

DRAFT

Invitation to Negotiate (ITN)

Tiered Case Management Services for Refugees and Entrants in Duval
County

ITN #

Release Date:

SECTION 1. INTRODUCTION

1.1 Introduction to the Procurement and Purpose

Lutheran Social Services of Northeast Florida (LSSNEFL) is issuing this solicitation for the purpose of procuring Tiered Case Management Services for Refugees and Entrants in Duval County. These services will be provided to assist refugees and entrants (refugees) in effectively resettling and becoming economically self-sufficient as quickly as possible following arrival to the United States. Certain refugees who are most vulnerable and unable to thrive within the existing array of refugee services may need additional services to remove barriers preventing them from achieving effective resettlement and economic self-sufficiency. Additionally, some refugees require additional orientation, service referral, and/or different level of case management. Among these are refugees who arrive with chronic medical conditions requiring assistance in navigating complex social and medical systems to obtain care as they move toward self-sufficiency. Other refugees have resided for protracted periods in refugee camps, experienced trauma or torture, and those who have very limited formal education and/or formal work experiences or who are older or who face additional challenges seeking employment may need assistance in addressing these challenges.

LSSNEFL intends to contract with a single or multiple Vendors that will implement a Refugee Tiered Case Management Program that will assist eligible refugees and entrants in Duval County, as well as neighboring counties where there is no Refugee Service provider.

It is the intent of this procurement to award one or more contracts to a Vendor or Vendors who currently participates in the Office of Refugee Resettlement Reception and Placement Program.

1.2 Term of the Agreement

The anticipated start date of the resulting contract is April 1, 2019. The anticipated duration of the contract is three (3) years (from contract execution). The contract may be renewed for a period not to exceed three (3) years or for the term of the original contract, whichever period is longer. Such renewal shall be made by mutual agreement and shall be contingent upon satisfactory performance evaluations as determined by the LSSNEFL and shall be subject to the availability of funds. Any renewal shall be in writing and shall be subject to the same terms and conditions as set forth in the initial contract including any amendments.

The total estimated dollar range for the contract resulting from this ITN is subject to the availability of funds. Funds are estimated to be between \$125,000 and \$200,000 for each year. Funding amounts will largely depend on Office of Refugee Resettlement (ORR) priorities and the needs of the Department of Children and Families Refugee Services Program.

Please note that estimates are based on the availability of funds. Due to the unpredictability of refugee arrival patterns, federal grant requirements, and grant award amounts, the LSSNEFL reserves the right to add funding to meet additional scope of services and tasks or decrease contract value if needs change or federal grant amounts decrease.

1.3 Contact Person and Procurement Manager

This ITN is issued by LSSNEFL. The sole contact point for all communication regarding this ITN is Cristina Parcell, Procurement Manager at Cristina.parcell@lssjax.org

All contact with the Procurement Manager shall be in writing via electronic mail, U.S. Mail, or other common courier.

SECTION 2. ITN PROCESS

2.1 General Overview of the Process

The ITN process is divided into two (2) phases, the Evaluation Phase and the Negotiation Phase. The Evaluation Phase involves LSSNEFL evaluation of replies. During the Evaluation Phase, all responsive replies will be evaluated against the evaluation criteria set forth in this ITN. The Department will then select one (1) or more Vendors within the competitive range to participate in negotiations. A Vendor will be deemed responsive unless determined to be nonresponsive as defined in this solicitation document.

The Negotiation Phase involves negotiations with the Vendor(s). During the Negotiation Phase, LSSNEFL may request revised replies and best and final offers based on the negotiations. Following negotiations, LSSNEFL will post a notice of intended contract award, identifying the Vendor(s) that provides the best value.

2.2 Receipt of Replies

2.2.1 Reply Deadline

Replies must be received no later than February 28, 2019 by 5pm. Replies need to be submitted with one original and 2 copies and can be delivered or mailed to LSSNEFL attn.: Cristina Parcell @ 4615 Philips Highway, Jacksonville, FL 32207.

Any replies that are not received at the specified address, by the specified date and time, will not be evaluated. All methods of delivery or transmittal to the specified contact person remain the responsibility of the prospective Vendor and the risk of non-receipt or delayed receipt shall be borne exclusively by the prospective Vendor.

2.2.2 Request to Withdraw Reply

A written request to withdraw a reply, signed by the Vendor, may be considered if received within 72 hours after the reply opening time and date. A request received in accordance with this provision may be granted by LSSNEFL upon proof of the impossibility to perform based upon an obvious Vendor error.

2.2.3 Cost of Preparation of Reply

By submitting a reply, a Vendor agrees that the LSSNEFL is not liable for any costs incurred by the Vendor in responding to this ITN.

SECTION 3. SPECIFICATIONS

3.1 Scope of Service

Tiered Case Management Services will be provided to eligible refugees who reside in Duval County. Refugees residing in neighboring counties where no Refugee Services (RS)-funded case management program exists may also be served with approval requested to the Contract Manager and approval given.

3.1.2 Contract Limits

3.1.2.1 Services funded under any resulting contract shall be refugee specific services only, designed to meet the needs of refugees. Funds for this subcontract are administered under the terms of 45 CFR Parts 400 and 401 and are subject to all grant and federal regulatory requirements. All services offered must be in line with the rules and objectives of the refugee program.

3.1.2.2 LSSNEFL reserves the right to alter or adjust the service locations and the number of clients and to add service priorities as needed.

3.1.3 Client Eligibility

3.1.3.1 Clients to be served under the resulting contract are refugees and entrants residing in Duval County requiring Tiered Case Management Services who have been in the United States for less than sixty (60) months. Refugees residing in neighboring counties where no Refugee Services (RS)-funded case management program exists may also be served. Depending on the resulting contract's specific funding source(s), other refugee groups may be eligible for services with additional requirements.

3.1.3.2 The Vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number.

3.1.4 Client Determination

3.1.4.1 Eligibility shall be determined as it is defined within 45 C.F.R. Parts 400 and 401 and other eligibility memoranda distributed by the Department of Children and Families (Department). The Department has final authority on client eligibility.

3.1.4.2 Client Eligibility Determination. The Vendor shall determine refugee program eligibility based on the individual's immigration status, country of origin and date of entry to the U.S. using original immigration documents provided by the client. The period of eligibility is calculated from the client's date of arrival in the U.S., with the exception of asylees, whose period of eligibility is calculated from the date asylum was granted, and victims of severe forms of trafficking whose eligibility is determined using the date on the Office of Refugee Resettlement's (ORR) eligibility letter (children) or certification letter (adults). A legible copy (front and back) of immigration documentation verifying refugee/entrant eligibility is required to accurately determine eligibility. An eligibility

guide describing specific client determination information is available from the Department or by visiting the Department's Refugee Services Program website at:

<http://www.myflfamilies.com/service-programs/refugee-services/eligibility-guide-refugee-service-providers>

- 3.1.4.3 Immigration Status Verification. In the event the Vendor elects to utilize the SAVE/VIS system, the Vendor shall follow the procedures for the system included in any resulting contract. Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.

3.1.5 Service Component Task List

Due to the unique nature of the individuals to be served, some of the specific tasks that the Vendor will be required to complete are negotiable.

The Vendor shall perform or ensure the following substantive service tasks are performed. **In their reply, the Vendor will explain how the following service tasks will be implement within a Tiered Case Management program.** The Vendor must justify each response.

- 3.1.5.1 Outreach Services - The Vendor shall ensure that a variety of appropriate outreach activities are designed to familiarize potentially eligible clients, especially those not participating in the Department of State Resettlement and Placement program with available contract services.
- 3.1.5.2 Intake - Upon determination of client eligibility, the Vendor will conduct an intake and initial data collection including but not limited to legal name, alien number, country of origin, immigration status, arrival date in the U.S., date of eligibility status, current county of residence, date of birth, gender, and if applicable and if available, social security number and port of entry.
- 3.1.5.3 Assessment - The Vendor shall conduct an assessment to determine the client's needs and the appropriate level or tier of case management services. The completion of the assessment shall occur no later than seven (7) days after intake. The assessment instrument should evaluate all aspects of a client's past and current experiences and gauge where strengths and deficits may exist. The results of the assessment will determine the tier or level of case management needed.
- 3.1.5.4 Tiered Case Management Services -

Tier Case Management. The Provider shall develop a comprehensive Tier Case Management program that is a collaborative process that assesses, plans, and evaluates the options and services required to facilitate assistance to effectively resettle refugees/entrants through one of three tiers. which shall, at a minimum, include the following

Tiers: 3.1.5.4.1-

Tier I. A client who understand their need for services, knows how to learn about services available to meet those needs, and has no significant barriers that discourage access to services on their own. No case management hours are needed to assist a client in this tier.

The program may assist individuals obtain information and access community resources. These resources include, but are not limited to, application for benefits through the Department's Economic Self-Sufficiency program, food banks, emergency assistance agencies, federally qualified health centers, mental health counseling, subsidized or income-sensitive housing, county health departments, KidCare, social security administration, transportation options, and other resources that would benefit the target population. The Provider or subcontractor shall have the capacity to provide services in the languages of the resettling populations. Services may be provided telephonically or on a walk-in basis. No formal refugee eligibility determination is required. No referral follow-up is required or necessary. A list including the name, country of origin, and immigration status for all served shall be maintained. (Client attestation suffices for this component.).

3.1.5.4.2-

Tier II. A client who understands some of their need for services, knows how to learn about services available to meet those needs, but has some barriers that inhibit them from accessing services on their own without assistance. Case Management to clients in this tier is **limited to 1 hour per month for two months.**

3.1.5.4.3-

Tier III. A client who understands some of their need for services, but are unaware of available resources or services to meet those needs. Has multiple and complex barriers (cost of service, transportation, location, physical or mental disability, language, lack of support group etc.) that prevent them from accessing services on their own without assistance. Written approval must be granted by LSSNEFL prior to services being provided to clients in this tier. Case Management to clients in this tier is limited to 2 hours per month for two months, unless a limited extension is approved in writing by the Provider.

Case management services shall be provided to vulnerable refugees/entrants for a *maximum* time frame of six (6) months. Vulnerable refugees/entrants include those with unstable housing, frequent unemployment, no source of income, signs of domestic abuse, victim of torture or trauma, former refugee camp resident, over 55 years of age, unable to read and/or write in their native language, extremely limited formal education, no transferable job skills, acute and/or chronic medical

conditions, and signs/symptoms of mental health issues. The Provider shall develop a case management service delivery model that tailors evidence-based interventions to client need. The frequency and intensity of intervention would vary based on the need of the individual. A screening tool shall be employed to ensure only those refugees/entrants in need of services are served. The assessment would also gauge where strengths and deficits may exist. Individual/family case plans shall be updated on a continuous basis with attainable and measurable goals tied to challenges identified during assessment. The completion of the assessment and the initial case plan shall occur within a prescribed time frame and developed with input from the client during a face-to-face interaction. The service delivery model shall facilitate services such that the clients are able to be transitioned to a community-based program or have needs sufficiently addressed for service closure. A successful closure will be defined using parameters specific to each case and further defined during the negotiation process.

Linkages to existing community resources providing similar services to the general population shall be strengthened and leveraged for optimum outcome for the refugee client.

Agreements with mental health counseling centers are encouraged. The utilization of mental health therapies in lieu of or in conjunction with traditional psychotherapy is encouraged. Art therapy and music therapy are two such examples. The Vendor or subcontracted provider is encouraged to be creative and consider therapies with evidence of efficacy here in the US that are traditional to the refugee population being served.

Home visits are encouraged to gain a deeper understanding of a client's strengths and challenges, to develop a greater trust relationship between case manager and client, and to provide clients the opportunity to be in a setting most comfortable to them; thereby, enhancing a client's receptiveness and adherence to interventions.

Services shall be focused on refugees/entrants who are unable to access needed services without assistance and who lack a support system.

Internal case staffing and/or multidisciplinary staffing are encouraged for clients whose needs are being addressed by multiple staff members and or services to enhance communication and service coordination.

A long-term assessment conducted every six (6) months after termination, up to three (3) years or when the client's long term goal has been met.

- 3.1.5.5 Individual Case Plan (ICP) - The Vendor shall complete the ICP within 15 days of the client's 15 days of the client's intake date and shall include, at a minimum a brief history of the client, summary of the assessment results, measureable goals, objectives, interventions that will address barriers to effective resettlement, timeframes for achievement, and follow up periods.
- 3.1.5.6 Contract Manager Approval- The Vendor will submit to the LSSNEFL contract manager completed enrollment requests for all Tier Level III Case Management clients before the clients are accepted for Tier Level III services. The enrollment request shall include an explanation of the client's situation and challenges and detail the reasons Tier III Case Management services are necessary.
- 3.1.5.7 Client Follow up, Tracking and Documenting Progress, within 15 days, - The Vendor shall follow up on the outcome of client referrals for services within ___ days of the referral. The Vendor shall also track and document the client's progress toward achieving case management goals and objectives at a minimum every 30 days from the date of initial ICP completion until case closure.
- 3.1.5.8 Emergency Services - In the event a client demonstrates possible signs of being a threat to himself/herself or others, qualified Vendor staff shall be consulted and per the qualified staff member's professional judgment, the appropriate authorities shall be contacted immediately. Advocacy on behalf of the client is necessary so the totality of the client's situation is respected by mental health professionals.
- 3.1.5.9 Interpreter and Translation Services - The Vendor shall ensure interpreter/translation services are accessible as needed at no cost to the client.
- 3.1.5.10 Transportation - Transportation services must be limited and Vendors are encouraged to provide clients with the knowledge and tools necessary to facilitate their own transportation whenever possible as part of the client's adaptation and resettlement process. The use of volunteers, students, community members, and other non-professional staff is encouraged in the provision of transportation services.
- 3.1.5.11 Client Case File and Case Notes - For each client served, the Vendor shall maintain an individual case file that includes a detailed chronological account of service delivery. The details of what each case file must include; eligibility documentation, intake information, Client Release of Information Form, assessments, ICP and updates, and case closure information. All contact shall be documented in the case notes.

3.1.5.12 Termination of Client Services and Case Closure - The Vendor shall include a statement in the client's case file regarding the status of the client's case at closure, including an explanation of the reason for closure and employment status, if known. The Vendor shall close a client's case for these reasons: client completion of all objectives and no longer in need of services; client no longer meets eligibility criteria for the program; written or verbal notification by the client of withdrawal from the program; client relocation out of the service area; non-participation of the client: the client has not participated in services in 30 days; unsuccessful closure: client participated but objectives not achieved; or death of the client. Case management shall be closed if no client contact occurs for more than 4 consecutive weeks.

3.1.6 Additional Tasks - The Vendor is encouraged to provide additional tasks related to mentoring services for refugee youth between the ages of 15-24. Services would include the recruitment and training of mentors to assist refugee youth in developing social and life skills, learn American culture while maintaining their cultural heritage, and providing opportunities for social engagement with peers. Additional tasks may be negotiated with the successful Vendor.

3.1.7 Task Limits

3.1.7.1 The Vendor shall not make stipend payments to a client under the terms of any resulting contract.

3.1.7.2 The Vendor shall not perform any tasks related to the program, other than those described in any resulting contract, without the express written consent of LSSNEFL.

3.1.7.3 Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.

3.1.7.4 Expiration of the contract period does not close cases. All pending services not resolved within the contract period will be carried over into the next contract period or referred to another provider.

3.1.7.5 Tasks and task descriptions may change over the life of the contract to comply with new regulations, laws, and grant requirements.

3.1.8 Staffing Levels

3.1.8.1 The Vendor shall ensure adequate program staffing for technical, administrative, and clerical support. The Vendor shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities.

3.1.8.2 The staffing levels that the Vendor includes in the budget shall be sustained throughout the resulting contract period(s).

3.1.8.3 The Vendor must have the capacity and flexibility to efficiently hire new qualified staff members as necessary.

3.1.9 Staffing Changes

The Vendor may make staffing changes for those staff funded either in whole or in part with funds from any resulting contract only with the prior notification and review by LSSNEFL. The Vendor shall replace, on the project, any employee whose continued presence would be detrimental to the success of the project with an employee of equal or superior qualifications.

3.1.10 Professional Qualifications

3.1.10.1 Professional and paraprofessional staff shall be qualified, as detailed in the job description maintained by the Vendor, in a field appropriate to the services being provided under this contract.

3.1.10.2 The Vendor shall require a security background screening and five-year employment rescreening in accordance with Chapter 435, Florida Statutes, for all program personnel, mentors, and volunteers who work with clients under age eighteen (18) served by the Vendor. Security background investigation documentation shall be maintained on file with the Vendor's employment records.

3.1.11 Reporting

3.1.11.1 Required Reporting Submission - The Vendor shall submit the following reports at a minimum, according to the requirements specified. In the case of an anticipated delay in meeting this requirement, the Vendor shall submit a written justification for the delay and a request for an extension to LSSNEFL prior to the expiration of the submission deadline. Only submittals received by the due date or pursuant to an approved extension will be considered timely. All due dates not specifically identified are calendar days. The contract manager will furnish the report formats and instructions to the Vendor.

Report Title	Reporting Frequency	Anticipated Report Due Date	Number of Copies Due
Electronic Data as specified in Web-RS User Guide	Monthly	10 th day of each month	N/A
Invoice	Monthly	20 th day of each month	1 electronic and 1 hard copy

Report Title	Reporting Frequency	Anticipated Report Due Date	Number of Copies Due
Narrative Report	Every 4 months	Three times per contract year February 10; June 10; and October 10	1 electronic and 1 hard copy
Limited English Proficiency (LEP) Policy	Annually	60 days of contract effective date and completed questionnaire annually thereafter	1 electronic and 1 hard copy
Financial and Compliance Audit and accompanying management letter	Annually	Within 180 days following Vendor's fiscal year end or within 30 days of Vendor's receipt of the audit report, whichever occurs first	2 hard copies to RS 1 electronic copy to Inspector General
Inventory Report	Annually	Annually and 30 days prior to completion of contract	1 electronic and 1 hard copy
Emergency Preparedness Plan	Annually	Within 30 days of contract execution and annually thereafter	1 electronic and 1 hard copy
Civil Rights Compliance Checklist	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy
Proof of Liability Insurance	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy

Report Title	Reporting Frequency	Anticipated Report Due Date	Number of Copies Due
Support of the Deaf and Hard of Hearing as specified in Exhibit A1-7 of the Integrated Contract	Monthly	5 th working day of each month	The Office of Civil Rights Form Site: https://fs16.forsite.com/DCFTraining/Monthly-Summary-Report/form_login.html
Federal Funding Accountability and Transparency Act (FFATA) (DCF Form CF1111)	Annually	Prior to contract execution and annually thereafter	1 electronic and 1 hard copy

3.1.11.2 Additional Reporting Requirements - The Vendor shall provide additional reporting pertaining to the services rendered in any resulting contract should LSSNEFL determine this to be necessary.

3.1.11.3 Acceptance of Reports - Where any resulting contract requires the delivery of reports to LSSNEFL, mere receipt by LSSNEFL shall not be construed to mean or imply acceptance of those reports. It is specifically intended by the parties that acceptance in writing of required reports shall constitute a separate act. LSSNEFL reserves the right to reject reports as incomplete, inadequate, or unacceptable according to the parameters set forth in any resulting contract. LSSNEFL, at its option, may allow additional time within which the Vendor may remedy the objections noted by LSSNEFL or the opportunity to complete, make adequate, or acceptable, or declare any resulting contract to be in default.

3.1.12 Electronic Data

The Vendor shall use the Refugee Services Data System (RSDS) and the Web-RS application to submit electronic data with the required data elements as specified in the Web-RS Application User Guide or any subsequent revisions to this guide without the requirement of a contract amendment. The Vendor shall submit electronic data via direct entry into the Web-RS or via batch interface, as required by RS.

3.1.12.1 Data Entry Deadlines - The Vendor shall submit to LSSNEFL data specified in the resulting contract in accordance with the preceding schedule, except in emergency circumstances as approved by the Director of RS. If LSSNEFL deems it necessary, the Department will produce the official data report from the Vendor's electronic data the first business day following the submission deadline for the previous period's data as noted in the preceding schedule. The reports produced by Department are the official record of deliverables and overall program performance, unless notified immediately of discrepancies.

3.1.12.2 Data Integrity - If notified by LSSNEFL of reporting discrepancies, the Vendor has three (3) business days from the date of notification of the errors to correct and return the electronic data. If discrepancies are reported by the Vendor, the Vendor shall correct and return the electronic data within three (3) business days of the notification. The Vendor shall notify LSSNEFL when corrections are needed and again when corrections are completed. Following completion of data correction, LSSNEFL will provide the official report the following business day. The final report becomes the official report.

3.1.12.3 Reporting Responsibilities - It is the Vendor's responsibility to ensure that data is entered accurately and timely and that reports are acceptable and submitted timely. Continued inaccurate or late reporting of data and/or continued submission of unacceptable or late reports may result in corrective action and may require financial penalties and place the Vendor in breach of contract as provided in **Section 6.1 of the Standard Contract** with LSSNEFL

3.1.13 Performance Measures

Below are **sample** performance measures for a contract resulting from this ITN. The Vendor is encouraged to propose other performance measures which may benefit the quality of service delivery. LSSNEFL may negotiate different minimum acceptable performance standards and/or additional or fewer performance measures.

LSSNEFL requests that the Vendor propose appropriate percentages for the performance measures listed below. The Vendor must justify its reasoning for each of the proposed percentages.

The following measures are to be based on unduplicated clients served within the contract period:

At least ___% of Tier I and II clients in need of employment services as identified in their ICP will be referred to the appropriate employment (Lutheran Social Services of Northeast Florida, Inc.) provider within ____ days of the need being identified on their ICP.

At least ___% of Tier I and II clients referred for employment services will be enrolled with the employment provider (Lutheran Social Services of Northeast Florida, Inc.) within ____ days of referral based on provider follow up.

At least ___% of Tier I and II clients in need of adult education (English Language Training) services as identified in their ICP will be referred to the appropriate ELT provider within ____ days of the need being identified on their ICP.

At least ___% of Tier I and II clients referred for ELT will be enrolled with the ELT provider within ____ days of referral based on provider follow up.

At least ___% of Tier I and II clients in need of child care services as identified in their ICP will be referred to the appropriate child care provider within ____ days of the need being identified on their ICP.

At least ___% of Tier I and II clients referred for child care services will be enrolled with the child care provider within ____ days of referral based on provider follow up.

At least ___% of Tier III clients with medical needs preventing them from becoming employable will be referred to for medical treatment within ____ days of receipt of Tier III approval.

At least ___% of Tier III clients with medical needs preventing them from becoming employable will be receive a treatment plan for medical treatment from a healthcare provider within ____ days of their referral.

At least ____ % of Tier III clients with housing needs to prevent homelessness will be referred to for housing assistance within ____ days of receipt of Tier III approval.

At least ____ % of Tier III clients with housing needs to prevent homelessness will obtain appropriate housing assistance to prevent eviction or loss of utilities within ____ days of referral based on provider follow up.

3.1.14 Performance Evaluation Methodology

The calculation of the performance standards shall be determined monthly, quarterly and yearly for each Federal Fiscal Year (FFY) within the contract period. For any and all performance measures suggested in the reply, the following format shall be used:

Will work on these after agreement on Performance Standards.

3.1.15 Vendor Unique Activities

3.1.15.1 The Vendor must be a voluntary agency cooperating with the State Department to provide reception and placement services for refugees arriving in the United States.

3.1.15.2 The Vendor shall ensure that any individual who seeks to apply for contracted services has an opportunity to do so.

3.1.15.3 Services funded under the resulting contract(s) must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee/entrant's language and cultural background, and in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee/entrant women.

3.1.15.4 Limited English Proficiency (LEP) Language Requirement. The Vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The Vendor shall develop and submit for approval a comprehensive written policy on language access for LEP persons within sixty (60) days of contract execution.

3.1.15.5 The Vendor shall perform all other unique activities described in any resulting contract. This shall include, but is not limited to, Health Insurance Portability and Accountability Act (HIPAA), and Safeguards Regarding the Use and Disclosure of Client Data.

3.1.15.6 If at any time the contract is canceled, terminated, or expires, and a contract is subsequently executed with an entity other than the Vendor, the Vendor will have an affirmative obligation to assist in the smooth transition of contract services to the subsequent contractor.

3.1.16 Coordination with Other Entities

3.1.16.1 LSSNEFL may undertake or award other contracts for additional or related work, and the Vendor shall fully cooperate with other such Vendors, LSSNEFL employees, community based organizations, and other service organizations that provide services to refugees/entrants. The failure of other Vendors or entities to cooperate or properly perform service does not relieve the Vendor of any accountability for tasks or services that the Vendor is obligated to perform pursuant to any contract that may result from this ITN.

3.1.16.2 The Vendor shall attend the scheduled Refugee Task Force meetings for their service delivery area(s). The Vendor shall be present at, shall participate in, and shall collaborate with other social service agencies at the meetings.

3.1.17 Monitoring Requirements

3.1.17.1 The Vendor will be monitored in accordance with LSSNEFL procedures.

3.1.17.2 The Vendor will be monitored on its performance of all tasks and special provisions of any resulting contract.

3.1.17.3 The Vendor’s actual expenditure report may be monitored for accuracy and compliance with federal or state financial regulations.

SECTION 4. INSTRUCTIONS FOR RESPONDING TO THE ITN

4.1 Services - The Vendor must explain in detail the implementation of a tier level case management program that incorporates Service Tasks 3.1.5.1 through 3.1.5.13.

4.2 Deliverables - The Vendor complete the following table of proposed deliverable.

Year 1: April 1, 2018 to September 30, 2018		
Tier Level	Proposed No. of Clients	Proposed Number of Hours
I.		
II.		
III.		

Year 2: October 1, 2018 to September 30, 2019		
Tier Level	Proposed No. of Clients	Proposed Number of Hours
I.		
II.		
III.		

Year 3: October 1, 2019 to September 30, 2020		
Tier Level	Proposed No. of Clients	Proposed Number of Hours
I.		
II.		
III.		

4.3 Budget - The Vendor must submit detailed budget information. A Line Item Budget, a Budget Narrative, a Fixed Price Budget Worksheet, and a Cost Allocation Plan must all be submitted with the reply to the ITN. Each of these categories is described below. The actual budget documents can also be found at the end of the ITN in **Appendix I, II, III, IV, and V**.

4.3.1 Line Item Budget - This includes a line item budget (as detailed in the “Project Budget Summary and Detail Instructions” and the “Project Budget Summary”). These documents can be found in **Appendix I** and **Appendix II**. This budget shows proposed total costs for the entire proposed contract period with specific breakouts by contract year as noted in Section 4.2 of this ITN. Any missing year budgets will be assumed to be a duplicate of the last year submitted. In the Line Item Budget, the Vendor must include only costs identified as allowable (Allowable Costs) in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See C.F.R. Chapters 1 and 2, Part 200, 215, 225, and 230 as applicable. The Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). Also, Administrative Costs, including any indirect costs that are administrative in nature, must not exceed ten percent (10%) of the total operating costs of the proposed program budget.

4.3.2 Budget Narrative - The Vendor must submit a complete budget narrative to explain each budget item and include all of the information required by **Appendix I** and **II**. All amounts must match those in the line item budget, and shall be broken out by contract year as with the Line Item Budget. Any missing year narratives will be assumed to be a duplicate of the last year submitted.

Also, in the budget narrative, describe in detail how the Vendor arrived at its proposed indirect cost rate. Explain the methodology used to arrive at that rate. Justify the reasonableness of the Vendor’s proposed indirect cost rate.

4.3.3 Fixed Price Budget Worksheet - Please be detailed and realistic when completing the Fixed Price Budget worksheet. The Fixed Price Budget Worksheet (**Appendix V**) must be completed according to the attached instructions (**Appendix IV**) and its totals must match the amounts from the Line Item Budget. The service components that the Vendor must use as the column headings for the ITN are: (1) Intakes/assessment/ICP; (2) Referral/Enrollment; (3) Follow-up; (4) Successful Case Closure.

LSSNEFL reserves the right to negotiate final service unit rates with any successful Vendor and to negotiate the purchase of particular services from

Vendors with lower rates. If the needs of the program change in the future, the LSS reserves the right to shift funds from one component to another.

4.3.4 Cost Allocation Plan - The Cost Allocation Plan (**Appendix III**) must identify the distribution of costs between the proposed services and any other programs or funding sources the Vendor has for each year of the proposed contract. It must also identify, by line item, any cost in the proposed budget which will be charged at less than one hundred percent (100%) to the Adult Education contract. The Vendor’s Cost Allocation Plan must include any indirect costs included in the Cost Reply, the indirect rate, and the allocation methodology used to determine the indirect rates.

The budget totals should be based on available funding projections, if any, and if different, the Vendor should explain the differences.

SECTION 5. THE SELECTION METHODOLOGY

5.1 Evaluations

LSSNEFL’s Evaluators will independently evaluate each Programmatic Reply in accordance with the following criteria:

Criteria	Relative Value
<ul style="list-style-type: none"> The Vendor’s articulation of its approach to providing the required services and the ability of the approach to meet the requirements of this ITN and provide additional value. 	25%
<ul style="list-style-type: none"> The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed services including the Vendor track record providing services similar to the one specified in this ITN. 	35%
<ul style="list-style-type: none"> The skills and experience of the Vendor’s leadership team, staff and resources the Vendor will use in implementing its services. 	20%
<ul style="list-style-type: none"> The Vendor’s financial management approach, proposed budget and related financial information. 	20%
TOTAL	100%

LSSNEFL 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 LSSNEFL determines to be required to assure performance of the contract.

5.2 Total Score, Recommended Ranking and Competitive Range of Replies

The Procurement Manager will average the total programmatic point scores by each Evaluator to calculate the points awarded for each section. The Procurement Manager will use total points to rank Vendors from 1 to n.

For example:

Firm	Raw Points Received	Rank
Company A	900	2
Company B	1000	1
Company C	800	3*
Company D	750	5
Company E	800	3*

*In the event that multiple Vendors have the same raw point score, the rank positions needed to cover those firms are the same. Each firm receives a rank of 3.

5.3 Negotiation Process for Final Selection

Upon determination of the list of Vendors selected for negotiations, LSSNEFL will negotiate with the Vendors on the shortlist. However, LSSNEFL reserves the right, after posting notice thereof, to expand the shortlist to include additional responsive Vendors for negotiation. Responsive Vendors who are not selected will not be formally eliminated from the ITN process until the posting of the notice of intent to award.

5.3.1 Goal of Negotiations

The negotiation process is intended to enable LSSNEFL to determine which Vendor presents the best value, whether and with whom it will contract, and to establish the principal terms and conditions of such contract. There may be additional negotiations to finalize all terms and conditions of the contract after a notice of selection is posted.

APPENDIX I - BUDGET SUMMARY AND DETAIL INSTRUCTIONS

The project budget summary should display all costs that will be paid by LSS for the delivery of services resulting from this ITN. Use the Project Budget Summary format and list the appropriate amounts for all line items that will be expended during the budget period. The format displays the suggested line items to be covered for this project; other line items may be added, if necessary. "Miscellaneous" and "Other" are not acceptable line items.

In addition to and in support of the Project Budget Summary, a detailed description must be provided for each line item displaying the methodology used to calculate the total for the line item. Documentation must show the percentage of costs being charged to LSS, if the Vendor has another source of income providing funding to this project. Items requiring *estimated* costs must be accompanied by sufficient documentation or explanation to support the estimation. An estimated number of units must be provided for each line item calculated using a unit rate x unit cost calculation. In addition;

- Salaries** provided must be comparable with similar positions in the surrounding labor market and a job description must be provided for each position listed. Include the number of FTEs that will be funded in whole or in part by this project.
- Fringe benefits** must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
- Staff Travel** is reimbursed as specified by Department of Children and Families travel policies and procedures in CFOP 40-1 and state statute (section 112.061 Florida Statutes).
- Office expenses** should be based on prior history, a reasonable estimated monthly expense or written Vendor policy.
- Rental or use of space** must show the address, the square footage and the rate per square footage.
- Rental equipment** necessary to carry out the delivery of services must include the unit cost (per month) and the number of months the item(s) will be used.
- Insurance** costs must provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost and the insurance coverage being provided.
- Advertising/outreach** costs must show the estimated number of units (publications or media events) and the estimated cost for each publication or event.
- Membership fees and subscriptions** necessary for the delivery of services must show the estimated costs and number of units projected.
- Client education and training tools** must provide the types of services to be provided, the estimated number of clients to be served, and the estimated unit cost of each service.
- Information Resource Technology (IRT)** includes computers, monitors and other technology items costing less than \$1,000 each and must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. For recurring costs, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, system access, etc.

- **Subcontracted services** such as janitorial services or security services must show the monthly rate and the number of months for which service is required.
- **Financial audits** being covered in part or in whole with project funds must show the rate used to calculate this cost or the percentage of cost being allocated to this project.
- **Operating capital outlay (OCO)** to be purchased for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.
- **Office equipment (non-OCO)** to be purchased under this contract (costing less than \$1,000 each) for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased. Purchased must be estimated in accordance with the State's guidelines found at http://www.myfloridacfo.com/aadir/reference_guide/
- **Indirect costs** being charged to the project must show the percentage of funding required by the Vendor to carry out the common or joint tasks covered by this line item. A summary of the expenditures covered by these funds is required.

APPENDIX II - PROJECT BUDGET SUMMARY

Vendor Name

Contract Year (Insert Year) - (Insert Dates)			
Budget Line Item		Line Item Totals	Category Total
<i>Personnel Category</i>			
A.	Personnel	\$ -	
B.	Fringe Benefits	\$ -	
C.	Other Personnel Services (OPS)	\$ -	
D.	Background Checks	\$ -	
<i>Total Personnel Category:</i>			\$ -
<i>Travel Category</i>			
E.	Staff Travel & Training	\$ -	
F.	Client Transportation	\$ -	
<i>Total Travel Category:</i>			\$ -
<i>Expense Category</i>			
G.	Office Expenses		
1.	Utilities	\$ -	
2.	Telephone	\$ -	
3.	Postage/Shipping	\$ -	
4.	Copies/Printing	\$ -	
5.	Office Supplies	\$ -	
6.	Janitorial Supplies	\$ -	
7.	Building Maintenance/Repair	\$ -	
8.	Equipment Repair	\$ -	
9.	Security Services	\$ -	
10.	Office Equipment/Furniture	\$ -	
<i>Total Office Expenses:</i>			\$ -
H.	Rental or Use of Space	\$ -	

I.	Rental Equipment		\$	-
J.	Insurance		\$	-
K.	Advertising/Outreach		\$	-
L.	Membership Fees & Subscriptions		\$	-
M.	Client Educational and Training Tools		\$	-
N.	Fixed Price Services		\$	-
O.	Information Resource Technology		\$	-
P.	Subcontracted Services		\$	-
Q.	Financial Audit		\$	-
			Total Expense Category:	\$ -
Direct Costs Category				
R.	Operating Capital Outlay (OCO->\$1,000.00)		\$	-
S.	Indirect Costs	_____%	of Total Direct Costs	\$ -
			Subtotal Direct Costs:	\$ -
			Total Project Budget	\$ -

APPENDIX III

Sample Format

Vendors may add columns and rows as needed.

COST ALLOCATION PLAN

for the

2019 CONTRACT YEAR

Line Item	This Application	Funding Source A	Funding Source B	Funding Source C	Total
Personnel Category					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
Fringe Benefits					
Staff Travel					
Sub-Contracted Services					
Office Expenses					
Operating Capital Outlay					
Rental or Use of Space					
Rental of Equipment					
Maintenance Agreements					
Insurance					

Membership Fees and Subscriptions					
Advertising					
Indirect Costs					
SAVE System Access					
Total					

APPENDIX IV

FIXED PRICE BUDGET WORKSHEET INSTRUCTIONS

This worksheet is a required part of the project budget, and will help the Vendor fairly account for costs when calculating a fixed price for a single or multiple service components. The line items are the same as in the Project Budget Summary in **Appendix VIII**. When calculating line item costs on this worksheet, consider the number of hours staff devote to each service component; the travel, space utilization, and program material costs for each component. For personnel costs, remember to include full-time or part-time administrative staff which support the different service components (which should have been included in the Project Budget Summary). For "cost of business" types of line items (e.g. janitorial costs, financial audit, indirect costs) it may be easier to spread the total costs evenly across all service components.

Clients & Hours

These calculations should be consistent with any proposed Service Presentation Tables in the response.

- **Unduplicated Client:** The number of individual clients served within the one-year timeframe. If twenty (20) clients are receiving a service for three (3) months out of the year, this only counts as twenty (20) clients, not sixty (60).

FIXED PRICE BUDGET WORKSHEET - APPENDIX V

Budget Line Items	Service Components				Total
	Intake/enrollment	Assessment/ICP	Follow up	Case Closure	
Personnel					
Fringe Benefits					
Other Personnel Services (OPS)					
Background Checks					
Staff Travel & Training					
Client Transportation					
Utilities					
Telephone					
Postage/Shipping					
Copies/Printing					
Office Supplies					
Janitorial Supplies					
Building Maintenance/Repair					
Equipment Repair					
Security Services					
Office Equipment/Furniture					
Rental or Use of Space					
Rental Equipment					
Insurance					
Advertising/Outreach					
Membership Fees & Subscriptions					
Fixed Price Services					
Information Resource Technology					
Subcontracted Services					
Financial Audit					
Operating Capital Outlay (> \$1,000)					
Indirect Costs					
Total Cost for Service					
Approx. # of Clients to Be Served (Unduplicated)					