RFQ NOTIFICATION SHEET
Contracts and Rate Setting Division

State of Michigan
Department of Human Services

Notice of a request for quotations is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: **$49,000.00 per year** **$147,000.00 per 3 year agreement**	ITB Number DHS **WRAP 09-76001**

Service Title:

Bid Description:
Sanilac County full time Wraparound Coordination Services to serve 24 families per year/ 72 families per 3 year Agreement.

Due Date For Response:
July 23, 2008

Contact Person Name:	Phone #:
James Beyer	**(810) 648-3867**
E-Mail Address: **beyerj@michigan.gov**	

REQUEST FOR QUOTE (RFQ)
Cover Sheet
Michigan Department of Human Services (DHS)

Contract/RFQ Number: **WRAP 09-76001**

Bid Submission Due Date & Time: **July 23, 2008**

Geographic Area to be Served: **Sanilac County**

Service Titles: **Sanilac County full time Wraparound Coordination Services to serve 24 families per year/ 72 families per 3 year Agreement.**

Anticipated Contract Begin and End Dates: **10-01-2008 through 9-30-2011**

Method of Reimbursement: **X** Actual Cost Unit Rate

Maximum Annual Contact Amount: $ **49,000.00** per year

Issuing Office: Department of Human Services **Sanilac County DHS**

Contact Person: **James Beyer**

Telephone #: **810-648-3867** Fax #: **810-648-4432**

Email Address: **beyerj@michigan.gov**

Pre-proposal Conference: (Date, time, location) **NA**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **July 9, 2008 5:00 pm**

Submit 7 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Sanilac County DHS		
DHS Office		
515 S.Sandusky Rd.		
Street Address		
Sandusky	**MI**	**48471**
City	State	Zip

Bidders must submit any **questions** regarding the content of this RFQ by email, fax, or surface mail. DHS staff are not allowed to respond to questions (regarding the content of the RFQ) that are telephoned in. Questions may be discussed verbally at the preproposal conference, if one is scheduled. DHS will compile all written questions and answers from the preproposal conference as well as written questions and post these as well as any other clarifications or revisions to the initial RFQ onto the DHS RFQ website. Interested bidders are advised to monitor the website on a daily basis.

Bidders must submit all **bid responses** either in person or by surface mail. Bid responses which are faxed or emailed will not be considered for award.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award.

To be considered, bid responses must arrive at the Issuing Office on or before the date and time specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder's fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, sexual orientation, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bidder Response
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bidder Response

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Sanilac County.

B. Location of Services to be Delivered

The Contractor shall provide services described herein in facilities located at:

Client homes and various locations in the county

C. Client Eligibility Determination

1. This agreement is funded as follows:

% CSPP (Child Safety Permanency Planning)
% SFSC (Strong Families/Safe Children)

2. Client Eligibility

The percentage of referrals the Contractor may accept from each category of eligibility [Child Safety and Permanency Plan (CSPP), Strong Families/Safe Children (SF/SC), or Child Protection/Community Partners (CP/CP)] may not exceed the funding percentage identified above.

If SF/SC or CP/CP is identified as a source of funding under this Agreement, no open prevention cases may be accepted for CSPP funding.

Clients referred by DHS including:

SFSC

a. Families open to the Children's Protective Services (CPS) Program.

b. Children open to the Foster Care Program and their family members.

c. Families and youth open to the Delinquency Services Program.

d. Adoptive families and their minor child(ren) when the child(ren) have been adopted from a state foster care system and for whom the adoption has been finalized and for whom a need for post-adoptive services has been identified by DHS.

e Families open to the Prevention Program if approved by the county DHS Director.

f. Families who have had an open DHS Children's Services case within the past 18 months.

g. Any families currently involved with Family to Family services to prevent out of home placement of a child by DHS.

h Pregnant and/or parenting youth, custodial and non-custodial parents under the age of twenty-one (21) who are eligible under the Temporary Assistance to Needy Families (TANF) Program based on income eligibility.

i. Grandparents or other relative caregivers with primary care of minor children in need of support or preservation services to prevent DHS foster care placement.

<u>CSPP</u>

Families with an open CPS case, families with one or more children in out-of-home placement (including Juvenile Justice), and families open to prevention services with DHS local office exception (no more than 10% of referrals may be accepted to serve families open to the prevention program).

3. Determination of Eligibility

DHS will determine eligibility based on the above criteria.

D. <u>Credentials and Employee Clearances</u>

The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

Staffing Requirements:

A valid driver's license with no restrictions as to when and where the worker or supervisor may drive and a current copy (at time of hire) of their driving record.

Employees assigned coordinator duties by the Contractor shall possess:

a. A minimum of a bachelor's degree.

b. At least two (2) years experience in the human services field.

c. Be familiar with resources and services available in the county.

d. Bachelor's degree and two (2) years experience in the human services field may be waived for a parent/consumer upon the approval of the local DHS, in consultation with the Division of Community Support Services staff.

Employee Clearances

As a condition of this Agreement, the Contractor certifies that the Contractor shall conduct or cause to be conducted:

a. For each applicant for employment, employee, subcontractor, subcontractor employee or volunteer who works directly with clients under this Agreement, or who has access to client information, an Internet Criminal History Access Tool (ICHAT) check and a National and State Sex Offender Registry check.

b. For each applicant for employment, employee, subcontractor, subcontractor employee or volunteer who works directly with children under this Agreement, a Central Registry (CR) check.

c. For each applicant for employment, employee, subcontractor, subcontractor employee or volunteer who works directly with clients or who has access to client information, under this Agreement, a Central Registry (CR) check.

d. For each employee, subcontractor, subcontractor employee or volunteer who works directly with clients or who has access to client information, under this Agreement shall be required to timely notify the contractor in writing of criminal convictions (felony or misdemeanor) and/or pending felony charges or placement on the Central Registry as a perpetrator.

Additionally, for each applicant for employment, employee, subcontractor, subcontractor employee or volunteer who works directly with clients under this Agreement or who has access to client information and who has not resided or lived in Michigan for each of the previous ten (10) years, the Contractor shall require the applicant for employment, employee, subcontractor, subcontractor employee or volunteer to sign a waiver attesting to the fact that they have never been convicted of a felony or identified as a perpetrator, if they have, the nature and recency of the felony.

The Contractor further certifies that the Contractor shall not submit claims for or assign to duties under this Agreement, any employee, subcontractor, subcontractor employee, or volunteer based on a determination by the Contractor that the results of a positive ICHAT, CR, NCIC response or reported criminal felony conviction or perpetrator identification make the individual ineligible to provide the services. Contractors may consider the recency and type of crime when making this determination.

The Contractor must have a written policy describing the criteria on which its determinations shall be made and must document the basis for each determination. Failure to comply with this provision may be cause for immediate cancellation of this Agreement. In addition, the Contractor must further have a written policy regarding acceptable screening practices of new staff members and volunteers who have direct access to clients and/or client's personal information, which serve to protect the organization and its clients that is clearly defined.

Information about ICHAT can be found at http://apps.michigan.gov/ichat.

E. Services to be Delivered

The Wraparound process should be based on the Michigan Wraparound Best Practice Values:

Value One: Child Well-Being (Child Centered)

- Best interest of the child
- Should always ensure child's needs are met
- Permanency for the child/family
- Reduction of transitions/disruption in their lives
- Strengthen family relationships
- Ensure child's voice is heard

Value Two: Family-Focused

- Family-Centered: Consider strengths, needs, outcomes for all family members
- Access, voice and ownership
- Help them improve family relationships
- Recognition that family members are interdependent on one another

Value Three: Safety (Child, Family, and Community)

- First priority should be safety of all
- Have open honest discussion about safety concerns
- Safety should be a priority on team: any team member raises concern, if the team will address it by developing a plan
- Safety should be the community's responsibility

Value Four: Individualized

- No two plans should look the same
- If something works for one family, it doesn't mean it works for everyone
- There should be no menu of services
- Individuals are complex beings so even categorical services may need to be flexible
- Flex funds should be available to support individualization

Value Five: Cultural Competency

- Get to know the family's traditions, rituals, etc
- Ask what they do for birthdays, holidays, etc.
- Think beyond ethnicity as someone's culture
- Understand your own cultural issues and the impact that has on you

Value Six: Direct Practice and System Persistence

- Unconditional commitment to the child/family
- No bounce around: never give up: we are in this together
- No blame, No shame: Change the plan instead
- System persistence: Bust barriers of the system/fill gaps in service delivery
- Use the strength of the child and family team to address systemic issues

Value Seven: Community-based

- Kids and families need a link to their home community by involvement in community life
- Research is questioning the value of treatment centers (institutional care) and supporting the use of therapeutic foster care and other community based alternative
- Reduce isolation, teach coping/problem solving skills while they are living in the community

- Stress and build on the strengths and decrease safety risks by developing comprehensive plans that utilize natural/community supports as much as possible

Value Eight: Strength-Based

- Strengths are an essential ingredient in wraparound plans
- Strengths help teams focus and build on the assets instead of focus on the problems or liabilities
- Strengths should be reflected in all parts of the larger plan and at every intervention
- Start and end meetings with the positive celebrate successes

Value Nine: Parent/Professional Partnership

- Very important to share information to level playing field
- Involve parents/kids in quality improvement and on all levels of the infrastructure
- Relationships are conducted in a mutual “No Blame, No Shame” Fashion
- “No decisions made without us”

Value Ten: Collaboration and Community Support

- Recognize and utilize the strengths of the community/different agencies
- Embrace the philosophy of “Community Children” and decrease turf issues
- Share resources and information
- Engage the families in opportunity to be part of the community
- Do what makes sense and not what has always been done

Value Eleven: Social Networks and Informal Supports

- Expand the support network for children and families
- Think about the long term support for a child and family
- Re-engage natural supports that have been lost
- Strive for independence/empower relationships

Value Twelve: Outcome Based

- Measurable Results/Accountability
- Real outcomes: What does the family want from wraparound in concrete terms
- What does the system want out of wraparound
- How will we measure data
- “Without data, you are just another person with an opinion”

Value Thirteen: Cost effective and Cost responsible

- Flex funds should be funds of last resort

- Utilize community resources as a way of engaging the community and increase being cost-responsible
- Consider the long-term effects of every decision you make regarding flex funds

Service #1 of 1: WRAPAROUND COORDINATION

1. Activities the Contractor shall perform:

   The Contractor shall:

   a. Provide a Supervisor assigned to:

      1) Oversee the coordination of the Wraparound process

      2) Attend the Wraparound Orientation or the Three Day Resource Coordinator/Facilitator Training, The Quality Assurance Training and at lease one Supervisor Roundtable/Training annual.

      3) Meet weekly with the Coordinator/Facilitator.

      4) Review and approve by signature and date all required documentation, (Wraparound Plan, Crisis and Safety Plan strength discovery, etc.).

   b. Accept referrals and create Child and Family Teams.

      1) All referrals are presented to Community Team for Gatekeeping purposes. Referrals are accepted from DHS.

      2) Work with Community Team on technical assistance and training.

      3) In coordination with the family and the case manager from the referring agency, schedule, notify, and arrange location for the Child and Family Team meeting.

      4) Be responsible for coordinating the strength-based discovery of children and their families. The coordinator shall use visual planning techniques (i.e. bubble chart, story boarding or other planning formats), to identify the child and family's strengths and needs in multiple life domains. The process shall follow Wraparound guidelines.

5) Prepare the family for Child and Family Team meeting, including discussing the meeting format, expectations and responsibilities. Query the family for significant people in their life circle to include on the Child and Family Teams.

6) In coordination with the family and the referring agency, invite other members to the Child and Family Team meetings.

7) Conduct and facilitate meetings of the Child and Family Team for each child:

    a) Create the Child and Family Team;

    b) Schedule and conduct regular meetings, incorporating process of strength-based planning and needs discovery;

    c) Record proceedings.

c. Facilitate the development of the Wraparound Service/Support Plan.

1) Facilitate the identification of resources to meet specified needs as determined by the Child and Family Team. Work as a liaison to other agencies who are available within the community to provide components of the Wraparound Service/Support Plan.

2) Assist the Child and Family Team with development of a creative Wraparound Service/Support Plan. Facilitate discussion of the Child and Family Team to determine how and by whom identified services shall be obtained. These services/supports can be traditional categorical services or services tailored to meet the family's needs.

3) Complete and distribute the Wraparound Service/Support Plan to Child and Family Team members and referring agency and the Community Team.

4) Develop services to facilitate the Wraparound Service/Support Plan and work with referring agency staff and community team in seeking out services/supports tailored to meet the family's needs as identified by the Child and Family Team.

5) Facilitate Child and Family Team review sessions to assess progress and assist in the modification of service/support plans and individual budgets, as necessary.

6) The Wraparound Service/Support Plan is to be reviewed every six (6) months at the Community Team and Child and Family Team.

7) Act as financial coordinator for the Wraparound Service/Support Plan. Complete the budget to implement the Wraparound Service/Support Plan of the Child and Family Team, with appropriate cost separations for each service and corresponding outcome indicators, and other documentation as outlined in the Wraparound guidelines.

8) Initiate the Wraparound process according to the following time table: (**Note**: This is not a crisis intervention process)

   a) Community Teams are expected to have a regular meeting time and a process to deal with referrals between meetings.

   b) Present referrals to the Community Team within ten (10) working days of receipt from referring agencies. If the Community Team meets less frequently, an alternative referral process shall be available.

   c) Meet with the family to conduct the strengths discovery and begin to configure the Child and Family Team. Create a preliminary safety/crisis plan, if needed. This is to be done within five (5) to ten (10) working days of referral acceptance by the Community Team.

   d) Facilitate a Child and Family Team meeting to assess strengths and needs of family.

   e) Schedule a second Child and Family Team meeting to formulate the Wraparound Service/Support Plan and determine interventions.

   f) The Child and Family Team shall meet weekly for the first thirty (30) days for the purpose of plan development.

9) The above-mentioned process shall be completed within thirty (30) days. Plans written in this first thirty (30) days are not expected to cover all life domains.

10) Coordinate the first Child and Family Team meeting according to the following agenda:

    a) The Contractor will use visual planning techniques (such as: bubble charting, story boarding or other planning techniques), as necessary, to identify the child's and family's strengths and needs in multiple life domains. This discovery will be documented in the case file.

    b) The parents and other team members shall share equally in the opportunity to participate and make decisions.

    c) The Wraparound Service Plan is the product of the Child and Family Team process.

    d) The suggested length for this meeting is no longer than one and one-half (1½) hours.

11) Coordinate the second Child and Family Team meeting according to the following agenda:

    a) A written Wraparound Service/Support Plan is developed outlining service provider responsibilities. This shall include a crisis/safety plan.

    b) The plan shall also include the date and time of the next Child and Family Team meeting. It is recommended that the Child and Family Team meet weekly, but no less than every thirty (30) days.

    c) The plan must include a <u>graduation plan</u> which specifies specific behavioral outcomes from participating in the Wraparound process. An end date is preferred. However, if setting an end date is not possible, the specific behavioral outcomes to be accomplished should be specified. This will serve as the point at which the family may no longer need the formal Wraparound process.

    d) Direct Practice and System Persistence commitments are discussed and documented.

    e) Set dates by which the Child and Family Team members are to get written cost estimates to the Contractor for items/services to be included in the budget.

f) The suggested length for this meeting is no more than one and one-half hours.

12) Provide for a flexible work schedule determined by the needs of the family, Child and Family Team and Community Team.

13) In conjunction with the Community Team, identify, locate and arrange for training for Community Team members and/or clients, as determined necessary.

14) Attend training as identified and required by the Community Support Division Program Office to carry out the mission of the Wraparound process.

d. Coordinate and monitor the implementation of the Wraparound Service Plan, including:

1) Full time coordinators must serve a maximum of 20 families per year per coordinator. The DHS office may approve an exception to allow the coordinator to serve up to 21 families for a limited period of time.

2) Meeting with the Community Support Division Program Office staff to review case records, budgets and adherence to the Wraparound process.

3) The Wraparound planning process must be reviewed every six (6) months. The Wraparound process may continue for longer than six (6) months upon the recommendation of the Child and Family Team, the Community Team and the approval of the referring agency. This review process shall be completed at each subsequent six (6) month interval, with consideration to family and system outcome achievement. This shall be documented in the family case file. Documentation shall include the reason for continuation and signatures of the parties.

4) A projected budget is prepared for each plan. All funds expended in this plan must be directly related to the needs and strategies within the plan and approved by the Community Team.

5) Preparing and copying the Wraparound Service/Support Plan and budget documentation and distributing to the Community Team. The Community Team approves the whole budget and plan. If they have some concerns, these concerns are given to

the Contractor who calls another meeting of the Child and Family Team for further discussion. (**Note:** Authorized services must support the decision to prevent out-of-home or return from placement).

6) Upon approval of the Wraparound Service Plan and Budget by the Community Team, a copy of the Plan and Budget shall be delivered to each Child and Family Team member. Each member of the Child and Family Team shall be responsible for their part in the Wraparound Service Plan. The Contractor shall serve as liaison between the participating agencies and report the progress of these resources to the Child and Family Team.

7) Monitor and discuss the Wraparound Service/Support Plan progress monthly, in person, with the Child and Family Team, that includes the case manager of the referring agency. Monitoring includes contact and/or reporting:

   a) Providers' progress toward outcomes;

   b) Family satisfaction and progress toward outcomes;

   c) Oversight of budget expenditures;

e. Report and Maintain Records.

1) Report in person to the Community Team no less than once a month.

2) Collect information, maintain records and provide reports as required by the Community Team and/or Community Supportive Services Program Office.

3) Maintain a case record for each case accepted for the Wraparound process which shall include, but is not limited to, the following:

   a) Client referral sheet;

   b) Date of initial request for service, date of acceptance by the Community Team, and date and time of first and second Child and Family Team meeting;

   c) Results of the needs and strength discovery as determined through visual planning techniques (bubble charting, story boarding or other planning techniques) must be documented separately in the case file showing or identifying the planning technique. Include process, results, and dates.

d) Child and Family Team minutes; notes taken at the Child and Family Team meeting. Include date and times.

e) Case Notes; Daily ongoing activities on case, outside the Child and Family Team meeting (phone calls, inquires, etc.) include dates and times.

f) Wraparound Service Plan, as developed by the Child and Family Team, including the need, strength, goal or outcome and intervention or action plan;

g) Family's response and role in the Wraparound Service Plan and Crisis/Safety Plan development and implementation;

h) Monthly Progress Reports: Summarizing:

- Specific interventions used, and outcomes of the intervention to date, as well as intended outcome;
- Every Child and Family Team meeting;
- Placement status at termination, including date.
- Include date the report is completed.

i) Case evaluation/termination summary that details the work with the family. The termination report shall be completed within seven (7) days following the Community Team meeting when the formal Wraparound process was concluded/outcomes were completed.

j) The summary of the six (6) and twelve (12) month follow-up evaluation after case closes.

f. Process Termination of Wraparound Services.

1) Discuss recommendations to conclude the Wraparound process with the Child and Family Team with the referring worker present. This meeting shall occur no later than seven (7) days

prior to anticipated closure of the case. A written Termination Report, using the required DHS format, shall be submitted to the referring worker no later than ten (10) days after case closure.

2) At six (6) months and one (1) year after the conclusion of the Wraparound process, a follow-up will be completed to identify the living arrangement of the child(ren) involved in the Wraparound process The contractor will make at least 5 attempts to contact the client. The follow-up evaluation with the most involved parent in each family shall be in person if at all possible. The placement status of the child or children shall be noted and recorded by the Contractor for statistical purposes and evaluation. Provide a copy of the follow-up summary in the family case record and to the local DHS office(s).

g. Provide for Supervisor to attend The Wraparound Orientation or Three (3) Day Resource Coordinator/Facilitator Training, at least one Supervisor roundtable/training annually and the quality Assurance Training. The Supervisor will meet weekly with the Coordinator/ Facilitator. In addition, the supervisor will review and approve by signature and date all required documentation, (Wraparound Plan, Crisis and Safety Plan, Strength Discovery, etc.).

h. Provide for Coordinator/Facilitator to attend the Three (3) Day Resource Coordinator/Facilitator Training and other trainings as needed.

i. Provide for back up and support by assuring appropriate support is available to the Wraparound facilitator for such things as case consultation, attendance at meetings, advocacy with other agencies and coverage in case of absences or vacancies.

j. Complete and submit to the Community Support Services Program Office:

1) Quality Assurance Mandatory Tools – As required by the Community Support Services Program Office.

a) Child Status 0-6
b) Child Status 7-18
c) Family Interview by Supervisor or Focus Group

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 24 families per year/ 72 families per 3 year Agreement.

Unit Definition(s): One unit equals one (1) family served including, the implementation and completion of the approved Wraparound Service Plan, in accordance with the time frames established in the service description and written approved plan.

REQUEST FOR QUOTE - RATING CRITERIA

The total maximum number of points that a bid can receive equals 100 points. The maximum number of points for each of the four categories is as follows:

I.	Bidder's Experience/Qualifications	30 points
II.	Program Implementation (Work Plan)	30 points
III.	Availability/Accessibility	20 points
IV.	Fiscal Resource Allocation	20 points
Total points available:		100points

I. <u>Bidder's Experience/Qualifications</u>

A. Agency

1. Has bidder ever performed these or similar services comparable to the services being bid for DHS or another purchaser?

   Considerations:

   - How recently were services provided and for what duration?
   - Were there previous contracts with DHS?
   - Were the principle characteristics of target population serviced comparable and relevant to the services being bid?
   - Has the bidder documented successful outcomes for clients as a result of services provided?

2. To what degree is experience with other similar services relevant to the service(s) being bid?

3. Has the bidder demonstrated the ability to collaborate with, or otherwise utilize, relevant community system resources to enhance outcomes for clients:

B. Staff

1. Do the position descriptions and resumes indicate that direct service staff possess educational credentials, knowledge, skills, attributes, and other characteristics that qualify them to provide these services?

   Considerations:

- Length of experience
- Similarity of experience to services to be required
- Are salary schedules commensurate with job descriptions and requirements?

2. Does the bidder describe an acceptable level and structure for supervision with regard to the following?

   - Amount of supervisory time dedicated to this project.
   - Number of staff and programs for which each supervisor is responsible.
   - Availability of supervisor for emergencies and during non-traditional hours (where appropriate).

   Considerations:

   - Length of experience
   - Length of supervisory experience
   - Similarity of experience to services to be required.
   - Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the bidder have management and administrative support personnel sufficient to produce a satisfactory level of performance?

   Considerations:

   - Similarity of direct experience to services to be required.
   - Length of experience.
   - Is there a sufficient number of management and administrative support personnel adequate to produce a satisfactory level of performance?
   - Will the service provided correspond to DHS' needs?
   - Does current management and administrative staff have appropriate previous work experience in human service administration?

C. Education and Training

1. Are educational requirements appropriate for each of the following types of staff?

   - Direct Services
   - Supervisory

- Administrative

2. Is the bidder’s training program for new staff acceptable with regard to the number of hours of training, and the training curriculum?

3. Is the training scheduled in a manner that assures new staff will have appropriate skills prior to service delivery.

4. Does the bidder provide an acceptable level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs?

D. Performance (“Purchaser” may refer to DHS or other entities.)

1. Were the services monitored by the purchasing agency? Was there documentation provided in a monitoring report regarding quality of service?

2. Were the terms of the agreement(s) fulfilled satisfactorily? (Was objective, supportive, documentation from the purchaser provided?)

3. If not, did the bidder submit and implement a corrective action plan that met the needs of the purchaser?

II. <u>Program Implementation (Work Plan)</u>

A. Service Delivery

1. Does the bidder’s work plan demonstrate an understanding of service objectives?

2. Does the bidder demonstrate ability to fully implement all aspects of the service design?

3. Is the work plan clear and detailed?

4. Does the work plan describe an approach that integrates service delivery to the client population in a way that assures achievement of goals for the client population?

5. Is the bidder’s plan for addressing the needs of a diverse client population adequate with respect to:

   - Transportation needs
   - Client characteristics
   - Physical disabilities

- Language difficulties
- Cultural concerns

6. If applicable, does the bidder describe an effective approach for notifying prospective clients of service availability? Has the bidder been responsible for notification of service availability in the past:

   - For this or other programs.
   - To a similar target population.

7. Does the bidder describe an effective approach for attracting and maintaining a high degree of client participation and investment in the program?

8. Does the proposal include documentation that past efforts at client engagement were successful?

9. If the bidder is responsible for determination of client eligibility, is the process for determination appropriate, and does it include appropriate documentation?

10. If the bidder is responsible for assessment of client needs, is the assessment process well defined and appropriate? Client centered? Does the bidder perform pre and post evaluative testing?

11. Does the work plan demonstrate that the bidder will be able to make initial contact with clients within the required time period?

12. If the bidder is responsible for the development of client treatment plans:

    - Is treatment plan development integrated with the assessment process?
    - Doe clients participate in treatment plan development?
    - Does the bidder demonstrate that treatment plans will be individualized to the needs of each client/family?
    - Does the bidder provide documentation that they have a history of completing assessment and treatment plan development in a timely manner?

13. Does the bidder demonstrate that treatment plans will help clients achieve the goals of the overall program?

14. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems by:

- Identifying resources within the community that are available to assist the family?
- Does the bidder describe established formal and informal working relationships with relevant community agencies and staff? Was there documentation of ability to advocate and secure resources for clients?

15. Did the bidder demonstrate that past service contract and reporting deadlines were met?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include appropriate position descriptions for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?

3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?

4. Does the bidder have an acceptable turnover rate for direct care staff?

5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

III. <u>Availability/Accessibility</u>

A. Does the bid response adequately describe how the bidder will identify the client population?

B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?

C. Does the bid response adequately describe how bidder will provide outreach services?

D. Is the bidder able to provide services at times when most clients can access them?

E. Transportation

- Is the bidder located close to public transportation?

- Is the bidder's plan for arranging/providing client transportation feasible and appropriate?

F. Does the bidder make adequate provision for client transportation needs?

G. Are the bidder's facilities and services easily accessible to clients with disabilities?

H. Is the facility large enough to meet the demand for services in the geographic area?

I. Is the bidder's plan for addressing client language barriers feasible and appropriate?

J. Does the bidder have an appropriate plan for serving clients with physical disabilities?

K. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

IV. <u>Fiscal Resource Allocation</u>

A. Does the bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout the life of the agreement (including staffing, communication, resources, and the described facility [both location and size])?

B. Is supervisory and administrative support adequate with respect to:

- Consultation
- Back-up
- Span of control

C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and narrative portions of the bid response?

D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement?

E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?

F. Does the proposal specifically identify what resources the bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?

G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?

H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?

I. Has the bidder documented sufficient match to meet state and/or federal requirements?

J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

   Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

   The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

   If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

   DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

   The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

   Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date and time specified on the cover sheet.

5. Amendment to the RFQ

   In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. <u>Independent Price Determination</u>

a. By submission of a bid response, the bidder certifies:

1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;

2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;

3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;

4) The price quoted is not higher than that given to the general public for the same service.

b. Each person signing the bid response certifies that:

1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or

2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.

c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on http://www.cpexpress.state.mi.us
- Follow directions.

2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).

3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

   A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:

   - The bid response should be paginated, except for attachments
   - Font size should be 12 or larger
   - Observe restrictions on number of pages, if any are noted. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name:

2. Bidder Mailing Address:

   Bidder E-mail Address:

   Bidder Fax Number:

3. Bidder Mail Code: (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

   private, non-profit   private, proprietary   public   university

5. Bidder's fiscal year begin date: (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

   (Name)   (Telephone Number/Email)

7. Statement of Intent

   The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized b the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization President or Director   (Date)

Typed Name of Organization President or Director   (Date)

I. Bidder's Experience/Qualifications

A. Agency

1. Describe these or similar services comparable to the services being bid for DHS or another purchaser. Please include the following:

    - Dates and duration of service provided.
    - Brief description of service(s) provided.
    - List all contracts with DHS that have been in place within the past 5 years.
    - Principle characteristics of the target population for whom the service was provided.
    - Documentation of successful outcomes for clients as a result of services provided.
    - If similar service, describe degree of similarity and how this service qualifies your agency to provide this service to DHS.
    - Name, email address, and telephone number of a contact person for each individual or agency for whom service was provided.

2. Describe how your agency successfully collaborates with other relevant community systems working to improve outcomes in the community for the targeted population in the RFQ.

3. Provide a list of all contracts with DHS that have been in place for the past five years.

4. Provide addresses of location(s) where the bidder will provide the proposed service(s)

B. Staff

1. Provide job descriptions for all positions charged in the price quotation that indicate staff possess the educational credentials, knowledge, skills, abilities and other characteristics that quality them to provide proposed services. Please include the following:

    - Length of experience needed.
    - Similarity of staff experience in the area of the proposed services.
    - For each job description provide a salary schedule including all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.

2. Provide resumes for any current staff charged in the price quotation that indicate these specific staff possess the educational credentials, knowledge, skills abilities and other characteristics that qualify them to provide proposed services.

3. Complete the staffing allocations and qualifications form, CM-011, Bidder Response: Staffing Allocations and Qualifications at http://www.michigan.gov/documents/CM-0011_162116_7.doc

   - Titles used in this attachment must match titles used elsewhere in narrative.
   - For each position, list the number of hours and number of weeks to be committed to the services being bid.

4. Describe your agency's supervision structure and plan with regard to the following:

   - Amount of supervisory time dedicated to this project.
   - Number of staff and programs for which each supervisor is responsible.
   - Availability of supervisor for emergencies and during non-traditional hours (where appropriate).
   - Supervision plan for direct care staff.
   - If any, supervision plan for staff team.

5. For your agency's supervision staff, provide the following:

   - Length of experience in direct service provision in proposed or similar services.
   - Length of supervisory experience.

C. Education / Training

1. Describe your agency's training program for new staff. Include the number of hours of training, and the training curriculum. Explain how new staff training equips staff for the provision of proposed services.

2. Describe your agency's level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs. Explain how on-going training equips existing staff for the provision of proposed services.

D. **Performance** ("Purchaser" may refer to DHS or other entities.)

1. Provide previous monitoring reports for this or similar service purchased by DHS or others.

2. Provide any corrective action plans with documentation of implementation and proof that purchaser was satisfied by the corrective actions taken.

3. If no previous monitoring reports, provide concrete, objective evidence that the purchaser of this or similar services was satisfied.

II. <u>Work Plan (Program Implementation)</u>

A. Service Delivery

1. In narrative form, please describe how you would implement the program described by DHS.

    - <u>Program Implementation</u>
        - Once the contract is awarded, describe how long it will be before your agency will be able to provide service (Please be specific, e.g. 30 days, 45 days, etc.)
        - Describe the methodology used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
        - Describe the manner in which your agency will interact with the following organizations involved with the client's plan of treatment: Court, DHS, and other agencies.

    - <u>Target Population</u>
      Describe the needs and strengths of the targeted population and its impact on service delivery. Include how your service delivery is tailored to respond specifically to the client population with respect to:
        - Transportation needs.
        - Client characteristics.
        - Physical disabilities.
        - Language difficulties.
        - Cultural concerns.
        - Other.

    - <u>Work Plan</u>
        - Provide a description of how the specified service(s) would be provided to client(s).
        - Include each step, process or activity a typical client(s) would encounter in successfully completing this service, and how these steps contribute to client goal achievement, and program success.

- Include evidence of your ability to meet time frames required in the RFQ. If no required time frames, indicate anticipated time frames, with rationale for them.
- Include a program flow chart if desired.
- Include the total anticipated duration of service for each client, the frequency of contacts, and time spent with client during each contact.

2. If applicable, describe your agency's approach to notifying prospective clients of service availability. Describe past efforts for notification of this or similar service availability to a similar target population. Provide documentation that such efforts were successful in attracting the number of clients targeted to be served.

3. Describe how your agency will attract and maintain a high degree of client participation, engagement, and investment in the program. Provide documentation that past efforts to engage clients were successful. Include agency's ability and plan to provide this service during non-traditional service hours.

4. If applicable, describe your agency's method for determining client eligibility.

5. Describe your agency's method for determining client assessment. Please include any formal tools or methods used.

6. If applicable, provide a description of how the treatment plan is developed, including a sample treatment plan based on common characteristics of the targeted population. Explain how the treatment plan contributes to client's achievement of the client's individual goals and to the goals of the overall program.

7. Describe how the agency collaborates with other relevant community systems and resources through:

   - Identifying resources within the community that are available to assist the family.
   - Connecting the family to those identified resources.
   - Advocating with the client for needed services or resources.

8. Documentation and timeliness of Reports

   - Provide procedures in-place to meet service contacts and reporting deadlines.
   - Describe your procedures for case review of reports.

- Document your success in the past at meeting service contacts and reporting deadlines in this or in similar services provided.

9. Continuation of Service Plan

   - Describe your agency's plan for continuation of service when staff turnover occurs.

B. Staffing

1. Provide organizational chart that includes proposed service, making sure that position titles match title designations in bid and budget.

2. Provide your agency's plan for staff screening in regard to criminal record checks and central registry clearance for employees who will have any direct contact with children.

3. Turnover Rate
   - Using the matrix and formula below, provide your agency's turnover rate for the listed job categories for the past three years:

FORMULA $\dfrac{\textbf{Total \# of those who left over period X 100}}{\textbf{Average total \# employed over same period}}$

Category	**2006**	**2005**	**2004**
Managerial/Supervisory			
Direct Service			
Total staff (including support)			

The total # of leavers includes all leavers: voluntarily, involuntarily due to dismissal, retirement, etc.

Example: In 2006, in an organization with a total staff of 47 employees, 5 employees leave. The total number of leavers then is 5, which when multiplied by 100 equals 500. This is divided by the average total number employed for this period of time (45), which results in an 11% turnover rate for total staff.

- Provide commentary regarding your agency's turnover rate
  - Explanation of past turnover rate.
  - Anticipated future turnover rate.

- Describe systems in place to encourage staff retention.

III. Availability/Accessibility

A. Specify your agency's normal hours of operation.

B. Indicate your agency's ability and willingness to provide additional hours at other times or days if necessary.

C. If required, describe how your agency would provide 24/7/365 accessibility to clients. (i.e., staffing allocation, communication, transportation, etc.) Be sure to include whether the client has access after hours to their identified worker.

D. Identify each location where services will be provided. Include the street address, city, and zip codes for all locations.

E. Using Attachment C (Availability/Accessibility to Clients) identify your agency's location in relation to public access.

F. Describe your agency's plan for arranging and/or providing client transportation.

G. Describe your agency's ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description.

H. Describe your agency's ability to respond to crisis situations.

I. Do your agency's facilities and services allow/encourage participation by clients with disabilities? Are facilities accessible by wheelchair? Are restrooms accessible, etc.?

J. Describe the size of your facilities and how that impacts your agency's ability to meet the demand for services in the geographic service area.

K. Describe your agency's process for addressing client language barriers.

L. Describe your agency's plan for use of specific assistance. How will it be used and when?

IV. Budget Completion/Fiscal Resource Allocation

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.

- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

Budget Narrative

Use the attached template, Resource Grid (CM-0043) www.michigan.gov/documents/CM-0043_162118_7.doc to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.

2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

   This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

   NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

PRICE QUOTATION

Michigan Department of Human Services

BIDDER NAME:

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1 (Name of Service):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #2 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #3 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #4 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Bidder: Submit this form in a separate envelope with the budget. Complete only if bidding on a multiple service unit rate contract.

Attachment A

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name (1)	
County	Type of Service

CATEGORY	POSITIONS/TITLES (3)	RATE/ HOUR	HOURS/ WEEK (providing this service solely)	# OF WEEKS	QUALIFICATIONS
(2) MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

(1) Please provide information on staffing only for services to be provided for the request for quote/contract.
(2) Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.
(3) Use same titles in narrative as on this page.

Attachment B

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

*	Do not include dollar amounts.
**	List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, sexual orientation, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

Availability/Accessibility To Clients

Michigan Department of Human Services

PLEASE CHECK THE BOX THAT MOST CLOSELY DESCRIBES YOUR AGENCY'S LOCATION IN RELATION TO PUBLIC ACCESS.	
Within 0 – 1 block of public transportation	☐
Within 1 – 2 blocks of public transportation	☐
Within 2 – 3 blocks of public transportation	☐
Greater than 3 blocks from public transportation	☐
Are your facilities easily accessible to clients with disabilities?	☐ Yes ☐ No