



ChildNet, Inc.

Request for Proposals

**To Provide Administration and Trauma-Informed Services to
Broward's Pre-Placement/Respite Program**

Broward County

RFP #CN2016-01

RFP Release Date: Friday, February 17, 2017
RFP Response Due Date: Friday February 24, 2017

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Request for Proposals

Administration and Trauma-Informed Service to Broward's Pre-Placement/Respite Program

I. INSTRUCTIONS TO APPLICANTS

A. Statement of Purpose

ChildNet, Inc. is the Community Based Care (CBC) lead agency in both Broward and Palm Beach Counties for the Florida Department of Children and Families. As such, it is the single private non-profit entity responsible for administration of the local child welfare systems in each county. It fulfills this responsibility by managing comprehensive networks of child welfare service providers. The agency's mission is to protect abused, abandoned and neglected children in the communities it serves. Fulfillment of this mission requires input and support from community stakeholders and service providers.

In this effort, ChildNet is soliciting proposals from organizations that have the ability to provide the administrative oversight and trauma-informed services to the Pre-Placement/Respite Program in Broward County (hereafter, the "Program"). The Program will facilitate the assessment and intake of children into Broward's child welfare system and provide a child friendly, stable, and nurturing environment supported by trauma-informed services meeting the emotional, behavioral and physical needs of children in the dependency system who enter this program pending subsequent placement. **The deadline for proposals in response to this Request for Proposals is 12:00 p.m., Friday, February 24, 2017.**

As the lead agency and provider of child welfare case management services in Broward County, ChildNet's responsibilities for children under its supervision include assessing and meeting the needs of each child who experiences a removal or disruption from their placement in a comprehensive, trauma-informed manner pending the identification of an appropriate placement. The children entering the Program will range in age from 0 to 17, with varying experiences and therapeutic needs. As a pre-placement program, many of the children entering will be experiencing their initial removal from their caregivers and there will be limited information regarding their physical and emotional needs. As a replacement program, there may be children who are experiencing a highly traumatic or crisis episode and/or have specialized needs and/or maladaptive behaviors that present fewer options to readily securing placement beyond that offered in a traditional family foster home placement setting. These are inherent challenges to this Program that are considered to be a normal part of the pre-placement and replacement process faced in the dependency system and any proposal shall commit to strategies to address the needs of the Program.

The purpose of this Request for Proposals (RFP) is to define ChildNet's minimum requirements, solicit proposals, gain adequate information by which ChildNet may evaluate the services offered by Applicants, and as a result, enter into a contract with the successful Applicant. The contract objectives will require the successful Applicant to demonstrate the following:

To ensure that each child is given the optimal opportunity to experience the least trauma and greatest sense of stability and security, the Program is to be designed to provide guidance and supervision with a trauma-informed focus that facilitates the child's adjustment to removal from their home or other placement environment. In collaboration with ChildNet, which provides the case management services, the Program shall be designed to address the immediate needs of any child who may be referred through ChildNet or its designee. The provider shall meet the immediate needs of any child referred regardless of whether the child is awaiting initial, out-of-home placement in a shelter, foster home, relative or parent and regardless of whether the child entered from placement disruption from a parent, relative, non-relative or licensed placement. To this end, any proposal should address the therapeutic strategies, staff and/or supports that it will design and implement in an effort to be responsive to the immediate needs that are presented by this population.

The capacity to provide any and all duties under the provisions of ChildNet's Child Placing Agency (CPA) license pursuant to Florida law is required for the successful applicant and maintain the requirements of a Child Caring Agency (CCA) license pursuant to Florida law. Preference will be held for those applicants who actively maintain a Medicaid license and accreditation related to child safety and standards of service delivery.

Given the structure of the Program, twenty-four (24) awake supervision and support that is present and actively engaged in meeting the needs of the children with the same level of interest and follow through regardless of the hour of day is required. At a minimum, the staffing ratios when children are awake and receiving services shall be 1 direct care staff member to every six (6) children for children six years of age or older and 1 direct care staff member to every four (4) children for children 6 years of age and under. This may be reduced during the nighttime sleeping periods, pursuant to Chapter 65C-14, Florida Administrative Code.

As part of its minimum standards of care, the provider must be willing to follow ChildNet's Policy and Procedures, the Florida Department of Children and Families Operating Procedures (CFOP) and any related Florida Statutes and Florida Administrative Code provisions related to the care of children, to include but not be limited to those governing child-on-child sexual abuse, sexual assault, child victims and aggressors of sexual exploitation; missing/runaway children; and medical care and psychotropic medications. The provider must maintain its own policies for behavior support and management that includes discipline, limitations on the use of restrictive interventions and positive reinforcement. Additionally, all staff shall be trained on the agency's behavior support and management philosophy and must engage and demonstrate knowledge through completion of various types of training, to include but not be limited to topics such as HIPAA, CPR, First Aid, children's mental health, substance abuse and psychotropic medications. A preference is held for a provider who engages and retains staff who actively maintain clinical expertise and/or training in trauma-informed approaches and behavioral oriented strategies, as well as child engagement.

The Applicant shall discuss services pertaining to children's daily living needs. As such, the following is required to be consistent with the requirements of ChildNet Policy and Procedures, the Florida Department of Children and Families Operating Procedures (CFOP) and any related Florida Statutes and Florida Administrative Code provisions, to include:

- Overall management and provision of food services. At a minimum, this shall include provision of menus reviewed at least quarterly by a registered dietician to facilitate the provision of three nutritionally balanced meals per day, as well as snacks for each child.
- Assistance and provision of supplies needed to secure proper hygiene and personal maintenance in a safe and socially acceptable manner.
- Arrange for or provide transportation for children to and from school, as well as their school related activities (i.e. clubs, sports, extracurricular) medical, dental and other professional and personal enrichment activities. The provider is to ensure that all children in the Program are timely and appropriately engaged in their school related activities.

B. Proposal Process and Minimum Requirements

1. Proposals must be prepared in compliance with provisions of this RFP. Failure to comply with all provisions of this RFP may result in disqualification of the proposal.
2. Proposals must be received by mail or hand delivered by **12:00 p.m.**, local time on Friday, **February 24, 2017**. **One original plus 6 copies shall be submitted**. Any proposal received after the time stipulated will not be considered.
3. Proposals may be mailed or hand delivered to the following address:

ChildNet
Attention Procurement Manager: Denesee Rankine-Palmer
1100 W. McNab Road,
Fort Lauderdale, FL 33309

4. Before submitting a proposal, Applicants may have the opportunity to ask questions. All questions should be directed only to Denesee Rankine-Palmer at drankine-palmer@childnet.us between February 18th and February 19th. All questions and answers will be addressed via posting on the ChildNet website to be available to all applicants. Questions and answers will be posted at <http://www.childnet.us/portal/request-for-proposals> on February 20, 2017. This is the only source of official information regarding this RFP.
5. Services which are not specifically requested in this RFP but are necessary to provide the functional capabilities proposed by the Applicant should be included in the proposal.
6. No allowance will be made after proposals are received for oversight, omission, error or mistake by Applicant.
7. All proposals and any accompanying documents become the property of ChildNet and will not be returned.
8. ChildNet will not be liable in any way for any costs incurred by Applicants in the preparation of their proposals in response to this RFP.

9. ChildNet reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.
10. Receipt of proposal materials by ChildNet or submission of a proposal to ChildNet offers no rights against ChildNet nor obligates ChildNet in any manner.
12. ChildNet reserves the right to waive minor irregularities in proposals. Any such waiver shall not modify any remaining RFP requirements or excuse the Applicant from full compliance with the RFP specifications and other contract requirements if the Applicant is awarded the contract.
15. Proposal must be signed by an officer of the Applicant who is legally authorized to obligate the Applicant to a contract.

C. Evaluation of Proposals and Notification of Award(s)

1. ChildNet seeks to buy the best services at the most favorable, competitive prices and to give all qualified businesses, including those that are owned, by minorities, women, persons with a disability, and small business enterprises an opportunity to do business with ChildNet as a subcontractor. ChildNet, at its sole discretion, shall determine whether particular Applicants have the basic qualifications to conduct the desired service for ChildNet. In determining whether an Applicant possesses the basic qualifications to operate, ChildNet may consider the following:
 - Applicant's general reputation for performance and service;
 - Applicant's longevity of service (number of years) and previous experience in operation of requested services;
 - Applicant's financial condition;
 - Applicant's status as a formal Network Provider. (*Network Provider Application form and instructions are included as Attachment #3 of this Request For Proposals*)
2. All proposals will be evaluated and scored according to a uniform set of criteria and by an evaluation team consisting of ChildNet staff. ChildNet reserves the right to also include other community personnel who ChildNet believes will add value to the rating process. ChildNet's rating committee may take up to 14 days to review all proposals received. The rating committee may then elect to conduct interviews with one or more of the applicants at a date, time, and place to be announced. Recommendations are made based upon the scores from the rating team and consideration of all other relevant factors outlined in the procurement document. Recommendations for contract awards shall be made by the Chief Operating Officer and presented to the CEO.
3. ChildNet reserves the right to accept or reject in part or in whole any or all proposals submitted.
4. ChildNet reserves the right to request in writing clarifications or corrections to proposals. Clarifications or corrections shall not alter the Applicant's price contained in the cost proposal.

5. ChildNet reserves the right to negotiate further with the successful Applicant. The content of the RFP and the successful Applicant's proposal(s) will become an integral part of the contract, but may be modified by the provisions of the contract.
6. By submission of proposals pursuant to this RFP, Applicants acknowledge that they are amenable to the inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection process.
7. Award(s) shall be made to the most responsive Applicant(s) whose proposal is/are determined by ChildNet's CEO to be the most advantageous to ChildNet and its clients taking into consideration the terms and conditions set forth in this RFP. A valid and enforceable contract exists when an agreement is fully executed between ChildNet and the Applicant.
8. **Final announcement of award(s) will be posted on ChildNet's website no later than 5:00 pm on March 10, 2017.** Notice of Awards is posted for a minimum of 72 hours. **It is ChildNet's intent to enter into a contract with an organization(s) on or after April 1, 2017.**
9. All applicants have the right to protest the award. Parties wishing to protest a contract award shall file a notice of protest in writing to ChildNet's CEO within 72 hours after the award is posted on ChildNet's website. The formal written protest shall be filed within 10 days after the date the notice of protest is filed. When protesting a decision, the protesting party must post a bond equal to one percent (1%) of the estimated contract amount. The estimated contract amount shall be based upon the contract price submitted by the protestor. If no contract price was submitted, ChildNet shall provide the estimated contract amount to the protestor within 48 hours of the receipt of the protest notice (excluding Saturdays, Sunday and agency recognized holidays). Failure to file the proper bond at the time of filing the formal written protest will result in a rejection of the protest. In lieu of a bond, ChildNet will accept a cashiers check, official bank check, or money order in the amount of the bond.
10. ChildNet's CEO will provide the protest information to ChildNet's Senior Management committee. This committee will investigate the complaint and issue a written finding and resolution to the protesting party. This protest procedure provides recourse to applicants who believe that their proposal did not receive proper consideration. Applicants entering a protest should be prepared to document specific factors, which put the aggrieved applicant at a competitive disadvantage, and/or document violations of specific sections of state or federal regulations and the procedures set forth in the respective competitive procurement solicitation document. ChildNet reserves the right to refuse to consider an appeal that does not identify specific procedural shortcomings.

II. SPECIFICATIONS OF PROPOSAL

A. Overview

Each proposal shall include the following five items:

1. Narrative Description of Proposed Services which includes information on the General Qualifications of the Applicant and Narrative Description of Services for the proposed services. The narrative shall be limited to 10 pages, double spaced and in either Times New Roman 12 point or Arial 11 point type.
2. Unit Description and Cost Summary- Attachment #1 (*or similar pricing document*)
3. Signature Page – Attachment #2
4. Completed Network Provider Application Form- Attachment #3
5. Budget and Budget Narrative Form – Attachment #4

B. Narrative

All proposals shall include a detailed description of the services to be provided, how they will be delivered, and how they will meet the goals of the contract set forth in this procurement document. Proposals should minimally include discussion of or consider the following items:

1. General Qualifications

- a. Organizational Capacity: Describe the agency's years in business and experience providing the proposed services. Provide a description of how the organization currently receives funds. Describe the organization's goals and future business plans.
- b. Financial Stability and Insurance Coverage: Provide a statement of the agency's financial position. Applicants may choose to submit financial statements or independent audits at their discretion. Applicants should also describe the current insurance coverage and willingness to comply with minimum required amounts as listed in Attachment #5.
- c. Collaborative Partners: Describe, if any, the agency's relationship with other organizations or professionals that are critical or necessary to the delivery of the proposed services.

2. Narrative Description of Services – Specific Scope of Work

ChildNet is seeking applications from for profit and non-profit community based organizations for proposals to provide collaborative and innovative approaches to the delivery of Pre-Placement/Respite Program services in Broward County. Applicants are encouraged to review literature and best practices including Trauma-Informed Care and demonstrate that the services being proposed are tailored to meet the needs of the identified populations.

Proposals submitted by Applicants should include detailed description of the services to be provided, how these will be delivered and how these will meet the objectives referenced in this

RFP. ChildNet encourages Applicants to submit as comprehensive and explicit a response as reasonably possible. Broad generalizations and simple statements will not provide ChildNet with the information needed to properly evaluate the efficiency and potential success of the proposed approach and services. The following guidelines and program components should be considered and discussed in the proposal:

- a. Target population: Provide an overview of the client population to be served. Include any evidence or best practice research that suggests that the proposed programming will be successful with the proposed target population.
- b. Program services: Describe in detail the services that will be provided. Describe the specific service components, activities, resources and supports that will be provided to children. Consideration should be given to mental health and behavioral health services, support services and service linkage as appropriate. At a minimum, applicant shall be able to demonstrate an ability to integrate assessments (i.e. Child Health Check-Up (EPSDT), Behavioral Health Status Exam, Comprehensive Behavioral Health Assessment (CBHA)) into its service delivery and further support the Department of Children and Families Family Functioning Assessment and Safety Methodology. Provide evidence indicating or suggesting that these program services will be successful with the target population. In the absence of actual data or evidence, provide a logical explanation for your expectation that the proposed services will be effective in promoting, facilitating and supporting a child-centered trauma- informed approach to ensuring the safety and stability of children while in the Program, efforts to promote normalcy, as well as be designed to collaborate with youth, as appropriate.
- c. Service delivery area: Applicants will be expected to provide services to all children referred to the Program by ChildNet or its designee
- d. Implementation Plan of Operation Readiness: Outline timelines and critical milestones associated with the implementation of the program to begin service provision on April 1, 2017.
- e. Assessment: As appropriate, describe any and all strength-based assessments that will be used to identify:
 1. Client needs and strengths, level of care assessment, direct service planning and evaluate progress.
 2. Non-licensed caregivers and/or visitation facilitators are assessed for functioning, prior trauma, as well as parenting and disciplining techniques.
 3. When parents are part of the assessment process, how their protective capacities will be identified.
- f. Also, indicate the how such assessments will be designed to be culturally and linguistically sensitive, completed, reviewed and how these will be used to improve client outcomes.

- g. Social Networks and Informal Supports: To avoid dependency on formal systems, describe how services and supports will encourage building and strengthening social networks and natural supports of family, friends, and community resources for children and families, to include assistance in developing plans that will assist in engaging and monitoring the family to ensure the safety of the children, as appropriate
- h. Cultural competence: Describe specific efforts to identify, acknowledge and effectively consider and be sensitive to the client's culture and linguistic identity, including but not limited to such areas as, race, national origin, religion, sexual orientation, and gender, in the provision of services.
- i. Discharge: As applicable, describe the duration to initiate services, how client progress will be assessed and reported, and the criteria that will be used to determine successful client engagement and how they will be measured.
- j. Accessing and availability of services: Describe where services will be provided. Describe the days and hours that services will be provided. If multiple services are proposed describe when each will be provided or available.
- k. Staffing: Include a detailed description of proposed staffing patterns. Include each position's responsibilities, educational requirement, work experience and specialized training requirements for each position. Provisions for competent and adequate supervision and administration shall also be necessary. Additionally, describe efforts that will be employed to recruit and retain staff and reduce turnover among those who have direct contact with children and families.

All employees shall undergo Level 2 background screening as a condition of employment. The requirements set forth in Chapter 435, Florida Statutes, pursuant to Level 2 employment screening must be met.

- l. Equipment and Supplies: Equipment needed to perform services described in the proposal should be included in the budget and a description and justification for such expenses must be included in the budget narrative.
- m. Quality Improvement Plan: Provide an outline for a quality improvement plan focusing on achieving effectiveness towards achieving outcome measures and facilitating optimal trauma-informed care delivery.
- n. Service coordination and information sharing: Describe planned efforts to ensure that proposed services are integrated with other services being provided to the child and family. If a team approach is proposed, list the members of the team as specifically as possible and describe in detail how the team will function. How, when and where will it meet and how will individual members be identified, engaged and maintained as effective participants? How and with what other agencies and individuals will client information, including assessments and progress reports, be shared? If limits on or barriers to the sharing of information with ChildNet staff and/or the Seventeenth Judicial Circuit Court are anticipated,

please describe and explain them. Provide sample or actual cooperative interagency agreements or contracts (such as letters of agreement or memoranda of understanding) if you believe that they will enhance effective interagency cooperation. Simple letters of support that do not provide a detailed description of how the agencies will actually interact are not necessary.

- o. Outcome measurement: Applicant's proposal shall address how the agency intends to meet each outcome measure. Describe how the necessary data will be gathered to actually measure the outcomes. Include proposed timeframes for measuring and reporting outcome progress. Describe and/or demonstrate how the outcome measurement information and data will be presented to ChildNet. If data gathering will require the efforts of other agencies or entities, present proof of their willingness to assist or describe the efforts that have been made to ensure their cooperation.
 1. Percentage of children referred that are admitted to the program: 100%
 2. Percentage of children free from verified incidents of abuse or neglect while in the program: 100%
 3. Percentage of children free from child on child sexual activity while in the program: 100%
 4. Percentage of children for whom medication logs are complete for children prescribed medication: 100%
 5. Percentage of children prescribed medication free from medication administration errors: 100%
 6. Percentage of children enrolled in school that attend school with no unexcused absences: 85%
 7. Percentage of children provided transportation to school and school related activities: 85%
 8. Percentage of children provided transportation to medical appointments: 90%
 9. Percentage of children who receive an assessment of medical, behavioral health, and physical needs within 24 hours of admission: 95%

C. Cost Pricing and Method of Payment for Proposed Services

Applicants must define all units of service for their proposal and identify the cost of providing each unit. Pricing for individual unit costs shall be documented on Attachment #1 or Applicant may choose to submit their own pricing format provided that minimally the same information is being included. While it is anticipated that the number of clients served will be 9, the applicant is asked to provide a proposal designed for the service of 9 clients. However, given the nature of the Program and the requirement for all clients referred to be served, applicants are asked to provide a cost pricing and method of payment related to how they would define and address the capacity of more than 9 children. The total amount of funding is not pre-determined but will rather be based upon the unit costs of specific services and the anticipated number of clients throughout the contract term.

- *In the Proposal, applicant shall identify the maximum number of units that can be provided for the service(s) being proposed. Additionally, a proposed cost for each unit shall be provided and must be based on a line item budget that supports the service and cost. Cost and budgets must be submitted on the forms provided and the budget must include a detailed justification for each expense. An agency will not be paid for clients who do not attend sessions. ChildNet will not provide funding to supplant any other source of funds.*

III. GENERAL INFORMATION AND SUBCONTRACT CRITERIA

A. Contract Formation

This is a Request for Proposals only. Proposals will be treated as offers to enter into a contract with ChildNet. The written acceptance of the Applicant's Proposal by ChildNet shall constitute a contract, pending execution of a formal written contract satisfactory to both ChildNet and the subcontractor.

B. Length of Contract

ChildNet intends to enter into a multi-year contract with the subcontractor on or after April 1, 2017 which will expire on June 30, 2018. There will be two additional 12 month renewal periods that will ultimately expire on June 30, 2020. Renewals will be contingent upon the continuing satisfactory performance by the subcontractor.

C. Subcontract Criteria

If awarded a contract, Applicant(s) must be able to comply with all sections of ChildNet's standard core contract utilized with Network Providers. Specific criteria pertaining to insurance requirements, indemnification, employee background screening, applicable federal and state laws, regulations, agency rules, and procedures, and other legal and regulatory details are contained within the core contract. The standard core contract is Attachment #5 of this Request for Proposal.

D. Conflict of Interest

The Applicant shall disclose and describe on Attachment #2 any business, financial, pecuniary or familial relationship existing between the Applicant (or any officer, agent, or employee of the Applicant) and any officer, employee, agent or board member of ChildNet.

E. Taxes

ChildNet is exempt from all federal, state and local taxes. ChildNet shall not be responsible for any taxes that are imposed on the Applicant. Furthermore, the Applicant understands that it cannot claim exemption from taxes by virtue of any exemption that is provided to ChildNet.

IV. ATTACHMENTS

Attachment #1	Unit Description and Cost Summary
Attachment #2	Signature Page
Attachment #3	Network Provider Application
Attachment #4	Budget and Budget Narrative
Attachment #5	Standard Core Contract