

# Service Delivery Model Design Services Solicitation Summary

**Date of Solicitation: September 22, 2023**

**Number of Proposals Received: 4**

**Review Team Agencies: Dakota County (Nadir Abdi, Daren Nyquist, Tiffinie Miller, Scott Jara, Lynn Carr, Mark Jacobs, Sheng Thor)**

**Services Description:** Dakota County Community Services Division (CSD) includes five departments comprised of over 900 staff that administer programs and services in the areas of Social Services, Employment and Economic Assistance, Public Health, Community Corrections, and Veterans Services. The division also includes an administration department responsible for the coordination of division-wide administrative operations, data management, compliance and quality assurance, contract and vendor management, performance measurement as well as project management.

Working collectively, the division's mission is to partner with individuals, families, and communities to build healthy, stable, and vibrant lives. Our efforts are guided by a strategic framework that reflects our vision of "Healthy, Safe and Thriving Communities". Dakota County residents face an urgent need to access public assistance, such as medical, food, cash assistance, employment and other benefits.

The Employment and Economic Assistance (E&EA) Department is looking to understand options for Service Delivery Model Design Services.

**Primary Deliverables:** The purpose of this Request for Information (RFI) is to find an individual or organization to support E&EA with the following scope of work:

1. Provide consultation, implementation, and support to enable E&EA to improve its service delivery model
  - a. This project would initially focus on Public Assistance – Cash, Food, and Medical benefits
  - b. It is expected that this engagement will bring both consultative services and software solutions
2. Provide consultation to identify and improve performance indicators. Some examples include:
  - a. Decrease response time for public assistance services, while decreasing overall number of interactions
    - i. Understand the customer journey for the different types of programs and identify client pain points within that journey
    - ii. Map current state application workflow and recommend future state changes
  - b. Increase same-day eligibility determinations
    - i. Focus on efforts to facilitate one-call resolution to client inquiries
    - ii. Increase consistency at all points of customer contact and triage

- c. Provide consultative services to review department administrative structure to properly govern and maintain recommended solutions
3. Provide consultation and recommendations on business intelligence tools where visualizations can be built for performance indicators, such as:
  - a. Application time in queue
  - b. Status in queue
  - c. Output by individual staff
  - d. Others to be determined
4. Maximize use of technology and integrated eligibility solutions – reduce bloat

#### **Solicitation Selection Criteria:**

1. Programmatic approach/model/curriculum to provide Service Delivery Model Design Services
2. Expertise in Service Delivery Model design, implementation and sustaining new eligibility practices for government agencies
3. Knowledge of and experience with government business operations
4. Knowledge of and experience with public human services
5. Proposed staffing plan to deliver Service Delivery Model Design services
6. Experience defining and leveraging data needed to support key performance indicators
7. Knowledge and experience with electronic content management systems and the design of workflows to improve efficiencies in the management of required case documentation

#### **Evaluation Results:**

After a thorough review, the review panel recommended to award a contract with Clarity Solutions Group.

#### **Rationale of Recommended Vendor:**

Clarity Solution Group was chosen based on agency's demonstration of project understanding, proposed project approach, project team and expertise of key personnel, performance on similar projects, and best value. This vendor has extensive knowledge with Dakota County systems, E&EA processes and would be able to provide services quickly, accurately and efficiently.