



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

COMMUNITY-BASED CARE LEAD AGENCY FOR
CIRCUIT 6- PINELLAS AND PASCO COUNTIES

ITN-ECA-C6-FRS-FY22

To Provide Family Reunification Services
Circuit 6: Pinellas and Pasco Counties

Table of Contents

I. Statement of Need 3

II. Terms of Agreement and Estimated Contract Amount 3

III. Contact Person 3

IV. Eligible Respondents 4

V. Disqualification..... 4

VI. Schedule of Events and Deadlines..... 4

VII. Limitations on Contacting Eckerd Connects Personnel 5

VIII. Inquiries 5

IX. Family Reunification Services Authority 6

X. Notice of Intent to Submit a Proposal 6

XI. Withdrawal of Proposals..... 6

XII. Acceptance of Proposals..... 6

XIII. Right to Waive Minor Irregularities Statement..... 6

XIV. Evaluation Process 7

XV. Negotiation Process..... 7

XVI. Notice of Contract Award..... 8

XVII. Protest or Disputes..... 8

XVIII. Cost of Proposal Preparation..... 8

XIX. Mandatory Criteria..... 8

XX. Budget and Financial Documents 9

XXI. Written Proposal Format and Written Evaluation Scoring 9

XXII. Oral Presentation Evaluation 16

XXIII. Required Attachments..... 17

 A. Attachment A: Authorization..... 17

 B. Attachment B: Affidavit of Service Provider Standards 17

 C. Attachment C: Lobbying..... 17

 D. Attachment D: Debarment 17

 E. Attachment E: Convicted Vendor..... 17

 F. Attachment F: Conflict of Interest 17

 G. Attachment G: Proposed Budget..... 17

I. Statement of Need

Eckerd Youth Alternatives, Inc. d/b/a Eckerd Connects is the Community-Based Care Lead Agency in Circuit 6 effective July 1, 2008.

In accordance with the Master Agreement as the Lead Agency for Child Welfare in Pinellas County, Eckerd Connects is seeking to contract for comprehensive Family Reunification Services that are innovative, responsive to the child and family, the Lead Agency, and the Florida Department of Children and Families (DCF). Eckerd Connects is seeking Family Reunification services that are efficient, cost effective, and will meet applicable Federal and State requirements for the provision of Family Reunification services. Providers who wish to collaborate on a response may do so, so long as one agency is identified as the lead and sole representative of the proposal.

Family Reunification Services are designed to complement case management services by providing intensive in-home family engagement through case management and therapeutic services in order to ensure a safe and permanent reunification of the child. Services are designed to respond to individual situations which include but are not limited to: mental health illness of parents and/or their children; substance abuse; and/or significant threats or a recent occurrence of domestic violence in the home, as well as stable housing and employment issues. These events impact the family's ability to provide a safe environment for the child. The Program is a collaborative effort between Eckerd Connects and its providers to enhance the quality of the system of care provided under the Master Agreement between Eckerd Connects and the Department. Provider understands that the joint mission of the Department and Eckerd Connects in entering into the Master Agreement under which Provider is serving as a subcontractor to Eckerd Connects is to ensure the safety, permanency and well-being of the child.

II. Terms of Agreement and Estimated Contract Amount

- A. The term of this agreement shall be for no more than sixteen (16) months, subject to the availability of funds beginning on September 1, 2020 and ending on December 31, 2021. Unless renewed, this agreement will end on December 31, 2021. Any such renewal shall be contingent upon satisfactory performance evaluations of the Respondent by Eckerd Connects and shall be subject to the availability of funds.
- B. The estimated compensation for the services described in this ITN, including funds for the transition of services, is a total annual amount of \$1,448,325.00. This amount represents the maximum amount to be paid by Eckerd Connects, subject to the availability of funds. Remote working is highly encouraged, with some office space provided by Eckerd Connects in Largo, Trinity, and Dade City.
- C. 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 Code of Federal Regulations (CFR) 200.414(f).

III. Contact Person

The designated "single point of contact" for this ITN is:

Name:	Jason Thomas
Title:	Director of Contract Management
Address:	8550 Ulmerton Rd., Suite 130 Largo, FL 33771
Phone:	813-225-1105, ext. 1249
Email:	jthomas@eckerd.org

IV. Eligible Respondents

Organizations eligible to submit proposals include:

- A. Agencies with a history of delivering Family Reunification Services for at-risk children and families, including those served by the child welfare system.
- B. Community Organizations or Individuals with a history providing services other than Family Reunification Services for families involved in the Child Welfare System.
- C. Florida-based businesses and minority owned businesses are encouraged to respond and may be given preferential treatment in contracting when all else is considered equal.
- D. Agencies/Community organizations/Individuals that DO NOT meet the disqualification criteria as defined in Section V. Disqualification.

V. Disqualification

- A. Failure to have performed any previous contractual obligations with the Department or Eckerd Connects in a manner satisfactory to the Department or Eckerd Connects will be a sufficient cause for disqualification. To be disqualified as an offeror under this provision, the offeror must have: (1) previously failed to satisfactorily perform in a contract with the Department or Eckerd Connects, been notified by the Department or Eckerd Connects of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the Department or Eckerd Connects; or (2) had a contract terminated by the Department or Eckerd Connects 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 Connects Personnel
 - 5. Inquiries
 - 6. Notice of Intent to Submit a Proposal
 - 7. Acceptance of Proposals
 - 8. Negotiation Process
 - 9. Mandatory Criteria

VI. Schedule of Events and Deadlines

ACTIVITY	DUE DATE	TIME	LOCATION
A. ITN posted on the Eckerd Connects website	5/20/20	5:00 pm	http://https://eckerd.org/contract-procurement/
B. Pre-Proposal Conference: <u>Mandatory</u> (open to the public) Q&A and General Information- Unofficial	5/27/20	1:00 pm	Conference Line: 1-866-479-6576 Access Code: 7862833##
C. Deadline for submitting written questions	5/29/20	4:00 pm	Via email: Jason Thomas, Director of Contracts jthomas@eckerd.org
D. Official Response to written questions	6/2/20	4:00 pm	https://eckerd.org/contract-procurement/
E. Notice of Intent to Submit a Proposal due. <u>Must be submitted on Agency Letterhead to the proposal contact listed in the ITN</u>	6/4/20	1:00 pm	Via email: jthomas@eckerd.org Confirmation of Intent to Submit proposal will be submitted via email with return receipt

F. Deadline to submit Proposals. <u>Must be submitted to the proposal contact listed in the ITN in a sealed container and adhere to ITN mandatory criteria</u>	6/19/20	1:00 pm	<u>Hard copy only:</u> 8550 Ulmerton Rd., Suite 130 Largo, FL 33771 Proposals submitted past the established deadline will not be accepted
G. Proposal opening and review of mandatory criteria	6/19/20	1:01 pm	8550 Ulmerton Rd., Suite 130 Largo, FL 33771
H. Proposal Scoring	6/19/20- 6/25/20	4:00 pm	8550 Ulmerton Rd., Suite 130 Largo, FL 33771
I. Post the Notice of “Invitation to make Oral Presentation”	6/26/20	4:00 pm	https://eckerd.org/contract-procurement/
J. Oral Presentations (limited to 2 hours each) - Evaluation Team judges Oral Presentation(s) and makes recommendation to Eckerd Leadership	7/2/20	8:00 am – 4:00 pm	8550 Ulmerton Rd., Suite 130 Conference Room TBD Largo, FL 33771
K. Post Notification of the Negotiations	7/3/20	4:00 pm	https://eckerd.org/contract-procurement/
L. Negotiations	7/7/20	8:00 am – 4:00 pm	8550 Ulmerton Rd., Suite 130 Conference Room TBD Largo, FL 33771
M. Post Intent to Award Notice	7/8/20	5:00 pm	https://eckerd.org/contract-procurement/
N. Protest Deadline	7/13/20	5:00 pm	Certified mail, in person, or via email: Jason Thomas, Director of Contracts 8550 Ulmerton Rd., Suite 130 Largo, FL 33771 jthomas@eckerd.org
O. Anticipated effective date of contract	9/1/20	12:00 am	

VII. Limitations on Contacting Eckerd Connects Personnel

Respondents are prohibited from contacting Eckerd Connects’ personnel regarding this Invitation to Negotiate (ITN) other than the contact person identified in this document. Contact with the 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.

VIII. 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 VI. Schedule of Events and Deadlines.

Copies of responses to all inquiries which involve clarifications and/or changes to this ITN will be made available at <https://eckerd.org/contract-procurement/>. **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 to the Eckerd Connects ITN Contact Person indicated in this document.
- B. All inquiries must be accepted by deadline date stated in Section VI. 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 inquires will be posted at <https://eckerd.org/contract-procurement/>.

IX. Family Reunification Services Authority

The Family Reunification Services include foster care and related services pursuant to Florida Statutes, Chapter 39 (Proceedings Related to Children) Chapter 409, (Social and Economic Assistance) Chapter 402 (Health and Human Services), 20.19 F.S (Department of Children and Family Services), Chapter 435 (Employment Screening) and Chapter 65C F.A.C. as well as all applicable Federal Law and any specified Eckerd Connects policy and procedures, while ensuring each child's safety, well-being and permanency.

X. Notice of Intent to Submit a Proposal

Respondents shall submit a Notice of Intent to Submit a Proposal as referenced in Section VI. 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 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, Eckerd Connects will issue, via email, confirmation of receipt of the Respondent's Notice of Intent to Submit a Proposal, and if Eckerd Connects identifies any disqualification at that time Eckerd Connects will indicate such in its response.

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

XI. Withdrawal of Proposals

A written request for withdrawal, signed by the Respondent's single point of contact, may be considered if received by Eckerd Connects 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 Eckerd Connects 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 Eckerd Connects at the expense of the Respondent.

XII. Acceptance of Proposals

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

June 19, 2020

1:00 pm Eastern Standard Time

Eckerd Connects

8550 Ulmerton Road, Suite 130

Largo, FL 33771

No changes, modifications or additions to the proposals submitted, will be accepted by or be binding to Eckerd Connects 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 Respondent.

XIII. Right to Waive Minor Irregularities Statement

Eckerd Connects 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 Eckerd Connects or DCF. At its option, Eckerd Connects may correct minor irregularities but is under no obligation whatsoever to do so. All replies accepted by Eckerd Connects are subject to Eckerd Connects' terms and conditions and any and all additional terms and conditions submitted by the respondents are rejected and shall have no force and effect. Eckerd Connects reserves the right to withdraw this ITN at any point in time, including after an award is made.

XIV. Evaluation Process

An Evaluation Team, consisting of at least three (3) community members and four (4) Eckerd Connects employees will score the written and oral presentations.

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.

Representatives from the Eckerd Connects Finance Department will review the submitted budget proposal and finance related documentation in accordance with the provisions of Section XX. Budget and Financial Documents of this ITN. The evaluators will score the response as well as any corresponding exhibits identified in this section. The total maximum points for the Budget Response represent 10% of the total points.

The Evaluation Team will review the submitted written proposals and score them in accordance with the provisions of Section XIX. Mandatory Criteria, of this ITN. Evaluators will score the written response on the parts A, B and C, and D as well as the corresponding exhibits. The Written Response represents 60% percent of the total maximum points. Up to three respondents will be invited to the oral presentation phase.

The oral presentation phase is not open to the public for observation pursuant to F.S. §286.0113. 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. The Oral Presentation represents 30% percent of the total maximum points. 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 Connects Leadership for negotiations.

The Eckerd Connects ITN Contact Person will certify that the tabulated scores are correct and forward the tabulation and identification of their recommended respondents to the Eckerd Connects Leadership Team for their final decision, which will be posted at <https://eckerd.org/contract-procurement/> as indicated in Section VI. Schedule of Events and Deadlines. The Eckerd Connects 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.

XV. Negotiation Process

At least one, possibly two, agencies will be invited to negotiate for the contract. Negotiation plans will be posted at <https://eckerd.org/contract-procurement/> in the timeframe indicated in Section VI. Schedule of Events and Deadlines. At the conclusion of the negotiations, a notice of contract award will be posted as outlined in section XVI. Notice of Contract Award, and transitional services will begin.

The selected provider(s), between the time of the award and the first day of service, will be expected to work with Eckerd Connects to schedule and complete, at Eckerd Connects' expense, the six modules of OpX360, which is an online assessment tool based upon accepted best practices and proven industry standards to assist an organization in assessing its competence levels and effectiveness in the areas of Finance & Accounting; Program Management & Accountability; Fundraising, Marketing & Communications; Governance, Legal & Risk Management; People & Organizational Development; and Business Systems, Information Technology & Facilities. OpX360 is sponsored by The Global Center for

Non-Profit Excellence. The provider will be expected to make its executives and leadership personnel available for one day's time to complete this exercise.

XVI. Notice of Contract Award

Official notice of any anticipated award made pursuant to this ITN will be electronically posted in accordance with Section VI. Schedule of Events and Deadlines. The aggregate scores will be posted at <https://eckerd.org/contract-procurement/>.

The electronic notice posted on the Internet will remain for 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 Eckerd Connects will enter into contract negotiations. The Internet posting is the official posting for the purpose of determining deadlines for further proceedings including protests.

XVII. 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.

XVIII. Cost of Proposal Preparation

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

XIX. Mandatory Criteria

Submitted replies will be opened at the Eckerd Connects office beginning at 1:01 p.m. on June 19, 2020 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, or 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 Eckerd Connects 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 XIX. Proposal Format, and must be formatted as follows:
 - Typed in Times New Roman font size 12, Single Spaced
 - 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 nine (9) 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 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. Budget and Financial Documents (do not number)
 4. Proposal Format response (maximum of 30 pages)
 - a. Organizational Capacity...5 pages
 - b. Programmatic Proposal...15 pages
 - c. Outcomes...5 pages
 5. Implementation Plan...5 pages
 6. Mandatory Attachments A-G (from Eckerd Connects – completed by Respondent)
 7. Exhibits

XX. Budget and Financial Documents

The budget and required financial documentation are valued at 10% of the total scoring.

Maximum points possible = 70

1. Propose a plan and monetary goal for obtaining outside funding resources and community linkages to support the proposed service (other than Eckerd Connects). Specifically describe how the services offered will qualify for federal match under the FFPSA when this law becomes effective in Florida.
2. Describe details around the current financial status of your organization to assure Eckerd Connects will be contracting with a financially secure and robust organization. Explain what expenses you plan on incurring during the transition and where the funding to support this will come from.
3. The Respondent’s twelve (12) month budget, to include a detailed narrative using Attachment G.

Related Exhibits:

1. Exhibit 1 - Provide the Respondent’s latest audited financial statement, independent audit and management letter.
2. Exhibit 2 – Provide board member list, terms, meeting schedule, and past 12 months of board meeting minutes.

XXI. Written Proposal Format and Written Evaluation Scoring

The written proposal is valued at 60% of the total scoring. If not selected for the oral presentation phase, the evaluation phase is complete at the conclusion of the review of the budget and financial documentation and 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 5 pages, excluding related Exhibits.

Maximum points possible = 70

1. Describe the Respondent’s mission, philosophy, and purpose and how it pertains to Family Reunification Services. Describe the Respondent’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 Respondent’s ability, proposed service locations and plan to begin service delivery on September 1, 2020. The plan shall include an implementation timeline for July 14, 2020 through September 1, 2020, and provisions for immediate service delivery to new clients, as well as for the continuity of care for existing clients.

Related Exhibits:

1. Exhibit 3 - Provide an organizational chart for the agency including the proposed Family Reunification Services structure.
2. Exhibit 4- Provide the Respondent’s proposed job descriptions
3. 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”.

Maximum points possible = 245

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

1. Describe the organization’s staffing structure and staff competency/ability, indicating if possible, names and credentials of staff you would hire to manage and run this contract. The minimum professional qualifications and certification are required:
 - a) The Respondent shall ensure all staff to be employed under this agreement meet the minimum qualifications required as outlined in Florida Administrative Code 65C-15.017.
 - b) Respondent shall ensure that all Child Welfare staff are appropriately licensed and/or certified, as required. Additionally, Respondent will ensure that employed or subcontracted staff performing services on behalf of Respondent have also successfully complied with the requirements set forth by all Department of Children and Families and any other relevant legal or contractual authority, to include Eckerd Connects Policies and Procedures.
2. Describe how the organization will provide evidence based, in-home services to provide enhanced support to children and families and prevent foster care placements that will meet the requirements outlined in the Family First Prevention Services Act (FFPSA).
3. Describe how the organization will provide a service that is community based, responsible and affordable.
 - 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

Measure	Date Range	Standard	Red	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
---------	------------	----------	-----	--------	--------	--------	--------	--------	--------	--------	--------

# of children in home and out of home	# of children as of the last day of the month	N/A	N/A	3,155	3,156	3,125	3,111	3,134	3,142	3,165	3,201
% of children exiting foster care to a permanent home within 12 months of entering care	3 month period ending 1 year prior to report	40.5%	36.4%	28.6%	27.0%	29.2%	33.8%	35.1%	31.1%	26.5%	25.8%
% of children who do not re-enter foster care within 12 months of moving to a permanent home	3 month period ending 2 years prior to report	91.7%	90.9%	89.7%	89.9%	87.0%	88.0%	91.5%	93.6%	86.7%	93.3%

1. Provision of Family Reunification Service

Respondent shall perform tasks in accordance with Eckerd Connects policies and procedures and other relevant legal and/or contractual authority to include, but not be limited to:

a. Provision of Services

- 1) Serve each family for approximately ninety (90) to one hundred twenty (120) days, beginning as soon as thirty (30) days prior to reunification in order to provide pre-reunification intervention to prepare the family for the child’s return home or as soon as families are referred which may occur after child has been reunified.
- 2) An additional sixty (60) to ninety (90) days of intensive services will be provided to the family after the child is returned home in order to ensure all needed supports are in place and the child can remain safely in the home. Any provision of services requiring an extension or to continue beyond fifteen (15) months from the date of removal shall be maintained by the Provider on the Monthly Provider Service Report submission.
- 3) Hold an initial Family Reunification Services (FRS) staffing within ten (10) business days of reunification or accepted referral. The FRS staffing shall include the FRS Program Manager or designee, Case Manager, Case Manager Supervisor, Case Manager Assistant Program Director, parents and caretakers. Representation from other involved parties such as Guardian ad Litem, Office of Attorney General Representative, and foster parents should be strongly encouraged. The FRS staffing may occur in the office, in the family’s home, or another mutually agreed upon location. The Provider shall notify all invited parties at least five (5) business days prior to the FRS staffing. The purpose of the FRS staffing is to determine if the family is suitable for services and what goals need to be accomplished in order to maintain a safe and stable environment for the child upon reunification. The FRS staffing shall be individualized and shall consist of a comprehensive discussion of family strengths and needs and shall include input from the family on their willingness to participate fully on the agreed plan. Parties to the staffing, including the parents/caretakers, shall agree as to the level and frequency of intervention and support provided by the program.
- 4) Make face-to-face contacts with each family at the frequency determined necessary at the FRS staffing, typically twice per week, but no less than once per week. The initial visit must occur within two (2) business days from initial FRS staffing.
- 5) Within ten (10) business days of the initial visit, develop a specialized, targeted Service Plan based upon the family’s identified needs. The Service Plan shall be signed, minimally, by the Reunification Specialist, Supervisor and the parents/caregivers.

- 6) Operate an on-call system to ensure availability of staff 24 hours per day, 7 days per week to respond to families in crisis. Response to on-call issues shall occur within one hour and shall include the ability to respond on-site if needed.
- 7) Assign a Reunification Specialist to each family served. Dependent upon the assessed needs of each family, the Reunification Specialist shall provide services related to:
 - a) Domestic violence, including assistance with accessing emergency shelter and the creation of a safety plan
 - b) Mental health issues
 - c) Assistance with substance abuse issues and ongoing relapse prevention planning
 - d) Family relationship issues such as communication, boundaries and conflict resolution
 - e) Assisting parents in dealing with the special physical or emotional needs of their children
 - f) Helping families identify extended family members or other informal support systems
 - g) Budgeting and purchasing
 - h) Maintaining a clean and safe household
 - i) Behavior modification and discipline techniques
 - j) Anger Management
 - k) School engagement
 - l) Child Care/After Care Referral/Support
 - m) Basic nutrition and hygiene education
 - n) Appropriate supervision
 - o) Helping families discover and gain access to community resources which would assist the family in meeting its needs, including food, clothing, housing, utilities, transportation, appropriate educational opportunities, employment, respite care, and recreational and social activities.
- 8) Communicate on an on-going basis with the referring CMO and provide information on the family's progress as well as recommendations on any continued needs of the family. When requested, Provider shall participate in staffing's scheduled by the CMO.
- 9) Through coordination with the Case Manager, help families by accessing flex funds to assist in meeting their needs for food, clothing, housing, transportation or other needs as identified.
- 10) Staffings

Provider shall facilitate Case Staffings and coordinate all necessary parties to be in attendance, to include but not be limited to: The Family Reunification Team (FRS) Program Manager or designee, Case Management Organization Case Manager, Supervisor familiar with the case, Parents and Caregivers. Representation from other involved parties such as Guardian ad Litem, Office of Attorney General Representative, and foster parents should be strongly encouraged. The FRS staffing may occur in the office, in the family's home, or another mutually agreed upon location. The Provider shall notify all invited parties at least five (5) business days prior to the FRS staffing. The purpose of the FRS staffing is to determine if the family is suitable for services and what goals need to be accomplished in order to maintain a safe and stable environment for the child upon reunification. The FRS staffing shall be individualized and shall consist of a comprehensive discussion of family strengths and needs and shall include input from the family on their willingness to participate fully on the agreed plan. Parties to the Staffing, including the Parents and Caretakers, shall agree as to the level and frequency of intervention and support provided by the Provider.

Staffings, at a minimum, shall be completed based on the Level of Risk as follows:

 - i. Initial Staffing within ten (10) business days of acceptance of the FRS referral

- ii. Upon request of the FRS Program Director and/or referring Case Manager Agency
 - iii. Closure Staffing within ten (10) business days prior to FRS case closure
- 11) Progress Reports. Provider shall utilize approved format for submission
 - 1) Initial Progress Report completed within thirty (30) days of initial staffing
 - 2) Monthly Progress Report ongoing throughout the duration of services
 - 12) Level of Risk. Provider shall continually assess the level of Risk for each family to include the frequency of visits to the home, the families' progress with Service Plan goals, compliance of Safety Plan requirements, and other risk factors as well as taking into consideration the Case Management Agency comments and concerns.
 - 13) Encourage staff to attend any and all court proceedings pertaining to the child during the time the child is receiving Provider's services.
 - 14) Hold a closure staffing at the conclusion of services to review any goals that need to be completed by the Case Manager; to determine if there are any further concerns regarding the family; and to discuss the prognosis and level of cooperation that has been received through the work with the family. Any recommendations for future service needs for the family are addressed at this time.
 - 15) Within two (2) weeks of case closure, complete a closure plan. Provider shall document the status of each service the family was recommended to complete. Each service or task shall be clearly identified with the family's compliance status, names of referrals provided, links to services, as well as Providers efforts to assist with compliance.
 - 16) **Communication regarding present danger.** At a minimum, FRS will ensure all present danger safety concerns are communicated via email within four (4) hours to the Case Management Agency. This includes escalation to the Case Management Agency Program Director if other Case Management Agency Program Staff cannot be reached and/or as determined necessary by the FRS Program Director. If Case Management Agency is non-responsive, FRS Program Director shall notify Eckerd Connects Senior Director of Growth and Transformation or designee.
 - 17) **Communication regarding present danger.** FRS will ensure that other impending danger concerns, which may be related to safety but do not require an immediate response, will be communicated to the Case Management Agency within one (1) business day. This includes escalation to the Case Management Agency Program Director if other Case Management Agency Program Staff cannot be reached and/or as determined necessary by the FRS Program Director.
 - 18) Safety concerns that warrant communication to the Case Management Agency, include but are not limited to:
 - a) Medical concerns such as physical condition, medication issues, and/or mental health
 - b) Unapproved individuals in the home
 - c) Unsafe sleeping practices
 - d) Disclosure of abuse, neglect, injury or self-harm
 - e) Concerns for domestic violence
 - f) Missing child
 - 19) **Media.** The Provider will not communicate with the media about any cases (prior to finalized adoption) Provider is assigned to as a result of the contractual relationship between Provider and Eckerd Connects without prior notification and collaboration with Eckerd Connects' Director of Public Relations (or designee within Eckerd Connects). Additionally, the Provider will not plan or attend media-related events involving dependent youth in Eckerd Connects' system of care without prior consent by Eckerd Connects' Director of Public Relations (or designee within Eckerd Connects).

b. Staff Requirements

1) Staffing Positions

Provider shall be designated as a Family Reunification Services Provider within the Eckerd Connects' System of Care, and as such, Provider shall employ qualified personnel as it relates to the work performed under the terms and conditions of this Subcontract.

- a) Provider shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities under this Subcontract.
- b) Provide sufficient staff to ensure a ratio of 1:8 (one Family Reunification Specialist to six families). Any temporary (30 days or less) increase over six families per specialist must be agreed to in advance, by the Eckerd Connects Associate Executive Director or designee, in writing.

2) Professional Qualifications and Training.

- a) Provider staff shall meet all applicable state and federal licensing or certification requirements as well as Level 2 background screening requirements established in Section 435.04, Florida Statutes.
- b) The Program Director shall have a master's degree in social work or a related area of study from an accredited college or university and at least four years' progressively responsible management experience in a human services or child welfare program, including experience providing clinical services. Licensure in Clinical Social Work or a related area may substitute for one year of the required experience.
- c) The Family Reunification Specialist shall have a bachelor's degree in a human services related field with a minimum of 4 years post-bachelor's experience in human services, or a master's degree in a human services related field with one year experience in human services. A specialized certification, such as a Certified Addictions Professional (CAP), may substitute for one year of the required experience.
- d) The program may use paraprofessionals for the performance of non-clinical duties such as case management or teaching homemaker/housekeeping skills to families served. Paraprofessionals should have a bachelor's degree in a human services related field or an associate's degree with human services experience. In some cases, a paraprofessional with a high school diploma or GED is acceptable provided that the applicant has extensive experience in the human services field.
- e) Substance abuse assessments and ongoing relapse prevention planning shall only be provided by Reunification Specialists who are trained or certified in providing substance abuse assessment and treatment.
- f) Direct service staff shall receive a minimum of 40 hours of job-related training per calendar year of employment. All staff that has Florida Safe Families Network (FSFN) access is required to record training activities within their FSFN Individual Worker Training page no later than at the end of each reporting month of completing any training or attendance at a conference.

c. Documentation

1) Case Records

Provider shall maintain client records in a way that evidences compliance with the terms of this contract and laws pertaining to this contract. Client files shall contain, at a minimum the following information:

- a) An intake/screening form documenting each family's eligibility for services based on the criteria outlined in Section A.3. of this Attachment
- b) Release of information forms

- c) Documentation of the FRS staffing and any related assessments
 - d) A signed and dated copy of the treatment plan
 - e) Treatment notes and/or progress notes
 - f) Case staffing summaries
 - g) Documentation of the closure staffing
- 2) Provider is responsible for case assignments as secondary to every child on cases served and entry of each service events into FSFN and designated system as indicated by Eckerd Connects within two (2) business days of the activity. Each entry shall include the following:
- a) Selection of one "note type" per entry
 - b) Entry of begin and end times for activity performed
 - c) Narrative description of activity performed
 - d) Participants in the event
 - e) FSFN entries shall be completed for, but are not limited to, the following events:
 - i. Home Visits
 - ii. Telephone Contacts
 - iii. Case Staffing Summaries
 - iv. Meetings
 - v. Note to File
 - vi. Case Closure Summary to include progress made, referrals made, recommendations for continued services, and current non-paid support system to ensure ongoing support for the family

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

Maximum points possible = 70

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 DCF outcome data as outlined below in “**Current Outcome and Performance Measures for Family Reunification Services.**”
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

Outcome and Performance Measures for Family Reunification Services:

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

#	Contract Measures	Methodology	Annual Target
1	Children receiving Family Reunification 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	Families served during the term of this Subcontract	Total number of accepted families receiving services	384

3	Children receiving services shall not be involved in an out-of-home placement during service provision	The number of children receiving services who are not involved in an out-of-home placement during service provision divided by the total number of families served 30 days or greater	95%
4	Children receiving services shall not be involved in an out-of-home placement within 6 months of the end of services participation	The number of children who are not involved in an out-of-home placement within 6 months of case closure divided by the total number of children within 6 months of case closure	95%
5	Children receiving services shall not be involved in an out-of-home placement within 12 months of the end of services participation	The number of children who are not involved in an out-of-home placement within 12 months of case closure divided by the total number of children within 12 months of case closure	95%
6	TBD	TBD	TBD

D. Implementation Plan to be provided limited to 5 pages.

Maximum points possible = 35

The technical proposal must include a plan detailing the Respondent’s strategy for implementation of the Family Reunification Services described in this ITN from the current Providers. Failure to submit an implementation Plan will result in the disqualification of the proposal. The plan must include specific detail regarding transition logistics and must also include the following stipulations:

1. The plan must be initiated no later than the implementation date as identified in Section VI. Schedule of Events and Deadlines at no cost to Eckerd Connects. The Respondent shall detail any organizational experience and history with any large-scale implementation(s) similar to what is required by this ITN.
2. At the conclusion of contract negotiations, a final implementation plan detailing phase-in to full operations will be mutually developed between Eckerd Connects and the successful Respondent.

XXII. Oral Presentation Evaluation

The Oral Presentation is valued at 30% of the total scoring. 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 = 210

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-I are available on individual forms, to be downloaded from the procurement section at <https://eckerd.org/contract-procurement/>. If you experience any difficulty in obtaining those forms, please contact Jason Thomas at jthomas@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