



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

**INVITATION TO NEGOTIATE # ITN07H17GN1
ADDENDUM #007
South Florida State Hospital (SFSH)
Office of Substance Abuse and Mental Health**

Section 5.3.1, pages 20-21, is hereby amended to read:

5.3.1 Scoring by Evaluators

The Department's Evaluators will be classified in three teams, each of which will be assigned a specific section of the evaluation: the Programmatic Reply, the Facility Management Reply and the Financial Reply. Within each team, each evaluator will independently evaluate the appropriate reply submitted by each vendor, according to the following criteria, using the manuals in **Appendix XIV-Programmatic Reply Evaluation Manual, Appendix XV-Facility Management Evaluation Manual and Appendix XVI-Financial Reply Evaluation Manual**:

Criteria	Points
Programmatic Reply	
The Programmatic Evaluation Team will evaluate each vendors' approach to: <ul style="list-style-type: none"> o Staffing and Organizational Qualifications o Resident Services o Administrative Tasks 	1,104
Facility Management Reply	
The Facility Management Evaluation Team will evaluate each vendor's approach to <ul style="list-style-type: none"> o Staffing and Organizational Qualifications o Facility Management Programs 	432
Financial Reply	
The Financial Evaluation Team will evaluate each vendor's: <ul style="list-style-type: none"> o Budget o Financial Stability 	128
TOTAL	1,664

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

Appendix XIV

**State of Florida
Department of Children and Families**



**ITN07H17GN1
South Florida State Hospital**

Programmatic Reply Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

1 GENERAL INSTRUCTIONS

- 1.1 Each evaluator will evaluate the Programmatic Reply for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. 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 reply to each evaluation criterion.
- 1.2 Each evaluator shall assign a score for each evaluation criterion based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the reply demonstrates and/or describes...	Category	Points
...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	4
...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	3
...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	2
...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	1
...a significant or complete lack of understanding, an incomprehensible approach, a significant lack of skill and experience and extensive non-responsiveness.	Insufficient	0

- 1.3 When completing score sheets evaluators should record references to the sections of the Invitation to Negotiate (ITN) and the written reply 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 reference statements should be brief. If the reply does not address an evaluation criterion, evaluators should indicate "not addressed" and score it accordingly.
- 1.4 Each evaluator has been provided a copy of the ITN, including its appendices, any ITN amendments, and vendor written inquiries and the written responses provided by the Department. Each evaluator will also be provided with a copy of each Programmatic Reply which should be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.
- 1.5 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 reply 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.

- 1.6 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.
- 1.7 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 1.8 Evaluators may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 1.9 Questions related to the solicitation and the evaluations of the reply should be directed only to:

Michele Staffieri, Procurement Manager
Florida Department of Children and Families
Office of Substance Abuse and Mental Health
1317 Winewood Blvd., Bldg 6, Room 231
Tallahassee, FL 32399-0700
E-Mail Address: Michele.Staffieri@myflfamilies.com
- 1.10 After each evaluator has completed the scoring of each Programmatic Reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will average the total Programmatic Reply point scores by each evaluator to calculate the points awarded for each section.
- 1.11 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 Programmatic Reply scores.

2 QUALITATIVE CRITERIA

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

- Vendor's articulation of their project approach and solution, and the ability of the approach and solution to meet the Department's needs, the requirements of this ITN
- The innovation of the approach and solution
- Vendor references and track record implementing similar solutions to the one specified in this ITN
- Experience and skills of proposed staff relative to the proposed approach and solution

3 PROGRAMMATIC REPLY POINT VALUES

The maximum score for the Programmatic Reply is 1,104 points.

Vendor: _____

Evaluator: _____

	Programmatic Reply Criteria	Points	Weighted Value	Maximum Points	Points Assigned
Criteria 1: Staffing and Organizational Qualifications					
1A	Key Positions	16	1	16	
1B	Staffing	16	1	16	
1C	Organizational Capacity and Experience	16	3	48	
	Criteria 1 Subtotal	48		80	
Criteria 2: Resident Services					
2A	Service Array	20	2	40	
2B	Service Integration	20	2	40	
2C	Functional Improvement for Residents	20	3	60	
2D	Service Treatment and Planning	16	3	48	
2E	Specialized Behavioral Programs	20	3	60	
2F	Medication Administration and Management	32	3	96	
2G	Medical & Dental Care	20	3	60	
2H	Seclusion and Restraint	24	3	72	
2I	Suicide Prevention	28	3	84	
2J	Aggression Control	24	3	72	
2K	Visitation	12	1	12	
2L	Resident Rights and Resident Freedom of Movement	12	3	36	
2M	Resident Grievances	12	2	24	
2N	Resident Advocacy	16	2	32	
2O	Family Support and Resident Involvement	24	2	48	
2P	Food Services	20	3	60	
2Q	Discharge	12	3	36	
	Criteria 2 Subtotal	332		880	
Criteria 3: Administrative Tasks					
3A	Accreditation	16	1	16	
3B	Abuse Reporting and Investigations	12	3	36	
3C	Incident and Event Data	12	3	36	
3D	Risk Management	8	3	24	
3E	Emergency Operating Plan	16	2	32	
	Criteria 3 Subtotal	64		144	
	Total	444		1,104	

Vendor: _____

Evaluator: _____

<u>Criteria 1: Staffing and Organizational Qualifications</u>	
Sub Criteria 1A: Key Positions	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract, Section C-2.1.1	
Does the Program Description demonstrate staffing with appropriate qualifications for key positions?	Points (0-4 each)
1. Does the resume and supporting documentation for the Hospital Administrator meet or exceed the minimum qualifications identified in the ITN? Notes:	
2. Does the resume and supporting documentation for the Assistant Hospital Administrator meet or exceed the minimum qualifications identified in the ITN? Notes:	
3. Does the resume and supporting documentation for the Nursing Director meet or exceed the minimum qualifications identified in the ITN? Notes:	
4. Does the resume and supporting documentation for the Clinical Director meet or exceed the minimum qualifications identified in the ITN? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	1
Total Points <i>(Max 16 Points)</i>	

Vendor: _____

Evaluator: _____

<u>Criteria 1: Staffing and Organizational Qualifications</u>	
Sub Criteria 1B: Staffing	
Tab 4 - ITN References: Section 3.2; <i>Appendix VIII – Program Description; Appendix XII – SFSH Proposed Staffing Plan; Appendix XIII – SFSH Draft Contract, Section C-2.1.</i>	
Does the Program Description sufficiently demonstrate appropriate staffing for the Facility?	Points (0-4 each)
1. How well does the proposed staffing patterns and modules, by discipline, support the operation of a residential mental health treatment facility? Notes:	
2. How well do the administrative and clinical organization charts support the management of a mental health treatment facility? Notes:	
3. Does the Program Description sufficiently describe and support the proposed staffing patterns and modules by discipline? Notes:	
4. Does the Program Description sufficiently describe and justify the proposed staffing and companies with which the vendor proposes to subcontract? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	1
Total Points <i>(Max 16 Points)</i>	

Vendor: _____

Evaluator: _____

<u>Criteria 1: Staffing and Organizational Qualifications</u>	
Sub Criteria 1C: Organizational Capacity and Experience	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate sufficient organizational capacity and experience to provide services at the Facility?	Points (0-4 each)
1. To what extent does the vendor have knowledge and experience with mental health hospital administration? Notes:	
2. To what extent does the vendor demonstrate past management experience with the simultaneous provision of client-oriented services and facility management? Notes:	
3. To what extent does the vendor demonstrate a successful history of providing necessary treatment services at a similar facility? If the vendor does not have a history of providing services at a similar facility does the reply provide sufficient information to reasonably ascertain their ability to provide the services outlined in the ITN. Notes:	
4. To what extent is the corporate or management philosophy compatible with the Department and its mission? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	3
Total Points <i>(Max 48 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2A: Service Array	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description provide a full array of evidence-based and best-practice treatment and recovery-oriented services to meet anticipated resident needs?	Points (0-4 each)
1. To what extent are the proposed services and treatment programs designed to meet the needs of individual residents? Notes:	
2. To what extent are the recovery principles integrated into the selection and availability of services? Notes:	
3. To what extent are evidence-based and best practices integrated into the selection and availability of treatment programs? Notes:	
4. To what extent are all reasonably anticipated services identified and addressed? Notes:	
5. To what extent do the proposed services and programs address the cultural diversity of the population, including the provision of bilingual treatment and services? Notes:	
Subtotal <i>(Max 20 Points)</i>	
Weighted Value	2
Total Points <i>(Max 40 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2B: Service Integration	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate service integration?	Points (0-4 each)
1. To what extent does each service proposed fit into a logically constructed continuum of care? Notes:	
2. To what extent does the vendor demonstrate the relationship of each service to all other proposed services? Notes:	
3. To what extent does the vendor demonstrate a commitment to maintaining an up to date continuum of care by incorporating new strategies as they become accepted in the mental health community? Notes:	
4. How well does the vendor demonstrate a protocol for input or feedback mechanisms from all interested parties including the resident, family, community supports, and well as direct service staff? Notes:	
5. To what extent do the quality controls test the efficacy of the services proposed as part of the care continuum? Notes:	
Subtotal <i>(Max 20 Points)</i>	
Weighted Value	2
Total Points <i>(Max 40 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2C: Functional Improvement for Residents	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a detailed and feasible explanation for functional improvement for residents that meets or exceeds the acceptable level of service?	Points (0-4 each)
1. To what extent does the vendor demonstrate integration of the overall system of care? Notes:	
2. To what extent are individual resident needs and characteristics integrated into the system of care? Notes:	
3. To what extent does the vendor demonstrate an understanding of necessary steps to achieve the acceptable level of service? Notes:	
4. To what extent are specific types of activities provided to improve the functioning level of residents? Notes:	
5. To what extent is data collection and analysis provided for the purpose of measuring functional improvement? Notes:	
Subtotal (Max 20 Points)	
Weighted Value	3
Total Points (Max 60 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2D: Service Treatment and Planning	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain a coherent, complete and responsible protocol regarding service and treatment planning?	Points (0-4 each)
1. To what extent is the service and treatment planning process “person centered” (i.e., reflects individual’s stated preferences for long-range outcomes and personal goals for rehabilitation)? Notes:	
2. To what extent does the service and treatment planning process address assessment/evaluation requirements and timeframes? Notes:	
3. To what extent is the community case manager involved in service and discharge planning throughout the resident’s stay at the Facility? Notes:	
4. To what extent does the protocol outline each multi-disciplinary team member’s role and function in the service planning process? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	3
Total Points <i>(Max 48 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2E: Specialized Behavioral Programs	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding the use of Specialized Behavioral Programs?	Points (0-4 each)
1. To what extent does the protocol include staff training, supervision, oversight, certification, and requirements associated with implementation of specialized behavioral programs? Notes:	
2. To what extent does the protocol describe the approval, implementation and monitoring requirements associated with use of specialized behavioral procedures? Notes:	
3. To what extent does the protocol include use of a committee to provide oversight to programs? Notes:	
4. To what extent does the protocol demonstrate the use of the least intrusive interventions and most effective in achieving behavioral change? Notes:	
5. To what extent does the protocol include the measurement of target behaviors? Notes:	
Subtotal <i>(Max 20 Points)</i>	
Weighted Value	3
Total Points <i>(Max 60 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2F: Medication Administration and Management	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding the use of psychotropic medications?	Points (0-4 each)
1. To what extent does the protocol address use of the most advanced and appropriate pharmaceutical medications based on each resident’s medical history and present condition? Notes:	
2. To what extent does the protocol address the prescription of medications based on individualized assessment of the resident and appropriate laboratory tests as indicated for specific medications? Notes:	
3. To what extent does the protocol address medication administration, including identification of which staff members are authorized to administer medication, and staff training tailored to specific disciplines in the area of psychotropic medications, especially side effect monitoring? Notes:	
4. To what extent does the protocol address informed consent from the resident or guardian/guardian advocate for psychotropic medication and to what extent are provisions included for educating residents and family members about the resident’s treatment/service plan, including psychiatric medications and possible side effects? Notes:	
5. To what extent does the protocol address court ordered medications when consent is not provided or a resident refuses medication? Notes:	
6. To what extent does the protocol address Emergency Treatment Orders (ETOs), including time limits and other safeguards provided? Notes:	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2F: Medication Administration and Management	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding the use of psychotropic medications?	Points (0-4 each)
7. To what extent does the proposed standardized system provide for exceptions to prescribed medications, such as medication dosage variances, non-approved use of an approved medication, and use of non-formulary medication? Notes:	
8. To what extent does the protocol provide for the development, oversight and monitoring of medication policies and practices (including selection, purchasing, storage, distribution, use and safety of medication and related activities)? Notes:	
<i>Subtotal (Max 32 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 96 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2G: Medical and Dental Care	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and feasible approach to ensuring the availability of needed medical and dental care?	Points (0-4 each)
1. To what extent does the approach ensure appropriate primary and dental care to residents? Notes:	
2. To what extent does the approach provide medical care outside the facility for such needs as acute illnesses or surgery? Notes:	
3. To what extent does the approach provide specialty medical treatment and management for ongoing problems such as visual impairments, seizure disorders and diabetes? Notes:	
4. To what extent does the approach provide innovative approaches such as the use of insurance pools and external agreements with local health care providers? Notes:	
5. To what extent does the approach provide for linkage with community providers to follow up medical and dental procedures initiated in the facility for residents being discharged? Notes:	
<i>Subtotal (Max 20 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 60 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2H: Seclusion and Restraint	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain coherent, complete and responsible protocols regarding the use of restraint and seclusion?	Points (0-4 each)
1. To what extent does the use of seclusion and restraints include requirements that orders are behaviorally-driven and time limited?	
2. To what extent do the parameters for use of restraint and seclusion demonstrate the use of less restrictive procedures and documentation required prior to use of restraint and seclusion?	
3. To what extent are medical and nursing assessments, bathroom breaks and opportunities for exercise provided for residents in restraints or seclusion?	
4. To what extent are quality improvement activities incorporated in an effort to decrease or eliminate the use of restraints and seclusion?	
5. To what extent are data collection and analysis conducted to measure and decrease usage of seclusion and restraints?	
6. To what extent is training provided for both professional and direct care staff on seclusion and restraint policies and procedures?	
<i>Subtotal (Max 24 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 72 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2I: Suicide Prevention	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate coherent, complete and responsible protocol regarding suicide prevention?	Points (0-4 each)
1. To what extent does the protocol address incremental levels of suicide precautions and interventions? Notes:	
2. To what extent does the protocol address suicide risk assessment? Notes:	
3. To what extent does the protocol incorporate interventions matched to level of risk associated with resident behavior based on the resident's history and clinical assessment? Notes:	
4. To what extent does the protocol for suicide precautions adhere to the least restrictive interventions necessary to adequately address resident needs? Notes:	
5. To what extent does the protocol address documentation requirements for residents' records and tracking systems for resident behaviors, staff interventions, and modifications to service plans? Notes:	
6. To what extent does the protocol address training for both professional and direct-care staff on suicide prevention? Notes:	

Vendor: _____

Evaluator: _____

<u>Criteria 2: Resident Services</u> Sub Criteria 2I: Suicide Prevention	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate coherent, complete and responsible protocol regarding suicide prevention?	Points (0-4 each)
7. To what extent is data collection and analysis provided for the purpose of measuring and preventing suicidal behaviors? Notes:	
Subtotal <i>(Max 28 Points)</i>	
Weighted Value	3
Total Points <i>(Max 84 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2J: Aggression Control	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding aggression control?	Points (0-4 each)
1. To what extent does the protocol address the methods of aggression control and management, include staff training and certification requirements? Notes:	
2. To what extent does the protocol provide safeguards for the protection of the resident and others? Notes:	
3. To what extent does the protocol include least restrictive interventions to address resident behaviors while ensuring safety of self and others? Notes:	
4. To what extent does the protocol address documentation and monitoring requirements associated with levels of techniques utilized? Notes:	
5. To what extent does the protocol address specific resident behaviors warranting intervention and staff actions and responsibilities? Notes:	
6. To what extent is data collection and analysis provided for the purpose of measuring and preventing aggression control activities? Notes:	
Subtotal <i>(Max 24 Points)</i>	
Weighted Value	3
Total Points <i>(Max 72 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2K: Visitation	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding visitation?	Points (0-4 each)
1. To what extent does the protocol address resident access to visitors of their choice, such as family members, advocacy groups, friends, attorneys and other residents? Notes:	
2. To what extent does the protocol address visitation policies and procedures in compliance with s. 394.459(5), F.S.? Notes:	
3. To what extent does the protocol address visitation restrictions? Notes:	
Subtotal <i>(Max 12 Points)</i>	
Weighted Value	1
Total Points <i>(Max 12 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2L: Resident Rights	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding the rights of residents and freedom of movement?	Points (0-4 each)
1. To what extent does the protocol address the protection of residents' rights as identified in s. 394.459 F.S. Notes:	
2. To what extent does the protocol address the freedom for residents to pursue the religious beliefs of their choice, with only minimal regulation, pursuant to the requirements of security and appropriate treatment? Notes:	
3. Per Rule 65E-5.602(7), F.A.C. to what extent does the protocol address any limits or restriction of access to grounds as identified in this subsection? Notes:	
<i>Subtotal (Max 12 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 36 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2M: Resident Grievances	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding management of resident grievances?	Points (0-4 each)
1. To what extent does the protocol address internal mechanisms for addressing grievances of residents, family members and advocates, which includes a timely response to the complainant? Notes:	
2. To what extent does the protocol address an appeal process, including advising the complainant of this process? Notes:	
3. To what extent does the protocol address reporting to outside advocates if the grievance is not satisfactorily handled internally? Notes:	
<i>Subtotal (Max 12 Points)</i>	
Weighted Value	2
Total Points (Max 24 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2N: Resident Advocacy	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol regarding resident advocacy?	Points (0-4 each)
1. To what extent does the protocol address resident access to personal representation and advocacy? Notes:	
2. To what extent does the protocol address supporting the role of a resident advocate? Notes:	
3. To what extent does the protocol address the role of the resident advocate as a member of the vendor's management team? Notes:	
4. To what extent does the protocol address resident input into the operational decisions and governance of the facility? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	2
Total Points <i>(Max 32 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 20: Family Support and Resident Involvement	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a comprehensive program for family support, as well as opportunities for family and resident involvement?	Points (0-4 each)
1. To what extent does the program provide ongoing and direct avenues of communication to family members and significant others? Notes:	
2. To what extent does the program provide opportunities for family members and significant others to participate in service planning and implementation if desired by the resident? Notes:	
3. To what extent does the program provide specific mechanisms for soliciting input from family members and significant others? Notes:	
4. To what extent does the program provide ongoing educational program for family members and significant others, including training regarding fluctuating manifestations of the illness, appropriate therapeutic responses, coping mechanisms, and means of acquiring needed assistance? Notes:	
5. To what extent does the program provide counseling and support groups for family members and significant others? Notes:	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 20: Family Support and Resident Involvement	
Tab 4 - ITN References: Section 3.2; <i>Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract</i>	
Does the Program Description demonstrate a comprehensive program for family support, as well as opportunities for family and resident involvement?	Points (0-4 each)
6. To what extent does the program provide opportunities for family and significant others input into the operational decisions of the facility? Notes:	
Subtotal <i>(Max 24 Points)</i>	
Weighted Value	2
Total Points <i>(Max 48 Points)</i>	

Vendor: _____

Evaluator: _____

<u>Criteria 2: Resident Services</u> Sub Criteria 2P: Food Services	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate coherent, complete and responsible procedures regarding food services and food safety?	Points (0-4 each)
1. To what extent do the procedures address meeting and maintaining TJC and AHCA requirements for nutritional assessments and individualized diets? Notes:	
2. To what extent do the procedures address resident choice in menu selection? Notes:	
3. To what extent do the procedures address resident personal and/or religious dietary needs when planning menu selection? Notes:	
4. To what extent do the procedures address applicable nutritional and quality standards of meals? Notes:	
5. To what extent do the procedures address the availability and variety of snacks to residents? Notes:	
Subtotal <i>(Max 20 Points)</i>	
Weighted Value	3
Total Points <i>(Max 60 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Resident Services	
Sub Criteria 2Q: Discharge and Conditional Release Planning	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain coherent, complete and responsible protocol regarding discharge and conditional release planning?	Points (0-4 each)
1. To what extent does the protocol demonstrate a person-centered approach to discharge planning? Notes:	
2. To what extent does the protocol address involvement of the community case manager in the discharge planning process, including identification of aftercare services and residential settings as appropriate? Notes:	
3. To what extent does the protocol address linkages with community mental health providers and programs, to identify resources and facilitate discharges? Notes:	
<i>Subtotal (Max 12 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 36 Points)	

Vendor: _____

Evaluator: _____

Criteria 3: Administrative Tasks	
Sub Criteria 3A: Accreditation	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a detailed and feasible approach for obtaining or retaining TJC accreditation?	Points (0-4 each)
1. To what extent does the vendor demonstrate involvement with the operation of other TJC-accredited facilities? Notes:	
2. To what extent does the vendor describe a schedule of activities leading to obtaining or ensuring maintenance of TJC accreditation? Notes:	
3. To what extent does the vendor demonstrate familiarity with the accreditation requirements and process? Notes:	
4. To what extent does the vendor demonstrate the ability to conduct, internal review mechanisms to assure continued accreditation in good standing once accreditation has been attained? Notes:	
<i>Subtotal (Max 16 Points)</i>	
<i>Weighted Value</i>	1
Total Points (Max 16 Points)	

Vendor: _____

Evaluator: _____

Criteria 3: Administrative Tasks	
Sub Criteria 3B: Abuse Reporting and Investigations	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain coherent, complete and responsible protocol regarding abuse reporting and investigating?	Points (0-4 each)
1. To what extent does the protocol address abuse reporting in accordance with requirements of s.394.459(5)(e), F.S. Notes:	
2. To what extent does the protocol address resident access to telephones to report abuse internally and externally, including access to phone numbers for the Florida Abuse Hotline, Human Rights Advocacy Committee, and other advocacy groups? Notes:	
3. To what extent does the protocol address appropriate training on abuse reporting and investigating to staff at all levels? Notes:	
<i>Subtotal (Max 12 Points)</i>	
<i>Weighted Value</i>	3
Total Points (Max 36 Points)	

Vendor: _____

Evaluator: _____

Criteria 3: Administrative Tasks	
Sub Criteria 3C: Incident and Event Data	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description demonstrate a coherent, complete and responsible protocol related to uniform incident and event data?	Points (0-4 each)
1. To what extent does the protocol address internal monitoring and tracking of incidents with a follow-up system to assure corrective actions are successfully executed? Notes:	
2. To what extent does the protocol meet the provisions of CFOP 155-25 and the critical event reporting and processing requirements? Notes:	
3. To what extent does the protocol address timely notification to the Director of Mental Health Treatment Facilities of all mortalities per CFOP 155-3? Notes:	
<i>Subtotal (Max 12 Points)</i>	
Weighted Value	3
Total Points (Max 36 Points)	

Vendor: _____

Evaluator: _____

Criteria 3: Administrative Tasks	
Sub Criteria 3D: Risk Management	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain a coherent, complete and responsible approach to Risk Management?	Points (0-4 each)
1. To what extent does the approach address mechanisms for identifying and analyzing incidents involving residents and staff, while developing preventive measures to increase overall safety for residents, staff and visitors? Notes:	
2. To what extent does the approach provide for an automated system to provide aggregate data for management to use in identifying corrective actions and improvement opportunities? Notes:	
Subtotal <i>(Max 8 Points)</i>	
Weighted Value	3
Total Points <i>(Max 24 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 3: Administrative Tasks	
Sub Criteria 3E: Emergency Operating Plan	
Tab 4 - ITN References: Section 3.2; Appendix VIII – Program Description; Appendix XIII – SFSH Draft Contract	
Does the Program Description contain an Emergency Operating Plan to ensure operations of the Facility in the event of an emergency?	Points (0-4 each)
1. To what extent does the plan address management of the facility during emergency situations? Notes:	
2. To what extent does the plan address identification of appropriate alternative care sites? Notes:	
3. To what extent does the plan address coordination with appropriate state and local agencies? Notes:	
4. To what extent does the plan address actions and staff responsible during and after emergency situations? Notes:	
<i>Subtotal (Max 16 Points)</i>	
Weighted Value	2
Total Points (Max 32 Points)	

Appendix XV

**State of Florida
Department of Children and Families**



**ITN07H17GN1
South Florida State Hospital**

Facility Management Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

1 GENERAL INSTRUCTIONS

- 1.1 Each evaluator will evaluate the Facility Management reply for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. 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 reply to each evaluation criterion.
- 1.2 Each evaluator shall assign a score for each evaluation criterion based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the reply demonstrates and/or describes...	Category	Points
...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	4
...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	3
...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	2
...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	1
...a significant or complete lack of understanding, an incomprehensible approach, a significant lack of skill and experience and extensive non-responsiveness.	Insufficient	0

- 1.3 When completing score sheets evaluators should record references to the sections of the Invitation to Negotiate (ITN) and the written reply 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 reference statements should be brief. If the reply does not address an evaluation criterion, evaluators should indicate "not addressed" and score it accordingly.
- 1.4 Each evaluator has been provided a copy of the ITN, including its appendices, any ITN amendments, and vendor written inquiries and the written responses provided by the Department. Each evaluator will also be

provided with a copy of each Facility Management reply which should be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.

- 1.5 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 reply 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.
- 1.6 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.
- 1.7 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 1.8 Evaluators may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 1.9 Questions related to the solicitation and the evaluations of the reply should be directed only to:
Michele Staffieri, Procurement Manager
Florida Department of Children and Families
Office of Substance Abuse and Mental Health
1317 Winewood Blvd., Bldg 6, Room 231
Tallahassee, FL 32399-0700
E-Mail Address: Michele.staffieri@myflfamilies.com
- 1.10 After each evaluator has completed the scoring of each Facility Management reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will average the total Facility Management point scores by each evaluator to calculate the points awarded for each section.
- 1.11 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 Facility Management scores.

2 QUALITATIVE CRITERIA

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

- Vendor's articulation of their project approach and solution, and the ability of the approach and solution to meet the Department's needs, the requirements of this ITN
- The innovation of the approach and solution
- Vendor references and track record implementing similar solutions to the one specified in this ITN
- Experience and skills of proposed staff relative to the proposed approach and solution

3 PROGRAMMATIC REPLY POINT VALUES

The maximum score for the Facility Management Reply is 432 points.

Vendor: _____

Evaluator: _____

	Programmatic Reply Criteria	Points	Weighted Value	Maximum Points
Criteria 1: Staffing and Organizational Qualifications				
1A	Key Positions	12	1	12
1B	Organizational Capacity and Experience	16	2	32
	Criteria 1 Subtotal	28		44
Criteria 2: Facility Management Programs				
2A	Administration and Supervision Program	16	1	16
2B	Safety and Security Program	24	2	48
2C	Preventive Maintenance Program	20	3	60
2D	Inventory Program	12	1	12
2E	Operations and Maintenance Housekeeping Program	16	2	32
2F	Operations and Maintenance Housekeeping Program Elements 1	28	3	84
2G	Operations and Maintenance Housekeeping Program Elements 2	28	2	56
2H	Operations and Maintenance Housekeeping Program Elements 3	24	1	24
2I	Operations and Maintenance Housekeeping Program Elements 4	20	1	20
2J	Resource Recovery and Waste Management Program	20	1	20
2K	Emergency Operating Program	16	1	16
	Criteria 2 Subtotal	224		388
	Total	252		432

Vendor: _____

Evaluator: _____

<u>Criteria 1: Staffing and Organizational Qualifications</u>	
Sub Criteria 1A: Facility Management Staff	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
To what extent does the Facility Management Description address the following?	Points (0-4 each)
1. Does the resume and supporting documentation for the Facility Manager meet or exceed the minimum qualifications identified in the ITN? Notes:	
2. Does the resume and supporting documentation for the Assistant Facility Manager meet or exceed the minimum qualifications identified in the ITN? Notes:	
3. Does the resume and supporting documentation for the Security Chief meet or exceed the minimum qualifications identified in the ITN? Notes:	
Subtotal <i>(Max 12 Points)</i>	
Weighted Value	1
Total Points <i>(Max 12 Points)</i>	

Vendor: _____

Evaluator: _____

<u>Criteria 1: Staffing and Organizational Qualifications</u>	
Sub Criteria 1B: Organizational Capacity and Experience	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Facility Management Description demonstrate the vendor’s capability and experience to provide the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the vendor demonstrate a successful history of operation and maintenance of a similar facility? If the vendor does not have a history of providing services at a similar facility, does the reply provide sufficient information to reasonably ascertain their ability to provide the services outlined in the ITN? Notes:	
2. To what extent does the vendor’s organizational structure indicate sufficient support to operate and maintain the SFSH? Notes:	
3. To what extent is the corporate or management philosophy compatible with the Department and its mission? Notes:	
4. Does the Facility Management Description sufficiently describe and justify the proposed companies with which the vendor proposes to subcontract? Notes:	
Subtotal <i>(Max 16 Points)</i>	
Weighted Value	2
Total Points <i>(Max 32 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2A: Administration and Supervision Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Administration and Supervision Program demonstrate the vendor’s capability to provide the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor’s ability to provide administration and supervision of staffing and operations? Notes:	
2. To what extent does the program demonstrate the vendor’s ability to provide monitoring of operations, including follow-up measures to support improvement of service delivery? Notes:	
3. To what extent does the program demonstrate quality controls to support the improvement of service delivery? Notes:	
4. To what extent does the program demonstrate quality controls to ensure the applicability of warranties in accordance with manufacturer’s guidelines and recommendations? Notes:	
5. To what extent does the program demonstrate quality controls to ensure completion of maintenance tasks and logs? Notes:	
Subtotal (Max 16 Points)	
Weighted Value	1
Total Points (Max 16 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2B: Safety and Security Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Safety and Security Program demonstrate a comprehensive approach to providing the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor's ability to ensure the safety of staff, residents and visitors? Notes:	
2. To what extent does the program demonstrate the vendor's ability to operate, maintain and repair surveillance and alarm systems to maintain a secure perimeter? Notes:	
3. To what extent does the program demonstrate the vendor's ability to maintain secure access to the facility, including electronic and mechanical security access? Notes:	
4. To what extent does the program demonstrate the vendor's ability to administration and security of keys and locks, including distribution of keys, logs, replacement of locks/keys, master keys, etc.? Notes:	
5. To what extent does the program demonstrate the vendor's ability to provide secure and safe transit of residents and staff during transportation of residents? Notes:	
6. To what extent does the program demonstrate the vendor's ability to provide training to all staff for safety, security and emergencies? Notes:	
Subtotal <i>(Max 24 Points)</i>	
Weighted Value	2
Total Points <i>(Max 48 Points)</i>	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2C: Preventive Maintenance Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Preventive Maintenance Program demonstrate a comprehensive approach to providing the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor’s ability to ensure access to and use of a computerized work order system beyond the expiration/termination of the contract? Notes:	
2. To what extent does the program demonstrate the vendor’s ability to ensure a computerized work order system for tracking of maintenance activities and cost? Notes:	
3. To what extent does the program demonstrate the vendor’s ability to ensure a process for identifying equipment and property on which preventive maintenance will be performed? Notes:	
4. To what extent does the program demonstrate the vendor’s ability to ensure a process whereby preventive maintenance tasks will be performed, including frequency of maintenance tasks, on the equipment and property identified as detailed above? Notes:	
5. To what extent does the program demonstrate the vendor’s ability to ensure timely and accurate reporting and the availability of information to the Department regarding preventive maintenance activities performed? Notes:	
Subtotal (Max 20 Points)	
Weighted Value	3
Total Points (Max 60 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2D: Inventory Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Inventory Program demonstrate a comprehensive approach to providing the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor’s ability to ensure documentation, management, condition, replacement value and disposition of equipment and property at the facility? Notes:	
2. To what extent does the program demonstrate the vendor’s ability to ensure maintenance and regular updating of a categorized log of all equipment and property at the facility? Notes:	
3. To what extent does the program demonstrate the vendor’s ability to ensure integration of the Inventory Program into other operation and maintenance programs? Notes:	
Subtotal (Max 12 Points)	
Weighted Value	1
Total Points (Max 12 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2E: Operations and Maintenance Housekeeping Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Operations and Maintenance Housekeeping Program demonstrate a comprehensive approach to providing the services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate a logical outline for the provision of all operation and maintenance housekeeping? Notes:	
2. To what extent does the program demonstrate the vendor’s commitment to operating and maintaining meeting or exceeding industry standards? Notes:	
3. To what extent does the program demonstrate the vendor’s ability to ensure quality services are provided, such as routine review of services, quality improvement plans, and performance reviews? Notes:	
4. To what extent does the program demonstrate a logical outline of the proposed green cleaning program, recycling and training? Notes:	
Subtotal (Max 16 Points)	
Weighted Value	2
Total Points (Max 32 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2F: Operations and Maintenance Housekeeping Program Elements 1	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Operations and Maintenance Housekeeping Program demonstrate a comprehensive approach to providing the following services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor's ability to provide appropriate Pest Control services? Notes:	
2. To what extent does the program demonstrate the vendor's ability to provide appropriate Landscape Insect and Disease Control services? Notes:	
3. To what extent does the program demonstrate the vendor's ability to properly maintain Fire and Life Safety Systems ? Notes:	
4. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Storm Water and Irrigation Systems ? Notes:	
5. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Water Treatment System ? Notes:	
6. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Domestic Water Equipment and Systems ? Notes:	
7. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Water and Air Distribution Equipment and Systems ? Notes:	
Subtotal (Max 28 Points)	
Weighted Value	3
Total Points (Max 84 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2G: Operations and Maintenance Housekeeping Program Elements 2	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Operations and Maintenance Housekeeping Program demonstrate a comprehensive approach to providing the following services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of HVAC, Refrigeration, Electrical, and Utility Equipment and Systems ? Notes:	
2. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Kitchen/Dining and Laundry Equipment ? Notes:	
3. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of the Television and Related Equipment ? Notes:	
4. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of the Personal Care Equipment ? Notes:	
5. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of the Recreational Facilities and Related Equipment ? Notes:	
6. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of the Program Furniture, Fixtures and Equipment ? Notes:	
7. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of the Medical Equipment ? Notes:	
Subtotal (Max 28 Points)	
Weighted Value	2
Total Points (Max 56 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2H: Operations and Maintenance Housekeeping Program Elements 3	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Operations and Maintenance Housekeeping Program demonstrate a comprehensive approach to providing the following services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Refrigerant Management ? Notes:	
2. To what extent does the program demonstrate the vendor's ability to provide management, oversight and response to Civil, Architectural and Structural Inspection Reports ? Notes:	
3. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Emergency Generator Maintenance and Repair ? Notes:	
4. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Roofing Maintenance and Repair/Replacement ? Notes:	
5. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Interior and Exterior Lighting ? Notes:	
6. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Cleaning and Janitorial Service ? Notes:	
Subtotal (Max 24 Points)	
Weighted Value	1
Total Points (Max 24 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2I: Operations and Maintenance Housekeeping Program Elements 4	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Operations and Maintenance Housekeeping Program demonstrate a comprehensive approach to providing the following services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Motor Vehicles Maintenance, Repair, and Replacement ? Notes:	
2. To what extent does the program demonstrate the vendor's ability to develop, administer, and adhere to Safety Protocols ? Notes:	
3. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of Utility Management , in alignment with NFPA Standard No. 70B: Recommended Practice for Electrical Equipment? Notes:	
4. To what extent does the program demonstrate the vendor's ability to provide maintenance and operations of a technical library housing all applicable records? Notes:	
5. To what extent does the program demonstrate the vendor's ability to develop, administer, and adhere to a protocol for Service Call Log and Work Orders ? Notes:	
Subtotal (Max 20 Points)	
Weighted Value	1
Total Points (Max 20 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2J: Resource Recovery and Waste Management Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Resource Recovery and Waste Management Program demonstrate a comprehensive approach to providing the following services outlined in the ITN?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor’s ability to develop, administer, and ensure an appropriate recycling program? Notes:	
2. To what extent does the program demonstrate the vendor’s approach to managing solid waste management repair and replacement? Notes:	
3. To what extent does the program demonstrate the vendor’s ability to provide maintenance and operations of Sanitary Sewage Equipment and Systems (interior/ exterior)? Notes:	
4. To what extent does the program demonstrate the vendor’s ability to develop, administer, and ensure appropriate Handling of hazardous and biohazardous waste management? Notes:	
5. To what extent does the program demonstrate the vendor’s ability to develop and administer an appropriate Resource Recovery and Waste Management Program training protocol? Notes:	
Subtotal (Max 20 Points)	
Weighted Value	1
Total Points (Max 20 Points)	

Vendor: _____

Evaluator: _____

Criteria 2: Facility Management Programs	
Sub Criteria 2K: Emergency Operating Program	
Tab 4 - ITN References: Section 3.2; Appendix IX – Facility Management Description; Appendix XIII– SFSH Draft Contract	
Does the Emergency Operating Program demonstrate a comprehensive approach ensuring the safety and security of staff and residents during an emergency situation?	Points (0-4 each)
1. To what extent does the program demonstrate the vendor’s approach to the management of the facility during an emergency situation? Notes:	
2. To what extent does the program demonstrate the vendor’s ability to identify appropriate alternative care sites during an emergency situation? Notes:	
3. To what extent does the program demonstrate the vendor’s ability to coordinate with appropriate state and local agencies during an emergency situation? Notes:	
4. To what extent does the program demonstrate a comprehensive list of actions and staff responsible during and after an emergency situation? Notes:	
Subtotal (Max 16 Points)	
Weighted Value	1
Total Points (Max 16 Points)	

Appendix XVI

**State of Florida
Department of Children and Families**



**ITN07H17GN1
South Florida State Hospital**

Financial Reply Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

1 GENERAL INSTRUCTIONS

- 1.1 Each evaluator will evaluate the Financial Reply for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. 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 reply to each evaluation criterion.
- 1.2 Each evaluator shall assign a score for each evaluation criterion based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores, unless otherwise noted for the criteria:

IF, in your judgment the reply demonstrates and/or describes...	Category	Points
...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	4
...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	3
...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	2
...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	1
...a significant or complete lack of understanding, an incomprehensible approach, a significant lack of skill and experience and extensive non-responsiveness.	Insufficient	0

- 1.3 When completing score sheets evaluators should record references to the sections of the Invitation to Negotiate (ITN) and the written reply 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 reference

statements should be brief. If the reply does not address an evaluation criterion, evaluators should indicate "not addressed" and score it accordingly.

- 1.4 Each evaluator has been provided a copy of the ITN, including its appendices, any ITN addenda, and vendor written inquiries and the written responses provided by the Department. Each evaluator will also be provided
- 1.5 with a copy of each Financial Stability reply 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 reply 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 reply should be directed only to:
Michele Staffieri, Procurement Manager
Florida Department of Children and Families
Office of Substance Abuse and Mental Health
1317 Winewood Blvd., Bldg 6, Room 231
Tallahassee, FL 32399-0700
E-Mail Address: Michele.staffieri@myflfamilies.com
- 1.11 After each evaluator has completed the scoring of each Financial Reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will average the total Financial Reply 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 Financial Reply scores.

2 QUALITATIVE CRITERIA

Evaluators shall assign scores to each of the replies received by the Department based on the criteria detailed for each subcriteria.

3 PROGRAMMATIC REPLY POINT VALUES

The maximum score for the Financial Reply is 128 points.

Vendor: _____ Evaluator: _____

	Financial Reply Criteria	Points	Weighted Value	Maximum Points	Points Assigned
Criteria 1: Budget					
1A	Budget Summary and Narrative	8	3	24	
1B	Budget Narrative	12	2	24	
1C	Budget Summary	28	2	56	
	Criteria 1 Subtotal	48		104	
Criteria 2: Financial Stability					
2A	Financial Audits	12	1	12	
2B	Financial Analysis	12	1	12	
	Criteria 2 Subtotal	24		24	
	Total	72		128	

Vendor: _____ Evaluator: _____

Criteria 1: Budget	
Sub Criteria 1A: Budget Summary and Narrative	
Tab 4 - ITN References: Sections 3.3.1, 4.4.3 and 4.4.4 <i>Appendix X –Budget Summary and Narrative</i> <i>Appendix XI –Proposed Pricing Schedule</i>	
Does the proposed Budget Summary and Narrative demonstrate the vendor’s ability to provide services within the allocated funding for each state fiscal year?	Points (0-4 each)
1. Does the proposed Budget Summary outline the costs associated with the provision of services for each of the five state fiscal years of the initial contract term and any potential contract renewal? <i>The proposed budget total should match the total anticipated funding outlined in Section 3.3.1.</i> Notes:	
2. Does the Budget Narrative provide sufficient information and a cost breakdown methodology to support the costs in each line-item on the Budget Summary? <i>The Budget Narrative should provide enough detail to allow reviewers to calculate the same numbers in the line-item budget summary.</i> Notes:	
Subtotal <i>(Max 8 Points)</i>	
Weighted Value	3
Total Points <i>(Max 24 Points)</i>	

Vendor: _____ Evaluator: _____

Criteria 1: Budget	
Sub Criteria 1B: Budget Narrative	
Tab 4 - ITN References: Sections 3.3.1 and 4.4.3 <i>Appendix X – Budget Summary and Narrative</i>	
Does the proposed Budget Summary and Narrative demonstrate reasonable, allowable, and necessary costs for each state fiscal year?	Points (0-4 each)
1. Does the Budget Summary and Narrative demonstrate that the total proposed costs associated with the provision of services are reasonable for each state fiscal year? Notes:	
2. Does the Budget Narrative demonstrate that the total proposed costs associated with the provision of services are allowable for each state fiscal year? <i>Proposed costs must be in accordance with the DFS Reference Guide for State Expenditures.</i> Notes:	
3. Does the Budget Narrative demonstrate that the total proposed costs associated with the provision of services are necessary for each state fiscal year? Notes:	
Subtotal <i>(Max 12 Points)</i>	
Weighted Value	2
Total Points <i>(Max 24 Points)</i>	

Vendor: _____ Evaluator: _____

Criteria 1: Budget	
Sub Criteria 1C: Budget Summary	
Tab 4 - ITN References: Sections 3.3.2 and 4.4.3 <i>Appendix X – Budget Summary and Narrative</i>	
Do the proposed Budget Summary demonstrate a reasonable approach to funding the provision of services outlined in the ITN?	Points (0-4 each)
1. Does the total of Personnel costs represent a reasonable percentage of the total budget? Notes:	
2. Does the total of fringe benefit costs represent a reasonable percentage of the total budget? Notes:	
3. Does the total of travel costs represent a reasonable percentage of the total budget? Notes:	
4. Does the total of office expenses costs represent a reasonable percentage of the total budget? Notes:	
5. Does the total of subcontracted services costs represent a reasonable percentage of the total budget? Notes:	
6. Does the total of all other direct costs represent a reasonable percentage of the total budget? Notes:	
7. Does the total of indirect costs represent a reasonable percentage of the total budget? Notes:	
Subtotal <i>(Max 28 Points)</i>	
Weighted Value	2
Total Points <i>(Max 56 Points)</i>	

Vendor: _____ Evaluator: _____

Criteria 2: Financial Stability	
Sub Criteria 2A: Financial Audits	
Tab 4 - ITN References: Section 3.3 and 4.4.6	
How well does the financial audit for the most recent year demonstrate the vendor's financial stability according to the following:	Points (0-4 each)
<p>1. Current Ratio (Assets : Liabilities)</p> <p>1.75 or greater..... 4 points 1.25 or greater, but less than 1.75..... 2 points Greater than 1.00 but less than 1.25..... 1 point Less than or equal to 1.00..... 0 points</p> <p>Notes:</p>	
<p>2. Months of Working Capital</p> <p>1.75 or greater..... 4 points 1.25 or greater, but less than 1.75..... 2 points Greater than 0.80 but less than 1.25..... 1 point Less than or equal to 0.80..... 0 points</p> <p>Notes:</p>	
<p>3. Independent Auditor's Report, Financial Statement Opinion</p> <p>Financial Statements "present fairly..."..... 4 points Financial Statements "present fairly...except (minor)..... 3 points Financial Statements "present fairly...except (major)..... 2 points Unaudited Financial Statements presented..... 1 point Financial Statements "do not present fairly..."..... 0 points</p> <p>Notes:</p>	
Subtotal (Max 12 Points)	
Weighted Value	1
Total Points (Max 12 Points)	

Vendor: _____ Evaluator: _____

Criteria 2: Financial Stability	
Sub Criteria 2B: Financial Analysis	
Tab 4 - ITN References: Section 3.3 and 4.4.6	
How well does an analysis of the financial audits or financial statements for the three most recent years demonstrate the vendor's financial stability?	Points (0-4 each)
1. To what extent do the ratios (assets vs: liabilities) vary among the three years in demonstrating the vendor's financial stability? If audits were not provided for the three most recent years, to what extent does the documentation provided to demonstrate the vendor's financial stability? Notes:	
2. To what extent do the months of working capital vary among the three years in demonstrating the vendor's financial stability? If audits were not provided for the three most recent years, to what extent does the documentation provided to demonstrate the vendor's financial stability? Notes:	
3. To what extent do the statement opinions vary among the three years in demonstrating the vendor's financial stability? If audits were not provided for the three most recent years, to what extent does the documentation provided to demonstrate the vendor's financial stability? Notes:	
Subtotal <i>(Max 12 Points)</i>	
Weighted Value	1
Total Points <i>(Max 12 Points)</i>	