Dane County Department of Human Services
2021 Application –
Advice from Contract Managers

BASICS

a. Read the entire RFP before beginning.

b. Follow the instructions carefully.

c. Answer/respond to all questions/items thoroughly. Reviewers will not be familiar with your program and will only consider what is proposed in your application.

FORMATTING

d. Organize responses following the order of items in the RFP.

e. Use headers to delineate sections in your proposal. For example:

RFP Requirement:

3. EXPERIENCE AND QUALIFICATIONS FOR THE PROPOSED PROGRAM (20 points)
   a. Include your agency’s mission statement and discuss how this proposed program aligns with that mission.
   b. Describe the experience and qualification of your agency to provide programs that are welcoming to persons of all backgrounds and cultures including any explicit plans your agency is undertaking to improve in this area.
   c. Describe the experience and qualification of your agency to provide the proposed program.
   d. Include a staff turnover calculation for the previous year. If you had 20% or more turnover in a certain staff position/category, please explain. Also address any noteworthy staff retention issues or policies to reduce staff turnover.

Application: Set up headers that correspond to the RFP requirements, i.e.,

3. EXPERIENCE AND QUALIFICATIONS FOR THE PROPOSED PROGRAM (20 points)
   a. Mission Statement Alignment
   b. Experience and Qualification to Provide Programs that are Welcoming
   c. Experience and Qualification of Agency
   d. Staff Turnover and Retention
f. Be clear and concise.

g. Be specific and use examples.

h. Describe the proposed program/services specific to the needs of the RFP. Do not simply describe the agency’s standard operating procedure.

i. Be realistic about what your agency can provide.

j. Propose clear, measurable outcome metrics that align with RFP goals.

k. If there is an incongruity, such as with the language skills of staff serving a specific population or a lack of diversity with the governing board, examine it and discuss how it will be addressed.