Request for Proposals (RFP)

Funding Source: Yosemite Community College District
DSPS Program Accountability and Development Services contract

Funding Term: July 1, 2015 – June 30, 2016

Funds Available: Up to $250,000

Project Title: DSPS Technical Assistance

Background

The Disabled Student Programs and Services (DSPS) program was created when Assembly Bill 77 (Lanterman), was enacted in 1976 and codified in Education Code, Section 84850 and Title 5, California Code of Regulations (5 CCR) Sections 56000-56076. This legislation and accompanying regulations fund support services and instructional programs for students with disabilities in the California Community Colleges. DSPS programs assist colleges in providing services and accommodations for qualified students with disabilities to support their student success and to meet the requirements of federal and State non-discrimination and civil laws, including Sections 504 and 508 of the federal Rehabilitation Act, the Americans with Disabilities Act (ADA); and State Government Code Sections 11135-11139.5.

Since that time, services for students with disabilities within the California Community Colleges have grown exponentially, currently serving approximately 125,000 students in 112 colleges. As of June 2015, there will be 113 California Community Colleges. Along with the growth in the student population is the complexity of the disabling conditions, the growth of technologies to assist students in their academic pursuits and the number of higher education and employment opportunities available.

Over the past several years a number of activities have taken place that have impacted DSPS programs across the state and will continue to influence eligibility for programs and service delivery: a study of the “Other Disabilities” weighted student count category; the formation of and the resulting recommendations from a DSPS policy task force; an allocation and weights study; and a rewrite of Title 5 regulations are among the most recent undertakings that will affect change to both regulations, guidelines, allocations and local workflows and processes. These changes will begin to be implemented over the next two to three years. Furthermore, the state funding level for DSPS has been very dynamic over the last decade with funding as high as $108 million in 2006-07, followed by 40% state budget cuts to the program, and finally over the last two fiscal years augmentations of $15 million and $30 million respectively to address restoration of services lost after the cuts. This budget landscape has resulted in changes in staffing levels, staff members’ qualifications and experience, the development of new service delivery issues, more fiscal audit findings of varying nature, and overall an increased need for more local level technical assistance.
The Chancellor’s Office has historically contracted with an outside firm to provide technical assistance and onsite support to the DSPS programs, to address the overall demand for this type of assistance, coupled with the Chancellor's Office own staffing resource limitations. Under the direction of the Chancellor’s Office, the current DSPS technical assistance provider (Galvin Group, LLC) has created an extensive and comprehensive database of resources, which will be transferred to the recipient of the subcontract awarded as a result of this RFP. The existing technical assistance provider will be retiring this year, and so this RFP will be used to identify a new firm or entity to carry on and expand upon this work.

Therefore, this RFP is opened for any interested parties to apply to provide technical assistance support to all California Community Colleges, and to the Chancellor’s Office. The technical assistance contract covers the following areas, including but not limited to:

- Responding to questions from the DSPS field via email and phone calls;
- Offering on-site technical assistance to programs throughout the state, in the form of site visits;
- Maintaining a dedicated website that will focus on technical assistance resources, online directory and online training program;
- Maintaining and updating/upgrading all online resources as needed;
- Providing, or helping the Chancellor’s Office to provide, various types of training either in person or via distance;
- Establishing a marketing and awareness campaign to inform the field of the new contract and website activities.

The current contractor and staff will be available to assist the new contractor in transition activities, if desired.

**Scope**

Yosemite Community College District, in collaboration with the California Community Chancellor’s Office is seeking a subcontractor to provide technical assistance, create and maintain a technical assistance oriented website including the migration of resources from the existing technical assistance provider’s website, to market itself and create awareness of this new resource throughout the field, to help co-present the annual New Directors training and Spring All Directors training, and to conduct a number of technical assistance related site visits per year. For the purpose of this RFP and the proposed 12-month workplan to be submitted as part of the review process, we will assume a minimum of six (6) site visits per year (although in practice that number may be dynamic and likely will increase in future years).

The selected subcontractor will also be expected to work in direct communication and consultation with the Chancellor’s Office staff to help inform the work and direction of the project, including developing ideas for new training events (both onsite and via webinars). The subcontractor will be expected to work collaboratively with the Chancellor's Office to coordinate
an effective technical assistance service delivery model for the system. The selected contractor will initially be awarded a one-year, 12-month subcontract with expected start date effective July 1, 2015, with an expectation of the contract being renewed annually with a subsequently negotiated workplan and budget, until such time a need arises to re-bid the subcontract, via a subsequent competitive RFP.

The scope of this RFP includes the following components mentioned in the Background section and described here in more detail:

**Technical Assistance and Response to the DSPS field / College Support**

1) The contractor will provide *individual* technical assistance via the following modalities:

   - Monitor all DSPS related listserves, identify questions and/or issues, any necessary research into the queried topics, respond in a timely manner (24-48 hrs.) to listserv posts either on listserv or if more appropriate respond in private email.

   - Provide dedicated email contact from project website or other marketed means. Receive emailed queries. Research, if needed, queried topic(s). Respond to the contact person within 24 hours.

   - Accept email queries for technical assistance at specific email addresses of project staff. Receive emailed queries. Research, if needed, queried topic(s). Respond within 24 hours.

   - Accept telephone queries for technical assistance at specific phone numbers of project staff. Receive telephone queries. Research, if needed, queried topic(s). Respond within 24 hours.

   - Archive technical assistance responses for future use.

2) The contractor will provide *group* technical assistance via the following modalities:

   - Conduct on site visits to community college DSPS programs (number is to be determined in the annual contract. For purpose of RFP, the Chancellor’s Office is projecting 6-8 visits in 2015-16). These tasks may include but are not limited to: Develop cadre of DSPS experts willing to participate in technical assistance visits; advertising annual site visit availability and technical assistance focus; with Chancellor’s Office’s input, determine specific colleges to be visited in the contract year; determine technical assistance needs of the college to be visited; collect, research or develop resource materials specific to the needs identified; identify and schedule appropriate DSPS expert for technical assistance visit; plan and schedule travel for contractor and expert; conduct on site visit/deliver appropriate resources; research unanswered questions and respond to college; complete one technical assistance report per visit for the college and the Chancellor's Office; reimburse travel expense and other logistical work related to the visit.
• Develop topical informational documents for wide distribution.
• Maintain and expand online resources available on contractor website.
• Create, maintain and continually update the DSPS directories.
• Update, expansion and maintenance of the DSPS primer.
• Assist the Chancellor’s Office with broad or group technical assistance as requested, or as deemed necessary or urgent.

Migration of Materials and Creation/Modification of Technical Assistance Website

1) The contractor will create a new website or modify the existing contractor’s website so as to make the information, resources, documents, and directory available to the California Community College system.

2) The contractor will migrate previous contractors existing technical assistance website materials and components to include at a minimum: All resource categories and sub categories: online directory, online training programs, online video library, online DSPS primer.

Maintenance of Website

1) The contractor will interface with programming/hosting company to create, design, update and/or upgrade project website:

2) The contractor will manage monthly site check to include: Physical check of operational function of all documents, links to other sites and videos and slideshows. Repair, reorder, remove, create/post/repost documents, links and videos. Create and populate new tabs/sections and subsequent webpages, as needed.

3) The contractor will respond to all contacts within 24 hours regarding website operation including issues such as: non-working pages, log on questions, site access issues, content questions.

4) The contractor will manage online training program by expanding, updating and enhancing existing training programs to include: Coordination between DSPS Directors training and primer, annual additions to Learning Disabilities Eligibility and Services Model (LDESM) training, update Veterans information, track completion results for LDESM pre-qualifying course, and create and issue completion certificates.

5) The contractor will manage site metrics and provide reports to Chancellor's Office using Google Analytics or as similar tool.
Marketing

1) The contractor will devise a marketing plan to create awareness in all California Community Colleges of available technical assistance services. The plan may include but is not limited to: a physical presence at annual CAPED convention; distribution of materials outlining services; publication of website address and available services; development of a timeline for completion of above tasks.

Project Management

1) The contractor will provide project oversight on all activities and identify a point of contact for the colleges for issue resolution and to the Chancellor’s Office for contract related issues.

2) The contractor will provide monthly reports, invoices and a final activity report to the Chancellor’s Office for all contracted services as described in the resulting contract’s boilerplate language.

The Chancellor’s Office will expect benchmark updates at various points within the 2015-16 fiscal year and to receive a final 2015-16 activity report, by no later than August 15, 2016. The Chancellor’s Office will assign a staff member to act as the Project Monitor for this contract and to assist the subcontractor with reporting and invoicing components.

Proposal Outline

Written proposals should include:

A. A written, detailed description of your interest in the project, knowledge of the DSPS program and DSPS program management issues and the reason for your interest in the California Community Colleges better serving its students with disabilities. This should be in narrative form.

B. A proposed, detailed budget including itemization of individual budget items to include object, classification, projected line item amounts, a subtotal, indirect costs (if applicable) and a grand total budget amount not to exceed $250,000.

C. A detailed description of your 12-month (July 1, 2015 – June 30, 2016) workplan to include, but not necessarily be limited to:

1) A detailed transition and roll out plan.
2) A plan to conducts six (6) technical assistance site visits as described above.
3) A detailed website creation and website maintenance plan.
4) An overarching technical assistance service delivery plan, considering the different modalities described above.
5) A description of the overarching project objectives and how (within the workplan) specifically you plan to meet those objectives. This should include an identification of timelines to address each objective and the responsible staff member(s) who will be assigned / working to achieve those objectives.

D. A description of your organization’s and its individual staff members’ qualifications to successfully implement a technical assistance program for the California Community Colleges, as described above. This should be a combination of a narrative plan clearly outlining your staff’s general experience, as well as a description of your technical background in this area, including any prior work with California Community Colleges, your knowledge of DSPS Programs and their legal and regulatory requirements and, preferably, your direct experience with California’s higher education system and with students with disabilities. This may also include resumes and curriculum vitae, as applicable.

Evaluation

A. Clarity and detail in the demonstration of your interest in this project - 10 points.

B. Clarity, detail and feasibility of your proposed budget - 20 points.

C. Quality of workplan and demonstrated ability to institute a technical assistance service delivery project, to facilitate and conduct technical assistance site visits, to establish and maintain a website, and meet all project management and logistical responsibilities required of this project. The workplan should also include a description of the overall project objectives and how you plan to meet those objectives - 45 points.

D. Qualifications and experience necessary to institute, run, maintain and manage this project – 25 points.

Proposed Calendar of Key Events

Release date       March 2, 2015
Deadline for submitting proposal to YCCD  
April 17, 2015*

Scoring of proposals, by a review panel  
April 23-24, 2015

Notice of Intent to Award  
April 27, 2015

Deadline to file protest  
May 8, 2015

Contract finalized  
May 29, 2015

Work Begins  
July 1, 2015

Contacts for Information / Questions

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Please Mail Four (4) Original Copies of the Proposals to*:

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*Postmarks will be accepted