



PROPOSAL

This is a proposal from NARA to provide the services outlined herein.

Abstract

Provide Key Indicator System (KIS) consultative and implementation services, as outlined herein, to the AZ Department of Economic Security.

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Contents

PROPOSAL	2
Parties:	2
Statement of Work (“Services”).....	2
Timeline.....	3
Budget	3
Payment Schedule:	4
Facilities and Location:.....	4
Acceptance of Proposal Terms:	4



PROPOSAL

Parties:

This Proposal (“Proposal”) is provided by The National Association for Regulatory Administration (“NARA”), located at 400 South Fourth Street, Suite 754E, Minneapolis, MN 55415, to provide the services (“Services”) outlined herein to the Arizona Department of Economic Security (“Department”), located at 3262 Bob Drive, Suite 4, Prescott Valley, AZ 86314.

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Statement of Work (“Services”)

NARA will provide consultative services to provide the following services (additional details regarding services included on attachment A.) The actual costs vary depending on the range of services and the depth of involvement and specifics associated with the actual services provided.

Phase One cost: \$95,700.00

Services provided for Phase One: (estimated 7 – 10 months)

- Focus Groups
- Surveying
- Statistical Analysis
- Development of Indicator Work Tools and Manual



Phase Two cost: \$36,100.00

Services provided for Phase Two: (estimated 8 - 10 months)

- Policy & Procedure development
- Stakeholder Meetings
- Staff Training

Phase Three cost: \$53,000.00

Services provided for Phase Three: (estimated 12 - 14 months)

- Pilot Implementation
- Staff Training
- Pilot Evaluation

Phase Four cost: \$31,100.00

Services provided for Phase Four: (estimated 3 to 6 months)

- KIS Implementation (3 to 6 months)

Phase Five cost: \$29,100.00

Services provided for Phase Five: (estimated 3 to 6 months)

- Post Project Evaluation

The prices in this proposal are intended to be all-inclusive, based on the current knowledge of the Department's services.

Timeline

The Services outlined in the Proposal shall be delivered on a schedule to be developed and mutually agreed to by NARA and the Department, in line with the estimates identified in Attachment A. Some items outlined in Attachment A may run simultaneously.

Minor changes to the time schedule may be made by mutual agreement between the Department and the NARA Project Manager, without modification to this contract.

Budget

The costs associated with these services are listed in the "Statement of Work (Services)" section. The costs are inclusive of all expenses, such as, but not limited to consultant and training time, preparation time, administrative support, all materials, and all travel related costs (air, local transportation, lodging, etc.) for travel indicated in Attachment A.

“Attachment A” for AZ DES Proposal

Phase	Step	Length	Activity	Deliverable
1	1	1 day - 3 days	Planning Discussions, Review Rules and checklists.	One (1) initial on-site meeting with Project Manager (includes travel) Ongoing teleconferences
1	2	1 mo. – 4 mos.	Focus Groups	Develop, organize and conduct two (2) focus groups. This includes developing the focus group structure including the questions, and data collection, analysis and reporting. NARA will provide up to two (2) check-in conference calls during this step. <i>Additional focus groups may be added upon request, at an additional cost.</i>
1	3	2 mos. – 6 mos.	Survey/Data Collection	Survey methodology, survey development, data collection, analysis, and reporting. NARA will provide up to two (2) conference calls during this phase. <ul style="list-style-type: none"> • Determine eligibility criteria to be met for licensee to qualify for tool use • Data collection and analysis – Collect data based on state/province data storage mechanisms; identify and select a representative sample as needed. Tabulation of data and qualitative/quantitative analysis to generate desired system • Identification of Additional Factors – Establish additional rule violations or non-regulatory factors to be measured during inspections • Identification of necessary licensing data system (BITS system) modifications to integrate key licensing indicators • Future Analysis and Application – Plan for long-term system maintenance, including data collection and recalculation of core elements.
1	4	3 mo.	Statistical Analysis	Analysis of the data, risk assessment, and validation of key indicators. NARA will conduct up to two (2) conference calls to provide updates during the statistical analysis process.
1	5	1 mo. – 3 mos.	Work Products	<ul style="list-style-type: none"> • Development of Indicator Work Tools and Manual – Develop work tools to be used by the state/province during licensing inspections; creation of “System Instruction Manual” for line staff and management
2	6	4 mos.	Policy & Procedure Development	Develop policy and procedure document. NARA will hold two conference calls during this phase. NARA will conduct up to two (2) revisions of policies and procedures. <ul style="list-style-type: none"> • Policy Development – Develop key licensing indicator systems policy and creation of explanatory material for public dissemination
2	7	6 mos.	Licensing Staff Training	Develop and implement one (1) licensing staff training. NARA will develop and delivery training for licensing staff on implementing the licensing system. This includes one (1) on-site visit.

				<ul style="list-style-type: none"> • On-site Staff Training – Hold one (1) training session for line staff and management in use of the system, work tools, and instruction manual. • NARA will provide a minimum of one (1) NARA-approved instructor to provide up to a six (6) hour training in a central location. <p><i>Additional trainings may be added upon request, at an additional cost.</i></p>
2	8	3 mos.	On-Site Stakeholder Meetings	<ul style="list-style-type: none"> • On-site Stakeholder Meetings – Coordination of meetings with stakeholders, including advocacy agencies, providers, consumers, and legislative liaisons. • Up to two (2), two (2) hours each, on-site stakeholder meetings. Each meeting will include separate sessions for various stakeholder groups, as determined by the Project Manager in coordination with the state/province. • NARA consultants will produce a report based on the results of the meetings. <p><i>Additional stakeholder meetings may be added upon request, at an additional cost.</i></p>
3	9	10 mos.	Pilot Implementation	<p>Implement the Key Indicator system. NARA will conduct monthly conference calls to provide support through the implementation.</p> <ul style="list-style-type: none"> • Identify pilot sites for key licensing indicators & conduct validation study <p>This includes up to one (1) on-site visit.</p>
3	10	2 mos.	Pilot Evaluation	<p>Post pilot evaluation. NARA will conduct up to four (4) conference calls to gather information about the pilot.</p> <ul style="list-style-type: none"> o Refine and finalize key licensing indicators and training based on results of pilot <p>This includes one (1) on-site visit.</p>
3	11	2 mos.	Staff Training	<p>Develop and implement one (1) licensing staff training.</p> <p>NARA will develop and delivery training for licensing staff on implementing the licensing system.</p> <p>Support pilot participants utilizing new key licensing indicators.</p> <ul style="list-style-type: none"> • NARA will provide a minimum of one (1) NARA-approved instructor to provide up to a six (6) hour on-site training in a central location. <p><i>Additional trainings may be added upon request, at an additional cost.</i></p>
4	12	3 mos. – 6 mos.	Implementation	<p>Implement key licensing indicators for child care centers, group homes and family homes statewide</p> <ul style="list-style-type: none"> o Adapt licensing monitoring process to include finalized key licensing indicators Includes revision of initial indicator work tools and instruction manual designed by NARA o Fully implement key licensing indicator system across the state and in all regions o Develop and disseminate communication to ensure broad provider awareness of key licensing indicators system.

				Development of electronic and PDF media and overarching communication strategy, including design of materials. This includes up to one (1) onsite visit.
5	13	6 mo.	Post project Evaluation	Evaluate the impact of differential monitoring approach on key outcomes, such as injury reports, immunization levels, etc. Produce report of this evaluation. This includes up to one (1) onsite visit.
				All NARA travel costs included in quote.
	Total:	Est. 24 - 30 mos.	Est. Total Cost:	\$245,000.00