

Considerations when Contracting for Services

Request for Proposal (RFP)/Contract for a Specific Program (County completed Exploration Phase and identified specific program)

RFP Should Contain:

- Background on program and selection process of the program
 - Detailed description of goals and target population of the program
 - Information on the selection process for the identified program
- What the RFP will and will not fund
 - Training for the program
 - Service delivery
 - Materials
- Staffing
 - Minimum provider qualifications for chosen program
 - How much start-up time to have staff hired/transitioned or training, etc., will be allotted?
- Training Logistics
 - Is the training being provided by the contractor or is this something that the agency will need to arrange?
 - If the contractor is providing, what is timeframe for training to take place and where?
- Resources
 - Clearly spell out the necessary resources for implementing the program – AV equipment, manuals, etc. Ask respondents to indicate which of these resources will need to be obtained (for instance, if the program is a mental health therapy program, the agency may already have existing therapy supplies that are available)
- Fidelity monitoring
 - Specifically determined by the contract or up to responding agency to propose
- Referrals
 - How will referrals be obtained?
- Outcomes
 - Need to develop measureable outcomes based on goals of program

- Process outcomes (e.g., number of clients to be served) vs. client outcomes (e.g., amount of improvement on parenting measure)
 - Use of standardized tools
- Sustainability
 - Expectation for service being continued beyond the terms of the contract
 - How will staff turnover be addressed, or request respondents to provide information on how turnover will be addressed.

RFP Response Should Contain

- Background
 - Agency experience using any similar programs
 - Agency experience with implementing EBPs
- Staffing
 - Will agency hire all new staff or be retraining existing staff? How will this impact start-up time?
 - If keeping current staff, review resumés to ensure they meet minimum qualifications.
 - What will be the timing of transition to new services if currently delivering a different service?
 - If hiring new staff, what will be qualifications, job description, etc.? What is timeline of hiring?
- Training Logistics
 - (If not being arranged or funded by contractor) Initial training – how will this be delivered (on-site, at program developer's site, etc.) and funded?
 - Ongoing training when turnover occurs and new staff is hired – how will this be delivered (on-site, at program developer's site, etc.) and funded?
- Resources
 - Clearly respond to specific resources that will be needed – AV equipment, manuals, etc. – and how will this be funded (through this contract specify budget, other funding)?
- Referrals
 - Provide information on referral pathway.
- Fidelity monitoring

- If not specified by the RFP, propose how this will be maintained.
- Outcomes
 - How will these be collected?
- Sustainability
 - Funding, staffing, service delivery beyond contract time, etc.

RFP/Contract where potential contractor selects program (County began Exploration Phase, identified the problem, but did not narrow down the programs)

RFP Should Contain:

- Background on program and selection process of the program
 - Clearly state the identified problem and target population (demographics including age, gender, cultural backgrounds when appropriate, etc.)
 - May suggest potential programs which should be thoughtfully chosen through the exploration process
 - Provide requirements for chosen programs (level of research, rating on CEBC or other clearinghouses, rationale for choosing)
- What the RFP will and will not fund
 - Training for the program
 - Service delivery
 - Materials
- Outcomes
 - What are concrete outcomes that are expected?

RFP Response Should Contain:

- Background on program and selection process of the program
 - Clear rationale for proposed program and why it will impact the identified problem.
 - Identify CEBC, FFPSA, or similar rating of program – using criteria to show rating if program not rated on one of the sites.
- Training
 - Information on how training and program materials (manuals, videos, etc.) will be funded, obtained, etc.
 - Initial training – how will this be delivered (on-site, at program developer's site, etc.) and

funded?

- Ongoing training when turnover occurs and new staff is hired – how will this be delivered (on-site, at program developer's site, etc.) and funded?
- Staffing
 - Minimum provider qualifications for chosen program and corresponding job description
 - How much start-up time to get staff hired or transitioned, training, etc., will be allotted?
- Information on how active implementation will occur including who will lead the effort and what support exists for the chosen practice and how that support will be obtained.
 - Plans for outcomes assessment
 - Plans for fidelity monitoring
 - Plans for sustainability and addressing turnover issues
- Resources
 - Clearly indicate the specific resources that will be needed – AV equipment, manuals, etc., and how these will be funded (through this contract specify budget, other funding)?
- Referrals
 - How will referrals be obtained? Provide information on referral pathway.
- Fidelity monitoring
 - How this will be maintained?
- Outcomes
 - How will these be collected?
- Sustainability
 - Funding, staffing, service delivery beyond contract time, etc.