

State of Florida
Department of Children and Families



RFP# - RFP030618FCO1
Supplemental Nutrition Assistance Program Information and Application Assistance
Services

Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Response Evaluation: _____

Evaluator Signature: _____

1 GENERAL INSTRUCTIONS

- 1.1 Each evaluator will evaluate the programmatic and financial responses for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted for either calculation. If an evaluator score sheet(s) is missing scores, it will be returned for completion. Scoring must reflect the evaluator's independent evaluation of the response to each evaluation criterion.
- 1.2 Each evaluator shall assign a score for each evaluation criterion based upon his/her assessment of the response. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the response demonstrates and/or describes...	Category	...assign points within ...
Extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen.	Superior	81-100% of the maximum points for the area.
Clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements.	Good	61-80% of the maximum points for the area.
Fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas.	Adequate	41-60% of the maximum points for the area.
Little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills.	Poor	21-40 %of the maximum points for the area.
...a significant or complete lack of understanding, an incomprehensible approach, a significant of complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

- 1.3 All responsive proposals (those meeting the Mandatory Requirements) shall be assigned a score for each vendor submission along with the criterion based upon his/her assessment of the response.
- 1.4 When completing score sheets evaluators should record references to the sections of the Request for Proposal (RFP) and the written response materials which most directly pertain to the criterion and upon which their scores were based. More than one section may be recorded. Evaluators should not attempt an exhaustive documentation of every bit of information considered but only key information. In general, the

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reference statements should be brief. If the response does not address an evaluation criterion, evaluators should indicate “not addressed” and score it accordingly.

- 1.5 Each evaluator has been provided a copy of the RFP, including its appendices, any RFP amendments, and vendor written inquiries and the written responses provided by the Department. Each evaluator will also be provided with a copy of each responsive proposal which should be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.
- 1.6 Replies shall be independently scored by each member of the evaluation team. No collaboration is permitted during the scoring process. The same scoring principles must be applied to every response received, independent of other evaluators. Evaluators should work carefully to be as thorough as possible in order to ensure a fair and open competitive procurement. No attempt by Department personnel or others, including other evaluators, to influence an evaluator’s scoring shall be tolerated.
- 1.7 If any attempt is made to influence an evaluator, the evaluator must immediately report the incident to the Procurement Manager. If such an attempt is made by the Procurement Manager, the evaluator must immediately report the incident to the Inspector General.
- 1.8 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 1.9 Evaluators may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 1.10 Questions related to the solicitation and the evaluations of the response should be directed only to:
Ashley Davis, Procurement Manager
Florida Department of Children and Families
Office of Economic Self-Sufficiency
1317 Winewood Blvd., BL. 3, RM. 459
Tallahassee, FL 32399-0700
E-Mail Address: Ashley.Davis@myflfamilies.com
- 1.11 After each evaluator has completed the scoring of each responsive proposal, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will average the total point scores by each evaluator to calculate the points awarded for each section
- 1.12 Following completion of the independent evaluations of the replies, the Procurement Manager will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly when preparing the total scores.

2 QUALITATIVE CRITERIA

Evaluators shall assign scores to each of the replies received by the Department based on the following criteria:

- How well does the response demonstrate the vendor’s understanding of the need, program goals, and target population?
- How well does the response demonstrate that the vendor’s proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

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- How well does the response demonstrate the vendor’s competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?
- How well does the response demonstrate that the vendor’s administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?
- How reasonable and appropriate is the vendor’s financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?
- Financial stability of the vendor.

3 PROGRAMMATIC AND FINANCIAL RESPONSES POINT VALUES

The maximum score for each Responsive Proposal is 1,000 points.

Programmatic and Financial Criteria	Maximum Points	Percent of Total (1000 Points)
1. How well does the response demonstrate the vendor’s understanding of the need, program goals, and target population?		
<ul style="list-style-type: none"> • Conduct Needs Assessment • Identify target population(s) 	50	5%
<ul style="list-style-type: none"> • Services reflect the identified needs of the selected populations • Approaches, activities and materials (if any) adequately described and appropriate for the target population(s) identified • Demonstrates a clear understanding and knowledge of the SNAP program and general eligibility requirements 	50	5%
Section 1 Subtotal	100	10%
2. How well does the response demonstrate that the vendor’s proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?		
<ul style="list-style-type: none"> • Direct client assistance • Allowable activities • Support services • Emphasize quality and customer service 	220	22%
<ul style="list-style-type: none"> • Services to preferred populations 	70	7%
<ul style="list-style-type: none"> • Number people to be served • Impactful to the target population(s) 	20	2%

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<ul style="list-style-type: none"> • Coordinates approach(es) • Eliminates duplicative efforts • Partnerships • Ability to work in community and target population(s) • Location of services to target population(s) 	60	6%
Section 2 Subtotal	370	37%
3. How well does the response demonstrate the vendor's competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?		
<ul style="list-style-type: none"> • Demonstrate competence, quality and standard of excellence • Proposal is complete, comprehensive, polished and correctly submitted • Project(s) presented in 4-year plan, sustainability • Addresses how services will be accomplished 	50	5%
<ul style="list-style-type: none"> • Demonstrates historical experience with target population(s) • Demonstrates experience with types of services described • Qualifications and experience of staff with target population(s) 	50	5%
Section 3 Subtotal	100	10%
4. How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?		
<ul style="list-style-type: none"> • Staffing Plan is sufficient, reasonable and necessary • Staffing is based on needs assessment(s) • Staff meets the linguistic needs of the target population • Administrative support staff are justified and necessary • Provides effective and reasonable administrative model • Practical logic model for staff to client ratio • Salaries relate well to services being performed 	60	6%
<ul style="list-style-type: none"> • Financial Management approach • Budget and financial information needs of program • Provides multi-year budget • Budget is complete, detailed, accurate, correct and in correct format • Demonstrates ability to support 50% of reimbursable costs 	80	8%
<ul style="list-style-type: none"> • Financial capability and fiscal management meet all requirements • Has established internal accounting controls • Able to track all expenditures in detail 	30	3%
Section 4 Subtotal	170	17%

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5. How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?		
<ul style="list-style-type: none"> • Vendor follows State and Federal budgeting requirements • Budget and/or costs are detailed and justified • Only allowable and allocable costs are listed • Costs are reasonable and necessary 	50	5%
<ul style="list-style-type: none"> • Cost are reasonable, appropriate and benefit program goals • Costs are justified for services provided and number of clients being served • Overall are costs for Primary Activities, Supporting Activities and other allowable activities are reasonable • Identifies efficiencies that reduce costs to the Department • Sufficient evidence to support equipment, and information technology as allowable, reasonable and necessary for prevision of services • All costs are in accord with the Guidance and State requirements 	160	16%
Section 5 Subtotal		210
6. Financial stability of the vendor.		
<ul style="list-style-type: none"> • Vendor has adequate financial resources for performance • Sufficient capital to meet monthly expenses pending 50% reimbursement 	30	3%
<ul style="list-style-type: none"> • Provides Independent Auditor's Report, Financial Statement Opinion • Satisfactory completion of all corrective actions • No previous difficulties performing contracts with State 	20	2%
Section 6 Subtotal		50
Total		1,000
		100%

Evaluation Criteria 1 – Sub Criteria 1

Criteria: 1

How well does the response demonstrate the vendor's understanding of the need, program goals, and target population?

Sub criteria: 1

- How well does the proposal demonstrate the vendor's ability to conduct a valid needs assessment and understand the identified target population?
 - Are methods and sources used in the needs assessment valid and used appropriately?
 - Does the needs assessment adequately define the target population(s) and their needs?
 - Does the needs assessment consider the Department identified populations and identify areas and populations that are underserved and clearly state the reason for selection of the proposed area(s) and population(s)?
 - Does the needs assessment take into consideration other programs serving low-income persons in the area(s) the vendor intends to provide services to avoid duplication of effort and/or areas already saturated with supportive programs?

RFP Programmatic Response Instructions:

4.2.6.2 In its response to the RFP, the vendor must demonstrate that it has a clear understanding and knowledge of the SNAP program and general eligibility requirements and SNAP-Outreach services including needs assessments, the proposed target population(s), the, and, Florida SNAP application assistance process and procedures, and the ability to include programmatic and fiscal monitoring. The vendor is encouraged to be innovative in planning for the provision of services.

4.2.6.3 The vendor's proposed target area and population(s) must be presented in its response to the RFP and must be supported by a needs assessment that contains the elements listed in the Guidance, Section C (see item 2. Statement of Need). The response must clearly identify the target population(s), how they were determined, how they will be reached, and the anticipated number of individuals that will be reached through the proposed activities and separately those anticipated to help in the application process. Although vendors may present a proposal to work with any population within Florida that is evidenced by the needs assessment as in need of additional assistance, preference will be given to vendors which propose projects that customize services for aiding two (2) or more of the following populations:

- Veterans
- Elderly
- Disabled
- Homeless
- Transitional Youth (Foster children transitioning or having transitioned out of foster care)
- Underserved populations (geographically or otherwise) living below the poverty level

4.2.6.6 PROPOSAL FORMAT TO BE IN FORM OF DRAFT STATE PLAN

The vendor must provide a complete and detailed proposal of its SNAP-Outreach program and describe in detail the project(s) being proposed. All elements listed in this section must be submitted in the format of a SNAP-Outreach State Plan using the templates posted with this RFP (the templates parallel those identified in the Guidance). Include details of the needs assessment, intended programming, evaluation plans and processes, intended outcomes that align with the USDA and state goals, and provide budgets across all subprojects. Vendor shall submit projects as a multi-year (3-year) plan in the format described in the Guidance. The vendor must include, in the following order:

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Criteria: 1

How well does the response demonstrate the vendor's understanding of the need, program goals, and target population?

Sub criteria: 1

- How well does the proposal demonstrate the vendor's ability to conduct a valid needs assessment and understand the identified target population?
 - Are methods and sources used in the needs assessment valid and used appropriately?
 - Does the needs assessment adequately define the target population(s) and their needs?
 - Does the needs assessment consider the Department identified populations and identify areas and populations that are underserved and clearly state the reason for selection of the proposed area(s) and population(s)?
 - Does the needs assessment take into consideration other programs serving low-income persons in the area(s) the vendor intends to provide services to avoid duplication of effort and/or areas already saturated with supportive programs?

A. Statement of Need - Provide a concise description of the need for the projects. Include data such as trends in SNAP participation, and the incidence of hunger and food insecurity. Include the source and date of the data. Additional data such as demand for emergency food providers, poverty rates, unemployment rates, or other similar information may also be provided to support the need. (Suggested length: Not more than 2 pages)

Standard Integrated Contract Part 2 (Appendix XI):

C-1.2. Needs Assessment

The Provider shall conduct and provide the results of a needs assessment in a manner consistent with the Guidance (See Statement of Need) in order to identify the areas of greatest need (in terms of both geographic area and vulnerable and underserved populations), to aid in the identification of populations, locations, partnerships, and other aspects of the services to be provided. The needs assessment shall be used to determine the most appropriate and effective approaches and activities and to develop projects accordingly. The needs assessment must estimate the size of the target population in the area to be served. The Provider shall complete a needs assessment at minimum annually to review the past year and identify any adjustments that may need to be made for the next year. The needs assessment shall be delivered to the Department by the time specified in Section C-2.5.2., Table of Reports and before drafting the State Plan document or State Plan updates and must be included in the State Plan per the Guidance.

SNAP Outreach Guidance July 2017:

Page 9 Section 3.2. Statement of Need: Provides a description of the need to conduct SNAP outreach within your State. Includes SNAP participation rates, the incidence of hunger and food insecurity and other relevant data. Be sure to reference the source and date of the data.

Page 40 Section C, 2. Statement of Need: Provide a concise description of the need for the projects. Include data such as trends in SNAP participation, and the incidence of hunger and food insecurity. Include the source and date of the data. Additional data such as demand for emergency food providers, poverty rates, unemployment rates, or other similar information may also be provided to support the need.

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Criteria: 1

How well does the response demonstrate the vendor's understanding of the need, program goals, and target population?

Sub criteria: 1

- How well does the proposal demonstrate the vendor's ability to conduct a valid needs assessment and understand the identified target population?
 - Are methods and sources used in the needs assessment valid and used appropriately?
 - Does the needs assessment adequately define the target population(s) and their needs?
 - Does the needs assessment consider the Department identified populations and identify areas and populations that are underserved and clearly state the reason for selection of the proposed area(s) and population(s)?
 - Does the needs assessment take into consideration other programs serving low-income persons in the area(s) the vendor intends to provide services to avoid duplication of effort and/or areas already saturated with supportive programs?

Notes/Rationale:

Score (0-50): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Criteria 1, Sub-Criteria 1	50	41-50	31-40	21-30	11-20	0-10

Evaluation Criteria 1 – Sub Criteria 2

Criteria: 1

How well does the response demonstrate the vendor’s understanding of the need, program goals, and target population?

Sub criteria: 2

- How well do the proposed services reflect the identified needs of the selected populations?
 - How well does the response describe goals and activities that are relevant to the needs of Florida communities and the target populations?
 - Are goals and activities consistent with those of the State and the Guidance?
- Are the proposed approaches, activities and materials (if any) adequately described and appropriate for the target population(s) identified in the proposal?
- Does the vendor demonstrate a clear understanding and knowledge of the SNAP program and general eligibility requirements?

RFP Programmatic Response Instructions:

4.2.6.6 B. Outreach Plan Summaries

1. *Executive Summary: Provide an overview of your outreach plan. Briefly describe your goals and expected results. Include the target audiences and the outreach strategies that will be implemented. Give a general description of your evaluation plan. (Suggested length: Not more than 1 page).*
2. *Summary of Projects: Complete the template table to provide a summary of the projects/initiatives you will implement. Give each project/initiative a number and a title. Refer to each project/initiative by number and title throughout the rest of your outreach plan. Add more lines as needed.*

4.2.6.2 *In its response to the RFP, the vendor must demonstrate that it has a clear understanding and knowledge of the SNAP program and general eligibility requirements, Florida SNAP application assistance processes, the SNAP-Outreach program, the proposed target population(s) and locations, the ability to establish and maintain partnerships, and to perform programmatic and fiscal monitoring. The vendor is encouraged to be innovative in planning for the provision of services.*

4.2.6.3 *The vendor’s proposed target area and population(s) must be presented in its response to the RFP and must be supported by a needs assessment that contains the elements listed in the Guidance, Section C (see item 2. Statement of Need). The response must clearly identify the target population(s), how they were determined, how they will be reached, and the anticipated number of individuals that will be reached through the proposed activities and separately those anticipated to help in the application process. Although vendors may present a proposal to work with any population within Florida that is evidenced by the needs assessment as in need of additional assistance, preference will be given to vendors which propose projects that customize services for aiding two (2) or more of the following populations:*

- Veterans
- Elderly
- Disabled
- Homeless
- Transitional Youth (Foster children transitioning or having transitioned out of foster care)
- Underserved populations (geographically or otherwise) living below the poverty level

RFP Related Text:

4.2.6.1 *The vendor shall present the plan for performing the services described in the vendor’s proposal. The Guidance and corresponding template formats must be used in submitting a response to this RFP. Vendor’s*

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Criteria: 1

How well does the response demonstrate the vendor's understanding of the need, program goals, and target population?

Sub criteria: 2

- How well do the proposed services reflect the identified needs of the selected populations?
 - How well does the response describe goals and activities that are relevant to the needs of Florida communities and the target populations?
 - Are goals and activities consistent with those of the State and the Guidance?
- Are the proposed approaches, activities and materials (if any) adequately described and appropriate for the target population(s) identified in the proposal?
- Does the vendor demonstrate a clear understanding and knowledge of the SNAP program and general eligibility requirements?

proposals must submit projects as a multi-year (4-year) plan in the format described in the Guidance. The vendor must address how the proposed services and those described in the Department's STANDARD INTEGRATED CONTRACT PART 2 will be accomplished and specify what counties/geographic areas in Florida are to be served, which target populations, and what activities will be the vendor's primary focus.

Standard Integrated Contract Part 2 (Appendix XI):

B-5. CLIENT ELIGIBILITY

Clients eligible for services to be performed under this contract are defined in the Guidance and eligibility determination must comport with any subsequent revisions of the Guidance. In general clients eligible for services are individuals or households who are potentially eligible for SNAP food assistance benefits.

C-1.3. State Plan

Provide a complete and detailed draft State Plan (or State Plan amendments and updates, as required) annually in a manner consistent with the Guidance, the State's goals, and using the format of the templates located in the Guidance by the time specified in Section C-2.5.2., Table of Reports. The Provider shall make edits as requested by the Department. Each year of the contract the Provider shall submit updates to the required sections for FNS approval by the time frame specified in Section C-2.5.2., Table of Reports.

Proposed State Plan projects must show the estimated number of individuals expecting to be served through the projects and the primary activities to be performed while taking into account that these are inclusive of tasks that directly assist the person in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. instruction on MyACCESS Account and email notification). The Provider must integrate a holistic approach in serving the most vulnerable of Florida's population.

C-1.5. Primary Activities

The Provider shall perform allowable and approved activities pursuant this contract which are in accord with the Guidance and shall document the completion of activities by delivering all reports as specified in Section C-2.5, Reports (programmatic and to support payment). Service tasks shall be delivered throughout the service delivery area to address all service needs as identified in the Statement of Need, as required by this contract and as approved in the State Plan. The Provider shall continually assess the service delivery model to ensure the adequate distribution of service delivery.

SNAP Outreach Guidance 2017:

Page 6 Plans do not have to be statewide and can target specific geographic locations or populations.

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Criteria: 1

How well does the response demonstrate the vendor's understanding of the need, program goals, and target population?

Sub criteria: 2

- How well do the proposed services reflect the identified needs of the selected populations?
 - How well does the response describe goals and activities that are relevant to the needs of Florida communities and the target populations?
 - Are goals and activities consistent with those of the State and the Guidance?
- Are the proposed approaches, activities and materials (if any) adequately described and appropriate for the target population(s) identified in the proposal?
- Does the vendor demonstrate a clear understanding and knowledge of the SNAP program and general eligibility requirements?

Notes/Rationale:

Score (0-50): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 1.2	50	41-50	31-40	21-30	11-20	0-10

Evaluation Criteria 2 – Sub Criteria 1

Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 1

- Does the vendor's proposal include projects with services that fall within the primary focus of the Department of direct client assistance and support activities?
 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

RFP Programmatic Response Instructions:

4.2.6.5 Vendors are encouraged to develop projects with services that fall within the primary focus of the Department's major goals providing direct client assistance (refer to APPENDIX XI the Department's STANDARD INTEGRATED CONTRACT PART 2 for primary activities) with supporting activities as needed. Although vendors will be evaluated on the inclusion of primary services at a minimum, vendors will be expected to develop robust and well-rounded community SNAP-Outreach projects. Please refer to the chart below for allowable activities listed in the current Guidance.

#Allowable Activity

- 1. Eligibility Pre-Screening*
- 2. Application Assistance*
- 3. Assistance obtaining application verification documents*
- 4. Information dissemination in locations where low income people gather*
- 5. Outreach exhibit or booth at community event*
- 6. Conducting outreach workshops with community organizations at their locations*
- 7. Informational websites and other social media sites that provide factual information that is not intended to persuade an individual to apply for SNAP. Note that radio, television, and billboard advertisements are not permitted to promote SNAP benefits and enrollment.*
- 8. Information stating where SNAP benefits are accepted*
- 9. Factual information correcting myths or misconceptions about SNAP*
- 10. Toll-free information line or web address to provide information to potential clients*
- 11. Development of printed educational or informational materials for potential clients*
- 12. Use or customization of FNS outreach materials for clients*
- 13. Training or train-the-trainer programs for SNAP outreach workers*

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Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 1

- Does the vendor's proposal include projects with services that fall within the primary focus of the Department of direct client assistance and support activities?
 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

14. Translation of materials and bilingual accommodation to convey eligibility requirements and assist persons with limited English proficiency during the application process

15. Contingent activities related to Disaster SNAP (D-SNAP) operations

4.2.6.5 a. Primary Activities

Although vendors may present proposals with allowable activities in accord with the Guidance, the Primary Activities preferred by the Department are listed below and further described in APPENDIX XI – the Department's STANDARD INTEGRATED CONTRACT PART 2 and preference will be given to vendors whose proposals emphasize these activities.

- *Eligibility Prescreening (as applicable)*
- *Application Assistance*
- *Documentation Assistance*

4.2.6.5 b. Supporting Activities

Additionally, the Department recognizes that there are other certain allowable that activities are important for a successful program. Supporting activities are allowable activities that are likely to occur as part of or to enhance the provision of Primary Activities. The Department recognizes that the following Supporting Activities are likely to include those listed below and further described in APPENDIX XI – the Department's STANDARD INTEGRATED CONTRACT PART 2 as well as other allowable activities. Vendors should propose well rounded, comprehensive projects for the highest degree of success in assisting Florida families.

- *Community Events: Vendors with projects that include participation in community events should be clear on the purpose for participating, the population(s) being reached through the event, the anticipated number of events annually, and the event location(s) (type of site) and community based entity(ies) with which the vendor is partnering.*
- *Information Dissemination: Vendors with projects that include information dissemination should be clear on the purpose, the avenues for disseminating information, the types of locations where information*

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Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 1

- Does the vendor's proposal include projects with services that fall within the primary focus of the Department of direct client assistance and support activities?
 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

dissemination is planned, the amount of time and resources directed to information dissemination, and how providing information aids in the completion of the primary activities.

If other Supporting Activities are proposed, vendors must make clear the need for such activities and identify the percentage of time and resources that will be dedicated to them.

RFP Related Text:

1.2 Statement of Purpose

The Department is issuing this solicitation for the purpose of identifying qualified not for profit vendor(s) or local government entities to perform SNAP outreach activities with low-income populations (households and individuals) potentially eligible for SNAP benefits with a focus on individual assistance in support of applying for SNAP benefits. Activities include, but are not limited to, preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services and direct application assistance with documentation submission assistance and other follow up support services. SNAP outreach services are defined in the United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program: State Outreach Plan Guidance dated July 2017 (the Guidance). The allowable activities are outlined in the Guidance. Any person or entity interested in submitting a proposal must comply with any and all terms and conditions described in this Request for Proposal (RFP).

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Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 1

- Does the vendor's proposal include projects with services that fall within the primary focus of the Department of direct client assistance and support activities?
 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

Standard Integrated Contract Part 2 (Appendix XI):

B-2.3. The secondary goal of the Department is to contract for services that provide value to both Florida's citizens and to the State with a positive return on the investment in this program. To this end, the Department will review the Provider's projects with regard to the attributions of the project(s) in terms of cost and the number of individuals assisted while the Provider must at all times provide quality customer service in interactions with clients.

C-1.5. Primary Activities

The Provider shall perform allowable and approved activities pursuant this contract which are in accord with the Guidance and shall document the completion of activities by delivering all reports as specified in Section C-2.5, Reports (programmatic and to support payment). Service tasks shall be delivered throughout the service delivery area to address all service needs as identified in the Statement of Need, as required by this contract and as approved in the State Plan. The Provider shall continually assess the service delivery model to ensure the adequate distribution of service delivery.

C-1.5.1 Eligibility Prescreening (as applicable)

Eligibility Prescreening tasks that help a client determine if they may be eligible for SNAP benefits should include but are not limited to:

- a. *Provide the client with information on SNAP benefits.*
- b. *Obtain written client consent (Attachment 4) for the Provider to communicate with the Department regarding the SNAP application and benefits.*
- c. *If the client is not receiving SNAP benefits, ask the client for household and income information, and explain the income guidelines using the Department's Income Chart, which is located at <http://www.dcf.state.fl.us/programs/access/docs/fafactsheet>*
- d. *If the client's income exceeds but is within reasonable range of the income guidelines, advise the client of the benefits of applying and allowing the Department to make the final determination, offer to*

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Sub criteria: 1

- Does the vendor's proposal include projects with services that fall within the primary focus of the Department of direct client assistance and support activities?
 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

assist in the application process, and when available, assist the client in completing the Prescreening tool located at <http://www.myflorida.com/accessflorida/>

e. Translation of materials and bilingual accommodation to convey eligibility requirements and assist persons with limited English proficiency during the application process.

C-1.5.2 Application Assistance

Application Assistance tasks that help a client apply for SNAP benefits should include but are not limited to:

a. Assist the client in setting up a MyACCESS Account in the self-service portal, inform the client of the benefits of email notification if accessible, and help the client select email notification if the client is agreeable.

b. Obtain written client consent (Attachment 4) for the Provider to communicate with the Department regarding the SNAP application and benefits, if prescreening is not done or the form was completed more than 90 days prior.

c. Assist the client in completing and submitting the application through the ACCESS online system at <http://www.myflorida.com/accessflorida/>, or other means the client may choose. If the Provider is helping the client complete screens on the web application, the Provider shall have the customer submit the electronic application themselves.

d. Provide the client with a copy of their rights and responsibilities [form CF-ES 2064(English), CF-ES 2064H (Haitian-Creole), CF-ES 2064S (Spanish)] and HIPAA policy statement [forms CF-ES 2320 (English), CF-ES 2320H (Haitian-Creole), CF-ES 2320S (Spanish)].

e. Inform the client on what to expect next in the application, the interview process and other services such as Child Support Enforcement and Employment and Training Programs.

f. Provide the client with their ACCESS application number and other relevant information such as the Department contact information, the EBT/ACCESS card phone number and the Provider's contact information for follow up assistance as needed.

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 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

g. Provide assistance with SNAP benefit recertification if requested by the client and the client requires assistance to continue participation in the program. The Provider may contact clients receiving SNAP benefits beginning 30 days prior to their due date for recertification, regarding their recertification responsibilities, as needed.

h. Translation of materials and bilingual accommodation to convey eligibility requirements and assist persons with limited English proficiency during the application process.

i. Inform the community of any special accommodations that are available which are designed to assist clients with special needs with the application process.

C-1.5.3 Documentation Assistance

Assistance in Obtaining Verification Documents to support an application for SNAP benefits should include but are not limited to these tasks:

- a. Assist clients to understand what verifications are outstanding and necessary in order for the Department to determine eligibility.*
- b. For clients with submitted applications, teach the client how to upload and index documents through their MyACCESS Account. If the client needs additional assistance, scan the client's available required documents and digitally submit them to the Department through a Department approved secure connection (Virtual Private Network) or fax to the Department.*
- c. Provide guidance to the client regarding documents the Department considers acceptable proof of identity. If the client does not have a valid proof of identity, provide the client with instructions on how to obtain a valid proof of identity.*
- d. Provide guidance regarding completion of the Verification of Income form, which should be completed by the employer, and is used to meet the SNAP benefit income verification requirement.

 - 1. Provide guidance to the client on how to request income verification information from their current or previous employer.**

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Sub criteria: 1

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 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

2. Inform clients of the importance of keeping record of payment from their employer (e.g. pay stubs).

3. If self-employed, provide guidance on completing the Department's Self-employed Income Log.

e. If additional documents are required, inform the client of the different methods of sending their documents to the Department, including the use of MyACCESSAccount, and the importance of timely submission of these and other documents that the Department may request. Remind the client of the selected method of notification and to watch for notices from the Department.

C-1.6 Supporting Activities

Supporting activities are allowable activities that are likely to occur as part of or to enhance the provision of primary activities. These activities should not be the focus of or take precedence in the service provider's time and effort or project resources.

C-1.6.1 Community Events

Services at community events include, but are not limited to, setting up and staffing events to provide factual SNAP information and literature on SNAP benefits, preferably in combination with or leading up to application assistance, at community events in the service delivery counties. Projects that include participation in community events should be clear on the purpose for participating, the population(s) being reached through the event, the anticipated number of events annually, and the event location(s) (type of site) and community based entity(ies) with which the vendor is partnering.

C-1.6.2 Information Dissemination

Information dissemination tasks that inform clients of factual information regarding SNAP benefits so they may make an informed decision should include, but are not limited to, the following tasks. Projects that include information dissemination should be clear on the purpose, the avenues for disseminating information, identify the types of locations, what service area, where population information dissemination is planned to occur, identify the

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 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

target populations the information would benefit the amount of time and resources directed to information dissemination, identify the primary activity of which the information dissemination would support.

- a. Use or customization of FNS outreach materials for distribution to clients.*
- b. Development and distribution of factual SNAP informational material. All material shall contain the current Civil Rights statements as required by FNS. The Provider must obtain approval of content from the Department prior to distribution.*
- c. Translate materials, as needed, based on the language needs of the population(s) be served.*
- d. Disseminate SNAP literature through direct contact or the distribution of material that a client may keep, or posting of SNAP informational material and other information on Outreach services at locations where people with low income gather, particularly those of the target population(s).*

C-1.6.3 Additional Supporting Activities may be added or modified based on the approved projects.

Guidance:

Page 6, Item 1, Paragraph 4: *State agencies interested in outreach activities should submit an outreach plan to the appropriate Regional Office for review and approval. Plans do not have to be statewide and can target specific geographic locations or populations. State agencies often partner with local community organizations to provide outreach services. This document refers to community organizations as subrecipients, because the State agency may reimburse community organizations for allowable outreach activities with Federal funds when a formal agreement is in place. State agencies must include the activities of subrecipients in the State outreach plan.*

Page 23, Section 4.3. *How should my State agency determine if costs are appropriate? All costs must be allowable, reasonable, and necessary. All costs reimbursed by FNS must be valid obligations of the State agency, local government, or subrecipient. Office of Management and Budget (OMB) regulations, Departmental rules, and SNAP rules define what costs are allowable.*

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 - Are all activities proposed allowable per the Guidance?
 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
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 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

Reasonable costs are those that:

- *Provide a program benefit generally commensurate with the amount incurred;*
- *Are in proportion with other program costs for the function;*
- *Have a high priority relative to other demands; and*
- *Are what a prudent person would incur in like circumstances.*

Necessary costs are those that:

- *Are needed to carry out essential functions;*
- *Cannot be avoided without adverse impact on program operations;*
- *Do not duplicate existing efforts; and*
- *Are the net cost after applicable credits.*
 - *Example: An organization receives a 5 percent discount for paying for an item with cash that has a list price of \$100, so the organization only pays \$95. The organization must identify the cost of the item as \$95 in the SNAP budget.*

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 - Does the vendor's proposal include projects that comprise, to a large extent, the Primary Activities listed in the RFP and Standard Integrated Contract Part 2?
 - Does the proposal include follow up support services (such as documentation gathering and submission assistance, etc.)?
- Are all Supporting Activities and other allowable activities proposed, if any, well supported as reasonable and necessary and supporting of the Primary Activities?
 - Do the activities proposed include preparatory activities (such as information dissemination targeted to relevant populations) in advance of providing direct client services (direct application assistance, etc.) that are supportive of the Primary Activities?
- Does the proposal focus on and describe the performance of tasks that directly assist a client in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. information and/or instruction on how to apply, collect/submit documentation, and use of MyACCESS Account, etc.)?
- Does the proposal emphasize quality and customer service in interactions with clients?

Notes/Rationale:

Score (0-220): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 2.1	220	177-220	133-176	89-132	45-88	0-44

Evaluation Criteria 2 – Sub Criteria 2

Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 2

- Does the proposal include services for two (2) or more of the following populations: veterans, elderly, disabled, homeless, transitional youth and other underserved populations living below the poverty level?
- How well does the proposal demonstrate strategies (location and services, etc.) that will be effective for serving these populations?

RFP Programmatic Response Instructions:

4.2.6.3 The vendor's proposed target area(s) and population(s) must be presented in its response to the RFP and must be supported by a needs assessment that contains the elements listed in the Guidance, Section C (see item 2. Statement of Need). The response must clearly identify the target population(s), how they were determined, how they will be reached, and the anticipated number of individuals that will be reached through the proposed activities and clearly identify the number anticipated to be directly aided in the application process. Although vendors may present a proposal to work with any population within Florida that is evidenced by the needs assessment as in need of additional assistance, preference will be given to vendors which propose projects that customize services for aiding two (2) or more of the following populations:

- Veterans
- Elderly
- Disabled
- Homeless
- Transitional Youth (Foster children transitioning or having transitioned out of foster care)
- Underserved populations (geographically or otherwise) living below the poverty level

4.2.6.6 PROPOSAL FORMAT TO BE IN FORM OF DRAFT STATE PLAN

The vendor must provide a complete and detailed proposal of its SNAP-Outreach program and describe in detail the project(s) being proposed. All elements listed in this section must be submitted in the format of a State Plan using the templates posted with this RFP (the templates parallel those identified in the Guidance). Include details of the needs assessment, intended programming, evaluation plans and processes, intended outcomes that align with the USDA and state goals, and provide budgets across all subprojects. Vendors shall submit projects as a multi-year (4-year) plan in the format described in the Guidance. The vendor must include, in the following order:

- A. **Statement of Need:** *Provide a concise description of the need for the projects. Include data such as trends in SNAP participation, and the incidence of hunger and food insecurity. Include the source and date of the data. Additional data such as demand for emergency food providers, poverty rates, unemployment rates, or other similar information may also be provided to support the need.*
- B. **Outreach Plan Summaries:**
 1. **Executive Summary:** *Provide an overview of your outreach plan. Briefly describe your goals and expected results. Include the target audiences and the outreach strategies that will be implemented. Give a general description of your evaluation plan.*

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Sub criteria: 2

- Does the proposal include services for two (2) or more of the following populations: veterans, elderly, disabled, homeless, transitional youth and other underserved populations living below the poverty level?
- How well does the proposal demonstrate strategies (location and services, etc.) that will be effective for serving these populations?

Standard Integrated Contract Part 2 (Appendix XI):

B-1. SCOPE OF SERVICE

This contract is purchasing application assistance and supporting activities for Floridians in need of help to access the Supplemental Nutrition Assistance Program (SNAP). The Provider shall identify low-income populations, individuals or households potentially eligible for SNAP benefits and provide application assistance as specified in Florida's SNAP-Outreach State Plan (State Plan), and any revisions or amendments thereto, which is hereby incorporated by reference. SNAP-Outreach services are defined in the United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program: State Outreach Plan Guidance dated July 2017 (the Guidance) and are activities designed to provide SNAP program information to low-income populations, individuals, and households potentially eligible for SNAP benefits, including but not limited to, eligibility requirements, application procedures, program benefits and importantly the provision of direct application assistance and support to help eligible individuals apply for SNAP benefits.. The allowable activities are outlined in the Guidance, and any subsequent revisions thereof, which is hereby incorporated by reference.

B-2. MAJOR CONTRACT GOALS

B-2.1. *Section 414.31, Florida Statutes (F.S.) designates the Department as the State agency to administer the federal food assistance program, SNAP. This contract, pursuant to the authority under Subsection 20.19(1)(c), F.S., and in accordance with the Guidance, provides for activities designed to assist low-income individuals and households who may be eligible for SNAP food assistance benefits by providing program information, aid and support with application completion.*

B-2.2. *The goal of SNAP Outreach is to inform and assist low-income individuals or households potentially eligible for SNAP benefits within the communities where the people are in order to meet the needs of certain Florida populations wanting to apply for benefits. The primary goal of the Department is to serve individuals and households which are especially vulnerable and/or need additional assistance beyond the typical applicant.*

B-2.3. *The secondary goal of the Department is to contract for services that provide value to both Florida's citizens and to the State with a positive return on the investment in this program. To this end, the Department will review the Provider's projects with regard to the attributions of the project(s) in terms of cost and the number of individuals assisted while the Provider must at all times provide quality customer service in interactions with clients.*

B-4. CLIENTS TO BE SERVED

Individuals and households with low income, including transient and homeless populations, who may be eligible for SNAP food assistance benefits; individuals and households which are vulnerable and/or need additional assistance beyond the typical applicant.

Projects, services and activities performed under this contract shall at a minimum include and customize services that aid two (2) or more of the following populations:

- Veterans

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Sub criteria: 2

- Does the proposal include services for two (2) or more of the following populations: veterans, elderly, disabled, homeless, transitional youth and other underserved populations living below the poverty level?
- How well does the proposal demonstrate strategies (location and services, etc.) that will be effective for serving these populations?

- *Elderly*
- *Disabled*
- *Homeless*
- *Transitional Youth (Foster children transitioning or having transitioned out of foster care)*
- *Underserved populations (geographically or otherwise) living below the poverty level.*

C-1.7.6 Performance. By execution of this contract the Provider recognizes its singular responsibility for the tasks, activities, and deliverables described herein and warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks, activities, and deliverables and shall be fully accountable for the performance thereof.

The Provider shall collect data and submit performance measure results as specified in section C-2.5., Table of Reports, and Exhibit E, Minimum Performance Measures.

Guidance:

Page 7- Section A, Item 1.2, Paragraph 1 - Outreach Can Help Improve Access to SNAP Resulting in Multiple Benefits for Participants, States, and Communities: SNAP offers the opportunity for improved nutrition and progress toward economic self-sufficiency for participants who become stronger members of the community. However, some low income people, especially seniors, working people, and legal immigrants, who are eligible for SNAP do not participate and thus forego assistance that could stretch their food dollars and help improve their nutrition.

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How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 2

- Does the proposal include services for two (2) or more of the following populations: veterans, elderly, disabled, homeless, transitional youth and other underserved populations living below the poverty level?
- How well does the proposal demonstrate strategies (location and services, etc.) that will be effective for serving these populations?

Notes/Rationale:

Score (0-70): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 2.2	70	57-70	43-56	29-42	14-28	0-13

Evaluation Criteria 2 – Sub Criteria 3

Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 3

- Does the proposal show the estimated number of individuals expecting to be served through the projects proposed and the primary activities to be performed?
- Are the number of people expected to be served impactful - is there value in the number reached in relation to size of and unique characteristics of the target population?

RFP Programmatic Response Instructions:

4.2.6.3 *The vendor's proposed target area(s) and population(s) must be presented in its response to the RFP and must be supported by a needs assessment that contains the elements listed in the Guidance, Section C (see item 2. Statement of Need). The response must clearly identify the target population(s), how they were determined, how they will be reached, and the anticipated number of individuals that will be reached through the proposed activities and clearly identify the number anticipated to be directly aided in the application process....*

4.2.6.4 *The secondary goal of the Department is to contract for services that provide value to both Florida's citizens and to the state with a positive return on the investment in this program. To this end, proposals will be evaluated with regard to the attributions of the proposed project(s) in terms of cost and the number of individuals assisted as one of the criteria. Vendors are cautioned, however, to emphasize quality and customer service in interactions with clients as this too will be evaluated. Proposals must show the estimated number of individuals expecting to be served through the projects proposed and the primary activities to be performed while taking into account that these are inclusive of tasks that directly assist the person in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. instruction on MyACCESS Account and email notification). The Provider must integrate a holistic approach in serving the most vulnerable of Florida's population. Vendors will be held to a performance standard for application approval rates as a testament to quality of service and a true representation of fully serving those individuals needing additional assistance with the application and the documentation or follow up support that may be required when helping individuals through the eligibility process.*

Standard Integrated Contract Part 2 (Appendix XI):

B-2.3. *The secondary goal of the Department is to contract for services that provide value to both Florida's citizens and to the State with a positive return on the investment in this program. To this end, the Department will review the Provider's projects with regard to the attributions of the project(s) in terms of cost and the number of individuals assisted while the Provider must at all times provide quality customer service in interactions with clients.*

C-1.3. State Plan

Proposed State Plan projects must show the estimated number of individuals expecting to be served through the projects and the primary activities to be performed while taking into account that these are inclusive of tasks that directly assist the person in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. instruction on MyACCESS Account and email notification). The Provider must integrate a holistic approach in serving the most vulnerable of Florida's population.

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How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 3

- Does the proposal show the estimated number of individuals expecting to be served through the projects proposed and the primary activities to be performed?
- Are the number of people expected to be served impactful - is there value in the number reached in relation to size of and unique characteristics of the target population?

Notes/Rationale:

Score (0-20): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 2.3	20	17-20	13-16	9-12	5-8	0-4

Evaluation Criteria 2 – Sub Criteria 4

Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 4

- Does the proposal demonstrate a coordinated approach?
 - Are coordination efforts designed so duplication of efforts is eliminated?
 - Are partnerships included in the overall plan? If so, how well does the vendor describe partnership roles and responsibilities?
 - Are proposed partnerships likely to be effective in extending reach to and meeting the needs of the target population?
 - With or without partnerships how well does the proposal demonstrate the ability to work within the communities and locations of the target populations?
- Are the location of services appropriate and likely to be successful in serving the target population?

RFP Programmatic Response Instructions:

4.2.6.2 *In its response to the RFP, the vendor must demonstrate that it has a clear understanding and knowledge of the SNAP program and general eligibility requirements, Florida SNAP application assistance processes, the SNAP-Outreach program, the proposed target population(s) and locations, the ability to establish and maintain partnerships, and to perform programmatic and fiscal monitoring. The vendor is encouraged to be innovative in planning for the provision of services.*

4.2.7 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE

The following specifically apply to the prime vendor and should be addressed as such:

- K. Names and addresses of all affiliated or related companies, partnerships or associations (including subcontractor, if any) and a brief description of its relationship to the vendor.*

Standard Integrated Contract Part 2 (Appendix XI):

C-1.2. Needs Assessment

The Provider shall conduct and provide the results of a needs assessment in a manner consistent with the Guidance (See Statement of Need) in order to identify the areas of greatest need (in terms of both geographic area and vulnerable and underserved populations), to aid in the identification of populations, locations, partnerships, and other aspects of the services to be provided. The needs assessment shall be used to determine the most appropriate and effective approaches and activities and to develop projects accordingly. The needs assessment must estimate the size of the target population in the area to be served. The Provider shall complete a needs assessment at minimum annually to review the past year and identify any adjustments that may need to be made for the next year. The needs assessment shall be delivered to the Department by the time specified in Section C-2.5.2., Table of Reports and before drafting the State Plan document or State Plan updates and must be included in the State Plan per the Guidance.

C-1.7.3. Partnerships. *Develop and maintain multiple community partnerships throughout the counties served for the provision of services, especially primary activities. Partnerships shall be distributed throughout the service delivery area to address all service needs as identified in the Statement of Need, as required by this contract and as approved in the State Plan. The Provider shall continually assess the number and type of community partnerships to ensure the adequate distribution for service delivery to the target population(s).*

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Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 4

- Does the proposal demonstrate a coordinated approach?
 - Are coordination efforts designed so duplication of efforts is eliminated?
 - Are partnerships included in the overall plan? If so, how well does the vendor describe partnership roles and responsibilities?
 - Are proposed partnerships likely to be effective in extending reach to and meeting the needs of the target population?
 - With or without partnerships how well does the proposal demonstrate the ability to work within the communities and locations of the target populations?
- Are the location of services appropriate and likely to be successful in serving the target population?

C-1.7.5. Department Initiatives. The Department identifies certain initiatives for its programs from time to time. The Provider shall perform activities as requested by the Department and plan feasible approaches to provide services to align with Department initiatives. Such activities may require the Provider coordinate and create partnerships resulting from Department initiatives that are within the scope of the approved State Plan and this Contract.

C-2.1.1 Staffing Levels.

b. Staffing levels must remain sufficient to provide continuous and effective services. The Provider shall have a staffing backup plan and adequate backup staff available during performance under this contract to ensure continuity of services. The Provider shall at all times ensure it can complete the services, maintain the partnerships, and meet the performance standards as stated in this contract and the State Plan.

Guidance:

Page 7: State Outreach Plans Facilitate Partnership Building and Networking: *When a State develops an outreach plan, they create an opportunity to reach out to vital community partners serving hungry families in local neighborhoods. By working together on common goals, State and community partners can stretch limited resources and ensure that informational activities target those most in need in the most effective way possible.*

Page 7: 2. Coordination and Collaboration

State agencies may coordinate their outreach projects with other publicly or privately funded partners. Coordination and collaborations at the community level provide the capacity for reaching outreach goals, providing program information, and supporting the FNS mission of reaching low-income families and individuals. These partnerships are a valuable resource for designing, planning, implementing, and evaluating outreach activities.

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Criteria: 2

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 4

- Does the proposal demonstrate a coordinated approach?
 - Are coordination efforts designed so duplication of efforts is eliminated?
 - Are partnerships included in the overall plan? If so, how well does the vendor describe partnership roles and responsibilities?
 - Are proposed partnerships likely to be effective in extending reach to and meeting the needs of the target population?
 - With or without partnerships how well does the proposal demonstrate the ability to work within the communities and locations of the target populations?
- Are the location of services appropriate and likely to be successful in serving the target population?

Notes/Rationale:

Score (0-60): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 2.4	60	49-60	37-48	25-36	13-24	0-12

Evaluation Criteria 3– Sub Criteria 1

Criteria: 3

How well does the response demonstrate the vendor’s competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?

Sub criteria: 1

- How well does the proposal demonstrate competence, quality, and a standard of excellence?
 - Is the proposal complete, comprehensive, polished and submitted on the correct template formats?
 - Does the proposal properly present the projects as a multi-year (4-year) plan and does it show sustained capacity and level of service with sustained excellence over time?
 - How well does the proposal address how the proposed services and those described in the Department’s STANDARD INTEGRATED CONTRACT PART 2 will be accomplished (inclusive of the proposed project activities, additional required tasks, administrative tasks, etc.)?
- How well does the vendor plan to provide a quality assurance and programmatic and fiscal monitoring to ensure optimized and consistent services and goals are achieved?

RFP Programmatic Response Instructions:

4.1.6 Hard-copy Proposal Format

Proposals must be typed, single-spaced, on 8 1/2" x 11" paper. Pages must be numbered in a logical, consistent fashion. Figures, charts and tables should be numbered and referenced by number in the text. The proposal must be bound, labeled and submitted as specified in Section 4.2 for the Programmatic Proposal and in Section 4.3 for the Financial Proposal.

The original copy of both the Programmatic and the Financial Proposal submitted to the Department must contain an original signature of an official who is authorized to bind the vendor to their proposal.

4.2.6.2 In its response to the RFP, the vendor must demonstrate that it has a clear understanding and knowledge of the SNAP program and general eligibility requirements, Florida SNAP application assistance processes, the SNAP-Outreach program, the proposed target population(s) and locations, the ability to establish and maintain partnerships, and to perform programmatic and fiscal monitoring. The vendor is encouraged to be innovative in planning for the provision of services.

4.2.6.6 PROPOSAL FORMAT TO BE IN FORM OF DRAFT STATE PLAN

The vendor must provide a complete and detailed proposal of its SNAP–Outreach program and describe in detail the project(s) being proposed. All elements listed in this section must be submitted in the format of a State Plan using the templates posted with this RFP (the templates parallel those identified in the Guidance). Include details of the needs assessment, intended programming, evaluation plans and processes, intended outcomes that align with the USDA and state goals, and provide budgets across all subprojects. Vendors shall submit projects as a multi-year (4-year) plan in the format described in the Guidance. The vendor must include, in the following order:

- A. Statement of Need:** *Provide a concise description of the need for the projects. Include data such as trends in SNAP participation, and the incidence of hunger and food insecurity. Include the source and date of the data. Additional data such as demand for emergency food providers, poverty rates, unemployment rates, or other similar information may also be provided to support the need.*

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How well does the response demonstrate the vendor's competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?

Sub criteria: 1

- How well does the proposal demonstrate competence, quality, and a standard of excellence?
 - Is the proposal complete, comprehensive, polished and submitted on the correct template formats?
 - Does the proposal properly present the projects as a multi-year (4-year) plan and does it show sustained capacity and level of service with sustained excellence over time?
 - How well does the proposal address how the proposed services and those described in the Department's STANDARD INTEGRATED CONTRACT PART 2 will be accomplished (inclusive of the proposed project activities, additional required tasks, administrative tasks, etc.)?
- How well does the vendor plan to provide a quality assurance and programmatic and fiscal monitoring to ensure optimized and consistent services and goals are achieved?

B. Outreach Plan Summaries:

1. **Executive Summary:** Provide an overview of your outreach plan. Briefly describe your goals and expected results. Include the target audiences and the outreach strategies that will be implemented. Give a general description of your evaluation plan.

2. **Summary of Projects:** Complete the template table to provide a summary of the projects/initiatives you will implement. Give each project/initiative a number and a title. Refer to each project/initiative by number and title throughout the rest of your plan. Add more lines as needed.

C. **Project Details Table:** Complete this section for each project listed in the Summary of Projects Table. **Reminder:** If the Vendor has agreements/contracts/subcontracts in place to support the proposed services, copies must be available and provided to the Department upon request.

D. **Project Staffing Details Table:** Use this table as a worksheet to calculate the staffing cost for each project.

E. **Budget Detail:** Complete the budget detail table for each project listed in the Plan Summary.

F. **Budget Narrative/Justification:** Provide a budget narrative that justifies each cost and explains how the amount for each line was determined.

G. **Line Item Budget:** Complete the line item budget table to present an overall line item budget for the entire outreach plan. Summarize the information presented in the budget detail tables for each project to complete this table.

Standard Integrated Contract Part 2 (Appendix XI):

C-1.7.7 Monitoring.

The Provider shall conduct fiscal and programmatic reviews and monitoring to ensure proper spending and maximum program effectiveness, efficiency, and reach continuously throughout the life the Contract. Results of the reviews and monitoring shall be made available to the Department upon request.

- a. Fiscal monitoring includes, but is not limited to, reconciliation of the budget and ensuring funds are being used for allowable, reasonable, necessary, and allocable expenses, in the most effective and efficient manner, and for the intended and approved grant purpose. The Provider shall use a system to capture and report all expenses in a manner consistent with the fiscal record keeping and reporting requirements of the Guidance, including but not limited to 2 CFR 200, 2 CFR 400, 7 CFR 277, the Department of Financial Services Reference Guide for State Expenditure, and others as applicable.

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How well does the response demonstrate the vendor's competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?

Sub criteria: 1

- How well does the proposal demonstrate competence, quality, and a standard of excellence?
 - Is the proposal complete, comprehensive, polished and submitted on the correct template formats?
 - Does the proposal properly present the projects as a multi-year (4-year) plan and does it show sustained capacity and level of service with sustained excellence over time?
 - How well does the proposal address how the proposed services and those described in the Department's STANDARD INTEGRATED CONTRACT PART 2 will be accomplished (inclusive of the proposed project activities, additional required tasks, administrative tasks, etc.)?
- How well does the vendor plan to provide a quality assurance and programmatic and fiscal monitoring to ensure optimized and consistent services and goals are achieved?

b. Programmatic monitoring includes, but is not limited to, program integrity, reach and effectiveness in performing the primary, and supporting activities as listed in this contract and the State Plan, best practices, recognition and effective mitigation of constraints to getting services, comprehensive and effective partnerships, staffing, training progress and completion, activity and event schedules, completion of all tasks and requirements outlined in this contract, corrective action should it be necessary, as well as various monitoring and reporting requirements from federal and state instruction and guidance.

C-2.3. Subcontracting

The primary and major supporting activities (particularly those that result in direct interaction with clients) under this contract shall not be subcontracted, however supporting or ancillary activities may be subcontracted with prior written approval from the Department and subject to the provisions of Section 4.3. of this contract. The Provider must submit to the Contract Manager a copy of the proposed subcontract for approval prior to executing the subcontract and engaging the subcontractor for services under this contract.

The Provider is responsible for providing well-executed projects and services, including fiscal coordination and management of funding (including match funds) and all services provided by subcontracted entities. The Provider shall ensure that its subcontractors comply with all requirements of this contract, the approved State Plan, and the Guidance.

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How well does the response demonstrate the vendor’s competence, capabilities and historical experience with the target population and services of the nature described in this RFP as well as their future capacity to deliver them?

Sub criteria: 1

- How well does the proposal demonstrate competence, quality, and a standard of excellence?
 - Is the proposal complete, comprehensive, polished and submitted on the correct template formats?
 - Does the proposal properly present the projects as a multi-year (4-year) plan and does it show sustained capacity and level of service with sustained excellence over time?
 - How well does the proposal address how the proposed services and those described in the Department’s STANDARD INTEGRATED CONTRACT PART 2 will be accomplished (inclusive of the proposed project activities, additional required tasks, administrative tasks, etc.)?
- How well does the vendor plan to provide a quality assurance and programmatic and fiscal monitoring to ensure optimized and consistent services and goals are achieved?

Notes/Rationale:

Score (0-50): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 3.1	50	41-50	31-40	21-30	11-20	0-10

Evaluation Criteria 3 – Sub Criteria 2

Criteria: 3

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 2

- How well does the proposal demonstrate historical experience of the vendor and key personnel with the target population?
- How well does the proposal demonstrate historical experience of the vendor and key personnel with the types of services described in this RFP?
- How well do the qualifications and historical experience of the proposed key personnel reflect experience and expertise with the target population and services of the nature described in this RFP?

RFP Programmatic Response Instructions:

4.2.7 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE

• The vendor must describe its experience in providing similar services as requested in this RFP and APPENDIX XI – the Department's STANDARD INTEGRATED CONTRACT PART 2. Experience shown should be work done by the individuals who will be assigned to the work as well as the overall experience of the organization. State whether the vendor was the prime contractor or a subcontractor and whether they worked in cooperation with a subcontractor. Where applicable, clearly note the vendor's related experience which included individuals who will be assigned and their role on the past project. Provide a detailed description of any work to be subcontracted with information describing the qualifications and relevant experience of any proposed subcontractors.

4.2.8 TAB 6: CORE TEAM QUALIFICATIONS

- The vendor shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this RFP. In addition, the vendor must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this RFP and APPENDIX X – the Department's STANDARD INTEGRATED CONTRACT.
- The vendor shall describe the following for management, experience and qualifications of key personnel:
 - o **Key Personnel:** Provide a detailed listing of the Key Personnel or team you propose for this engagement, including the titles of staff, related experience, team roles and their justification (if applicable).
 - o **Experience:** Provide current and/or historical experience for the vendor's key personnel in any or all of the following areas: services similar in nature to those proposed, linguistic background, outreach activities or other federal programs, grant funded programs, and the target population.
- The proposal shall include the vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel as described in APPENDIX X – the Department's STANDARD INTEGRATED CONTRACT.
- The vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural and linguistic needs described in the vendor's proposal and in APPENDIX XI – the Department's STANDARD INTEGRATED CONTRACT PART 2. The solution should address all applicable personnel grievance and conflict resolution practices. The vendor should explain how the organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.

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Criteria: 3

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 2

- How well does the proposal demonstrate historical experience of the vendor and key personnel with the target population?
- How well does the proposal demonstrate historical experience of the vendor and key personnel with the types of services described in this RFP?
- How well do the qualifications and historical experience of the proposed key personnel reflect experience and expertise with the target population and services of the nature described in this RFP?

Standard Integrated Contract Part 2 (Appendix XI):

B-3.2. Service Location(s). Locations for direct service delivery, including types of sites and communities, must meet the needs of the target population(s). Service locations shall be within the counties identified above, in the communities and places with a high likelihood of reaching the target population. Requiring clients to travel or be transported to the Provider's location of business is not allowable.

C-1.3. State Plan

Proposed State Plan projects must show the estimated number of individuals expecting to be served through the projects and the primary activities to be performed while taking into account that these are inclusive of tasks that directly assist the person in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. instruction on MyACCESS Account and email notification). The Provider must integrate a holistic approach in serving the most vulnerable of Florida's population.

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Criteria: 3

How well does the response demonstrate that the vendor's proposal will meet the major program goals, scope of service, performance specifications, and provide quality services?

Sub criteria: 2

- How well does the proposal demonstrate historical experience of the vendor and key personnel with the target population?
- How well does the proposal demonstrate historical experience of the vendor and key personnel with the types of services described in this RFP?
- How well do the qualifications and historical experience of the proposed key personnel reflect experience and expertise with the target population and services of the nature described in this RFP?

Notes/Rationale:

Score (0-50): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 3.2	50	41-50	31-40	21-30	11-20	0-10

Evaluation Criteria 4 – Sub Criteria 1

Criteria: 4

How well does the response demonstrate that the vendor’s administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 1

- How well does the vendor demonstrate a staffing plan that is sufficient, reasonable, necessary and appropriate for the projects being proposed?
 - Is the number of staff based on the needs assessment, number of potential eligibles in the service area, target audience, demographic conditions (such as urban, suburban or rural) and type and scope of projects being proposed?
 - Do the qualifications of the proposed staffing team providing direct client services meet the linguistic needs of the target population?
 - For those staff not directly involved in service delivery, such as administrative assistant, supervisory (if any) does the proposal justify these positions?
 - Does the proposal provide an effective and reasonable administrative model and a practical logic model for staff to client ratio for direct assistance?
- How well do salaries relate to the work being performed?

RFP Programmatic Response Instructions:

4.2.6.4 *The secondary goal of the Department is to contract for services that provide value to both Florida’s citizens and to the state with a positive return on the investment in this program. To this end, proposals will be evaluated with regard to the attributions of the proposed project(s) in terms of cost and the number of individuals assisted as one of the criteria. Vendors are cautioned, however, to emphasize quality and customer service in interactions with clients as this too will be evaluated. Proposals must show the estimated number of individuals expecting to be served through the projects proposed and the primary activities to be performed while taking into account that these are inclusive of tasks that directly assist the person in applying for benefits (e.g. application and documentation assistance) as well as those that help them become more self-sufficient (e.g. instruction on MyACCESS Account and email notification). The Provider must integrate a holistic approach in serving the most vulnerable of Florida’s population. Vendors will be held to a performance standard for application approval rates as a testament to quality of service and a true representation of fully serving those individuals needing additional assistance with the application and the documentation or follow up support that may be required when helping individuals through the eligibility process.*

4.2.8 TAB 6: CORE TEAM QUALIFICATIONS

- *The vendor shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this RFP. In addition, the vendor must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this RFP and **APPENDIX X – the Department’s STANDARD INTEGRATED CONTRACT.***
 - *The vendor shall describe the following for management, experience and qualifications of key personnel:*
 - o **Key Personnel:** *Provide a detailed listing of the Key Personnel or team you propose for this engagement, including the titles of staff, related experience, team roles and their justification (if applicable).*
 - o **Experience:** *Provide current and/or historical experience for the vendor’s key personnel in any or all of the following areas: services similar in nature to those proposed, linguistic background, outreach activities or other federal programs, grant funded programs, and the target population.*

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Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 1

- How well does the vendor demonstrate a staffing plan that is sufficient, reasonable, necessary and appropriate for the projects being proposed?
 - Is the number of staff based on the needs assessment, number of potential eligibles in the service area, target audience, demographic conditions (such as urban, suburban or rural) and type and scope of projects being proposed?
 - Do the qualifications of the proposed staffing team providing direct client services meet the linguistic needs of the target population?
 - For those staff not directly involved in service delivery, such as administrative assistant, supervisory (if any) does the proposal justify these positions?
 - Does the proposal provide an effective and reasonable administrative model and a practical logic model for staff to client ratio for direct assistance?
- How well do salaries relate to the work being performed?

• *The proposal shall include the vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel as described in APPENDIX X – the Department's STANDARD INTEGRATED CONTRACT.*

• *The vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural and linguistic needs described in the vendor's proposal and in APPENDIX XI – the Department's STANDARD INTEGRATED CONTRACT PART 2. The solution should address all applicable personnel grievance and conflict resolution practices. The vendor should explain how the organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.*

Standard Integrated Contract Part 2 (Appendix XI):

C-2.1.1 Staffing Levels.

- a. The Provider shall maintain the full-time equivalent positions as described in the Line Item Budget and Budget Narrative submitted in response to the RFP# RFP030618FCO1 and subsequently approved in the State Plan, which are hereby incorporated by reference and maintained in the Department's contract file, and any revisions approved by the Department. The Provider shall maintain the staffing levels specified in the State Plan unless otherwise instructed or approved by the Department.*
- b. Staffing levels must remain sufficient to provide continuous and effective services. The Provider shall have a staffing backup plan and adequate backup staff available during performance under this contract to ensure continuity of services. The Provider shall at all times ensure it can complete the services, maintain the partnerships, and meet the performance standards as stated in this contract and the State Plan.*
- c. The Provider shall designate a representative as the sole point of contact for the Department's Contract Manager for all issues related to the contract. The Provider Representative's responsibilities include, but are not limited to, administration of the program, submission of accurate and timely deliverables and reports, submission of accurate and timely invoices, management of the project(s) to ensure that all the specified tasks and activities are thoroughly and timely completed, assignment and supervision of staff, participation in all conference calls and on-site and off-site meetings with the Department, when requested. The Provider Representative must have the authority to ensure all services are completed in a manner consistent with this contract, the State Plan and the Guidance.*

C-2.1.2. Staffing Changes.

- c. Positions approved in the State Plan are approved with the reason that they are considered allowable, reasonable and necessary to reach the project goals, as defined by the vendor's response to RFP#*

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How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 1

- How well does the vendor demonstrate a staffing plan that is sufficient, reasonable, necessary and appropriate for the projects being proposed?
 - Is the number of staff based on the needs assessment, number of potential eligibles in the service area, target audience, demographic conditions (such as urban, suburban or rural) and type and scope of projects being proposed?
 - Do the qualifications of the proposed staffing team providing direct client services meet the linguistic needs of the target population?
 - For those staff not directly involved in service delivery, such as administrative assistant, supervisory (if any) does the proposal justify these positions?
 - Does the proposal provide an effective and reasonable administrative model and a practical logic model for staff to client ratio for direct assistance?
- How well do salaries relate to the work being performed?

RFP030618FCO1, the contract and the State Plan. The Department reserves the right to review and disallow/discontinue a position, if such position is determined to be unallowable, unreasonable or unnecessary.

C-2.2. Professional Qualifications

The minimum qualifications of staff described in Section C.2.1.1, are established in the Provider's position description narratives submitted in response to RFP# RFP030618FCO1 and subsequently in the approved State Plan and any revisions as approved by the Department, which are hereby incorporated by reference, and maintained in the Department's contract file. The Provider shall employ staff meeting the above described position description requirements to perform the tasks set out herein and the services stated in the approved State Plan.

- a. Staff hired pursuant to this contract, including any subcontracted staff (if applicable) are deemed by the Department to be in positions of special trust and responsibility and therefore must have a Level 2 background screening completed, received, and reviewed for any disqualifying offenses prior to starting work under the contract. The Provider shall ensure that staff are of good moral character and meet the Level 2 Employment Screening standards specified in section 4.14., Employment Screening, and the Children and Families Operating Procedure 60-25, Chapter 2.*
- b. To ensure quality service delivery the staff must be professional, trained in Department eligibility requirements and have an understanding of the diverse audience they are serving. The Provider must ensure staff hired to perform services have the requisite language skills to be able to communicate effectively and meet the needs of the target population.*

Guidance:

Page 9 - Outreach Project Staffing Summary: *Provides a listing of paid staff working on each outreach project. It includes the title and name of the employees and the amount of time spent on outreach. The project staffing summary is used to help build the project budget detail.*

Page 26: 4.9. How are reasonable staff wages and benefits determined?

Staff wages and benefits are set on a reasonable hourly basis in line with the duties being performed for the outreach plan, or the Federal minimum hourly wages established by the United States Department of Labor. The wages under the outreach plan are not necessarily the same as wages paid to the individual when they perform

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How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 1

- How well does the vendor demonstrate a staffing plan that is sufficient, reasonable, necessary and appropriate for the projects being proposed?
 - Is the number of staff based on the needs assessment, number of potential eligibles in the service area, target audience, demographic conditions (such as urban, suburban or rural) and type and scope of projects being proposed?
 - Do the qualifications of the proposed staffing team providing direct client services meet the linguistic needs of the target population?
 - For those staff not directly involved in service delivery, such as administrative assistant, supervisory (if any) does the proposal justify these positions?
 - Does the proposal provide an effective and reasonable administrative model and a practical logic model for staff to client ratio for direct assistance?
- How well do salaries relate to the work being performed?

the duties for which they may be credentialed. Their benefits and wages must relate to the outreach task they perform.

Staff time claimed for outreach cannot be used as a reimbursement item for any other Federal grant. Staff wages eligible for reimbursement may not be based on the number of people that apply for SNAP (e.g., a set fee for every application submitted by the staff person). Hourly wages or other forms of compensation for time spent performing allowable outreach activities are reimbursable. No entity that receives funding under the FNA may pay staff per application, regardless of the source of funding for staff wages.

Notes/Rationale:

Score (0-60): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 4.1	60	49-60	37-48	25-36	13-24	0-12

Evaluation Criteria 4 – Sub Criteria 2

Criteria: 4

How well does the response demonstrate that the vendor’s administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor’s financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor’s ability to meet the requirement of supporting 50% of reimbursable costs or “match funding”?
 - Is the match funding an allowable cash match?

RFP Programmatic Response Instructions:

4.2.3.2 Attestation of Financial Commitment

The proposal must include a completed Attestation of Financial Commitment Form (APPENDIX XIV). The attestation form must be signed by the signature authority as determined in Section 4.2.3.1 of this RFP.

4.2.6 TAB 4: SERVICES APPROACH AND SOLUTION

4.2.6.1 The vendor shall present the plan for performing the services described in the vendor's proposal. The Guidance and corresponding template formats must be used in submitting a response to this RFP. Vendor's proposals must submit projects as a multi-year (4-year) plan in the format described in the Guidance. The vendor must address how the proposed services and those described in the Department's STANDARD INTEGRATED CONTRACT PART 2 will be accomplished and specify what counties/geographic areas in Florida are to be served, which target populations, and what activities will be the vendor's primary focus.

4.2.6.6 PROPOSAL FORMAT TO BE IN FORM OF DRAFT STATE PLAN

The vendor must provide a complete and detailed proposal of its SNAP–Outreach program and describe in detail the project(s) being proposed. All elements listed in this section must be submitted in the format of a State Plan using the templates posted with this RFP (the templates parallel those identified in the Guidance). Include details of the needs assessment, intended programming, evaluation plans and processes, intended outcomes that align with the USDA and state goals, and provide budgets across all subprojects. Vendors shall submit projects as a multi-year (4-year) plan in the format described in the Guidance. The vendor must include, in the following order:

4.3.2.1 Financial Management

The vendor must describe its current financial management and accounting systems and capability to manage a cost reimbursement contract and comply with the fiscal record keeping and reporting requirements of the Guidance, including but not limited to 2 CFR 200, Office of Management and Budget Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and 7 CFR 277.

4.3.2.4 Local Match

The FNS SNAP-Outreach program reimburses 50% for allowable administrative program costs that are reasonable and necessary to operate approved activities. Vendors will be required to substantiate their ability to financially support 100% of all costs incurred for the provision of approved activities and services until such time that the Monthly Request for Expenditure Reimbursement is submitted to and processed for payment by the

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How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

Department of Children and Families (DCF) at which time the Department will reimburse up to 50% (maximum) of the allowable, reasonable, necessary, and allocable expenditures approved by the contract manager.

Vendors must provide cash to support the remaining 50% of all approved, reasonable, necessary and allocable costs. Vendors must state the source of the cash match in the response to this RFP.

Not all costs associated with SNAP Outreach services or activities are allowable for reimbursement. Such activities include but are not limited to: radio, television and billboard advertising; acting as an authorized representative for clients; and the transportation of clients, etc. Outreach costs not allowable for reimbursement cannot be used to fulfill the vendor's cash match requirement. Additionally, neither federal funds received by the vendor nor cash utilized by the vendor as a match requirement for other federal programs can be used to fulfill this cash requirement. Examples of unallowable expenses can be found on pages 25-26 of the Guidance. Further regulations on allowable and unallowable costs are found in the 2 CFR 200, 2 CFR 400 and 7 CFR 277.

4.3.3 TAB 2: BUDGET

The vendor must provide a detailed list of all proposed project costs for the entire proposed contract period and renewal years, including by not limited to: quantity of items to be funded; price per item, and description of use. Indirect costs will not be reimbursed for the contract(s) resulting from this RFP; only direct costs necessary for the provision of services will be reimbursed as described herein. All budgets must be completed in the State Plan format (as described in section 4.2.6.6 of this RFP); refer to APPENDIX VIII: State Plan and Budget Instructions and APPENDIX IX: State Plan Templates.

The Budget Detail for a multi-year State Plan must be submitted by federal fiscal year (Oct 1-Sept 30) for federal fiscal years 2019-2022. Once a vendor(s) has been selected, the selected vendor(s) shall work with the Department to complete the Line Item Budget by state fiscal year (July 1-June 30) for each SFY of the multi-year State Plan. The budget totals should be based on available funding projections and, if different, the vendor should explain the differences.

RFP Related Text:

1.2 Statement of Purpose

The Department intends to award one or more contracts until the current allocated budget amount is reached. Upon increase to the budget amount and approval of additional budget authority the Department reserves the right to award additional contracts to selected responsive vendors. The Department reserves the right to partially fund a proposal. Vendors are required to commit to and provide a 50% cash match of the total cost of performing the activities and services to support the contract resulting from this RFP.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

3.3.1 Funding Sources

Vendor (s) awarded these funds must provide the cash to support 50% of the costs associated with allowable and approved program activities. Pursuant to the Guidance provided by FNS, program activities that are not allowable for reimbursement of federal funding, cannot be included in the provider's 50% match portion. Other federal funding and/or cash that is either used or committed as match for other federal dollars cannot be used to fulfill the 50% match requirement.

FNS provides the Department with federal grant dollars to reimburse providers up to 50% of allocable, allowable, reasonable and necessary costs associated with approved SNAP–Outreach activities to low-income individuals and households.

SNAP-Outreach is 50% federally funded through a USDA FNS grant that is awarded based on the State's submission and federal approval of the SNAP-Outreach State Plan (State Plan) pursuant to the Guidance. Appropriation for budget authority is set by the Legislature each state fiscal year. Funding is contingent on both FNS approval of the State Plan budget and release of funds to Florida and on budget authority appropriation by the Legislature. The contract(s) resulting from this procurement is subject to the availability of funding annually.

4.3.3.1 *In addition to the cost and budget detail instructions found in the Guidance, the vendor must also comply with the budget detail instructions provided in this RFP and be consistent with State standards. "Miscellaneous" and "Other" are not acceptable expense line items.*

A. The project budget should display all costs by expense category line item to be paid by the Department for the delivery of services resulting from this RFP and must be submitted on the state plan templates provided (APPENDIX IX).

B. In addition to and in support of the project budget, a detailed description must be provided for each line item displaying the methodology used to calculate the total for the line item. 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.

C. Documentation must show the percentage of costs being charged to the Department, if only part of the cost is allocable to the proposed projects (see APPENDIX VII).

D. Identify the match funding and additional funding, if any, from other sources for the project(s); identify the amount and source of the funding.

E. Indirect costs will not be reimbursed for the contract(s) resulting from this RFP.

F. If any of the below line items are included in the budget the following applies:

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

1. *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 to be funded in whole or in part by this project.*
2. *Fringe benefits must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.*
3. *Staff Travel is reimbursed as specified by Department travel policies and procedures in CFOP 40-1 and state statute (section 112.061, Florida Statutes).*
4. *Office expenses should be based on prior history, a reasonable estimated monthly expense or written vendor policy.*
5. *Rental or use of space must show the address, the square footage, the rate per square footage, the monthly rent, and what is included in the rental rate (e.g. utilities). Justify why the space is necessary and how the rental rate is comparable with similar properties in the surrounding area. Provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost.*
6. *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.*
7. *Materials must show the unit cost and total units needed, and justification including why the materials are needed and how they will be used.*
8. *Information Resource Technology (IRT) includes computers, monitors and other technology items costing less than \$1,000 each. IRT items must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. Recurring costs, if any, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, etc.*
9. *Equipment and/or materials to be purchased with a unit cost of \$1,000 or more, per item, for use under this project must be listed separately and show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.*
10. *Equipment and/or materials to be purchased with a unit cost less than \$1,000, per item, 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.*
11. *Subcontracted services, if any, must be clearly indicated and include the vendor(s) to be subcontracted with, the services to be provided, the estimated number of clients to be served and the costs for services (including the unit cost if relevant).*
12. *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.*

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

Standard Integrated Contract Part 2 (Appendix XI):

EXHIBIT F - METHOD OF PAYMENT

F-1. This is a cost reimbursement contract funded by a Federal reimbursement grant and funding is contingent for each federal fiscal year (FFY) on Federal approval of the State Plan. The Federal funding amount varies from one FFY to the next FFY. Appropriation for budget authority is set by the Legislature each state fiscal year. Funding is contingent on both FNS approval of the State Plan budget and release of funds to Florida and on the appropriation of budget authority by the Florida Legislature. The provider must fiscally cover 100% of the cost incurred providing allowable services prior to being reimbursed for allowable expenses (not to exceed 50% of the cost).

F-2. The Department will reimburse the Provider for 50% of allowable outreach expenditures incurred pursuant to the terms of the of the contract for a total dollar amount, subject to the availability of funds, not to exceed the following:

*F-4.1. **Allowable Expenditures** are purchases and activities that can be reimbursed pursuant State and federal guidelines, the Guidance, this contract and the State Plan. Allowable Expenditures must be approved in the state plan, contract or by the Department, must be included in your approved budget and must be "reasonable and necessary" and for the accomplishment of approved program objectives. For expenditures charged to this contract to be allowable, they must be valid obligations of the State, local government or sub-grantee, and must support activities within the scope of the contract and the approved State Plan.*

*F-4.2. **Reasonable Costs** provide a benefit generally commensurate with the costs incurred, are in proportion to other program costs for the reach and function that the costs serve. Reasonable costs benefit the program objective of providing SNAP assistance services to clients and are appropriate priority expenditures when considering the other demands and needs of the program and the benefit to the scope of work goals.*

*F-4.3. **Necessary Costs** are incurred to carry out essential program and administrative functions, cannot be avoided without adversely affecting program operations, and do not duplicate existing efforts in activities, reach and service delivery.*

***Allocable Expenditures** are expenses that must be in accordance with the Guidance, must be correlated with the program benefits obtained by incurring them.*

F-7. Match Requirements:

The SNAP Outreach program requires a local match contribution of 50 percent from the Provider. The commitment of the cash local match contribution is documented and maintained in the Contract Manager's contract file.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

F-7.1 Cash contributions used to match other federal grants, contracts or services shall not be used as match for this contract.

F-7.2 The Provider shall report the monthly cash match contribution concurrent with the Monthly Expenditure and Match Contribution Report and Request for Reimbursement, Section F-2, to support these contract services.

F-7.3 Failure to meet or report the local match cash contributions shall result in a pro rata adjustment to each monthly payment.

F-7.4 Expenditures that are disallowed as determined by the Guidance and/or the Department may not be used as match for this contract.

Guidance:

3.5. Can the outreach plan cover more than one fiscal year?

With Regional Office approval, an outreach plan may cover up to three fiscal years. A multi-year outreach plan should have consistent goals over the length of the plan. Activities may build on existing infrastructure and progress made over time. If the scope of the outreach plan changes during the length of the plan, an amendment must be submitted for Regional Office review and approval before reimbursement may be drawn down.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 2

- How well does the vendor's financial management approach, proposed budget and related financial information meet the needs of this program?
 - Is a multi-year budget provided?
 - Is the budget complete, detailed, accurate, mathematically correct, and submitted on the correct template formats?
- How well does the response demonstrate the vendor's ability to meet the requirement of supporting 50% of reimbursable costs or "match funding"?
 - Is the match funding an allowable cash match?

Notes/Rationale:

Score (0-80): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 4.2	80	65-80	49-64	33-48	17-32	0-16

Evaluation Criteria 4 – Sub Criteria 3

Criteria: 4

How well does the response demonstrate that the vendor’s administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 3

- How well does the proposal demonstrate a financial capability and fiscal management approach that meets all requirements?
- Does the vendor have established internal accounting controls described in the proposal that demonstrate the vendor’s ability to track in detail all vendor and subcontractor expenditures?

RFP Programmatic Response Instructions:

4.3.2 TAB 1: FINANCIAL INFORMATION

4.3.2.1 Financial Management

The vendor must describe its current financial management and accounting systems and capability to manage a cost reimbursement contract and comply with the fiscal record keeping and reporting requirements of the Guidance, including but not limited to 2 CFR 200, Office of Management and Budget Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and 7 CFR 277.

4.3.2.2 Proposed Service Efficiencies and Re-investment

The vendor shall provide information on how they plan to develop efficiencies in the services being provided. From this plan, the vendor shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services.

RFP Related Text:

3.3 Minimum Financial Specifications

The resulting contract will be a cost reimbursement contract. The vendor must be fiscally able to cover 100% of the cost of providing allowable services prior to being reimbursed for allowable expenses (not to exceed 50% of the cost). The vendor must have a system to capture and report all expenses in a manner consistent with the fiscal record keeping and reporting requirements of the Guidance, including but not limited to 2 CFR 200, Office of Management and Budget Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and 7 CFR 277.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 4

How well does the response demonstrate that the vendor's administrative structure and other organizational capacity, staffing and training, and fiscal management approach is optimal for meeting the needs and requirements of this program?

Sub criteria: 3

- How well does the proposal demonstrate a financial capability and fiscal management approach that meets all requirements?
- Does the vendor have established internal accounting controls described in the proposal that demonstrate the vendor's ability to track in detail all vendor and subcontractor expenditures?

Notes/Rationale:

Score (0-30): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 4.3	30	25-30	19-24	13-18	7-12	0-6

Evaluation Criteria 5 – Sub Criteria 1

Criteria: 5

How reasonable and appropriate is the vendor’s financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 1

- How well does the vendor follow State and federal budgeting and cost requirements?
 - Are costs detailed and justified as required by the Guidance and this RFP?
 - Are only allowable and allocable costs listed in accordance with State requirements and the Guidance?
 - Are costs reasonable and necessary in accordance with State and the guidelines?

RFP Programmatic Response Instructions:

4.3.3.1 In addition to the cost and budget detail instructions found in the Guidance, the vendor must also comply with the budget detail instructions provided in this RFP and be consistent with State standards. “Miscellaneous” and “Other” are not acceptable expense line items.

- A. The project budget should display all costs by expense category line item to be paid by the Department for the delivery of services resulting from this RFP and must be submitted on the state plan templates provided (APPENDIX IX).
- B. In addition to and in support of the project budget, a detailed description must be provided for each line item displaying the methodology used to calculate the total for the line item. 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.
- C. Documentation must show the percentage of costs being charged to the Department, if only part of the cost is allocable to the proposed projects (see APPENDIX VII).
- D. Identify the match funding and additional funding, if any, from other sources for the project(s); identify the amount and source of the funding.
- E. Indirect costs will not be reimbursed for the contract(s) resulting from this RFP.
- F. If any of the below line items are included in the budget the following applies:
 1. 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 to be funded in whole or in part by this project.
 2. Fringe benefits must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
 3. Staff Travel is reimbursed as specified by Department travel policies and procedures in CFOP 40-1 and state statute (section 112.061, Florida Statutes).
 4. Office expenses should be based on prior history, a reasonable estimated monthly expense or written vendor policy.
 5. Rental or use of space must show the address, the square footage, the rate per square footage, the monthly rent, and what is included in the rental rate (e.g. utilities). Justify why the space is necessary and how the rental rate is comparable with similar properties in the surrounding area. Provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost.
 6. 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.
 7. Materials must show the unit cost and total units needed, and justification including why the materials are needed and how they will be used.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 1

- How well does the vendor follow State and federal budgeting and cost requirements?
 - Are costs detailed and justified as required by the Guidance and this RFP?
 - Are only allowable and allocable costs listed in accordance with State requirements and the Guidance?
 - Are costs reasonable and necessary in accordance with State and the guidelines?

8. Information Resource Technology (IRT) includes computers, monitors and other technology items costing less than \$1,000 each. IRT items must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. Recurring costs, if any, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, etc.

9. Equipment and/or materials to be purchased with a unit cost of \$1,000 or more, per item, for use under this project must be listed separately and show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.

10. Equipment and/or materials to be purchased with a unit cost less than \$1,000, per item, 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.

11. Subcontracted services, if any, must be clearly indicated and include the vendor(s) to be subcontracted with, the services to be provided, the estimated number of clients to be served and the costs for services (including the unit cost if relevant).

12. 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

RFP Related Text:

4.3.2.4 Local Match:

Not all costs associated with SNAP Outreach services or activities are allowable for reimbursement. Such activities include but are not limited to: radio, television and billboard advertising; acting as an authorized representative for clients; and the transportation of clients, etc. Outreach costs not allowable for reimbursement cannot be used to fulfill the vender's cash match requirement. Additionally, neither federal funds received by the vender nor cash utilized by the vender as a match requirement for other federal programs can be used to fulfill this cash requirement. Examples of unallowable expenses can be found on pages 25-26 of the Guidance. Further regulations on allowable and unallowable costs are found in the 2 CFR 200, 2 CFR 400 and 7 CFR 277.

Standard Integrated Contract Part 2 (Appendix XI)

F-4.1. Allowable Expenditures are purchases and activities that can be reimbursed pursuant State and federal guidelines, the Guidance, this contract and the State Plan. Allowable Expenditures must be approved in the state plan, contract or by the Department, must be included in your approved budget and must be "reasonable and necessary" and for the accomplishment of approved program objectives. For expenditures charged to this contract to be allowable, they must be valid obligations of the State, local government or sub-grantee, and must support activities within the scope of the contract and the approved State Plan.

F-4.2. Reasonable Costs provide a benefit generally commensurate with the costs incurred, are in proportion to other program costs for the reach and function that the costs serve. Reasonable costs benefit the program objective of providing SNAP assistance services to clients and are appropriate priority expenditures when considering the other demands and needs of the program and the benefit to the scope of work goals.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 1

- How well does the vendor follow State and federal budgeting and cost requirements?
 - Are costs detailed and justified as required by the Guidance and this RFP?
 - Are only allowable and allocable costs listed in accordance with State requirements and the Guidance?
 - Are costs reasonable and necessary in accordance with State and the guidelines?

*F-4.3. **Necessary Costs** are incurred to carry out essential program and administrative functions, cannot be avoided without adversely affecting program operations, and do not duplicate existing efforts in activities, reach and service delivery.*

***Allocable Expenditures** are expenses that must be in accordance with the Guidance, must be correlated with the program benefits obtained by incurring them.*

Guidance:

Page 14: • Check your outreach plan for consistency with this guidance and any subsequent policy memoranda. Both the State agency program staff and the fiscal officer should review the outreach plan to verify that all activities and costs are allowable, reasonable and necessary;

4.3. How should my State agency determine if costs are appropriate?

All costs must be allowable, reasonable, and necessary. All costs reimbursed by FNS must be valid obligations of the State agency, local government, or subrecipient.

Office of Management and Budget (OMB) regulations, Departmental rules, and SNAP rules define what costs are allowable.

Reasonable costs are those that:

- Provide a program benefit generally commensurate with the amount incurred;
- Are in proportion with other program costs for the function;
- Have a high priority relative to other demands; and
- Are what a prudent person would incur in like circumstances.

Necessary costs are those that:

- Are needed to carry out essential functions;
- Cannot be avoided without adverse impact on program operations;
- Do not duplicate existing efforts; and
- Are the net cost after applicable credits.
 - *Example: An organization receives a 5 percent discount for paying for an item with cash that has a list price of \$100, so the organization only pays \$95. The organization must identify the cost of the item as \$95 in the SNAP budget.*

4.9. How are reasonable staff wages and benefits determined?

Staff wages and benefits are set on a reasonable hourly basis in line with the duties being performed for the outreach plan, or the Federal minimum hourly wages established by the United States Department of Labor. The wages under the outreach plan are not necessarily the same as wages paid to the individual when they perform the duties for which they may be credentialed. Their benefits and wages must relate to the outreach task they perform.

Supplemental Nutrition Assistance Program
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(SNAP-Outreach)

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 1

- How well does the vendor follow State and federal budgeting and cost requirements?
 - Are costs detailed and justified as required by the Guidance and this RFP?
 - Are only allowable and allocable costs listed in accordance with State requirements and the Guidance?
 - Are costs reasonable and necessary in accordance with State and the guidelines?

Staff time claimed for outreach cannot be used as a reimbursement item for any other Federal grant. Staff wages eligible for reimbursement may not be based on the number of people that apply for SNAP (e.g., a set fee for every application submitted by the staff person). Hourly wages or other forms of compensation for time spent performing allowable outreach activities are reimbursable. No entity that receives funding under the FNA may pay staff per application, regardless of the source of funding for staff wages.

Notes/Rationale:

Score (0-50): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 5.1	50	41-50	31-40	21-30	11-20	0-10

Evaluation Criteria 5 – Sub Criteria 2

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 2

- Are the costs reasonable and appropriate for the reach and function that the costs serve and do they benefit the program goal of providing application assistance services to eligible participants?
- Overall, is the vendor's proposed cost justified for the services proposed and number of clients served?
 - How reasonable is the overall cost to support the proposal considering the number of participants estimated to be directly served through Primary Activities?
 - How reasonable are the costs for Supporting Activities and other allowable activities, if any are proposed?
- Does the vendor's proposal identify any efficiencies that reduce the overall cost of the program for the Department?
- If any equipment, property, or information technology resources are proposed does the vendor provide sufficient evidence that they are allowable, reasonable and necessary for the provision of services and in accordance with the Guidance and State requirements?

RFP Programmatic Response Instructions:

4.3.2.2 Proposed Service Efficiencies and Re-investment

The vendor shall provide information on how they plan to develop efficiencies in the services being provided. From this plan, the vendor shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services.

4.3.2.3 Ongoing Approach to Reduce Administrative Costs and Expand Services

The vendor shall provide its ongoing approach to reduce administrative cost, without affecting the quality of the services.

4.3.3.1 In addition to the cost and budget detail instructions found in the Guidance, the vendor must also comply...

6. 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.

7. Materials must show the unit cost and total units needed, and justification including why the materials are needed and how they will be used.

8. Information Resource Technology (IRT) includes computers, monitors and other technology items costing less than \$1,000 each. IRT items must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. Recurring costs, if any, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, etc.

Supplemental Nutrition Assistance Program
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(SNAP-Outreach)

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 2

- Are the costs reasonable and appropriate for the reach and function that the costs serve and do they benefit the program goal of providing application assistance services to eligible participants?
- Overall, is the vendor's proposed cost justified for the services proposed and number of clients served?
 - How reasonable is the overall cost to support the proposal considering the number of participants estimated to be directly served through Primary Activities?
 - How reasonable are the costs for Supporting Activities and other allowable activities, if any are proposed?
- Does the vendor's proposal identify any efficiencies that reduce the overall cost of the program for the Department?
- If any equipment, property, or information technology resources are proposed does the vendor provide sufficient evidence that they are allowable, reasonable and necessary for the provision of services and in accordance with the Guidance and State requirements?

9. *Equipment and/or materials to be purchased with a unit cost of \$1,000 or more, per item, for use under this project must be listed separately and show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.*

10. *Equipment and/or materials to be purchased with a unit cost less than \$1,000, per item, 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.*

RFP Related Text:

3.3.2 Allowable Costs

All costs must benefit a federal program or program component in order to be reimbursable from Federal funds. Information regarding allowable and unallowable costs for SNAP-Outreach is included in the Guidance. All costs must be considered by FNS and the Department to be allowable, reasonable and necessary for the provision of covered services and in accordance with the State of Florida, Department of Financial Services, Reference Guide for State Expenditures. In addition, all costs must be allocable to the contract resulting from this RFP. Further detail on funding, costs, documentation, and reimbursement is outlined in APPENDIX XI - the Department's STANDARD INTEGRATED CONTRACT PART 2. Activities must be approved by the Department prior to the start of the activity. Changes to components, activities and/or event locations must be approved by the Department prior to the obligation of these federal funds. Refer to the Guidance.

Standard Integrated Contract Part 2 (Appendix XI):

B-7. EQUIPMENT

Equipment, property, or information technology resources that are allowable, reasonable and necessary may be purchased with contract funds in accordance with the Guidance and State requirements and which are specified in the approved State Plan. All such purchases must be pre-approved by the Department's Contract Manager prior to purchase. All equipment shall be inventoried in accordance with Exhibit C, Section C.3., Property, and 7 CFR 277.13.

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 2

- Are the costs reasonable and appropriate for the reach and function that the costs serve and do they benefit the program goal of providing application assistance services to eligible participants?
- Overall, is the vendor's proposed cost justified for the services proposed and number of clients served?
 - How reasonable is the overall cost to support the proposal considering the number of participants estimated to be directly served through Primary Activities?
 - How reasonable are the costs for Supporting Activities and other allowable activities, if any are proposed?
- Does the vendor's proposal identify any efficiencies that reduce the overall cost of the program for the Department?
- If any equipment, property, or information technology resources are proposed does the vendor provide sufficient evidence that they are allowable, reasonable and necessary for the provision of services and in accordance with the Guidance and State requirements?

Guidance:

4.22. What are the rules for property procurement and management?

Prior Federal approval must be received before the State agency may procure or request reimbursement for equipment valued at more than \$5,000. Review and approval of equipment purchases are normally conducted during review of the proposed budget when the outreach plan is submitted to the appropriate Regional Office. Budget reviews ensure that proposed equipment requests do not duplicate previous year's equipment purchases for the same project.

Notes/Rationale:

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Criteria: 5

How reasonable and appropriate is the vendor's financial proposal when considering the scope of the proposed projects, the anticipated project costs, and the number of participants served?

Sub criteria: 2

- Are the costs reasonable and appropriate for the reach and function that the costs serve and do they benefit the program goal of providing application assistance services to eligible participants?
- Overall, is the vendor's proposed cost justified for the services proposed and number of clients served?
 - How reasonable is the overall cost to support the proposal considering the number of participants estimated to be directly served through Primary Activities?
 - How reasonable are the costs for Supporting Activities and other allowable activities, if any are proposed?
- Does the vendor's proposal identify any efficiencies that reduce the overall cost of the program for the Department?
- If any equipment, property, or information technology resources are proposed does the vendor provide sufficient evidence that they are allowable, reasonable and necessary for the provision of services and in accordance with the Guidance and State requirements?

Score (0-160): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 5.2	160	129-160	97-128	65-96	33-64	0-32

Evaluation Criteria 6 – Sub Criteria 1

Criteria: 6

Financial stability of the vendor.

Sub criteria: 1

- Does the vendor have adequate financial resources for performance of the proposed project, or have the ability to obtain necessary financial resources before beginning performance?
- Does the vendor possess adequate cash or operating capital to meet projected monthly operating expenses pending receipt of first, and subsequent contract payments?

RFP Programmatic Response Instructions:

4.3.2.4 Local Match

The FNS SNAP-Outreach program reimburses 50% for allowable administrative program costs that are reasonable and necessary to operate approved activities. Vendors will be required to substantiate their ability to financially support 100% of all costs incurred for the provision of approved activities and services until such time that the Monthly Request for Expenditure Reimbursement is submitted to and processed for payment by the Department of Children and Families (DCF) at which time the Department will reimburse up to 50% (maximum) of the allowable, reasonable, necessary, and allocable expenditures approved by the contract manager.

*, Vendors **must** provide cash to support the remaining 50% of all approved, reasonable, necessary and allocable costs. Vendors must state the source of the cash match in the response to this RFP.*

4.3.4.1 Evidence of adequate financial stability is a prerequisite to the award of a contract. To demonstrate financial stability, the vendor must submit copies of their independent financial and compliance audit reports and/or certified financial statements for the three (3) most recent fiscal years. The copies shall include all applicable financial statements, auditor's reports, management letters, and any corresponding re-issued audit components. If the vendor does not have audit reports for the three (3) most recent years, reviewed or compiled financial statements with the applicable Certified Public Accountant's report shall be submitted. A newly created entity shall submit the requested financial reports from each of the founding collaborative partners. Examples of documentation include:

- *Statements of Financial Position;*
- *Statements of Cash Flow;*
- *Statements of Changes in Financial Position;*
- *Auditors' Reports;*
- *Notes to Financial Statements;*
- *Summaries of Significant Accounting Policies;*
- *Federal Income Tax Return; and/or*
- *Any other relevant statistical information*

4.3.4.2 These documents must be contained in a 3-ring binder, separate from the rest of the response. The purpose of this documentation is to provide the Department with a basis for evaluating the vendor's financial capabilities for undertaking this project and the cost reimbursement nature of the contract.

4.3.4.3 The Department will evaluate the information and may, at its sole discretion, reject the vendor's proposal if the information indicates that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor. The Department reserves the right to request any additional information to assure itself of a vendor's financial status.

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Criteria: 6
Financial stability of the vendor.

Sub criteria: 1

- Does the vendor have adequate financial resources for performance of the proposed project, or have the ability to obtain necessary financial resources before beginning performance?
- Does the vendor possess adequate cash or operating capital to meet projected monthly operating expenses pending receipt of first, and subsequent contract payments?

RFP Related Text:

3.3.1 Funding Sources

Vendor (s) awarded these funds must provide the cash to support 50% of the costs associated with allowable and approved program activities. Pursuant to the Guidance provided by FNS, program activities that are not allowable for reimbursement of federal funding, cannot be included in the provider's 50% match portion. Other federal funding and/or cash that is either used or committed as match for other federal dollars cannot be used to fulfill the 50% match requirement.

Notes/Rationale:

Score (0-30): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 6.1	30	25-30	19-24	13-18	7-12	0-6

Evaluation Criteria 6 – Sub Criteria 2

Criteria: 6

Financial stability of the vendor.

Sub criteria: 2

- Independent Auditor’s Report, Financial Statement Opinion
- Has the vendor satisfactorily completed all corrective actions related to findings in previous audits or areas brought to management’s attention in management letters?
- Has the vendor had any previous financial difficulties in performing contracts for the State?

RFP Programmatic Response Instructions:

4.3.4.1 Evidence of adequate financial stability is a prerequisite to the award of a contract. To demonstrate financial stability, the vendor must submit copies of their independent financial and compliance audit reports and/or certified financial statements for the three (3) most recent fiscal years. The copies shall include all applicable financial statements, auditor’s reports, management letters, and any corresponding re-issued audit components. If the vendor does not have audit reports for the three (3) most recent years, reviewed or compiled financial statements with the applicable Certified Public Accountant’s report shall be submitted. A newly created entity shall submit the requested financial reports from each of the founding collaborative partners. Examples of documentation include:

- *Statements of Financial Position;*
- *Statements of Cash Flow;*
- *Statements of Changes in Financial Position;*
- *Auditors’ Reports;*
- *Notes to Financial Statements;*
- *Summaries of Significant Accounting Policies;*
- *Federal Income Tax Return; and/or*
- *Any other relevant statistical information*

Standard Integrated Contract Part 2 (Appendix XI):

Attachment I, Audits, Part 1, Third Paragraph - *The schedule of expenditures should disclose the expenditures by contract number for each contract with the Department in effect during the audit period. The financial statements should disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due the Department shall be fully disclosed in the audit report package with reference to the specific contract number.*

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Criteria: 6
Financial stability of the vendor.

Sub criteria: 2

- Independent Auditor's Report, Financial Statement Opinion
- Has the vendor satisfactorily completed all corrective actions related to findings in previous audits or areas brought to management's attention in management letters?
- Has the vendor had any previous financial difficulties in performing contracts for the State?

Notes/Rationale:

Score (0-20): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Sub-Criterion 6.2	20	17-20	13-16	9-12	5-8	0-4

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Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale:

Supplemental Nutrition Assistance Program
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Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale:

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale:

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale:

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
(SNAP-Outreach)

Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale:

Supplemental Nutrition Assistance Program
Information and Application Assistance Services
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Evaluation Criteria ___ – Sub Criteria ____

Notes Continued

Notes/Rationale: