



**Special and State Schools Back Office Assessment**

**Solicitation March 4, 2016**

**Tennessee Department of Education**

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Commissioner

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## **Special and State Schools Back Office Assessment**

### **Description of Project**

The purpose of this project is to commission an analysis of back office operations at the Tennessee Department of Education's (TDOE's) state and special schools (i.e. the Tennessee School for the Blind [TSB], the Tennessee School for the Deaf [TSD], the West Tennessee School for the Deaf [WTSD] and the Alvin C. York Institute [York]).

The purpose of the project is to identify procedural and organizational areas for improvement relative to all business operations at the TDOE's four state-run schools. Improvement will be quantitatively and qualitatively defined based on the total time to process business transactions, errors produced in the process, clear lines of responsibility and accountability, demonstration of knowledge and skills requisite to managing budgets and accounting processes and, demonstration of state and TDOE policies and systems (i.e. Edison) to transact business.

### **Project Scope**

The scope of the analysis will be budget planning and management, revenue collection (i.e. claims submitted in the TDOE e-Plan system for reimbursement based revenue), accounting, financial controls, contracting and contract management, procurement (requisitions, purchase orders and, receipting of all goods and services) and, inventory management in all four (4) schools:

- Tennessee School for the Blind  
[115 Stewarts Ferry Pike, Nashville, TN 37214]
- Tennessee School for the Deaf  
[2725 Island Home Blvd., Knoxville, TN 37920]
- West Tennessee School for the Deaf  
[100 Berry Dill Drive, Jackson, TN 38301]
- Alvin C. York Institute  
[701 North Main Street, Jamestown, TN 38556] (P.O. Box 70)

Included in the scope of work is an assessment of the availability of, awareness of and compliance with state policies and procedures including Edison online applications (i.e. The State of Tennessee's ERP system) for the business functions listed above.

### **Project Deliverables**

The deliverable for the project is a report providing an assessment of each special schools' back office operation. The assessment must include a description of the operational procedures and roles at each school vis-à-vis the in scope processes. The assessment must also include qualitative conclusions and quantitative conclusions where appropriate (e.g. number of business transactions by type) which will support an overall assessment of the school's operational efficiency and capabilities including skills,

competency, compliance and the operational team’s over all ability to meet each schools business needs and the TDOE’s need for financial reporting and controls. Finally, the assessment must include documented recommendations for improved process operations.

This analysis will also be relevant for TDOE to understand organization needs and procedural requirements in the event that TDOE adds direct-run schools to the state’s school turnaround model.

Project deliverables include:

- A written presentation on the current-state organizational and operational model for each special schools’ back-office operation. The written report should include strengths and weaknesses of each school’s team, a review of the schools written procedures, comments from staff and observations related to the effective use of the state’s ERP system (i.e. Edison) and recommendations for improving business operational quality and efficiency.

**Bid Response and Project Timeline**

EVENT	DATE
1. Bid Issued	Friday, March 4, 2016
2. Response Deadline	Friday, March 18, 2016
3. Contracting Phase	March 21 - April 15, 2016
4. Tentative Project Timeline	April 18 – June 10, 2016
5. Project Deliverable	June 17, 2016

The State reserves the right to determine, at its sole discretion, the appropriateness and adequacy of responses related to this solicitation. The state reserves the right, at its sole discretion, to adjust the release and timeline of events.

Responses are to be submitted electronically via email to Melisa Greene and should not exceed 12 pages. Response sections should include:

1. Company Overview
  - a. *Please include number of years in business and office locations*
2. Project Objectives
3. Methodology and High-Level Work Plan for Project
4. Project Cost
5. Credentials (please include 2 references)
6. Staffing and Resume(s)
  - a. *Please include resume(s) of individual(s) who will be assigned to the project*

**Responses to this solicitation must be submitted electronically to [Melisa.Greene@tn.gov](mailto:Melisa.Greene@tn.gov) no later than 2 p.m. Friday, March 18, 2016 CDT.**

Tennessee Department of  
Education Andrew Johnson  
Tower, 9<sup>th</sup> floor 710 James  
Robertson Parkway Nashville,  
TN 37243  
ATTN: Melisa Greene (615) 741-2095 (office)  
[Melisa.Greene@tn.gov](mailto:Melisa.Greene@tn.gov)

If you have any questions, please email your questions to Ms. Greene.

## **Vendor Selection Criteria and Scoring**

While cost is an important factor in the award of this contract, other considerations include, (but are not be limited to) the experience of the bidder in assessing and improving K-12 business operations and staff resumes.

Proposals will be scored against the following categories.

<b>Category</b>	<b>Score</b>
1. Firm's experience reviewing the back-office requirements, policies and processes of K-12 schools a. Evidence the firm has improved the back-office of K-12 schools b. Experience with residential and special school (e.g. schools dedicated to educations students with disabilities)	0 – 35 points
2. Staff qualifications: a. Identification of specific staff that will be assigned to the project b. Experience of assigned staff	0 – 25 points
3. Approach and timeline: a. A project plan that demonstrates an efficient approach to collect the necessary data b. Demonstrated understanding of the project c. Creativity of proposed project (i.e. unique vendor tools and insights for completing the project)	0 – 15 points
4. Cost of Services a. Bidders will be ranked by cost and weighting applied	0 – 25 points
Total Score	100 points