving forward.

B. Understanding the scope of work

The Offeror should clearly describe the scope of work to be performed in alignment with this RFP.

C. Understanding our industry

The Offeror should describe its understanding of our industry by providing specific industry knowledge and expertise as well as prior accounting/consulting experience.

- G. Prior experience working with nonprofit organizations
- H. Prior experience providing services organizations similar to *Community Services of Northeast Texas, Inc.*
- I. Prior experience providing additional services to organizations similar to *Community Services of Northeast Texas, Inc.*

D. Engagement team

The Offeror should briefly describe the qualifications of staff to be assigned to the outsourced Human Resources services. Descriptions should include:

1. Engagement team makeup
2. Overall supervision to be exercised
3. Prior experience of the individual team members; team bios should include education, position in firm and years with the firm, and industry-specific experience

E. Organization, size, and structure

The Offeror should describe its organization, size (in relation to work to be performed, and structure).

Description should include:

1. Size of the Offeror, including number of employees and physical site locations
2. Explanation of services
3. Any conflicts of interest that exist
4. References (3)

F. Services approach to the engagement

The Offeror should describe its approach of the work to be performed.

Proposal evaluation

A. Submission of proposals

If submitted by hard copy, all proposals shall include 2 copies of the Offeror's technical qualifications, 2 copies of the pricing information. These documents will become part of the contract.

Submit electronic proposals via email to michelle.morehead@csntexas.org

B. Nonresponsive proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received in a timely manner in accordance with the terms of this RFP.
2. The proposal does not follow the specified format.
3. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with the requirements necessary to perform the work.

C. Proposal evaluation

Evaluation of each proposal will be scored on the following six factors.

	Point Range
1. Understanding our industry	0 – 10
a. Understanding our current challenges and opportunities	
b. Firm's approach to addressing our challenges	
2. Understanding our industry	0 – 30
a. Prior experience working with nonprofit organizations	
b. Prior experience in providing services to organizations similar to <i>CSNT, Inc.</i>	
c. Prior experience providing additional services to organizations similar to <i>CSNT, Inc.</i>	
3. Organization, size, and structure of Offeror's firm (consider size in relation to audits to be performed)	0 – 5
a. Adequate size of the firm	
4. Qualifications of staff to be assigned to the outsourced accounting to be performed. This will be determined from résumés submitted. Include education, position in firm, and years and types of experience.	0 – 20
a. Prior experience of the individual team members	
b. Overall supervision to be exercised	

5. Offeror's approach to the engagement	0 – 15
a. Adequate coverage	
b. Realistic engagement timetable	
6. Price	0 – 20
Maximum points	100

D. Review process

Community Services of Northeast Texas, Inc. may, at its discretion, request presentations by or meetings with any or all Offerors to clarify or negotiate modifications to the Offerors' proposals.

However, *Community Services of Northeast Texas, Inc.* reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the Offeror can propose.

Community Services of Northeast Texas, Inc. contemplates award of the contract to the responsible Offeror with the highest total points.

Appendix

A. Proposal Evaluation

Using the attached form, scorer who are part of the proposal evaluation process should score proposals individually. Evaluation of each proposal will be scored on the below six factors.

Total points will be calculated from each scorer, providing a total point value for each responding Offeror. The Offeror, meeting all the outlined criteria, that also accumulates the highest total point value will be awarded the contract.

Proposal evaluation		
	Point range	Points earned
Understanding our needs Understanding our current challenges and opportunities Firm's approach to addressing our challenges	0 – 10	
Understanding our industry Prior experience working with nonprofit organizations Prior experience providing services to organization similar to (<i>entity name</i>) Prior experience providing additional services to organizations similar to (<i>entity name</i>)	0 – 30	
Organization, size and structure of Offeror's firm Adequate size of the firm	0 – 5	
Qualifications of staff to be assigned to the outsourced accounting to be performed Prior experience of the individual team members Overall supervision to be exercised	0 – 20	
Offeror's audit approach to the engagement Adequate coverage Realistic time estimates of each step	0 – 15	
Price	0 – 20	
Total points	0 – 100	