A complete record of the service contract improvement process can be found on the IDPH Modernization webpage under the QI tab. http://www.idph.state.ia.us/mphi/quality_improvement.asp

Service Contracting Improvement Newsletter
Want to know more about the progress that is being made on the new service contracting process? Look no further…this newsletter provides a monthly update on the progress of the project.

- December 2009 Service Contracting Newsletter
- January 2010 Service Contracting Newsletter
- February 2010 Service Contracting Newsletter
- March 2010 Service Contracting Newsletter
- May 2010 Service Contracting Newsletter

Training - The Iowa Department of Public Health will be implementing important quality improvement processes regarding its service contracting process beginning July 1, 2010. Improvements to this process include the use of a document library (SharePoint). The SharePoint system will be used for the execution of IDPH service contracts, associated amendments, expenditure reports and contractually required reports. Training on this system will be offered in the months of May and June. For more information about training opportunities or for instructions on registering for these opportunities, please see below.

- Training Opportunities
- SharePoint Workshop- Registration Instructions
- SharePoint Contract Management Webinar Slides (presented May 19 & 20, 2010)
- To view the SharePoint Contract Management webinar, click here.

Change is necessary for improvement; however, just because something changes doesn’t mean it improves. In April 2009, the team identified measures to evaluate the success of the service contracting quality improvement project. These essential measures will assist the team in determining if improvements have been made to the current IDPH service contracting process. One of the identified measures focuses on customer satisfaction. During the month of May, a satisfaction survey was developed to determine satisfaction for both applicants and reviewers. The applicant survey will be sent out by the end of June (to contractors who have submitted a RFP, RFA, or annual application in the past year) to determine a baseline for customer satisfaction. A similar survey will be sent to individuals who served as grant reviewers in the past year. In the future, surveys will be sent to applicants and reviewers upon the completion of the contracting process to determine the level of customer satisfaction with the new service contracting process. Results from the surveys will be used to determine whether improvements have been made regarding the service contracting process.
Update on the standardization of application forms and the business organization form

The team has developed drafts of standardized application forms for the competitive selection process. Staff in the Maternal and Child Health programs have created a draft of the business organization form that would be included in the contractor’s SharePoint library. The next step will involve each team member taking these drafts back to their bureaus to gather comments about these forms. One method that can be used is to take the bureau’s current documents and try to fit the information into the draft forms developed. This would be a good way to see what information is missing or duplicated. The team members will bring their bureau’s comments back to three additional meetings that will be held in July. Please work with the team member in your bureau to review these forms. We value and appreciate everyone’s comments.

Project Progress – Report to the Executive Team

Project Progress  The team remains on target for completion of the tasks required for the implementation of the revised process by July 1, 2010. Progress in major areas occurring in May 2010 includes:

Electronic implementation

- The SharePoint Contractor Site prototype was tested and approved by the SharePoint committee in early May.
- IDPH staff began creating 550 individual SharePoint Contractor sites on June 1st with a target completion date of June 11th. As of June 6th, 35% of contractor sites have been created.
- IDPH bureau contract managers will begin uploading contract documents and electronic expenditure workbooks into the individual sites on June 14th.
- The SharePoint Memorandum of Understanding (MOU) agreement was emailed to over 900 individuals via Lyris list serve on May 27th. As of June 4th, 80 MOUs have been submitted for final execution.
- Issuance of user names and site URLs to individuals named as Authorized SharePoint Users in each agency’s MOU will begin June 21st via US mail. Individual passwords will be sent electronically.

Assessments

- Drafts of two Survey Monkey satisfaction surveys (customer and proposal reviewers) have been reviewed and revised by the Service Contract Team. The intent of these is to establish a baseline of customer satisfaction based on the individual’s most recent experience with a RFP, RFA or application process. These surveys will be issued prior to June 30th.

IDPH Policy Development

- The IDPH Service Contracting Policy has been reviewed by CAP and will be posted prior to June 30th.

Document Standardization

- Proposed revisions to the IDPH RFP and General Conditions Contract templates will be reviewed by Heather Adams on July 6th. The revisions reflect changes required by electronic processes to include application submission, annual filing of business requirements, revised Q&A process, award notification, etc.
• Work is continuing on the development of standardized RFP and RFA proposal forms to include cover sheet, objectives and work plan and budget. Each team member is communicating with their respective division staff in the development of these forms.

**Education - Service Contracting Process**

• A total of 101 employees have attended the “Revised Service Contract Process Training” as of June 4th.

**SharePoint**

• A total of 330 persons registered and viewed the overview of the SharePoint Service Contract site prototype and document management presented via Webinar sessions on May 19th and 20th. The session available for web viewing on the IDPH internet at [http://www.idph.state.ia.us/mphi/quality_improvement.asp](http://www.idph.state.ia.us/mphi/quality_improvement.asp) has been accessed 77 times as of June 4th.

• A total of 120 individuals have attended one of the optional regional computer training sessions at nine Community Colleges throughout the state. The final three sessions are occurring the week of June 7th. Comments from participants regarding the system have been positive.

• A [Sharepointhelp@idph.state.ia.us](mailto:Sharepointhelp@idph.state.ia.us) resource has been established and will be activated June 28th.

• A dedicated phone line (1-866-520-8987) will be activated later no later than June 28th.

• An overview and hands-on training for SharePoint was provided to 24 IDPH bureau contract managers on May 17th. An additional viewing of the SharePoint site available to IDPH employees is scheduled for June 9th. Final information regarding the documents for uploading will be discussed.

• An overview of SharePoint Service Contract site prototype and document management was presented at the May 24th IDPH Chief’s Team meeting.

• Additional computer training sessions will be scheduled in late June 2010 for IDPH staff who provide consultation to contractors and require read-only access to progress reports, contractual documents, etc.

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