

## PART III SCOPE OF WORK

### **A. Purpose/Project Overview**

DeKalb County School District is seeking proposals from qualified offerors with professional qualities and technical competence to provide School Psychological Services to the DeKalb County School District.

Awarded offeror shall provide equipment and services in accordance with the scope of work, requirements and terms and conditions stated herein. Services will include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, all other cost and charges, and all things and services necessary and in accordance with the requirements of this RFP. There shall be no add-on charges of any kind.

DCSD, at its discretion, determines the criteria and process whereby proposals are evaluated and awarded. No damages shall be recoverable by any challenger as a result of these determinations or decisions by DCSD.

DCSD reserves the right to make multiple awards and will be responsible for administration of this contract.

### **B. Project Scope of Work**

The DeKalb County School District (DCSD), Department of Exceptional Education, is seeking qualified service providers certified in Georgia to deliver supplemental school psychological services. The primary goals are to ensure comprehensive evaluations and to provide interim coverage for staff absences or vacancies. These services will enhance DCSD's current efforts by complementing the work of its full-time itinerant school psychologists. Offerors must comply with all outlined specifications, terms, and conditions.

### **II. Scope of Work/ Specifications**

Service providers must offer comprehensive psychological services for students with complex medical needs. Key responsibilities include:

#### **1. Evaluation:**

- Conduct comprehensive psychological evaluations, write detailed reports, and attend relevant student meetings (e.g., MTSS Tier 3, Section 504, Special Education Eligibility, IEP, and parent feedback).
- All service provider psychologist(s) must be familiarized with the specific medical requirements of each assigned student and the relevant school procedures before beginning services.

**2. Documentation and Reporting:**

- Complete daily documentation according to the procedures.
- Maintain a daily job log for signature by the DCSD designee to verify time on task.
- All documentation must adhere to confidentiality standards as outlined by federal, state, and DCSD policies.

**3. Compliance and Confidentiality:**

- Staff must comply with all school system policies, procedures, and best practices as outlined during orientation.

**4. Substitute Coverage:**

- Service providers must be prepared to provide substitute staff on short notice in cases of employee absence or scheduled leave.

**5. Invoice Submission:**

- Providers must submit an itemized invoice for services rendered by the 30th of the following month, accompanied by:
  - a) A signed service log for applicable days.
  - b) Detailed notes to support each service log entry.

**III. Offeror Responsibilities**

The selected service provider must:

**1. Licensure and Background Checks:**

- Ensure all psychologist(s) possess current licensure, which must be submitted to the DCSD Exceptional Education Department.
- Arrange for all contracted psychologist(s) to undergo a background check through DCSD Public Safety prior to assignment.

**2. Training and Orientation:**

- Facilitate orientation and training, including ongoing training in specialized healthcare procedures, treatments, and medications.
- Ensure familiarity with DCSD policies through initial and ongoing orientation sessions.

**3. Supervision and Support:**

- Provide supervisory personnel to attend orientation and relevant departmental meetings.
- Offer ongoing access to training resources for unfamiliar procedures.

**4. Staffing and Coverage:**

- Prepare and maintain an adequate pool of back-up staff to cover absences, with two-hour advance notice provided to DCSD when possible.

**5. Monitoring and Evaluation:**

- Provide evidence of staff evaluation and monitoring protocols to ensure high-quality service delivery.

**IV. Scope of Services Requirements**

Offerors must address the following in their proposal:

**1. Service Delivery for Students:**

- Outline strategies for providing psychological services for students with complex medical needs and discuss scalability to accommodate additional needs if required by DCSD.

**2. Staff Recruitment and Assignment:**

- Detail the hiring, screening, and training processes for certified psychologist(s).
- Explain how staff will be assigned according to individual student needs and professional requirements.

**3. Scheduling and Substitute Services:**

- Describe the approach to scheduling services for students, including coordination for transportation to and from school.
- Define policies and procedures for providing substitute psychologist(s) in cases of DCSD employee absence.

**4. Internal Staffing Policies:**

- Outline policies for scheduled vacations, leave requests, and notification procedures for absences or late arrivals.

**5. Experience and Qualifications:**

- Detail the company's experience in serving preschool and school-age children requiring complex psychological care.
- Explain measures to maintain a qualified workforce, ensuring stability and consistent service delivery.

**6. Contingency Planning:**

- Outline plans for preventing service disruption due to staff turnover.
- Describe proactive approaches for securing substitute coverage in urgent cases.

**7. Communication and Support:**

- Specify methods for seamless communication with DCSD staff regarding psychological concerns.
- Identify communication tools (cell phones, computers, etc.) provided to psychologist personnel to facilitate timely, effective communication.

**8. Response to Client Concerns:**

- Describe the process for handling customer inquiries and complaints, ensuring responsiveness and quality improvement.

**9. Staff Attendance and Leave Policies:**

- Define policies regarding employee tardiness, sick leave, and other absences to ensure compliance with DCSD standards.

**C. Brochures, Catalogs, Manuals, Websites, Literature**

In addition to the formal response to this RFP, all offerors are encouraged to submit brochures, catalogs, manuals, website materials, industry literature, and any other marketing and informational media which will support and enhance their submission value.

**D. Added Value**

Offerors are encouraged to describe in detail all added value or additional services or benefits available and offered at no cost to DCSD in their RFP responses. Attach and label as "**ADDED VALUE.**"

**E. Technical Proposal**

DCSD advertises this RFP as an opportunity for interested and qualified firms specializing in providing School Psychological Services to submit responses consistent with the scope of work stated herein. Respondents to this RFP are encouraged to submit their most comprehensive, innovative and creative proposals for services for DCSD.

## **Evaluation Criteria**

An Evaluation Committee will evaluate the proposals using the following criteria:

### **1. Firm's Overview (20 Points)**

- a. Provide a full and complete company profile to include, but not limited to Firm's name, address, headquarters and or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address.
- b. State how many years licensed to do business under the name stated above. Describe firm ownership structure and history.
- c. List the number of permanent licensed employees and provide an organizational chart of the firm. Include management-level employee(s) the firm intends to assign to the project. Include a professional biographical summary including any certifications/licenses and detailed outline of the role and responsibility of each employee that will be assigned to the project.

### **2. Scope of Services (35 points)**

- a. Please provide your company's detailed methodology and proposed strategy for conducting School Psychological Services including but not limited to:
  - Service Delivery for Students
  - Staff Recruitment and Assignment
  - Scheduling and Substitute Services
  - Internal Staffing Policies
  - Experience and Qualifications
  - Contingency Planning
  - Communication and Support
  - Response to Client Concerns
  - Staff Attendance and Leave Policies

### 3. Firm's Relevant Experience and Expertise (20 points)

- a. Submit past experience with projects that are comparable in scope and organizational size which best illustrates your firm's ability to complete assessments of large K-12 or other governmental entities.

Please list no more than ten (10) projects and do not list projects that were not completed by your firm or completed over ten (10) years ago. In addition to the information above, each project listed should include the following information:

1. Company/Entity Name
2. Contact Name, Phone Number, and Email Address
3. Project Start and Finish Date
4. Scope of Services Provided

### 4. Professional References (10 points)

- a. The firm shall submit a minimum of three (3) written recommendation letters from current or previous clients/owners. The recommendation must state actual examples of how the firm had a positive working relationship with prior organization(s).
- b. DCSD reserves the option of contacting any of the references provided to confirm information provided.

### 5. Cost Proposal (15 points) – **Do not include with Technical Proposal**

- a. Indicate your proposed price to provide the services as stated in this RFP using **Attachment A – Cost Proposal Form** provided as part of this RFP.
- b. Please provide any and all pricing breakdown as requested on the **Attachment A-Cost Proposal Form**.
- c. The **Attachment A-Cost Proposal Form** shall not be altered in any way. Any alterations to the provided cost proposal form may cause your company to be deemed non-responsive and disqualified from further consideration.