

COMMUNITY PARTNERSHIP FOR CHILDREN

Request for Proposals RFP CPC-FY-24-VIS

SUPERVISED VISITATION

Closing Date/Time: March 28, 2024, at 3:00 PM

**Contact Person:
Becky Symons, Contract & Compliance Manager
135 Executive Circle
Daytona Beach, Florida 32114
(386) 547-0851**

Becky.Symons@cbcvf.org

SUPERVISED VISITATION SERVICES

SECTION A: INTRODUCTION

1. Statement of Need

Community Partnership for Children (CPC), issues this Request for Proposal (RFP) seeking qualified responders that are not-for-profit 501(c)(3) organizations, registered with the State of Florida, interested in providing supervised visitation in a safe and homelike environment for children and their non-custodial caregivers, whose legal jurisdiction resides in Circuit 7 – Volusia, Flagler, Putnam Counties, and who are placed in out of home care.

CPC is interested in providers that are qualified, competent and have the capacity to meet the requirements of the proposed Supervised Visitation Services.

Effective July 1, 2024, Community Partnership for Children intends to award one contract as result of this solicitation. The provider shall have full responsibility for all assigned Supervised Visitation Services program for the targeted population.

This contract is contingent upon availability of funds, agency performance, as well as Community Partnership for Children's continued contracting with the Department of Children and Families.

By soliciting proposals for a service need, CPC will ensure that the most effective and cost-efficient services are procured for the children and families in Volusia, Flagler, and Putnam Counties.

2. Background

Community Partnership for Children (formerly Community Based Care of Volusia and Flagler Counties) is a not-for-profit, 501(c) (3) organization that was founded in 2001 in order to meet the need for a community response to the initiative by Florida's Legislature and the Department of Children and Families to privatize child welfare services. Community Partnership for Children works collectively with the expertise and resources of local organizations to provide the best care available for the dependent children and families in Volusia, Flagler, and Putnam Counties. Community Partnership for Children believes in utilizing strength-based assessments and fostering family empowerment. Helping families identify their strengths and maintain a sense of dignity and self-worth guides Community Partnership for Children's process and ensures the provision of services with equality by maintaining sensitivity to individual culture, experiences, and circumstances.

3. Statement of Purpose

Community Partnership for Children intends to award one contract as result of this solicitation and the provider shall have full responsibility for Supervised Visitation Services for the targeted population. The goal of the provider is to provide safe contact between parents and their children who are in out of home placement with a specially trained professional who is actively involved in promoting change in the parent-child relationship. Visitation services are provided in order to allow caregivers family members who do not have custody of their children due to a history of child abuse or neglect to visit in a safe environment. These services are provided to enhance the parent-child relationship and to facilitate reunification or other permanency goal.

Community Partnership for Children encourages smaller businesses and organizations and minority business enterprises certified by the State of Florida. Community Partnership for Children shall not discriminate against a potential provider or proposal for service based on race, creed, sex, religious orientation, or affiliation.

4. Terms of Agreement

The contract for this project is a fixed rate for the availability of adequate administrative organizational structure and support sufficient to meet the proposed requirements. The target date for initial term of this agreement is July 1, 2024. Any payment for services to be paid by Community Partnership for Children shall be reduced by the amount for which the provider is eligible to receive payment from other sources.

Unless this contract is renewed or extended, the initial agreement will end no later than June 30, 2025, subject to availability of funds. Any such renewal or extension shall be contingent upon satisfactory performance evaluations of the Respondent by CPC and shall be subject to the availability of funds.

SECTION B: THE RFP PROCESS

The RFP is being issued by Community Partnership for Children Contract Management Department. The sole point of contact for this RFP is:

Becky Symons, Contract & Compliance Manager

Community Partnership for Children
 135 Executive Circle
 Daytona Beach, Florida 32114
Becky.Symons@cbcvf.org

1. Timeline: Schedule of Events and Deadlines

Activity	Due Date	Time	Address
Release of RFP	01/16/24	3:00 PM (EST)	www.communitypartnershipforchildren.org
Submission of written inquiries	01/23/24	By 4:00 pm	Community Partnership for Children Becky Symons, Contract & Compliance Manager Becky.Symons@cbcvf.org
Responses to all inquiries provided	02/08/24	By 4:00 pm	www.communitypartnershipforchildren.org
Notice of Intent to Submit a Proposal (Exhibit E)	02/15/24	By 4:00 PM	Community Partnership for Children Becky Symons, Contract & Compliance Manager Becky.Symons@cbcvf.org
Proposals due to CPC	03/28/24	By 3:00 pm	Community Partnership for Children Becky Symons Contract and Compliance Manager Becky.Symons@cbcvf.org
Post Intent Award Notice	05/02/24	By 4:00 pm	www.communitypartnershipforchildren.org

Protest Deadline	05/05/24	4:00 pm or 72 hours from posting of award	Certified mail or email: Community Partnership for Children c/o Becky Symons, Contract & Compliance Manager Becky.Symons@cbcvf.org 135 Executive Circle Daytona Beach, Florida 32114
Anticipated Effective Date of Contract	07/01/24	N/A	N/A

2. Explanation of Important Events and Deadlines

Notice of Intent to Submit a Proposal (Appendix E)– the Notice of Intent to Submit a Proposal will be submitted by email to:

Becky Symons, Contract & Compliance Manager
Becky.Symons@cbcvf.org

Inquiries

Inquiries must be submitted in writing to CPC on or before the date specified in Section 1. Timeline: Schedule of Events and Deadlines. Response to all inquiries which involve clarification and/or changes to this RFP will be made available as through electronic posting at <http://www.communitypartnershipforchildren.org>. No questions related to this RFP will be accepted after the time specified in Section 1. Timeline: Schedule of Events and Deadlines. **Only written inquiries will be accepted, email is acceptable.**

Proposal Deadline

The Applicant may submit an electronic application in response to this RFP via electronic mail (email).

The electronic application submission must comply with the following requirements:

The Applicant shall submit one (1) electronic version of the application in response to this RFP (including all required documents referenced in PDF format as an attachment to an email sent to the Procurement Manager’s email address. In the event that the electronic file attachment is too large to be submitted in a single email, the Applicant may submit the application in multiple emails so long as all required documents of the application are delivered to the Procurement Manager by or before the date and time specified in this RFP. Responsibility for timely delivery rests with the Applicant.

The Applicant email response to this RFP should be addressed with the SUBJECT line as “Supervised Visitation Services- RFP CPC-FY24-VIS” and delivered to Becky Symons at Becky.Symons@cbcvf.org.

Replies must be received by CPC no later than 3:00 PM on Thursday, March 28, 2024.

Any reply submitted shall remain a valid offer for at least ninety (90) days after the proposal submission date. No changes, modifications, or additions to the proposals submitted after the deadline for proposal opening will be accepted or be binding on CPC. Proposals not received at either the specified place, or by the specified date and time, or both, may be rejected and returned unopened to the Respondent by CPC.

Withdrawal of Proposal

A written request for withdrawal, signed by the vendor, may be considered if received by Community Partnership for Children within 72 hours after the proposed submission deadline date indicated in Section B. 2. Explanation of Important Events and Deadlines. A request received in accordance with this provision may be granted by Community Partnership for Children upon proof of the impossibility to perform based upon an obvious error on the part of the Respondent. Withdrawal of Proposal Requests must be sent to the attention of Becky Symons at Community Partnership for Children, 135 Executive Circle, Daytona Beach, Florida 32114, Becky.Symons@cbcvf.org. Withdrawn proposals may be retrieved from CPC at the expense of the Respondent.

Right to Reject or to Waive Minor Irregularities Statement

CPC 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 CPC. Minor irregularity is defined as a variation from the RFP terms and conditions which does not impact the cost associated with any resultant subcontract or give the Respondent any advantage or benefit not enjoyed by other Respondents or does not adversely impact the interest of CPC. At its option, CPC may correct minor irregularities, but is under no obligation to do so.

Addition, Deletion or Modification of Proposal

CPC reserves the right at its sole discretion to increase, decrease or delete any portion of this RFP at any time without cause.

Protests, Disputes or Appeals

Any person who is adversely affected by the terms, conditions and specifications contained herein, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract shall file a notice of protest in writing within 72 hours (excluding Saturdays, Sundays, and state holidays) after the posting of the pending award. Protests must be sent by certified mail to the attention of Becky Symons, Contract & Compliance Manager at Community Partnership for Children, 135 Executive Circle, Daytona Beach, Florida 32114.

The formal written protest shall reference the Name and Intent to Award Date of the RFP and shall state with particularity the facts and laws upon which the protest is based, including full details of adverse affects and relief sought. The protesting party shall also name one person to act as the party's representative for resolution discussions with the CPC authorized representative.

Within five (5) working days of receipt of a protest or inquiry and identification of representatives for each part, the representatives will conduct a face-to-face meeting via ZOOM for the purpose of resolving the disagreement amicably at the time agreed to by both parties.

SECTION C: MINIMUM PROGRAM REQUIREMENTS

1. Major Program Goals:

In an effort to maintain and strengthen family interactions and facilitate permanency for children in out of home care. Supervised Visitation Services shall:

- a.** Provide a safe, secure, and family friendly environment for children to visit with their parents, guardians, siblings, and/or other family members.
- b.** Ensure that children are protected from physical, sexual, and emotional abuse while they are visiting at the program site.
- c.** Enhance the parent/child relationship and facilitate appropriate child/parent interaction during supervised contact.
- d.** Reduce the impact of trauma resulting from the effects of separation and loss.
- e.** Impartially observe and document visitation contacts as required and provide written reports.
- f.** Assess progress and capacity for reunification.
- g.** Provide transportation for the child(ren) to the visit site.

2. Clients to be Served:

a. General Description

Clients served by the Supervised Visitation Services shall be under the jurisdiction of Seventh (7th) Judicial Circuit in Volusia, Flagler, and Putnam Counties and referred by Community Partnership for Children.

b. Client Eligibility

Any children in the Community Partnership for Children System of Care adjudicated dependent and/or temporarily placed in the custody of the state or relative and need supervised visitation services. Clients who have a court order requiring supervised visitation services.

c. Client Determination

Community Partnership for Children shall determine eligibility in accordance with established eligibility criteria. In the event of any disputes regarding the eligibility of clients, the determination made by CPC is final and binding on all parties.

3. Service Elements, Delivery and Availability

a. Service Elements

- 1) Accept telephone or email referrals to expedite the initiation of services. The referral shall be kept in the client file.

- 2) Review referral, obtain background material on the family, and schedule the case in accordance with court, referral source, and parents' requirements.
- 3) Contact family within 48 hours of receiving the referral to schedule an initial intake assessment.
- 4) Complete an intake assessment/orientation to explain the service, program guidelines, and additional service components that are deemed necessary for the success of the visits.
- 5) Develop a visitation agreement based upon the family's individualized needs and court ordered visitation.
- 6) Ensure contact between parties proceeds pursuant to the visitation agreement.
- 7) Intervene when necessary or appropriate, to ensure the welfare of the child or court approved visitor(s); if necessary, facilitate child/parent interaction during the supervised visitation; provide constructive feedback, correction, or redirection, as necessary.
- 8) Record observations of visits, prepare reports to the Court and Case Manager. All contacts with the referral agency and parent(s) shall be documented in the case file.
- 9) Communicate on monthly basis or more often if requested with the assigned Case Manager to provide information on the family's progress as well as recommendations on continued needs of the family.
- 10) Notify the assigned case manager immediately following a problematic visit.
- 11) Conduct a supervisory review of case notes after each visit within two (2) business days to identify any concerns or problems that will need to be addressed before the next visit.
- 12) Provide documentation of the supervised supported visit observations and outcome to the Case Manager, court, and others as required.
- 13) Ensure drivers responsible for transportation of children have a valid Florida driver's license, obey all traffic laws, and comply with all applicable state regulations.
- 14) Ensure transportation vehicles are maintained in safe operating condition with required insurance and safety standards pursuant to Rule 65C-14.012, F.A.C.

b. Service Delivery

The Respondent shall administer, coordinate, and ensure availability and location of delivery of services specified in this proposal.

The provider shall notify Community Partnership for Children for approval at least ninety calendar days prior to changing the location of its facility.

c. Service Availability

Services shall be available at times and days that are convenient for the children and families served and may include some weekend and evening hours.

4. Staffing Requirements

The Provider shall comply with the staffing qualifications and requirements (including background screening) in Section 435, Section 409, Florida Statutes, Chapter 65C-14.023, 14.055, 14.056, Florida Administrative Code, and any applicable law, statute, rule, or regulation.

The provider shall maintain an adequate administrative organizational structure and support staff sufficient to meet the proposed requirements.

SECTION D: INSTRUCTION TO RESPONDENTS TO THE RFP

1. General Requirements

Community Partnership for Children is not liable for any costs incurred by responses to this RFP. CPC requires the proposal to be submitted on time and clearly marked the name of the agency, and the name of RFP with the Respondent's address in accordance with instructions contained herein. All submissions shall become the property of CPC.

2. Respondent Disqualification

Failure to have performed any contractual obligations with Community Partnership for Children in a manner satisfactory will be sufficient cause for disqualification. To be disqualified as a vendor under this provision, the vendor must have:

- a. Previously failed to satisfactorily perform in a contract with Community Partnership for Children, been notified by Community Partnership for Children of unsatisfactory performance and failed to correct the unsatisfactory performance to the satisfaction of Community Partnership for Children.
- b. Had a contract terminated by Community Partnership for Children for cause.
- c. Failed to submit a Proposal within the required timeframe.
- d. Have been barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal, State, or local department or agency.
- e. Have within a 3-year period preceding this proposal, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property.
- f. Are presently indicted or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated in the paragraph above.

- g. Have within a 3-year period preceding this proposal, had one or more public transactions terminated for cause of default.

3. Selection Methodology

CPC intends to award the contract to a responsive vendor that the evaluation team determines to be the best value, based on the evaluation criteria. The evaluation team will forward their recommendation to the CEO, or his or her designee. The CEO, or his or her designee, shall decide which Respondent represents the best value, based on the scoring criteria and to whom the contract shall be awarded under this RFP. In doing so, the CEO, or his or her designee, is not required to score the Respondents, and will base his or her decision on the determination of best value. CPC may consider any information or evidence which comes to its attention, and which reflects upon a vendor's capability to fully perform the contract requirements and/or the vendor's demonstration of the level of integrity and reliability which CPC determines to be required to assure performance of the contract.

4. Evaluation Criteria

The service provider will be selected based on, but not limited to, the criteria set forth in **Appendix B. Evaluation Criteria**. Each response will be scored, and a total value calculated for each proposal.

Other factors which may be considered include:

- Expertise demonstrated by historical provision of the service being requested, or a closely related service.
- Longevity of service and previous experience in operation of a similar service.
- Reputation for performance and services.
- Financial proposal to include stability and condition.
- Accreditation from a nationally recognized accrediting body.

CPC reserves the right to negotiate with more than one Respondent at a time and need not negotiate with all qualified respondents. If a contract cannot be negotiated with any of the highest scoring Respondents, CPC shall have the right to issue a new RFP or to otherwise seek additional qualified respondents.

5. Proposal Format (Appendix A)

The required format proposal is attached as Appendix A.

6. Vendor Application Packet (Mandatory)

Mandatory criteria are to be attached to the Respondent's proposal.

Application Instructions:

Please complete the application in its entirety and submit the following documents along with any additional supporting documentation your agency feels would be beneficial in Community Partnership for Children's review. Incomplete applications will not be considered.

- Proposal (**Appendix A** – format)
- Evaluation Criteria (**Appendix B**)
- Designation of Contracting Authority (**Appendix C**)
- Civil Rights Certificate (**Appendix D**)
- Notice of Intent to Submit a Proposal (**Appendix E**)
- Certification Regarding Scrutinized Companies List and Business Operations (**Attachment II**)
- Certification Regarding Disbarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment III**)
- Certification Regarding Lobbying (**Attachment IV**)
- Conflict of Interest Certification (**Attachment V**)

APPENDIX A

PROPOSAL FORMAT

The Proposal should be submitted in the following format and should address each individual item listed.

Section I: History of Service Provision

- a. Provide a brief description of your agency's approach and philosophy to providing supervised visitation services and/or evidence-based visitation services. This should include your mission statement, guiding principles, core values and history in the community. Describe how the mission and service delivery experiences support a trauma-informed, culturally competent approach to connecting parents with children in out of home care.
- b. Please provide a description of your agency's history of collaborative service delivery to families that are involved in child protective services. This should include information on your service delivery to children and families involved with the Department of Children and Families. Describe the comprehensive and integrated type of programming delivered.
- c. Please provide some examples of previous or current collaborations applied to the delivery of such services as well as evidence that shows significant achievement of critical performance outcomes in the delivery of such services.

Section II: Service Delivery Tasks and Responsibilities

- a. Please describe the individual/organization's mission, philosophy, and purpose as it pertains to supervised visitation services and/or evidence-based supervised visitation services. Please provide a detailed explanation of the individual/organization's experience with the proposed services.
- b. Please describe your protocol for receipt of referral, intake/orientation, and supervised visit agreement development.
- c. Please describe your ability and plan to initiate service delivery immediate upon contract start date.
- d. Please provide a detailed explanation of how you will implement a supervised visitation services program to include:
 - (1) Leadership strategies within the organization to support the expectations, skill development, and adequate working conditions for staff to succeed with engaging children and families in safe and healthy visitation.
 - (2) Supervisory strategies, methods, and tools to ensure timely service provision, review, and steps toward positive visitations.
 - (3) Ensure visitation sites are safe and conducive to normal parent-child interaction.
 - (4) Availability for visitation times for both adults and children involved in all locations.

- (5) Agency's experience with strength-based principles.
- e. Please describe how interventions will guide supervised visitation with parents and children. If your program uses a specific supervised visitation model(s), please specify, and briefly summarize the model's positive outcomes with the targeted population.
- f. Please describe your plan to provide supervised visitation services and how your agency assesses progress toward goals that includes:
- (1) Strategies used to engage and involve families throughout the process.
 - (2) Increase parenting capabilities.
 - (3) Increase positive family interaction during the visitations.
 - (4) Increase effective reunification of children and families.
 - (5) Decrease number of children re-entering out of home care
- g. Please describe how data is collected for reporting purposes and how data integrity is assured. Describe procedures in place to ensure oversight and supervision of written documentation that includes:
- (1) Ensure data collected is accurate to include not limited to: referrals, new intakes, visitations, and discharges.
 - (2) Monitoring of staff interactions with families and data documentation.
 - (3) Supervision and guidance given to staff regarding family interaction and written documentation.

Section III: Performance Measures

Please describe the process by which accountability for performance and quality of services in meeting the performance measures as identified by the proposed provider will be met. Please describe your continuous process for review and improvement of performance indicators listed below:

- a. **95%** of the families receiving services shall have no indicated or verified reports of abuse or neglect during services while onsite at the visitation center.
- b. **100%** of the observation documentation and cancellation reports shall be submitted to the referral source within two weeks of the visit.
- c. **100%** of the observation documentation shall be reviewed by the Program Supervisor within two (2) business days of the visit occurrence.
- d. **100%** of weekly schedules with available dates and time shall be submitted to Community Partnership for Children each week.
- e. **90%** of clients shall be satisfied with the services, based on responses to the provider's client satisfaction surveys.

- f. 90% of families that report an inability to transport a child to a visit shall be transported by the provider.

Section IV: Staffing Levels, Training and Supervision

Please describe your proposed minimum staffing levels sufficient to meet the service delivery requirements of this solicitation. Please describe minimum pre-service and in-service received by staff. Please describe frequency and intensity of supervision to ensure quality of work in the field that includes:

- a. Ensure an adequate number of qualified and trained staff to provide supervised visitation services. Include administrative and professional positions and an Organizational chart with a job description for each key position with required minimum experience and education.
- b. Ensure staff is appropriately trained and equipped with resources to do the job.
- c. Supervision and evaluation for quality-of-service delivery.
- d. Experience, expertise, and professional qualifications/certification of staff.

SECTION V. Cost Proposal

- a. Please describe a detailed cost proposal consisting of:
 - (1) Description of financial capability to receive and manage funds.
 - (2) Projected line-item budget detail. Please note that the maximum amount allowed for indirect costs is 10% of total costs.
 - (3) A narrative justification of the itemized budget.