



Data Vendor Request for Proposals for Direct Care Worker Program

Introduction

[Corporation for a Skilled Workforce](#) (CSW) was contracted by IMPART Alliance at the Michigan State University to support data collection, analysis, and reporting for their Michigan Direct Care Worker (DCW) Program. CSW's support for this project includes:

- Project management of a fast-paced data structure development project;
- Convening a stakeholder working group to inform the project and data structure development and utilization;
- **Securing a vendor to build out the data collection and reporting platform, conduct piloting, and develop a public-facing dashboard prototype;**
- Co-developing measures to reflect the needs of the DCW program with input from the working group and consultation of the data vendor;
- Providing technical assistance to data users in onboarding to desired data collection and analytic tool set;
- Establishing a data governance standard on data standards, quality assurance, definition of terms, and other tasks; and
- Making recommendations for sustainability planning.

The purpose of this RFP is to identify a vendor able to support the item **bolded** above: the development a robust data collection and analytic tools for administering, tracking, reporting on, and evaluating training, credentialing, and employment outcomes in the state of Michigan for direct care workers. The structure may also be used for reporting on trends and needs, conducting relevant policy research, facilitating job matching supports, and creating cost-effective efficiencies.

The work for the vendor detailed in this RFP is expected to begin late April or early May of 2024 and must be completed no later than March 2025. Future work in later contracts is planned to support data structure maintenance and dashboard build out and support.

Eligible applicants may be a single entity (public, private, or nonprofit) or a consortium of entities located anywhere within the United States. CSW is committed to building a diverse network and strongly encourages responses by minority and women owned businesses (MWOBs).

Project Background

A significant shortage of direct care workers (DCWs) is threatening critical services that are provided through behavioral health, community mental health, and long-term care systems to support individuals with disabilities and older adults in a range of settings including their own homes. The shortage is due to multiple factors, primarily that DCW jobs are characterized by low wages/benefits and a lack of guaranteed hours, training, and respect; affecting us all. To support advocating for and addressing this shortage, the Michigan Department of Health and Human Services Direct Care Workforce Advisory Committee developed the Building Michigan's Direct Care Workforce: State Policy and Action Recommendations. To implement the recommendations, IMPART Alliance at Michigan State University as well as many other key partners developed and were awarded the HCBS Spending Plan to Address the Direct Care Worker Shortage: Implementation Proposal to Maximize Success.

The Spending Plan outlines project activities to support 4 key goals. One of the goals is to develop and scale a comprehensive DCW training and credentialing program to improve DCW recruitment and retention. The intention of the data management system outlined in this RFP is to establish a centralized database to collect and report data on program impact, outputs, and outcomes, and to identify gaps or specific areas of need and quality improvement for the work outlined in the Spending Plan.

CSW is committed to addressing systemic racial inequities in our organization, the field of workforce development, and the labor market more broadly. We are on a journey to move from a long-standing organizational diversity, equity, and inclusion (DEI) commitment to an intentional integration of racial equity and inclusion (REI). Evidence of this shift can be found within our internal culture, operations, projects, and partnerships.

The work of this project will be conducted with a racial equity lens, and we hope to secure partners with similar missions, commitments, and values to ensure we can deliver on this commitment. More information can be found in our [REI Statement](#).

Data Vendor Scope of Work

Through this RFP, CSW is looking for a vendor to install, design, and implement a data management system that will ingest client, service data sources, providing a bidirectional reporting system, and apply data visualization to be used by various stakeholders related to direct care workers. The ideal system may extend through future add-ons to support other data types with additional stakeholder feedback. The project is working to instill strong data governance principles and establish a data-centered organization.

Data Management System

- Ability to pull and ingest data from stakeholder group(s) with varied data systems and capacity and includes data quality controls;
- Data repository to store ingested data;

- System mapping of ingested and stored data;
- Establishment of business data glossary and master data classification hierarchies; and
- Data set repository that is available for different use cases and reporting analytic solutions and application.

Implementation Services

- Platform vendor or client to implement the data management system;
- Implementation will include ingestion, preparation, access, sharing, and 360-degree view of to be determined sources;
- Establishment of use cases, role-based access, and master data management;
- Bidirectional reporting system;
- Development of analytic tool set;
- Development of customizable dashboards in partnership with stakeholder group; and
- Potential pilot of data collection with a sample set of data users

Project Management

- Informed consultation to CSW, IMPART Alliance, and stakeholders around data structure choices, including development options, housing options, hosting, etc., to support quality decision making and successful project completion.
- Platform vendor to provide project management of the system implementation. CSW will manage the full project, but the platform vendor/partner will be the primary project manager of the data structure development, implementation, and deployment.
- Project management services will include, but not be limited to:
 - Overall project management
 - Communication management
 - Project budget management
 - Education, training, and system knowledge transfer management
 - Operation and Maintenance
 - Change management

The platform vendor will also meet with CSW regularly to discuss development and implementation and will also meet with other stakeholders as needed.

CSW may request additional services as deemed necessary by the client and needed for the project's success. These services will be discussed and mutually agreed upon with the vendor with an amended contract and budget.

Applicable Dates

RFP Release Date: March 4, 2024

Questions Due: March 8, 2024

Answers to Questions Posted: March 11, 2024

Responses Due: March 25, 2024

Evaluation of Responses and Scheduling of Interviews: April 8, 2024

Notification of Award: April 22, 2024

Estimated Project Start Date: May 1, 2024

RFP Questions

Any respondent should submit all questions and requests for clarification in writing via email to Debbie Charlton, CSW's Senior Support Specialist and Board Secretary at dcharlton@skilledwork.org on or before **March 8, 2024**. No oral questions will be answered.

All respondents will need to view responses to questions by means of CSW's website: www.skilledwork.org.

Submission Instructions

Submit Responses to Debbie Charlton, CSW's Senior Support Specialist and Board Secretary, via electronic submission in an Adobe pdf file at dcharlton@skilledwork.org by **5:00pm EST** on **March 25, 2024**.

All Responses are considered final after the date and time for receipt of the Response. Final Responses may not be altered, withdrawn, or canceled, without prior notification to CSW for 120 days (about 4 months) after the time and date designated for receipt of final Responses.

CSW reserves the right to contact all respondents to verify information included in their Response and to clarify any questions regarding the information submitted in the Response, to ascertain whether the Response received is both responsive and responsible. CSW also reserves the right to waive any formalities, informalities and technicalities in evaluation of the Responses as are deemed appropriate, necessary and in CSW's best interest.

IMPORTANT: Your Response may be considered not responsible or non-responsive if any portion of these instructions is not complete. No Response will be accepted after the date and time stated above.

Proposal Requirements

We invite qualified vendors to submit written proposals that include these sections and is organized as follows:

- A. Organization's Qualifications, Previous Work Examples, and Project Team
- B. References
- C. Proposed Work Plan
- D. Cost of services

Responses should be no longer than 12 pages total.

Failure to include all the documents may render the Response non-responsive and the offer may be rejected.

A. Organization's Qualifications, Previous Work Examples, and Project Team

Please address the following in your written proposal. While providing details about your organization's qualifications in the following areas, please also include specific project examples. For the examples, please include a high-level summary of the project including the year, who you provided these services to (if appropriate to share), and any shareable examples.

Please describe:

- Organization, organizational structure, and link to website. Specify the number of years the individual or organization has been in business, history of the organization, services, clients, and capabilities.
- Alignment to CSW's focus on racial equity and demonstration of that focus within your organization and services.
- Capacity to accomplish high quality projects with challenging schedules while completing the work on time and on budget.
- Experience creating a cloud-based data management system that allowed for flexible input from a variety of organizations and included user friendly interfaces (e.g., dashboards) throughout the data life cycle.
- Experience working with public or nonprofit clients, including experience working on projects focused on workforce development and with workforce and post-secondary data.
- Experience working on a project where the project direction and goals will be heavily influenced by a stakeholder group.
- Experience supporting data governance to ensure compliance and data access permissions based on roles and use case.
- Experience developing data user support materials and training to allow seamless integration and for various users.
- Project team members, roles, and responsibilities.

B. References

Provide information about the organizations for which you have provided similar services in the last three (3) years.

- Provide contact name, title, company, address, phone number and email address for three (3) references with whom the respondent has done business in the last three (3) years.
- References may be questioned about such items as the respondent's overall performance, organization, cooperation, timeliness, and quality. The respondent shall ensure that contact information is current.

C. Proposed Work Plan

Please share your proposed detailed work plan, specifically providing the following information:

- Key activities, including specific details for what data options will be selected if known, including hosting and installation, and how data will be accessed, ingested, and maintained.
- Timeline
- Deliverables
- Key milestones, checkpoints, and other decision points
- Resources would you require from CSW and Client during the project period

D. Cost of Services

Provide cost of services broken down into various fees, a fee-for-service schedule or rates by type of service/activity (noted in the Scope of Work above). This can include hourly rates, daily rates or a flat fee/cost per each activity, etc. This is to provide us with a general sense of pricing or a **rough order of magnitude (ROM)**. Describe costs included in those rates and specify any other costs associated with service provision. For example, if you have any travel or costs you need to outsource, please note those within your cost structure.

This is a substantial project. This budget is over 1/3 of the project's total and the data vendor's budget will be in the mid to moderately high six figure range.

Evaluation Criteria

CSW will specifically evaluate Responses, as determined by the following criteria and percentages:

- Demonstrated experience and qualifications 25%
- Fit with project context and focus 10%
- Commitment to REI 15%
- Proposed Work Plan 25%
- Cost 15%
- References 10%

Evaluation Disclaimer

- CSW will utilize information submitted to evaluate Responses. Each submission will be reviewed for responsiveness. Qualified Responses shall be evaluated in accordance with the specifications and evaluation criteria contained herein. Respondents whose Responses are classified by the Screening Committee as non-responsive shall be notified.
- CSW may make such investigations as are deemed necessary to determine the ability of a respondent to provide the work as specified herein.
- CSW reserves the right to clarify or request additional information, presentations and/or demonstrations to understand the respondent's qualifications.
- CSW reserves the right to negotiate or modify any element of the Response to ensure that the best possible arrangement for achieving the stated purpose is obtained.
- We reserve the right not to award a contract.

- If the organization, to whom an award is made, shall fail to execute the contract as specified, the award may be annulled and the contract awarded to the second most responsive and responsible organization, and such organization shall fulfill every stipulation included herein, as if the organization were the original party to whom the award was made, or again, CSW may at that point reject any and/or all of the Proposals as its best interest may require.

About CSW

[CSW](#) is a national 501(c)(3) non-profit organization, founded in 1991, that partners with foundations, government, business, and community leaders to increase economic opportunity and sustainable prosperity by helping them to reimagine everything about work and learning. CSW catalyzes change in educational and labor market systems, policies and practices to increase economic mobility, particularly for people of color and others historically excluded from success. We focus on achieving scalable improvements in worker skills, lifelong learning, and job quality. CSW collaborates with change makers to develop strategies, identify evidence to inform strategies, build the capacity of organizations, manage initiatives, and evaluate lessons learned. CSW envisions a society where everyone can earn a family-sustaining income, achieve upward mobility, and adapt to the future.

About IMPART Alliance

IMPART Alliance is a coalition of researchers, direct care workers (DCWs), clients and agencies that are working together to strengthen the direct care workforce in Michigan. It is run out of MSU's College of Osteopathic Medicine. The mission of IMPART Alliance is to help Michigan develop an infrastructure to build and support the direct care workforce through comprehensive training and advocacy. Some of their workforce development efforts include compiling a database of trained workers, designing and promoting a standardized DCW training program that can be used to teach DCWs statewide, and professionalizing the DCW workforce.