

The first name in second chances.<sup>SM</sup>



**Community  
Alternatives**

**ECKERD COMMUNITY ALTERNATIVES  
(A D/B/A FOR ECKERD YOUTH ALTERNATIVES, INC.)**

**COMMUNITY-BASED CARE LEAD AGENCY FOR  
CIRCUIT 06 – PASCO AND PINELLAS COUNTIES  
CIRCUIT 13- HILLSBOROUGH COUNTY  
IN FLORIDA**

**INVITATION TO NEGOTIATE (ITN)**

**#ITN-ECA-OCS-FY20**

**To Provide On Call Services in  
Circuit 06: Pasco & Pinellas Counties and  
Circuit 13: Hillsborough County**

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## I. Statement of Need

Eckerd Community Alternatives (ECA) (a d/b/a for Eckerd Youth Alternatives, Inc.) is the Community-Based Care Lead Agency in Circuit 6 of Florida under the Department of Children and Families (DCF)'s Master Agreement #QJ511, effective July 1, 2014, and in Circuit 13 under DCF's Master Agreement #QJ3E0, effective July 1, 2012.

In accordance with the Master Agreements noted above, ECA is seeking to contract for the delivery of On Call Services (OCS) with one provider that offers a program that is innovative, responsive to the Lead Agency and DCF, efficient, cost effective, and will meet applicable Federal, State, and County requirements for the provision of services.

This OCS program shall provide care and supervision during non-business hours (after hours) for children who are the subject of an open Child Protective Investigation or who are dependent children in an open, active licensed foster care placements in Hillsborough, Pasco, and Pinellas Counties within the ECA System of Care and are ages zero (0) to seventeen (17) years of age who are without identified placements. This OCS program is to include provision of food, entertainment, and emergency response to medical, behavioral, and mental health needs.

The OCS program shall also coordinate and provide scheduled and unscheduled transportation during non-business hours, as well as communication regarding incidents occurring during these non-business hours, to ECA, Case Management Organizations, and other caregivers who support the children being served.

A critical component of this program is to ensure strong collaboration with ECA, Case Management Organizations and their Case Managers, as well as other traditional and non-traditional community resources and partners to effectively meet the needs of the children being served.

## II. Terms of Agreement and Estimated Contract Amount

- A. The initial term of the intended contract agreement shall be for no more than thirty-six (36) months, subject to the availability of funds, **beginning on July 1, 2017 and ending on June 30, 2019**. The agreement may be renewed for an additional thirty-six (36) months after the initial term, subject to the availability of funds. Unless renewed, this agreement will end on June 30, 2019. Any such renewal shall be contingent upon satisfactory performance evaluations of the provider by ECA and shall be subject to the availability of funds.
- B. The estimated value of the total services described in this ITN is a total annual amount of **\$820,210.33 (Circuit 6 annual amount of \$311,867.00 and Circuit 13 annual amount of \$508,343.33)**, or \$1,640,420.65 for the initial 24-month initial term of the intended contract. This amount represents the maximum amount to be paid by Eckerd Community Alternatives, subject to the availability of funds.
- C. This is a fixed payment, reimbursement intended contract to be paid following the month of services rendered. The monthly payment amounts shall be as follows:

<u>Circuit 6</u>		<u>Circuit 13</u>	
July 2017	\$25,988.88	July 2017	\$42,361.99
August 2017-June 2019	\$25,988.92	August 2017-June 2019	\$42,361.94

- D. Administrative costs shall not exceed Respondent's Federal Indirect Rate. If Respondent does not have a Federal Indirect Rate, the administrative costs shall not exceed the 10% De Minimis rate of the Modified Total Direct Costs in compliance with the Code of Federal Regulations (CFR) 200.

### III. Definitions

- A. After Hours – Monday through Friday from 5:00 p.m. until 8:00 a.m., and twenty-four (24) hours a day on weekends and holidays when the majority of agencies or entities within the Eckerd Community Alternatives System of Care are closed. After-hour services may also extend beyond 8:00 a.m. until scheduled transportation is completed.
- B. Case Management Organization (CMO) – an agency that ECA contracts with to provide Case Management and Adoptions Services in Circuit 6 and Case Management Services in Circuit 13. At the time of this ITN, the current providers of Case Management and Adoptions in Circuit 6 are: Directions for Living and Lutheran Services of Florida in Pinellas County, and Youth and Family Alternatives in Pasco County. The providers of Case Management in Circuit 13 are Devereux Foundation, Gulf Coast Jewish Family and Community Services, and Youth and Family Alternatives.
- C. Case Management Organization Case Manager (CMO Case Manager) – A person who is responsible for the coordination of all services rendered to the child and/or family and who serves as the single and continuous point of contact for the child and system to the extent feasible. The CMO case manager is an employee of one of the Case Management Organizations that contracts with ECA.
- D. Child Placement Agreement—An agreement created by a caregiver and child welfare professional, who have agreed upon specific care expectations for a dependency child in out-of-home care whose behaviors or circumstances require additional supervision or safeguards. A child welfare professional creates an agreement to define Care Precautions or a Behavior Management Plan.
- E. Circuit – DCF’s territorial boundaries pertaining to the assignment of geographical service areas for Community Based Care. Circuit 6 = Pinellas and Pasco Counties; Circuit 13= Hillsborough County.
- F. Client Resource Record (CRR)— a standardized record developed and maintained for every child entering out-of-home care that contains copies of the basic legal, demographic, available and accessible educational, and available and accessible medical and psychological information pertaining to a specific child, as well as any documents necessary for a child to receive medical treatment and educational services. Where medical or educational information is not available and accessible, written documentation of the efforts made to obtain the information must be in the file. The Child’s Resource Record (CRR) shall be housed where the child is placed and shall accompany the child to every health encounter and shall be updated as events occur. All information in the CRR shall be recorded in the department’s statewide automated child welfare information system.
- G. Community Based Care Lead Agency- A provider in Circuit 6 and Circuit 13 with whom DCF contracts for the provision of child welfare services.
- H. Contract – An agreement between ECA and an individual or organization for the procurement of services. (A formal contract consists of the Core Contract, Scope of Services Attachment, plus additional attachments and exhibits.)
- I. Eckerd Community Alternatives (ECA) - The Community-Based Care Lead Agency for Circuit 6 and Circuit 13 in Florida. At the time of this ITN, the contract number in Circuit 6 is #QJ511, which took effect on July 1, 2014. The contract number in Circuit 13 is #QJ3E0, which took effect on July 1, 2012.
- J. Outcomes – Quantitative indicators used by ECA to objectively measure a provider’s performance toward a stated goal.
- K. Outputs – Process measures of the quantity (ies) of services delivered, clients served, or similar units completed.
- L. Performance Measures - Quantitative indicators, outcomes, and outputs used by ECA to objectively measure a provider’s performance.
- M. Provider - An individual or organization contracted to provide services or materials to ECA, in accordance with the terms specified in the contract.
- N. Runaway – In accordance with CFOP 175-85, Prevention, Reporting and Services To Missing Children, a runaway means a child who has left a relative placement, non-relative placement, shelter home, foster home, residential group home or any other placement alternative without permission of the caregiver and who is determined to be missing.

#### IV. Contact Person

The designated “single point of contact” for this ITN is:

Name:	Shannon Johnson
Title:	Director of Contract Management
Address:	8550 Ulmerton Road, Suite 130, Largo, FL 33771
Phone:	727-461-1236 ext. 2205
Email:	SJohnson@eckerd.org

#### V. Eligible Respondents

Organizations eligible to submit proposals include:

- A. Agencies with a history of delivering Transportation and Supervision to at-risk children and families, including those served by the child welfare system.
- B. Florida-based businesses and minority owned businesses encouraged to respond and may be given preferential treatment in contracting when all else is considered equal.
- C. Agencies/Community organizations/Individuals that DO NOT meet the disqualification criteria as defined in Section VI. Disqualification.

#### VI. Disqualification

- A. Failure to have performed any previous contractual obligations with DCF or ECA in a manner satisfactory to DCF or ECA will be a sufficient cause for disqualification. To be disqualified as a offeror under this provision, the offeror must have: (1) previously failed to satisfactorily perform in a contract with DCF or ECA, been notified by DCF or ECA of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the Department or ECA; or (2) had a contract terminated by the Department or ECA for cause.
- B. The prospective bidder will be disqualified for failing to meet the instructions/qualifications/timeframes/format and contact rules as described in this ITN, to include:
  1. Contact Person
  2. Eligible Respondents
  3. Schedule of Events and Deadlines
  4. Limitation on Contacting Eckerd Kids/ECA Personnel
  5. Inquiries
  6. Notice of Intent to Submit a Proposal
  7. Acceptance of Proposals
  8. Negotiation Process
  9. Mandatory Criteria

#### VII. Schedule of Events and Deadlines

ACTIVITY	DUE DATE	TIME	LOCATION
<b>A. ITN posted on the Eckerd Kids/Eckerd Community Alternatives’ website.</b>	04/11/17	By 5:00pm	<a href="http://www.eckerd.org/contract-procurement/">http://www.eckerd.org/contract-procurement/</a>
<b>B. Pre-Proposal Conference:</b> (open to the public) <b>Q&amp;A and General Information- Unofficial</b>	04/19/17	1:00 PM	Eckerd Community Alternatives 8550 Ulmerton Road, Suite 130 Largo, FL 33771 <b>OR</b> Via Conference Call: 1-866-479-6576, Participant Pin Code: 8127812#

<b>C. Deadline for submitting written questions</b>	04/21/17	2:00pm	Certified mail, in person, or via email: Shannon Johnson, Director of Contract Management 8550 Ulmerton Road, Suite 130 Largo, FL 33771 <a href="mailto:SJohnson@eckerd.org">SJohnson@eckerd.org</a>
<b>D. Official Response to written questions posted</b>	04/24/17	By 3:00pm	Posted under this ITN on website at: <a href="http://www.eckerd.org/contract-procurement/">http://www.eckerd.org/contract-procurement/</a>
<b>E. Notice of Intent to Submit a Proposal due.</b>  <b><u>Must be submitted on Agency Letterhead to the proposal contact listed in the ITN.</u></b>	04/25/17	4:00pm	Certified mail, in person, or via email addressed to:  Shannon Johnson, Director of Contract Management 8550 Ulmerton Road, Suite 130 Largo, FL 33771 <a href="mailto:SJohnson@eckerd.org">SJohnson@eckerd.org</a>  Confirmation of Notice of Intent to Submit proposal will be issued via email and hard copy will be available upon request.
<b>F. Deadline to submit Proposals.</b>  <b><u>Must be submitted to the attention of the proposal contact listed in the ITN in a sealed container and adhere to ITN mandatory criteria.</u></b>	05/23/17	4:00pm	<b>Hard copy only:</b> Eckerd Youth Alternatives, Inc. 100 N. Starcrest Dr. Clearwater, FL 33765  <b>Proposals submitted past the established deadline will not be accepted.</b>
<b>G. Proposal opening and review of mandatory criteria.</b>	05/23/17	4:01pm	Eckerd Youth Alternatives, Inc. 100 N. Starcrest Dr. Clearwater, FL 33765
<b>H. Proposal Scoring</b>	05/24/17 – 06/06/17	4:00pm	Eckerd Youth Alternatives, Inc. 100 N. Starcrest Dr. Clearwater, FL 33765
<b>I. Post the Notice of “Invitation to make Oral Presentation”.</b>	06/08/17	By 5:00pm	<a href="http://www.eckerd.org/contract-procurement/">http://www.eckerd.org/contract-procurement/</a>
<b>J. Oral Presentations (limited to 2 hours each) –</b>  <b>Evaluation Team judges Oral Presentation(s) and makes recommendation to Eckerd Leadership (open to the public)</b>	06/15/17	9:00am – 5:00pm	Eckerd Youth Alternatives, Inc. 100 N. Starcrest Dr. Clearwater, FL 33765
<b>K. Post Notification of the Negotiations</b>	06/16/17	By 5:00pm	<a href="http://www.eckerd.org/contract-procurement/">http://www.eckerd.org/contract-procurement/</a>

<b>L. Negotiations</b>	06/23/17	9:00am – 5:00pm	Eckerd Youth Alternatives, Inc. 100 N. Starcrest Dr. Clearwater, FL 33765
<b>M. Post Intent to Award Notice</b>	06/30/17	By 5:00pm	<a href="http://www.eckerd.org/contract-procurement/">http://www.eckerd.org/contract-procurement/</a>
<b>N. Protest Deadline</b>	07/03/17	5:00pm	Certified mail, in person, or via email: Shannon Johnson, Director of Contract Management 8550 Ulmerton Road, Suite 130 Largo, FL 33771 <a href="mailto:SJohanson@eckerd.org">SJohanson@eckerd.org</a>
<b>O. Anticipated effective date of contract</b>	09/01/17	12:00am	

### **VIII. Limitations on Contacting Eckerd Kids/ECA Personnel**

Prospective bidders are prohibited from contacting Eckerd Kids/ECA personnel regarding this Invitation to Negotiate (ITN) other than the contact person identified in this document. Contact with the ITN contact person must be in writing and may be submitted by e-mail or mail delivery services. Any occurrence of a violation may result in the disqualification of the prospective bidder.

A Pre-Proposal Conference will be held on **April 19, 2017, 1pm**, at Eckerd Community Alternatives, 8550 Ulmerton Road, Suite 130, Largo, FL 33771 **OR** respondents may participate via Conference Call, as noted in section VII. Schedule of Events and Deadlines of this ITN. All prospective bidders attending in person are limited to two representatives per proposal organization. No qualifications or prejudgments will be made at this Pre-Proposal Conference, as this Conference is used to identify interested parties, discuss expectations in the ITN and discuss bidder's prior submitted written questions/inquiries regarding the ITN. Any additional questions raised at this Pre-Proposal Conference will be classified as questions/inquiries and as such will be required to be submitted in writing after the Conference by the respondent posing the question. Official response to all written questions will be posted to the ITN materials on the website, in accordance with VII. Schedule of Events and Deadlines of this ITN.

### **IX. Inquiries**

Inquiries must be submitted in writing to the contact person identified in Section IV. of this ITN on or before the time and date specified in Section VII. Schedule of Events and Deadlines.

Copies of responses to all inquiries which involve clarifications and/or changes to this ITN will be made available and posted as outlined in Section VII Schedule of Events and Deadlines. **No questions related to this ITN will be accepted after the date specified above. Oral inquiries will not be accepted at any time.**

All inquiries will only be considered if the following are completed:

- A. All inquiries must be in writing and sent to the ECA ITN Contact Person indicated in this document.
- B. All inquiries must be accepted by deadline date stated in Section VII. Schedule of Events and Deadlines.
- C. All inquiries must include organization name, contact name and title, address, telephone number, facsimile number and e-mail address of the individual to whom all correspondences should be forwarded.
- D. Responses to all properly submitted inquiries will be posted as indicated in Section VII. Schedule of Events and Deadlines. .

## **X. Authority**

The successful bidder must comply with all applicable Federal laws, regulations, action transmittals, program instructions, review guides and similar documentation to include, but not be limited to, the following:

- A. F.S. 409.986
- B. F.S. 409.988

## **XI. Notice of Intent to Submit a Proposal**

Offerors shall submit a Notice of Intent to Submit a Proposal as referenced in Section VII. – Schedule of Events and Deadlines. The Notice of Intent shall be on agency letterhead, from an authorized representative with contracting signature authority. The submission of a Notice of Intent to Submit a Proposal does not obligate the Respondent to submit a proposal.

Notice of Intent shall include Respondent's statement as to the eligibility and non-disqualification of agency intending to submit a proposal and shall include full contact information, **including email information**, for the Respondent's single point of contact (to be determined by the authorized representative of the responding agency). Upon receipt and review, ECA will issue, via email, confirmation of receipt of the respondent's Notice of Intent to Submit a Proposal, and *if* ECA identifies any disqualification at that time, ECA will indicate such in its response.

Information regarding any Addenda to this Invitation to Negotiate and written responses to questions resulting in clarifications or Addenda to this ITN will be posted at <http://www.eckerd.org/contract-procurement/>. Respondents and Bidders are encouraged to check this website daily.

## **XII. Withdrawal of Proposals**

A written request for withdrawal, signed by the Respondent's single point of contact, may be considered if received by ECA within 72 calendar hours after the proposal opening time and date indicated in the Schedule of Events and Deadlines. A request received in accordance with this provision may only be granted by ECA upon proof of the impossibility to perform based upon an obvious error on the part of the Respondent. Such withdrawn proposals may be retrieved from ECA at the expense of the bidder respondent.

## **XIII. Acceptance of Proposals**

All proposals must be received by ECA, addressed to the ITN Contact Person, named in Section IV., on or before the following date and time at the designated location:

**May 23, 2017**  
**4:00 pm Eastern Standard Time**  
**Eckerd Kids**  
**100 N. Starcrest Dr.**  
**Clearwater, FL 33765**

No changes, modifications or additions to the proposals submitted, will be accepted by or be binding to ECA after the deadline for submitting proposals has passed.

Proposals not received at either the specified place, or by the specified date and time, or both, will be rejected and returned unopened to the offeror.

## **XIV. Right to Waive Minor Irregularities Statement**



ECA reserves the right to reject any and all replies or to waive minor irregularities when to do so would be in the best interest of the youth to be served. Minor irregularities are defined as a variation from the ITN terms and conditions, which does not affect the price of the services, delivery of quality of the services, or give the respondent an advantage or benefit not enjoyed by other respondents, and does not adversely impact the interests of ECA or DCF. At its option, ECA may correct minor irregularities but is under no obligation whatsoever to do so. All replies accepted by ECA are subject to ECA's terms and conditions and any and all additional terms and conditions submitted by the respondents are rejected and shall have no force and effect. ECA reserves the right to withdraw this ITN, even after an award is made.

## **XV. Evaluation Process**

An Evaluation Team, consisting of at least four (4) community members and three (3) Eckerd Kids/ECA employees will score the written and oral presentations, and if available, a young adult who previously "aged out" of foster care will sit in on the evaluation process as a non-scoring consulting participant.

Each of the evaluation components, both written and oral, are weighted and assigned a maximum number of points. Proposals will be evaluated in each of the categories and scored by each evaluator independently. The evaluators' total scores will be added to get the final score for each respondent.

The Evaluation Team will review the submitted written proposals and score them in accordance with the provisions of Section XX. – Mandatory Criteria, of this ITN. Evaluators will score the written response on parts A, B and C, as well as the corresponding exhibits. The total maximum points for the Written Response phase are 70 points. Up to three respondents will be invited to the oral presentation phase. If selected for the Oral Presentation phase, the maximum points reserved for the oral presentation is 30%. **If not selected for the Oral Presentation phase, the evaluation component is complete at the conclusion of the Written Evaluation phase.**

The oral presentation phase is open to the public for observation. Evaluators will score the oral presentation(s) based on the ability of the presenter(s) to clearly articulate how the information presented in the ITN response will come to life if the respondent is presented with a contract. During this phase, the respondent's oral presentation score will be added to the written evaluation score. At the conclusion of the presentation(s), the Evaluation Team will submit their total scores, the Contact Person will calculate the scores and will prepare a recommendation to Eckerd Community Alternatives' Leadership for negotiations.

The ECA ITN Contact Person will certify that the tabulated scores are correct and forward the tabulation and identification of their recommended respondents to the Eckerd Community Alternatives' Leadership Team, for their final decision, which will be posted as indicated in Section VII. Schedule of Events and Deadlines. The Eckerd Community Alternatives' Leadership team reserves the right to accept or reject the recommendation of the evaluators for negotiations, and to negotiate with up to two parties until a decision of "contract award" is made.

## **XVI. Negotiation Process**

At least one, possibly two agencies will be invited to negotiate for the contract. Negotiation plans will be posted in the manner and timeframe indicated in Section VII. Schedule of Events and Deadlines. At the conclusion of the negotiations, a notice of contract award will be posted as outlined in section XVII. Notice of Contract Award, and transitional services (if applicable) will begin.

## **XVII. Notice of Contract Award**

Official notice of any anticipated award made pursuant to this ITN, and aggregate scoring, will be electronically posted in accordance with Section VII. Schedule of Events and Deadlines.

The electronic notice posted on the Internet will remain for at least seventy-two (72) hours. It is the responsibility of those submitting a response to obtain the results from the Internet posting in sufficient time to protect their own interests. If no written notice of protest is received during this posting, the anticipated contract award becomes final and ECA will enter into contract negotiations. The Internet posting is the official posting for the purpose of determining deadlines for further proceedings including protests.

### **XVIII. Protest or Disputes**

Any person who is adversely affected by the terms, conditions and specifications contained in this solicitation, including any provisions governing the methods for ranking this proposal, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract shall file a notice of protest in writing within 72 hours after the posting of the solicitation or decision or intended decision.

When protesting a decision or intended decision the protestor 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. **FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL WRITTEN PROTEST WILL RESULT IN A REJECTION OF THE PROTEST.**

### **XIX. Cost of Proposal Preparation**

ECA is not liable for any costs incurred by an offeror in responding to this Invitation to Negotiate under any circumstances.

### **XX. Mandatory Criteria**

Submitted replies will be opened at the Eckerd Kids corporate office beginning at **4:01 p.m. on May 23, 2017** to verify that the replies meet the mandatory criteria requirements of this ITN. Replies that do not meet the Mandatory criteria will be rejected, and the respondent will be required to retrieve their proposals at their own cost within ten (10) calendar days, or forfeit them. Replies that meet the mandatory requirement will be forwarded to the ITN Evaluation Team for consideration and scoring.

A. Original Signature and Authorization: Proposals must be submitted in the legal entity name of the agency or organization, by an authorized representative. Proposals submitted must be signed by the corporation officer/representative authorized by the organization. A copy of such authorization must be submitted to ECA with the proposal (Attachment A). Signature facsimile stamps will not be accepted. Each bidder must complete and submit all items referenced in the ITN.

B. Format: The response content must be in accordance with Section XXI. Proposal Format, and must formatted as follows:

Typed in Times New Roman font size 12

- Use only 8 ½ X 11 paper with a one (1) inch margins, double-sided
- All pages must be clearly and consecutively numbered
- One (1) original and six (6) copies of the proposal
- For ease of handling, please do not use binders, staples, or rings. Please bind with paper clips and/or binding clips.

C. Face Sheet: All proposals must include a face sheet, and must identify the following:

- Name of Organization
- Name of ITN contact person and title
- Address

- Telephone number
- Facsimile number
- E-mail address
- Proposed annual budget amount
- Marking with “Original” or “Copy #\_\_”
- Signature – The “Original” proposal must be signed by the officer/representative authorized by the bidder’s organization, as listed in Attachment A. Signature facsimile stamp will not be accepted.

D. Order of Documents: All proposals must be in the following order:

1. Face Sheet page(do not number)
2. Table of Contents page(do not number)
3. Proposal Format response (maximum of 35 pages)
  - a. Organizational Capacity...10 pages...worth 20 points written evaluation
  - b. Programmatic Proposal...15 pages...worth 40 points written evaluation
  - c. Outcomes...10 pages...worth 10 points written evaluation
4. Mandatory Attachments A-G (from ECA – completed by Respondent)
5. Exhibits (from Respondent – not mandatory, as listed in the ITN)

## **XXI. Written Proposal Format and Written Evaluation Scoring**

The written proposals are valued at 70%, while the other 30% is reserved for the oral presentation, if selected for the oral presentation phase. If not selected for the oral presentation phase, the evaluation phase is complete at the conclusion of the written evaluation.

The order of information provided in the response must correspond to the outline that follows and shall be labeled accordingly.

### **A. Organizational Capacity and Collaborative Relationships limited to 10 pages, excluding related Exhibits.**

**Maximum points possible = 20**

1. Describe the agency’s mission, philosophy, and purpose and how it pertains to OCS Program. Describe the agency’s experience with this population.
2. Provide a brief overview statement on past success that will demonstrate the potential to successfully contract for a Child Welfare service and provide supporting evidence where necessary. List all current child welfare contracts by service type/location/Funder/annual budget/end date.
3. Describe the agency’s ability, proposed service locations and plan to begin service delivery on September 1, 2017. The plan shall include an implementation timeline for July 3, 2017 through August 31, 2017, and provisions for immediate service delivery to new clients, as well as for the continuity of care for existing clients.
4. Propose a plan and monetary goal for obtaining outside funding resources and community linkages to support the proposed service (other than ECA).
5. Describe details around the current financial status of your organization to assure ECA will be contracting with a financially secure and robust organization. Explain what expenses you plan on incurring during the 2 month transition and where the funding to support this will come from.

#### **Related Exhibits:**

1. Exhibit 1 - Provide the Agency’s latest audited financial statement, independent audit and management letter.
2. Exhibit 2 - Provide an organizational chart for the agency including the proposed OCS program structure.

3. Exhibit 3- Provide the Agency’s proposed job descriptions
4. Exhibit 4 – Provide board member list, terms, meeting schedule, and past 12 months of board meeting minutes.
5. Exhibit 5 - Provide 3 one-page letters of support, preferably from a financial or collaborative partnership.

**B. Programmatic Proposal limited to 15 pages, excluding related exhibits. All responses in this section should be consistent with the information provided below in the sections labeled, “Circuit Overview & Program Objectives” and “Current Outcome and Performance Measures for the OCS Program”.**

**Maximum points possible = 40**

Provide a general overview of the service delivery structure. List and describe all service components to be provided as follows:

1. Describe how organization will provide services including frequency, duration, staff structure and ratios, staff competency/ability. Please also provide information on structure for the supervision of program.
2. Describe the organization’s staffing plan, indicating if possible, names and credentials of staff you would hire to manage and run this contract.
3. Describe how the organization will provide a service that is community based, responsible and affordable. The description should include how and where youth can access the service, and how the organization can provide cost effective service.
  - a) Describe the linkages that your organization has with community based resources from other sectors and how these links will be useful in providing this service.
  - b) How will program design meet the criteria of “*Circuit Overview and Program Objectives*”

***Circuit Overview & Program Objectives:*** OCS will be provided to an average number of children and based on the following average number of scheduled transports:

	AM	PM
Circuit 6	10	10
Circuit 13	30	25

Respondent shall furnish an after-hours, comprehensive system of emergency response services for children with an open, active case in a licensed foster placement, excluding relative, non-relative, and biological parent placements. Additionally, Respondent shall furnish transportation and supervision for children awaiting permanent placement and for those in a newly identified placement, until other arrangements can be made.

Program services must be provided in easily accessible locations in Pasco, Pinellas, and Hillsborough Counties proportionate to the number of youth residing in each county. The program should focus on the unique characteristics of the needs in each county. The selected bidder will be required to abide by Florida Child Welfare related policies, laws and regulations.

**1. General On Call Service Requirements:**

- a) Respondent agrees that capacity to perform the services outlined in this agreement is vulnerable due to fluctuations in the following areas:
  - 1) Number of children needing supervision;
  - 2) Number of children needing transportation;
  - 3) Behaviors presented by children being supervised; and

- 4) Medical and Mental Health needs of children being supervised.
- b) Respondent shall work collaboratively with Eckerd Community Alternative's Placement Departments and existing Case Management Organizations to ensure that sufficient procedures and staff resources are available to serve, as overflow, when the capacity of Respondent is reached.
- c) Ensure the availability of an on-call staff person during provision of service times who qualifies to perform duties of a case manager, to include, but not limited to signatory authorization for emergency medical and dental care for each child served. This authorization does not include medication changes, surgery, or other invasive procedures. On-call staff must have access to pertinent records necessary to provide appropriate services such as, Medicaid number, social security number, etc. In the event that needed information is unable to be accessed, the Respondent staff must utilize the respective child's Case Management Organization's on-call system to obtain necessary information.

## **2. Transportation Services**

- a) Respond to calls for OCS assistance Monday through Friday from 5:00 p.m. until 8:00 a.m. (and beyond 8:00am until scheduled transportation is completed), and twenty-four (24) hours a day on weekends and holidays when the majority of agencies or entities within the Eckerd Community Alternatives System of Care are closed. Respondent is to provide a central point of contact, named individual and back-up individual, along with those individuals' telephone number(s) and email addresses, as these individuals would need to be available during regular business hours in order to coordinate after-hours transportation needs. Respondent will make every effort to respond to calls and arrange for transportation needs of children within 30 minutes following receipt of a planned pick-up notification and within one (1) hour of receiving call for assistance on an unplanned pick-up notification.

If an individual agency closes for reasons of agency-recognized Holidays or agency specific reasons, and the other agencies remain open, that individual agency is required to implement their own internal on-call system.

- b) Respond to and coordinate transportation needs of children within 30 minutes following Respondent's receipt of the agreed upon/planned pick-up notifications and within one (1) hour following Respondent's receipt of an unplanned notification of the child's current location for pick-up and destination. In the event of extraordinary circumstances that prevent Respondent from complying within the timeline, exceptions must be negotiated by Respondent's supervisory staff and Eckerd Community Alternatives' Placement Department on a case-by-case basis.
- c) Furnish emergency response services related to emergency medical needs, as well as transportation related to unplanned placement changes/movements, which may include Department of Juvenile Justice (DJJ)/Juvenile Assessment Center detention, law enforcement officer interventions, emergency placement disruptions, and interventions for children returning from runaway/elopement/abduction experiences.
- d) Utilize the ECA provided Community Based Resource Information System (CoBRIS) Transportation Module to assist in coordinating the scheduled transportation of children.
- e) Coordinate and provide transportation to school and daycare services for children who do not have an identified placement and for children with newly identified placements until alternative permanent transportation arrangements are made. Pick up and drop off times

should be within 30 minutes of arranged time to ensure the caregiver is relieved of the responsibility of the child, and the child is not late to daycare/school.

- f) When providing transportation, it is the responsibility of the respondent to ensure that all appropriate documents accompany the child and required signatures are obtained. When a Child Placement Agreement is present, the Respondent must ensure that the placement accepting the child is aware of the Placement Agreement, a signed copy is filed in the child's Client Resource Record (CRR), and a copy sent to the child's Case Management Organization point of contact and Eckerd Community Alternatives' Placement Department. If the child being transported is on medication and the medication is provided to the Respondent's staff, the staff shall provide the medication, any medication administration documentation, if the medication was administered to the child by the Respondent's staff, and a disposition of the medication to the receiving caregiver.
- g) The Respondent shall ensure that when transferring custody of a child, Respondent staff accompany the child to the placement and have a verbal exchange with the responsible party at the new placement. At no time, shall a child be dropped off to walk into the placement unaccompanied. This is to include, but not limited to pick up/drop off to daycare, court, and/or the case management offices. A Transfer of Youth Supervision form will be completed on each child, and a photo ID will verify the appropriate person is receiving/releasing the child. When transferring a youth at a foster home, the foster parent will call the placement department, in the presence of the transporter, to alert them of the transfer of the youth.
- h) Should any barrier arise in regard to Respondent's availability to respond and satisfactorily complete a service request, the request will be discussed among Respondent's on-call supervisory staff and Eckerd Community Alternatives Placement Department to develop a workable agreement to ensure the child's needs are met.

### **3. Supervision Services**

- a) Furnish an array of supports and services for children requiring supervision pursuant to this Subcontract, including, *but not limited to*, the following:
  - 1) A safe, structured environment and associated named facility location that serves as a harbor for children under the supervision of the Respondent for children awaiting placement;
  - 2) Age appropriate recreational, educational and daily living activities;
  - 3) Provisions for children's essential physical, medical and emotional needs, including but not limited to medication administration, nutrition, hygiene, shelter, and leisure; and
  - 4) Provision of services to manage mental health and behavioral concerns, including placement refusals.

### **4. On Call Communication Services**

- a) Utilize referrals to programs, as available, for crisis intervention and assessment of children with acute, escalated behavioral and mental health concerns; appropriate supervision of children with exceptional behavior and emotional needs; and access to community Respondents, as needed, for children requiring a more restrictive intervention for mental health diagnoses, law enforcement/DJJ involvement, or other extenuating circumstances.
- b) Make decisions regarding emergency situations per Eckerd Community Alternatives' System of Care Policies and Procedures. According to these policies and procedures, Respondent shall assist, support, and/or direct foster parents, biological parents, residential Respondents and/or collateral contacts toward resolution of any emergency situation that may arise in the course of providing services pursuant to this Subcontract.

- c) Complete an On-Call Communication Form for each after-hours emergency received by Respondent. This form shall document all after-hours emergency issues, events and actions taken. In all cases, Respondent staff responding to the emergency must forward the On-Call Communication containing the child’s information to the assigned Eckerd Community Alternatives’ System of Care Case Management Program Director by 9:00 AM the next business day, unless a more immediate follow-up is needed per the Eckerd Community Alternatives’ Incident Reporting Policy. If there were no incidents to report, the Respondent also agrees to send an email to the Case Management Program Director indicating that there was nothing to report. Respondent shall maintain a copy of each form for tracking and audit purposes.

**C. Performance Outcomes and Quality of the Services to be provided limited to 5 pages.**

**Maximum points possible = 10**

1. Please provide detail on the formal quality mechanisms that are in place in your organization and how those formal quality mechanisms result in consistent high quality service provision. Please include information on who is responsible for ensuring that the quality standards in the organization are maintained.
2. Explain how you will meet the outcome measures and how you will capture and report on the outcome data as outlined below in “**Current Outcome and Performance Measures for the OCS Program**”.
3. Explain how success of the proposed service delivery structure will be measured. List the expected outcomes, performance indicators, targets and description of how each measure will be calculated and tracked.

**Related Exhibits**

4. None

**Current Outcome and Performance Measures for the OCS Program:**

*The quality of service provision will be determined through measurement against the following performance targets:*

#	Contract Measures	Methodology	Target
1	Children receiving On Call Services shall not experience subsequent maltreatment with verified findings during service provision	The number of children who did not have verified abuse report findings during service provision divided by the number of children served	95%
2	Children receiving On Call Services will remain with the Provider with no episodes of elopement.	The total number of children served by provider during the reporting period who have zero episodes of elopement divided by the total number of children served during the reporting period.	85%
3	Communication forms must be submitted to the assigned Eckerd Community Alternatives Case Management Agency by 9:00 a.m. the following business day	Number of communication forms submitted timely by provider during the reporting period divided by the total number of communication forms submitted.	95%

## **XXII. Oral Presentation Evaluation**

Respondents who are invited to the oral presentation phase will have up to two hours to answer six questions – three of which are standard for each agency that is invited to make an oral presentation, and at least three questions specifically developed by the Evaluation Team to clarify elements of the agency’s written response.

**Maximum points possible = 30**

1. Based on your written response to Section A. and the related exhibits only, please describe why your organization should be chosen.
2. Based on your written response to Section B. and the related exhibits only, please explain your operational plan to execute the requirement of the pending contract.
3. Based on your written response to Section C., please explain your plan to ensure quality and exceptional outcomes.
4. Agency-specific question 1
5. Agency-specific question 2
6. Agency-specific question 3

*Note: Attachments A-H are available on individual forms, to be downloaded from the procurement section at <http://www.eckerd.org/contract-procurement/>. If you experience any difficulty in obtaining those forms, please contact Shannon Johnson at [SJohnson@eckerd.org](mailto:SJohnson@eckerd.org). Respondent is responsible for developing and submitting Exhibits 1-5.*

## **XXIII. Required Attachments**

**A. Attachment A: Authorization**

**B. Attachment B: Affidavit of Service Provider Standards**

**C. Attachment C: Lobbying**

**D. Attachment D: Debarment**

**E. Attachment E: Convicted Vendor**

**F. Attachment F: Conflict of Interest**

**G. Attachment G: Proposed Budget Circuit 6**

**H. Attachment H: Proposed Budget Circuit 13**