

**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: <b>\$191,715.00</b>  <b>\$63,905.00 per fiscal year</b>	ITB Number  <b>DHS SFSC 09-05002</b>
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Service Title:

Bid Description:  
**Antrim and Kalkaska Counties - Strong Families Safe Children funded Supportive Interventions and Life Skills.**

Due Date For Response:  
  
**July 30, 2008**

Contact Person Name:  <b>Rhonda Voorheis</b>	Phone #:  <b>(231) 533-7328</b>
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E-Mail Address:  
  
**voorheisr@michigan.gov**

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

Contract/RFQ Number: **SFSC 09-05002**

Bid Submission Due Date & Time: **July 30, 2008 @ 4:00 P.M. ET**

Geographic Area to be Served: **Antrim and Kalkaska Counties**

Service Titles: **Supportive Interventions and Life Skills**

Anticipated Contract Begin and End Dates: **October 1, 2008 thru September 30, 2011**

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

Maximum Annual Contact Amount:    **\$ 63,905.00**                   per year

Issuing Office: Department of Human Services **Antrim and Kalkaska Counties**

Contact Person: **Rhonda Voorheis**

Telephone #:   **(231)533-7328**               Fax #:   **(231)533-8740**

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

Pre-proposal Conference: (Date, time, location) **No pre-proposal conference being held**  
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **July 23, 2008 @ 4:00 P.M. ET**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

**Antrim County Department of Human Services**

DHS Office

**205 E. Cayuga Steet, PO Box 316**

Street Address

**Bellaire**

**MI**

**49615**

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.

Delays at the beginning of the first contract period will result in a prorating of the annual dollar amount. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

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.	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.
Completion:	Mandatory.	
Penalty:	Contract Invalid	

## **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: Antrim and Kalkaska Counties.

#### B. Location of Services to be Delivered

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

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#### C. Client Eligibility Criteria

##### 1. Definition of Eligibility (SF/SC)

To be eligible for services under this Agreement, a client must meet one of the following:

- Families with an open DHS Children's Protective Service, Foster Care, Prevention, or Delinquency case
- Clients who have had an open DHS CPS, CFC, Prevention, or Delinquency case within the past 18 months
- Adoptive families and their minor child(ren) when the child(ren) have been adopted from a state's foster care program and for whom the adoption has been finalized and for whom a need for post-adoptive services has been identified by DHS
- Families who have had a CPS investigation within the past 18 months
- Families currently involved with Family to Family Services to prevent out-of-home placement of a child by DHS
- 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
- Non-parental relatives and/or caregivers in need of supportive services to provide care to a minor child to prevent DHS foster care placement.

OR

## Definition of Eligibility (CP/CP)

Children and families investigated by DHS Children Protection Services within the previous 18 months where:

- There is a preponderance of evidence of child abuse or neglect and the structured decision-making (SDM) tool indicates a low or moderate risk of future harm to the child (Category III); or
- There is no preponderance of evidence of child abuse or neglect (Category IV).

## 2. Determination of Eligibility

The local DHS office shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by telephone as long as it is followed up within a specified period of time with a written referral.

## D. Credentials and Employee Clearances

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

- a. Provide a Family Interventions Worker who possesses a minimum of a Bachelor's degree in Human Services or related field and two years experience working in Human Services, and:
  - the ability to access community resources that address basic needs such as food, shelter, education and employment
  - knowledge of the laws and rules which apply to the DHS or which have been promulgated by the DHS regarding client confidentiality, and
  - documentation of criminal history and Central Registry checks.

## E. Services to be Delivered

Service #1 of 1: SUPPORTIVE INTERVENTIONS AND LIFE SKILLS

### 1. Activities the Contractor shall perform:

The Contractor shall:

- a. Have the Family Interventions Worker provide intensive supportive intervention to families that include, but are not limited to:
  - 1) Conflict Resolution
  - 2) Family Planning
  - 3) Career Planning
  - 4) Self-sufficiency
  - 5) Education
  - 6) Health Maintenance
  - 7) Environmental Health
  - 8) Role modeling
  - 9) Child appropriate expectations
  - 10) Goal setting
  
- b. The Family Interventions Worker will initiate contact with the referring worker within three calendar days of receiving a written referral to:
  - 1) Confirm the referral
  - 2) Discuss case dynamics
  - 3) Identify family needs
  - 4) Develop service goals and objectives
  - 5) Establish time frames and a schedule of contact
  
- c. The Family Interventions Worker will initiate contact with the referred client within seven calendar days of receiving a written referral to:
  - 1) Determine willingness to participate with services.
  - 2) Schedule a date/time for an initial home visit to introduce provider.
  - 3) Access clients service needs and home environment.
  
- d. Develop a written service plan, in consultation with the referring worker, and secure approval of the service plan within 14 calendar days of initial contact with each client. The service plan shall include at a minimum:
  - 1) A narrative description of the family home situation and problem definition;
  - 2) A statement of goals;
  - 3) A listing of activities to be performed by the Contractor and schedule of contacts;
  - 4) Any other information deemed by the Contractor to relate to the successful outcome of the case.
  
- e. The Family Interventions Worker will meet at least weekly face-to-face for one hour with the client over a six-month period. Services shall not

continue past six (6) consecutive months, unless approved in writing by referring worker's supervisor.

- f. The Family Interventions Worker will conduct activities that include instruction and information in a form suitable for the education and abilities of the client. Such services may involve modeling, demonstrations, and supervision in the areas identified in the service plan. Activities shall include, but are not limited to:
- 1) Assist parents in identifying and remedying impediments to home safety and health of the child including, but not limited to, proper storage of household chemicals, household security and dressing children for the weather;
  - 2) Demonstrate non-abusive child management skills that are appropriate to the age of the child;
  - 3) Teach appropriate child care techniques to the client including:
  - 4) Monitor parents in assuring children's school attendance as needed; and provide verbal support of parental efforts and advice in overcoming obstacles with school staff regarding behavior problems and special education services.
  - 5) Assist the client, or directly arrange for tutoring of the client's children as required and as available hours permit in various school subjects such as math, science, language skills (reading, English, and writing) and any other subjects in which the children are enrolled and in which there are deficiencies.
  - 6) Assist the client in improving housekeeping skills through demonstrations and discussion, and by helping the client clean house, do laundry, and maintain kitchen cleanliness;
  - 7) Assist the client in improving money management skills by establishing household budgets, demonstrating efficient and cost effective shopping techniques, and establishing a method to assure that household bills are paid on time;
  - 8) Assist the client in finding and maintaining adequate housing, if needed, through review of classified ads, DHS resources and personal knowledge. The Contractor also shall assist the client in obtaining home maintenance and improvements as needed for home safety, sanitation and security. This may include

advising the client, and, if necessary, advocating for such maintenance and improvements directly with the landlord.

- 9) Demonstrate and teach meal planning that provides well-balanced meals and snacks;
  - 10) Provide the clients with menus and recipes that use basic food groups and demonstrate preparation;
  - 11) Provide cost free publications showing nutritious food choices and show the client how and where to obtain them;
  - 12) Take the client to the grocery store to buy groceries.
  - 13) Act in a friendly and supportive manner to the client for the purpose of improving the level of functioning by the client and breaking down social isolation. Examples of such activity would include accompanying clients at hearings, medical appointments or other situations where a friendly presence would be of benefit to the client;
  - 14) Provide transportation as needed, if part of the service plan;
  - 15) Contractor shall ensure that the service provider has a valid driver's license and adequate vehicle insurance.
  - 16) Assist clients in the utilization of community resources, including public assistance, religious networks, health related services, food banks, and any other resources available to the client.
- g. Report any conditions or acts which are of a current or potential danger to the children in the case to the DHS immediately.

## 2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 180 (60 per year)

Unit Definition(s): One unit equals one hour of face-to-face contact with the eligible family.

## 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

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Total points available:	100points
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### **I. Bidder's Experience/Qualifications**

#### **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?

**C. Education and Training**

1. Are educational requirements appropriate for each of the following types of staff?
  - . Direct Services
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. Program Implementation (Work Plan)**

**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. Does the bidder describe an effective approach for attracting and maintaining a high degree of client participation and investment in the program?
6. Does the proposal include documentation that past efforts at client engagement were successful?
7. Does the work plan demonstrate that the bidder will be able to make initial contact with clients within the required time period?
8. Does the bidder demonstrate that treatment plans will help clients achieve the goals of the overall program?
9. Did the bidder demonstrate that past service contract and reporting deadlines were met?

**B. Staffing**

1. Does bid response include appropriate position descriptions for 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. Availability/Accessibility**

- A. Does the bid response adequately describe how the bidder will identify the client population?
- B. Does the bid response adequately describe how bidder will provide outreach services?
- C. Transportation
  - . Is the bidder located close to public transportation?

- . Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- D. Does the bidder make adequate provision for client transportation needs?
- E. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

#### **IV. Fiscal Resource Allocation**

- 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. 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?
- C. 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?
- D. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- E. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- F. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

#### **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. Independent Price Determination

- 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 by 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 qualify 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](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. Work Plan (Program Implementation)**

### **A. Service Delivery**

1. In narrative form, please describe how you would implement the program described by DHS.
  - Program Implementation
    - 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.
  - Target Population

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.
  - Work Plan
    - 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** 
$$\frac{\text{Total \# of those who left over period X 100}}{\text{Average total \# employed over same period}}$$

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](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](http://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.

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 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 <small>(providing this service solely)</small>	# OF WEEKS	QUALIFICATIONS
<b>(2) MANAGERIAL/ SUPERVISORY</b>					
<b>DIRECT SERVICE</b>					
<b>SUPPORT STAFF</b>					

- (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.

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**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	

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**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	<input type="checkbox"/>
Within 1 – 2 blocks of public transportation	<input type="checkbox"/>
Within 2 – 3 blocks of public transportation	<input type="checkbox"/>
Greater than 3 blocks from public transportation	<input type="checkbox"/>
Are your facilities easily accessible to clients with disabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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