**Iowa Department of Health and Human Services – RFP# ACFS 23-080**

IA Child Protective Services Assessment RFP

Attachment J – Technical Proposal Response Guide

Required Content of Proposals

**INTRODUCTION**

This document provides questions and prompts for the Bidder to address their planned approach to meeting the requirements described in Section 1.3, Scope of Work. References to “you,” “the Bidder,” “Bidders,” etc. all refer to the organization that is submitting a proposal in response to this RFP.

Exhibits or attachments should be clearly labeled for ease of reference and provided as separate documents. Your response to RFP Section 3.2.3 Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables, including your response to this guide, should be limited to fifty (50) pages. Please see RFP Section 3.1 Bid Proposal Formatting for more information. Please note that Bidders are not required to return this Attachment J with their Bid Proposal but should leverage the instructions contained in this document to help structure their response to RFP Section 3.2.3 Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables.

Throughout your response, please demonstrate why you are well suited to complete the Child Protective Services Assessment for Iowa’s Department of Health and Human Services (DHHS).

**SECTIONS 1.1 and 1.1.1 –BACKGROUND AND ASSESSMENT BACKGROUND**

Please demonstrate your understanding of the purpose and need for the Child Protective Services Assessment. Demonstrate your understanding of the assessment goal and provide an overview of your plan to achieve this goal. Please outline your understanding of DHHS’ unique needs and goals. As part of your response, please highlight relevant experience, including any specific experience conducting assessments of government child welfare agencies.

**SECTION 1.3.1.1 – ASSESSMENT TOPICS**

Please explain how you propose to execute Section 1.3.1.1 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Demonstrate your understanding of the assessment topics listed below. Please provide detailed information on how you plan to approach the questions included within each assessment topic in Section 1.3.1.1.
  + Workforce and Workload: Case Lifecycle Analysis
  + Policy and Practice Review
  + Quality and Accountability: Case Lifecycle Analysis
  + Technology and Data Integration
* Please outline any additional proposed assessment topics for the Agency’s consideration.

**SECTION 1.3.1.2 – ASSESSMENT ACTIVITIES**

Please explain how you propose to execute Section 1.3.1.2 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Please provide your overall plan for performing the assessment, including the proposed assessment activities that will be utilized. Please include detailed information on how your assessment activities will lead to the completion of project milestone deliverables.
* Describe the proposed assessment activities that you plan to conduct during the life of the assessment. Please categorize your proposed assessment activities by the applicable assessment topic(s) and provide detailed information about how each proposed assessment activity will inform the applicable assessment topic(s).
  + Outline the stakeholder groups, both internal and external, that you plan to target for each assessment activity.
  + Detail which assessment activities you propose to perform in-person vs. virtually and provide a justification for your proposal. Please note that the Agency expects assessment activities to be performed through a hybrid model, with both in-person and virtual work, with consideration of the feasibility, value of in-person interaction, and costs.
  + If applicable, please provide detailed information about the agency and/or external data that you plan to analyze as a part of each proposed assessment activity.
* If applicable, describe your data collection practices, including any software utilized for data collection, cleaning, and analysis. Please detail how you will ensure that stakeholder and data confidentiality is maintained throughout the assessment.
* Please outline any additional assessment activities and/or new and innovative assessment components for the Agency’s consideration.

**SECTION 1.3.1.3 – ASSESSMENT OUTCOMES**

Please explain how you propose to execute Section 1.3.1.3 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Demonstrate how you will develop specific, measurable, achievable, relevant, and time-bound (SMART) goal(s), outcome measure(s), and key performance metric(s) for each assessment topic included in Section 1.3.1.1. Describe how these goals, outcome measures, and key performance metrics will help DHHS better serve children and families.
* Explain how you will compare agency performance to generally accepted national practice standards and peer benchmark states through the lens of outcome measures related to key performance areas.

**SECTION 1.3.1.4 – ASSESSMENT RECOMMENDATIONS**

Please explain how you propose to execute Section 1.3.1.4 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Demonstrate your ability to create comprehensive Assessment Recommendations based on the findings from your proposed assessment activities.

**SECTION 1.3.1.5 – MILESTONE deliverables**

Please explain how you propose to execute Section 1.3.1.5 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Provide a detailed Preliminary Project Strategic Plan and Roadmap, including at a minimum the topics listed below. As part of your Preliminary Project Strategic Plan, please provide estimated timing for your proposed assessment activities and their corresponding milestone deliverables.
  + Assessment topics (including any additional proposed assessment topics)
  + Assessment activities (including any additional proposed assessment activities)
  + Stakeholder group(s) targeted for engagement
* Demonstrate your ability to develop a Preliminary Findings Progress Report in accordance with the dates outlined in Section 1.3.1.6, Table 1. Describe what information you propose to include in your Preliminary Findings Progress Report.
* Describe your ability to develop the Initial Report of Findings and Recommendations in accordance with the dates outlined in Section 1.3.1.6, Table 1. As part of your response, please provide any relevant examples of similar deliverables or reports that you have completed.
* Demonstrate your ability to develop the Final Report of Findings and Recommendations in accordance with the dates outlined in Section 1.3.1.6, Table 1. Please provide detailed information on how you will complete each component (Final Report of Findings, Final Recommendations, and Comprehensive Summary of Recommendations) listed in Section 1.3.1.5.4. In addition, please provide a draft structure of the proposed Final Recommendations and any relevant examples of similar deliverables or reports that you have completed.
* Describe your plan for communicating with DHHS during review cycles for milestone deliverables, including how you will create efficient feedback loops with relevant staff members and/or stakeholder groups.

**SECTION 1.3.1.6 – PROJECT TIMELINE**

Please outline your understanding of Section 1.3.1.6 and describe all relevant experience.

* Confirm your understanding of the High-Level Project Timeline in Table 1 and affirm that you will be able to provide the required milestone deliverables within the timeline provided.
* Outline any suggestions around the High-Level Project Timeline for the Agency’s consideration.

**SECTION 1.3.1.7 – IMPLEMENTATION OF FINAL RECOMMENDATIONS**

Please outline your understanding of Section 1.3.1.7 and describe all relevant experience. As part of your response, please address the following items.

* Describe your ability to support DHHS in the implementation of any approved Final Recommendations. Please note that Bidders are not required to offer implementation support and that DHHS may elect not to implement any of the recommendations proposed by the Contractor, implement any of the recommendations using internal resources, and/or to competitively procure a separate contractor for the implementation of the recommendation(s).
* If you are capable of offering implementation support, please describe how you will approach the implementation of approved recommendations, if requested by the Agency. Please reference past implementation support experience where applicable.

**Section 1.3.1.8 – PROJECT MANAGEMENT**

Please explain how you propose to execute Section 1.3.1.8 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Describe your overall approach to project management for this assessment, including how you will ensure that the project remains on track and that the Agency and relevant stakeholders remain informed and involved in the entire process.
* Describe your plan for scheduling meetings and organizing review cycles with the Agency during the development and finalization of the Final Project Strategic Plan and Roadmap.
* Demonstrate your ability to submit a completed Final Project Strategic Plan and Roadmap by the date listed in Section 1.3.1.6, Table 1 and adhere to the Agency-approved Final Project Strategic Plan and Roadmap.
* Demonstrate your ability to adhere to all tracking, reporting, meeting, and communication requirements. Please provide a draft Bi-Weekly Progress Report.

**Section 1.3.1.9 – STAFFING**

Please explain how you propose to execute Section 1.3.1.9 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Provide a detailed Staffing Plan containing the Full-Time Equivalents (FTEs) for all proposed staff positions and an organizational chart. Describe which staff position(s) will be responsible for each requirement in the Statement of Work, broken out by assessment topic and assessment activity. Provide a table outlining all staff positions and FTEs, including identification of which staff positions and/or FTEs will be provided by subcontractors (if any).
* Demonstrate your ability to comply with the Agency’s requirements around staff changes and the replacement of individuals assigned to the Contract.
* Describe your plan for utilizing subcontractors (if any), including a detailed breakdown of which responsibilities will be completed by the prime Contractor vs subcontractors.
* Describe your plan to monitor proposed subcontractors (if any) to ensure all services provided adhere to contract requirements.

**SECTION 1.3.2 – PERFORMANCE MEASURES**

Please explain how you propose to execute Section 1.3.2 in its entirety and describe all relevant experience. As part of your response, please address the following items.

* Please demonstrate your understanding of, and indicate that you agree to comply with, the contractor performance measures requirements.
* Describe your plan for ensuring that each milestone deliverable Performance Measure is met for each milestone deliverable, including detail on any quality control processes.

**SECTION 1.3.3 – PAYMENT METHODOLOGY**

Please demonstrate your understanding of, and indicate that you agree to comply with, Section 1.3.3.