



**ChildNet, Inc.**

**Request for Proposals  
RFP #CN2018-01**

**To Provide Family Support Services  
in  
Palm Beach County**

RFP Official Posting: <https://www.childnet.us/request-proposals>

Date: Friday, April 26, 2019, at 3:00 PM

RFP Response Due Date: Friday, June 7, 2019 at 12:00 PM

**Contact Person:  
Denesee Rankine-Palmer  
Procurement Manager  
ChildNet, Inc.  
4100 Okeechobee Road,  
West Palm Beach, FL 33409  
(954) 414-6000**

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# Request for Proposals Family Support Services

## I. INSTRUCTIONS TO RESPONDENTS

### A. STATEMENT OF PURPOSE

ChildNet, Inc. has been chosen by the Florida Department of Children and Families (DCF) to serve as the Community Based Care (CBC) lead agency in both Broward and Palm Beach Counties. 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 services 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 services providers.

In this effort, ChildNet is soliciting proposals from organizations that have the ability to provide Family Support Services as set forth by DCF's Children and Families Operating Procedures (CFOP) and the terms and conditions outlined in this RFP. Family Support Services are provided to (a) families who Child Protective Investigations (CPI) has determined to be safe; however, the family has a high or very-high risk level of future maltreatment and (b) victims of human trafficking who have been determined to be safe by the Child Protective Investigator or have no safety determination ("Other" investigation or community children). *Family Support Services, according to the Child Welfare Information Gateway, is community-based services that assist and support parents in their role as caregivers. Such services can take many different forms depending on the strengths and needs of the family, but their overarching goal is to help parents enhance skills and resolve problems to promote optimal child development. Family Support Services as determined by DCF is similarly defined as community-based preventive activities designed to alleviate stress and promote caregiver competencies and behaviors that will increase the ability of families to nurture their children successfully, enable families to use other resources and opportunities available in the community, and create supportive networks to enhance childrearing abilities of parents.* In fiscal year 2017-2018, 262 families were referred for Family Support Services. This year, between July 2018 and February 2019, 259 families were referred for Family Support Services. ChildNet expects the successful respondent to serve all Palm Beach (including the Western Communities) families referred for Family Support Services with the expectation of servicing a minimum of 350 families during the contract term. **The deadline for submitting responses to this Request for Proposals is 12:00 p.m., on Friday, June 7, 2019.**

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 Respondents, and as a result, enter into a contract with the successful Respondent who can meet the collective goals of Family Support Services as outlined in CFOP 170-01, Chapter 4.

- a) Strengthen protective factors that will increase the ability of families to nurture their children successfully;
- b) Enhance the social and emotional well-being of each child and the family;

- c) Enable families to use other resources and opportunities available in the community; and
- d) Assist families with creating or strengthening family resource networks to enhance and support childrearing.

Responses to this Request for Proposals must address service provision beginning with case referral from ChildNet's Family Preservation Specialist through case closure. With the intent of increasing family engagement, respondents will be required to work collaboratively with CPI to engage the family in Family Support Services prior to the CPI investigative case closure and allow for a "warm-transfer" of the family's case from CPI to the family support services provider. The family support service provider will complete an individualized needs assessment for each family and, when necessary, provide required services or link the family to formal community-based intervention services that will be monitored to increase enrollment, engagement, and encourage positive outcomes. Respondents' program structure must incorporate how they will utilize Medicaid, private insurance and other available funding sources to pay for services prior to expending funding provided by ChildNet.

Respondents will be required to enter all case-related activities in Florida Safe Families Network (FSFN). FSFN is the State Automated Child Welfare Information System (SACWIS) for the state of Florida and is the official electronic record for each case. Additionally, Respondent's proposed program structure must include procedures for ongoing collaboration and communication with ChildNet and Child Protective Investigations in order to prevent delays in accepting and admitting new families for services. Families referred for Family Support Services cannot be waitlisted.

## **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. Respondents wishing to submit a response to this Request for Proposals must submit a formal letter identifying their **Intent to Submit a Proposal no later than 5:00pm on Monday, May 20, 2019**. The formal Intent to Submit a Proposal letter must be submitted via email to the Procurement Manager at [DRankine-Palmer@childnet.us](mailto:DRankine-Palmer@childnet.us).
3. All proposals must be in writing to be considered and received by mail or hand delivered by **12:00 p.m.**, local time on **Friday, June 7, 2019**. **One original plus 6 copies shall be submitted**. Any proposal received after the date and time stipulated will not be considered.
4. Proposals are to be mailed or hand delivered to the following address:  
  
**ChildNet, Inc.**  
**Attention Procurement Manager: Denesee Rankine-Palmer**  
**4100 Okeechobee Road, Second Floor**  
**West Palm Beach, FL 33409**
5. Before submitting the proposal, Respondents will have the opportunity to ask questions. All questions must be in writing and directed only to Denesee Rankine-Palmer,

Procurement Manager at [drankine-palmer@childnet.us](mailto:drankine-palmer@childnet.us) between **May 6, 2019 and May 9, 2019**. All questions and answers will be addressed via posting on the ChildNet website to be available to all Respondents. Questions and answers will be posted by 5:00pm on **May 10, 2019** at <https://www.childnet.us/request-proposals>. This is the only source of official information regarding this RFP.

6. Services which are not specifically requested in this RFP but are necessary to provide the functional capabilities proposed by the Respondent should be included in the proposal.
7. No allowance will be made after proposals are received for oversight, omission, error or mistake by Respondent.
8. All proposals and any accompanying documents become the property of ChildNet and will not be returned.
9. ChildNet will not be liable in any way for any costs incurred by Respondents in the preparation of their proposals in response to this RFP.
10. 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.
11. 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 accept or reject any and all proposals, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if ChildNet determines that doing so will be in the best interests of ChildNet, the network and its clients. ChildNet may reject any response not submitted in the manner specified by the solicitation documents. Any such waiver shall not modify any remaining RFP requirements or excuse the Respondent from full compliance with the RFP specifications and other contract requirements if the Respondent is awarded the contract.
13. Proposal must be signed by an officer of the Respondent who is legally authorized to obligate the Respondent to a contract.

### **C. EVALUATION OF PROPOSALS AND NOTIFICATION OF AWARD**

1. ChildNet avoids procuring unnecessary or duplicative items and where appropriate, an analysis is completed to determine the most economical approach.
2. 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 Respondents have the basic qualifications to conduct the desired service for ChildNet. In determining whether a Respondent possesses the basic qualifications to operate, ChildNet may consider the following:

- a. Respondent's general reputation for performance and service;
  - b. Respondent's longevity of service (number of years) and previous experience in operation of requested services;
  - c. Respondent's financial condition;
  - d. Respondent's status as a formal Network Provider. (*Network Provider Application form and instructions are included as **Attachment #3** of this Request For Proposals*)
3. 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 Respondents 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 Chief Financial Officer and presented to the CEO.
4. ChildNet reserves the right to accept or reject in part or in whole any or all proposals submitted.
5. Prior to contract award, ChildNet reserves the right to seek clarifications or request any information deemed necessary for proper evaluation of submissions from all respondents deemed eligible for Contract award. Failure to provide requested information may result in rejection of the response. Clarifications or corrections shall not alter the Respondent's price contained in the cost proposal.
6. ChildNet reserves the right to negotiate further with the successful Respondent. The content of the RFP and the successful Respondent's proposal(s) will become an integral part of the contract, but may be modified by the provisions of the contract.
7. By submission of proposals pursuant to this RFP, Respondents 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.
8. Contracts will be awarded to the responsible and responsive Respondent(s) whose proposal is determined by ChildNet's CEO to be the most advantageous to ChildNet and its clients, taking into consideration the price and other criteria set forth in this RFP. A valid and enforceable contract exists when an agreement is fully executed between ChildNet and the Respondent.
9. **Final announcement of award(s) will be posted on ChildNet's website no later than 5:00 pm on July 15, 2019.** 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 August 1, 2019.**
10. All Respondents 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 Procurement Manager within 72

hours after the award is posted on ChildNet's website. The formal written protest shall be filed within 10 calendar days after the date the notice of protest is filed.

11. 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 cashier's check, official bank check, or money order in the amount of the bond.
12. Upon receipt of the formal written protest and 1% bond, all negotiations with the selected Respondent(s) ceases until the protest is resolved.
13. The Procurement Manager will provide the protest information to ChildNet's CEO to be reviewed with 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 bidders who believe that their proposal did not receive proper consideration. Bidders entering a protest should be prepared to document specific factors, which put the aggrieved bidder 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 Respondent and Narrative Description of Services for the proposed services. Respondents are required to follow the outline of this RFP and limit the response 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
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 consideration 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. Workforce Stability: Describe efforts that will be implemented to recruit and retain staff and reduce turnover among those who have direct contact with children and families. Provide a detailed response of how the agency maintains a stable workforce and the steps that are taken or will be developed to address staff turnover while ensuring family support services are still provided even when temporary staff turnover occur.
- c. Financial Stability and Insurance Coverage: Provide a statement of the agency's current financial position and the ability to support the financial requirement of this proposal. Respondents are required to submit the most current audited financial statement and management letter as applicable. Respondents should also describe the current insurance coverage and willingness to comply with the minimum required amounts as listed in **Attachment #5**.
- d. 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. Please include signed Memorandums of Understanding that details how each organization or partner will collaborate to provide services that will strengthen families and eliminate barriers in accessing 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 Family Support Services. Respondents must identify the evidence-based, evidence-informed or promising practice model which will be utilized, such as the Wraparound System of Care Approach as well as demonstrate that the proposed services will be tailored to meet the needs of the identified population.

Respondents will need to describe the ability to successfully engage families and ensure that they receive needed and appropriate treatment and other services in a timely manner. While the Respondent may be the direct provider for these services, this is not mandatory and may be provided through a collaborative/contractual arrangement. Proposals submitted by Respondents should include detailed description of the services to be



provided, how they will be delivered, and how they will meet the objectives referenced in this RFP. ChildNet encourages Respondents to submit a comprehensive and explicit response as reasonably possible. Broad generalizations and simple statements will not provide ChildNet with the information needed to properly evaluate the effectiveness and potential success of the proposed approach and services. Additionally, the following guidelines and program components should be considered and discussed in the proposal:

- a. Minimum program requirements:
  1. Respondent will agree to attempt contact with families within 1 business day of referral.
  2. Respondent will attempt to schedule the initial face-to-face contact with families within 5 business days of the referral.
  3. Respondent will make face-to-face contact a minimum of 2 times within five business days once the family agrees to services.
  4. Respondent will obtain releases of information for all referrals and linkages made and follow-up with service providers to ensure family engagement and compliance.
  
- b. Assessment: Describe any and all strength-based assessments that will be used to identify client needs and strengths, direct service planning and evaluate progress. Also indicate the frequency with which the assessments will be completed, reviewed and how they will be used to improve client outcomes.
  
- c. Program services: Respondent will refer, link and monitor family engagement for a maximum of 6 to 8 weeks.
  1. Describe how through linking, referring, and monitoring, the agency will utilize community resources to ensure that the family and each individual family member has the appropriate services to strengthen the family and provide a nurturing and safe environment.
  2. Describe in detail how many clients will be served and the services that will be provided.
  3. Describe the specific service components, activities, resources and supports that will be provided to children and families. Consideration should be given to specialized services for families referred with domestic violence and substance abuse history. 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.
  
- d. Service delivery area: Respondents are expected to serve all referred families residing in Palm Beach County, including the western communities.
  
- e. Family engagement: Describe specific efforts to positively and effectively engage and involve families in the proposed services and how their effective engagement and involvement will be maintained throughout service delivery.

- f. Implementation Plan of Operation Readiness: Outline timelines and critical milestones associated with implementation of the program with full implementation completed by August 1, 2019.
- 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.
- h. Discharge: Describe the expected length of service, how client progress will be assessed and reported, and the criteria that will be used to determine successful program completion and how they will be measured. Describe the conditions for unsuccessful program discharge and how and when it will be undertaken.
- i. Follow-up support: Describe what services and support families may receive following program completion and the level and duration that follow-up will be provided. Describe how community and natural supports will be identified, engaged and maintained and how their effectiveness and value will be assessed.
- j. FSFN Documentation: Describe process to ensure that the provision of all services, case specific activities for safe high/very high-risk cases, not inclusive of administrative activities, will be recorded in FSFN's Family Support Module within forty-eight (48) hours of CPI determination of the family being safe high/very high-risk. Describe how this will be reviewed to ensure compliance.
- k. Cultural competence: Describe specific efforts to identify, acknowledge and effectively consider the client's culture, including but not limited to such areas as, race, national origin, religion, sexual orientation, and gender, in the provision of services.
- l. Access and availability of services: Describe where services will be provided. If not in the home, describe transportation arrangements or other means of facilitating consistent client participation. Describe the days and hours that services will be provided. If multiple services are proposed describe when each will be provided or available.
- m. Staffing: Include a detailed description of proposed staffing and 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 are necessary.
- n. 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, **Attachment 4**.
- o. Quality Improvement Plan: Provide an outline for a quality improvement plan focusing on achieving effectiveness toward limiting each of the following:

maltreatment during service provision, unsuccessful discharges, and re-abuse after case closure.

- p. Service coordination and information sharing: Describe efforts to work collaboratively with other agencies to ensure quick enrollment and engagement during service linkage. Provide actual Memorandum of Understanding that supports the proposed partnership and delineates how the agencies will interact. Describe planned efforts to ensure proposed services are integrated with other services being provided to the child and family.
- q. Outcome measurement: Respondents must identify at least three (3) outcome measures and address how the agency intends to meet each. 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.

### **C. COST PRICING AND METHOD OF PAYMENT FOR PROPOSED SERVICES**

Respondents 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**. The total amount of funding allocated for Family Support Services is \$350,000.00. Respondents will be expected to utilize Medicaid, private insurance and other available funding sources to pay for services prior to expending funding provided by ChildNet. Actual payment for services—is contingent upon an annual appropriation by the Legislature and subject to the availability of funds.

- *In the Proposal, Respondent 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**

### **A. CONTACT.**

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer concerning any aspect of this solicitation, except in writing to the Procurement Manager or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

## **B. CONVICTED VENDORS.**

A person or affiliate placed on the convicted vendor list following a conviction for a public entity crime is prohibited from doing any of the following for a period of 36 months from the date of being placed on the convicted vendor list:

- a. submitting a bid on a contract to provide any goods or services to a public entity;
- b. submitting a bid on a contract with a public entity for the construction or repair of a public building or public work;
- c. submitting bids on leases of real property to a public entity;
- d. being awarded or performing work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and
- e. transacting business with any public entity in excess of \$3,500.

## **C. DISCRIMINATORY VENDORS.**

An entity or affiliate placed on the discriminatory vendor list pursuant to section 287.134, F. S. may not:

- a. submit a bid on a contract to provide any goods or services to a public entity;
- b. submit a bid on a contract with a public entity for the construction or repair of a public building or public work;
- c. submit bids on leases of real property to a public entity;
- d. be awarded or perform work as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity; or
- e. transact business with any public entity.

## **IV. 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 Respondent's Proposal by ChildNet shall constitute a contract, pending execution of a formal written contract satisfactory to both ChildNet and the respondent.

### **B. LENGTH OF CONTRACT**

ChildNet intends to enter into a multi-year contract with the selected respondent on or after August 1, 2019 and with the option of two additional 12-month renewal periods that will ultimately expire on June 30, 2022. Each renewal shall be made by mutual agreement of the Parties and contingent upon satisfactory performance evaluations as determined by ChildNet and be subject to the availability of funds.

### **C. SUBCONTRACT CRITERIA**

If awarded a contract, Respondent(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, ChildNet’s policies 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 Respondent shall disclose and describe on **Attachment #2** any business, financial, pecuniary or familial relationship existing between the Respondent (or any officer, agent, or employee of the Respondent) 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 Respondent. Furthermore, the Respondent understands that it cannot claim exemption from taxes by virtue of any exemption that is provided to ChildNet.

**V. 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
Attachment #6	Children and Families Operating Procedure 170-01, Chapter 4

**V. SUGGESTED LITERATURE REVIEW**

Children and Families Operating Procedure (CFOP 170-01, Chapter 4)  
[http://centerforchildwelfare.org/kb/DCF\\_Pol/CFOP\\_170/CFOP170\\_1-Ch4.pdf](http://centerforchildwelfare.org/kb/DCF_Pol/CFOP_170/CFOP170_1-Ch4.pdf)

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