



# County of Fairfax, Virginia

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To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

May 16, 2011

To Whom It May Concern:

Fairfax County, on behalf of the Department of Neighborhood and Community Services, NCS, is accepting proposals from qualified organizations and individuals to assist in developing and implementing a data-driven human services management system based on the concept of Results-Based Accountability™ (RBA).

The contractor is expected to assist in the development and implementation of the RBA framework over a time period of approximately two years with the majority of the work being done within the first six to eight months. It is expected that the contractor will provide training, consultation and technical assistance to senior level staff in the county's human services system in Results-Based Accountability™ (RBA) to enhance data-driven decision making and improve overall system effectiveness.

Please review the attached Request for Proposals. If you are interested in providing the requested services, please submit a proposal to us by no later than 3 p.m. Wednesday, May 26, 2011. Details regarding submission can be found in Section 8 of the RFP.

Should you have questions, please contact Monika Gilbert, Contracts Manager, at [monika.gilbert@fairfaxcounty.gov](mailto:monika.gilbert@fairfaxcounty.gov) or 703-324-7807.

Sincerely,

Becky Offutt  
Business Area Manager

## 1. SCOPE OF CONTRACT

- 1.1. The Fairfax County Department of Neighborhood and Community Services (NCS) requires a contractor to provide training, consultation and technical assistance to senior level staff in the county's human services system in Results-Based Accountability™ (RBA) to enhance data-driven decision making and improve overall system effectiveness. The contractor is expected to assist the county in developing and implementing the RBA framework over a time period of approximately two years, with the majority of the work being done during the first six to eight months, for an amount not to exceed \$50,000 over the course of the whole contract.

## 2. BACKGROUND

- 2.1. Fairfax County is a diverse and thriving urban county located just outside the nation's capital in the Commonwealth of Virginia. As the most populous jurisdiction in both Virginia and the Washington metropolitan area, the county's population exceeds that of seven states. As with any large urban jurisdiction, Fairfax County residents have a range of activities and opportunities at their fingertips, but also a range of needs such as housing, child care, physical and mental health, and substance abuse service needs, health promotion and prevention services, better access to public transportation, etc.
- 2.2. As the recession has continued, Fairfax County has had to cut its budget by reducing staff and services, in order to maintain a balanced budget each year. The county continues to review all its services and funding sources to minimize waste and identify efficiencies, and leverage resources. RBA is being introduced into the county's human services system as a mechanism to help staff target limited resources to programs and services that demonstrate value by providing successful outcomes through effective and efficient practices.

## 3. GENERAL TERMS AND CONDITIONS

- 3.1. The offeror awarded a contract will be expected to abide by all applicable provisions of Fairfax County's General Conditions and Instructions to Bidders. This document is available for review at: <http://www.fairfaxcounty.gov/dpsm/pdf/generalconditions.pdf>

## 4. TASKS TO BE PERFORMED

The successful offeror will be expected to provide the following services within the first 6-8 months following contract award and as mutually agreed. Additional tasks may be added by mutual agreement:

- 4.1. Facilitate the process of developing the RBA framework for performance-driven human services programs to include:
  - a. Working with the Fairfax County human services leadership team to identify ways of integrating the RBA framework into the county's human services system.

- b. Assist the leadership team to develop and implement RBA methodologies for data collection and analysis of outcomes including linkages between qualitative and quantitative data and among human services programs.
- c. Instruct and coach the leadership team in utilizing RBA as a management tool to determine human services priority areas; effective measures within those priority areas to strengthen individuals, families, and the community; tools for measurement of outcomes, and mechanisms for communicating the information to human services staff, the Fairfax County Board of Supervisors, and interested community members.

4.2. In addition, the successful offeror may be asked to provide the following as needed:

- a. Consultation for possible solutions for data collection, tracking, and communication of measures and results including implementation requirements.
- b. On-site training and technical assistance for project staff (approximately 50 people) in the use of the RBA framework and methodology including:
  - 1. creating linkages between program inputs and client outcomes ;
  - 2. other tasks or processes that may be identified during the course of the contract in order to effectively implement RBA.

## 5. USE OF DATA

- 5.1. Any materials developed as a result of this contract becomes the property of Fairfax County Government which therefore has the right to perpetual use of such materials at no additional charge. If offeror is interested in use of said materials outside of this contract, prior written authorization must be obtained from Fairfax County.

## 6. QUALIFICATIONS

The offeror must have significant experience in:

- 6.1. Effectively developing, implementing and integrating the RBA framework into public-sector human services systems in order to improve performance and accountability.
- 6.2. Applying RBA tools to support and enhance the process of performance-driven management.
- 6.3. Providing technical assistance and training in the RBA framework to government entities to enhance human services programs and systems.
- 6.4. Assisting government entities to develop mechanisms to measure program/service and cost effectiveness and efficiency using the RBA framework

## 7. PERIOD OF THE CONTRACT

- 7.1. The term of this contract shall be from date of award through June 30, 2013. The contract may be renewed for a term not to exceed the original contract period upon

signed mutual agreement of both parties up to an amount not to exceed \$50,000 over the total period of the contract.

## 8. SUBMISSION of PROPOSAL

8.1. Offerors are asked to provide the following information in their proposal:

- a. A cover sheet with the individual's/firm's name, mailing address, e-mail address, phone, and FAX numbers signed by the party authorized to do business with Fairfax County
- b. Narrative description of how the offeror will complete the Tasks to be Performed outlined in Section 4, including a timeline
- c. Description of qualifications including recent relevant experience
- d. Resume(s) of all persons who will be working under this contract. Resumes should reflect relevant work experience
- e. Appendix A, Pricing Sheet, and backup documentation indicating how prices were determined (included as the last page of your overall proposal)
- f. List of two references including current contact information: contact name, business name and address, telephone, FAX, and e-mail address

8.2. Proposal must be submitted via e-mail to: Monika Gilbert

[Monika.gilbert@fairfaxcounty.gov](mailto:Monika.gilbert@fairfaxcounty.gov)

Tel: 703-324-7807

8.3. By replying to this solicitation, the offeror acknowledges that they have read this document, understand it, and agree to be bound by its terms and conditions.

**Proposals must be submitted by e-mail and received by Wed, May 26<sup>th</sup>**

8.4. **2011 at 3 p.m. Eastern Time. The e-mail will serve as date and time stamp. Proposals received after that date and time will not be accepted.**

## 9. PROPOSAL EVALUATION CRITERIA

9.1. Proposals will be evaluated based on the following criteria:

- a. Description of services listed under Tasks to be Performed, Section 4
- b. Depth of Submission of Proposal Requirements, Section 8
- c. Offeror's qualifications including recent relevant experience
- d. Reasonableness of cost proposal

## 10. IDEMNIFICATION/INSURANCE

10.1. Insurance requirements will be provided to the successful offeror prior to contract award.

10.2. Indemnification: contractor shall indemnify, keep and save harmless the County, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, theft, patent claims, suits, liabilities, judgments, cost and expenses which may otherwise accrue against the County in consequence of the granting of a contract or which may otherwise result there from, if it shall be determined that the act was caused through negligence or error, or omission of the contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the contractor shall, at his or her own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising there from or incurred in connection therewith; and if any judgment shall be rendered against the County in any such action, the contractor shall, at his or her own expense, satisfy and discharge the same. The contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County as herein provided.



## PRICE SUMMARY INSTRUCTIONS

1. The offeror should propose a unit rate for deliverables tied to training in the RBA framework. The unit rate should include the cost of staff time to prepare the training and associated materials, If not already developed, as well as the time to provide the training, and the cost of handout materials and supplies for the training. Fairfax County will provide the training site and audio-visual equipment.
2. The offeror must provide labor classifications and the average hourly rates which will be paid for each position classification expected to provide direct work on the project. This schedule shall not disclose employee names.
3. The hourly rate shall include actual salaries and wages paid principals and employees for time directly chargeable to the project. In addition, the rate should include fringe benefits such as social security contributions, unemployment, excise and payroll taxes, workmen's compensation, health and retirement benefits, sick leave, vacation, holiday pay, etc. as well as indirect and overhead costs, and profit rate and cost. If the offeror has an approved Federal indirect cost rate, it must be used when determining the unit or hourly rate.
4. Unit and hourly rates shall not include the following disallowable costs: bad debts, contingencies, donations, entertainment, fines and penalties, interest expense, marketing and promotion, legislative lobbying costs, defense of fraud, alcoholic beverages, and dividend distribution to employees. Indirect salaries must be salaries paid only to active employees and principals. Bonuses are generally allowed.
5. Provide backup documentation indicating how the unit and hourly rates were determined. For the unit rates, the offeror should also indicate exactly what constitutes a unit as part of the deliverable description (eg. 1-day training, etc.).