



Amendment 1

Method of Providing Services

There has been a change in the RFP from what was originally written, please review correction below:

Currently reads:

4.2.5.3 METHOD OF PROVIDING SERVICES

4.2.5.3.1 Service Delivery Approach

Vendors must provide a detailed description of the work plan and the methods to be used that will convincingly demonstrate to the Department what the vendor intends to do, the timeframes necessary to accomplish the work, and how the work will be accomplished. Vendors must identify the counties/regions to be served by the proposed project. *All services as specified in Section 3: Scope of Project must be addressed in the Service Delivery Approach.*

4.2.5.3.2 Start-up Plan

Vendors must include a detailed project schedule that is comprised of the detailed work plan for the entire project. This section should also include any proposed additions to the tasks outlined in the *Section 3: Scope of Work. The selected vendor must be fully operational on October 01,2022.*

4.2.5.3.3 Assessment of Benefits and Impact

Describe the process that will be used to assess the proposed services to determine if the expected benefits and their impact have occurred. Include on-going plans to continuously assess and modify services to better meet the needs of the target population. The assessment methodology should provide the Department with meaningful indicators that funded projects are making satisfactory progress toward desired goals.

4.2.5.3.4 Office Location

Vendors must provide the physical address where records will be maintained, and services will be performed under a contract with the Department in the event the vendor is selected.

Page 22 of 43

Should read and RFP has been updated to reflect consistency in evaluation criteria.

4.2.5.3 METHOD OF PROVIDING SERVICES

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4.2.5.3.2 Start-up Plan

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in the Section 3: Scope of Work. ***The selected vendor must be fully operational on October 01,2022.***

4.2.5.3.3 County to be Served

Vendors must describe their plans for outreach and community education as described in Section 3.3. Vendors must describe the characteristics of the target community that indicates the need for the core services of a Family Service Center and community-specific services to be provided.

4.2.5.3.4 Number to be Served

Describe efforts that will be undertaken to ensure service to the required number of families to be served (Section 3.4) and provide a projected number of families to be served for FY 2018.

4.2.5.3.5 Assessment of Benefits and Impact

Describe the process that Vendor will use to assess the proposed services to determine if the expected benefits and their impact have occurred. Include on-going plans to continuously assess and modify services to better meet the needs of the target population. The assessment methodology should provide the Department with meaningful indicators that funded projects are making satisfactory progress toward desired goals. Vendors must explain plans for implementing the required components of evaluation as described in Section 3.8.

Note: If a current contract is held with DHR for these services, Vendors must include an evaluative narrative for FY 22 related to program goals and objectives, summarizing feedback from consumer satisfaction surveys, families' ratings of goal progress, include, at a minimum, number of unduplicated families (not individuals) and unduplicated children served in FY 21 and to date in FY 22. Also describe any programmatic changes that occurred in FY 21 and any proposed for FY 22. Consultation with the County DHR surrounding proposed changes is required and should be documented.

4.2.5.3.6 Office Location

Vendors must provide the physical address where records of services performed will be maintained, in the event the Vendor obtains a contract.

4.2.5.3.7 Community-Specific Components

Vendors must describe how the Family Service Center will be designed to include the core components and to meet the specific needs of the community. Vendors must describe in detail other services that will be offered, citing specific rationale and real evidence of community need for these services.

If a current contract is held with DHR for these services, vendor must identify any proposed programmatic changes or expansions for the upcoming year. Expansions must meet needs identified by county DHR and be planned in conjunction with them.



4.2.5.3.8 *Collaboration*

Vendors must identify community collaborations and supports (Section 3.7) for the creation or ongoing operation of a Family Service Center. Vendors must describe collaborative efforts that will be developed and describe how the Advisory Board will be organized