

**STATE OF FLORIDA
DEPARTMENT OF CHILDREN AND FAMILIES**
Refugee Service Program



INVITATION TO NEGOTIATE (ITN)

Comprehensive Refugee Services for Refugees and Entrants in Palm Beach County

ITN#: ITN092718KSET2

Release Date: OCTOBER 3, 2018

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SECTION 1. INTRODUCTION

1.1 Introduction to the Procurement

The Department of Children and Families (Department), Refugee Services (RS) Program is issuing this solicitation for the purpose of procuring Comprehensive Refugee Services (CRS) for Refugees and Entrants in Palm Beach County. Any person interested in submitting a reply must comply with any and all terms and conditions described in this Invitation to Negotiate (ITN).

With CRS, the Department seeks to provide an integrated service delivery system focused on promoting the long-term self-sufficiency and social integration of eligible individuals in Palm Beach County.

Refugees coming from situations of instability and insecurity face a multitude of challenges when resettling in the United States. These challenges often inhibit a refugee's ability to become self-sufficient and socially integrated. Common obstacles to successful resettlement include language barriers, financial instability, limited local employment opportunities, limited or unrecognized formal education, employment status challenges, transportation difficulties, lack of transferable work skills, trauma, torture, chronic or acute medical issues, and mental health challenges.

Any vendor interested in submitting a reply must comply with any all terms and conditions described in this ITN.

1.2 Statement of Purpose

The Department is seeking one qualified vendor to administer CRS for Refugees and Entrants in Palm Beach County.

1.3 Term of the Agreement

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

The total estimated dollar range for the contract resulting from this ITN is subject to the availability of funds. Funds are estimated to be between \$1,269,241 - \$1,685,386 for each year. Funding amounts will largely depend on Office of Refugee Resettlement (ORR) priorities, and the number of clients to be served, the area of service, and the types of services, as determined by the Department.

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

1.4 Contact Person and Procurement Manager

This ITN is issued by the State of Florida, Department of Children and Families. The sole contact point for all communication regarding this ITN is:

Florida Department of Children and Families
Holly Merrick, Procurement Manager

Mailing Address:

Florida Department of Children and Families
Refugee Services
1317 Winewood Blvd., Building 6, Room 200
Tallahassee, FL 32399-0700

Holly.Merrick@myflfamilies.com

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

1.5 Definitions

The program or service specific terms and definitions that apply to the ITN can be found at <http://www.dcf.state.fl.us/programs/refugee/docs/GlossaryServices.pdf>.

1.6 Supporting Documentation

This table lists the supporting documentation, and the associated link to download the supporting documentation.

Subject	Description	Link
Department of Children and Families, Refugee Services Program	Website giving an overview of the program, (describes services, lists resources, and includes a calendar of events)	http://www.myflfamilies.com/service-programs/refugee-services
Current Refugee Services Contracted Vendors	List of DCF-contracted vendors currently providing refugee services in Florida	http://www.myflfamilies.com/service-programs/refugee-services/providers-services

Subject	Description	Link
Administration for Children and Families, Office of Refugee Resettlement (ORR)	Website of the federal organization responsible for allocating funds aimed at assisting refugees, entrants, and others	https://www.acf.hhs.gov/orr
Florida's Refugee Population Statistical Reports	Detailed statistical information on refugee arrivals, services received, country of origin, etc.	http://www.myflfamilies.com/service-programs/refugee-services/statistics-florida
Important Refugee Federal and National contact information	Provides information on many national and international groups providing assistance to refugees	http://www.myflfamilies.com/service-programs/refugee-services/national-refugee-resources

Arrival Data

The table below lists arrival data from FFY 2015 to FFY 2018 for refugees and entrants in Palm Beach County. Arrival numbers vary from year to year.

Refugee and Entrant Population in Palm Beach County					
(FFY 2015 – FFY 2018 LTD)					
	FFY 2015	FFY 2016	FFY 2017	FFY 2018 LTD*	TOTAL
Afghanistan	2	0	0	0	2
Burma	20	16	2	0	38
Colombia	44	42	33	0	119
Cuba	1,936	2,394	1,249	210	5,789
Dem. Rep. Congo	5	18	8	0	31
Haiti	75	795	1,177	146	2,193
Iraq	20	35	30	0	85
Syria	0	70	33	0	103
Venezuela	0	0	0	7	7
Other	12	27	22	34	95
TOTAL	2,114	3,397	2,554	397	8,462
*October 1, 2017 - June 30, 2018					

1.7 Small, Minority, and Florida Certified Veterans Business Participation

Small Businesses, Certified Minority and Florida Certified Veteran Business Enterprises are encouraged to participate in any scheduled conferences, conference calls, pre-solicitation, or pre-proposal meetings. All vendors shall be accorded fair and equal treatment.

SECTION 2. ITN PROCESS

2.1 General Overview of the Process

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

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

2.2 Official Notices and Public Records

2.2.1 Notices Regarding the ITN

All notices, decisions, intended decisions, addenda and other matters relating to this procurement will be electronically posted on the Department of Management Services (DMS) Vendor Bid System (VBS) located at: <http://vbs.dms.state.fl.us/>.

To find postings at such location:

1. Click on Search Advertisements
2. Under "Agency" select Department of Children and Families
3. Scroll down to the bottom of the screen and click on "Initiate Search"

It is the responsibility of prospective vendors to check the VBS for addenda, notices of decisions and other information or clarifications to this ITN.

2.2.2 Public Records

All electronic and written communications pertaining to this ITN, whether sent from or received by the Department, are subject to the Florida public records laws located in Chapter 119, Florida Statutes. **Section 4.4** addresses the submission of trade secret and other information exempted from public inspection.

2.3 Protests and Disputes

Any protest concerning this solicitation shall be made in accordance with subsections 120.57(3) and 287.042(2), Florida Statutes (F.S.), and Chapter 28-110, Florida Administrative Code.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SUBSECTION 120.57(3), F.S., 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, F.S.

2.4 Limitations on Contacting Department Personnel and Others

2.4.1 General Limitations

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state approved holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Procurement Manager or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. As part of a response to a Department request for additional or clarifying information, vendor representatives may communicate directly with other Department personnel or consultants identified by the Procurement Manager for such purposes.

2.4.2 Limitations During Negotiations

During the Negotiation Phase of this ITN: (i) any contact and communication between the members of the negotiations team for the prospective vendor(s) with whom the Department is negotiating and the negotiation team for the Department is permissible, but only "on the record" (as required by subsection 286.0113(2), F.S.) during the negotiations meetings; (ii) communication between the Lead Negotiator for the prospective vendor(s) with whom the Department is negotiating and the lead negotiator for the Department outside of the negotiations meetings is permissible so long as it is in writing; and (iii) communications between prospective vendor representatives and other Department representatives is

permissible only as determined in writing by the Procurement Manager. As part of an activity initiated by the Department during the negotiations phase, such as service or product demonstration, testing or development, vendor representatives may communicate directly with other Department personnel or consultants identified by the Procurement Manager or the Lead Negotiator for such purposes.

2.4.3 Violation of Contact Limitations

Violations of **Section 2.4** of this ITN will be grounds for rejecting a proposal, if determined by the Department to be material in nature.

2.5 Schedule of Events and Deadlines

Activity	Date	Time Eastern	Address	Section Reference
ITN advertised and released on Florida VBS:	October 3, 2018	2:00pm	DMS VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	2.2.1
*Solicitation Conference Calls to be held:	November 6, 2018 December 5, 2018	10:00am 10:00am	Conference Call#: 1-888-670-3525 Participant Code: 4471182592	2.6
Submission of written inquiries must be received by:	December 7, 2018	3:00pm	Attn: Holly Merrick Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700 Holly.Merrick@myflfamilies.com	2.7
Anticipated date for posting Department's Response to Inquiries:	December 14, 2018	1:00pm	DMS VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	2.7
Notice of Intent to Submit a Reply	December 14, 2018	4:00pm	Attn: Holly Merrick Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700 Holly.Merrick@myflfamilies.com	2.8

Activity	Date	Time Eastern	Address	Section Reference
Sealed Replies must be received by the Department:	March 28, 2019	12:00pm	Attn: Holly Merrick Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700	2.9, 4.1
*Reply Opening and Review of Mandatory Requirements:	March 28, 2019	12:10pm	Dept. of Children and Families. 1317 Winewood Blvd Bldg. 6, Refugee Services Tallahassee, FL 32399-0700	4.2.2, 5.2
*Debriefing Meeting of the Evaluators and ranking of the replies:	April 10, 2019	1:00pm	Dept. of Children and Families. 1317 Winewood Blvd Bldg. 6, Refugee Services Tallahassee, FL 32399-0700	5.3
Anticipated posting of qualified vendors (shortlist) for Negotiation:	April 11, 2019	5:00pm	DMS VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	5.3.5
Anticipated negotiation period:	April 16- May 16, 2019	TBD	TBD	5.4
*Meeting of Negotiation Team to Develop Recommendation for Award:	May 17, 2019	11:00am	Dept. of Children and Families. 1317 Winewood Blvd Bldg. 6, Refugee Services Tallahassee, FL 32399-0700	5.5
Anticipated posting of Intended Contract Award:	May 23, 2019	5:00pm	DMS VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	5.5.4
Anticipated Effective Date of Contract:	October 1, 2019	N/A	N/A	1.3

All vendors are hereby notified that meetings noted with an asterisk above () are public meetings open to the public and may be electronically recorded by any member of the audience. Although the public is invited, no comments or questions will be taken from vendors or other members of the public (except for the Solicitation Conference, during which comments and questions will be taken from vendors).

All times in the event schedule are local times for the Eastern Time Zone. Although the Department may choose to use additional means of publicizing the results of this ITN, posting on the VBS is the only official notice recognized for the purpose of determining timeliness in the event of protest.

2.6 Solicitation Conference Call

The purpose of the Solicitation Conference Call is to review the ITN with interested vendors. The Department encourages all prospective vendors to participate in the Solicitation Conference Call, during which prospective vendors may pose questions. The Solicitation Conference Call for this ITN will be held at the date, time, and location specified in **Section 2.5**. Participation in the Solicitation Conference Call is not a pre-requisite for acceptance of replies from prospective vendors. The Department shall be only bound by written information that is contained within the solicitation documents or formally posted as an addendum or a response to questions. The Department reserves the right to hold multiple calls for the purpose of reviewing the ITN with interested vendors.

2.7 Written Inquiries

Other than during the Solicitation Conference Call, prospective vendor questions will only be accepted if submitted as written inquiries to the Procurement Manager as specified in **Section 1.4**, via electronic mail, U.S. Mail, or other delivery service, and received on or before the date and time specified in **Section 2.5**. Vendors should use the template provided in **APPENDIX IV** of this ITN to submit written inquiries. Written inquiries will not be accepted by facsimile.

The responses to all inquiries will be made available by the date and time specified in **Section 2.5** through electronic posting on the VBS at: http://vbs.dms.state.fl.us/vbs/main_menu.

Any addenda or written responses supplied by the Department will subsequently become part of this solicitation.

2.8 Notice of Intent to Submit a Reply

Vendors who are interested in responding to this ITN are encouraged to send a Notice of Intent to Submit a Reply (**APPENDIX I**) to the Procurement Manager specified in **Section 1.4**, on or before the date and time specified in **Section 2.5**.

2.9 Receipt of Replies

2.9.1 Reply Deadline

Replies must be received by the Department no later than the date/time and at the address provided in **Section 2.5**. Any replies that are not received at the specified address, by the specified date and time, will not be evaluated. All methods of delivery or transmittal to the Department's contact person remain the responsibility of the prospective vendor and the risk of non-receipt or delayed receipt shall be borne exclusively by the prospective vendor.

2.9.2 Binding Replies

By submitting a reply, each vendor agrees its reply shall remain a valid offer for at least ninety (90) calendar days after the reply opening date and, in the event the contract award is delayed by appeal or protest, such ninety (90) calendar day period is extended until entry of a final order in response to such appeal or protest.

2.9.3 Changes to Replies After Submission Prohibited

Once the reply opening deadline has passed, no changes, modifications, or additions to the reply submitted will be accepted by or be binding upon the Department until the Department initiates negotiations or requests supplemental replies. The Department reserves the right to correct minor irregularities, but is under no obligation to do so.

2.9.4 Right to Rely on Department Information

In selecting vendor(s) for negotiation and in making a final selection, the Department reserves the right to rely on information about a vendor in the Department's records or known to its personnel.

2.9.5 Receipt Statement

Replies not received at the specified place or by the specified date and time, or both, will be rejected and returned unopened to the vendor by the Department. The Department will retain one unopened original for use in the event of a dispute.

2.9.6 Request to Withdraw Reply

A written request to withdraw a reply, signed by the vendor, may be considered if received by the Department within 72 hours after the reply opening time and date as specified in **Section 2.5** above. A request received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious vendor error.

2.9.7 Cost of Preparation of Reply

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

2.10 Form PUR 1001

The standard "General Instructions to Respondents" Form PUR 1001 (10/06) is hereby attached to this ITN by reference as if fully recited herein. Sections 3, 4, 5, 14, and 18 of Form PUR 1001 are not applicable to this solicitation. In the event of any conflict between Form PUR 1001 and this ITN, the terms of this ITN shall take precedence over Form PUR 1001, unless the conflicting term is required by Florida law, in which case the term contained in Form PUR 1001 shall take precedence. Form PUR 1001 and is also available at:

http://www.dms.myflorida.com/media/purchasing/pur_forms/1001.pdf.

2.11 Department's Reserved Rights

2.11.1 Waiver of Minor Irregularities

The Department reserves the right to waive minor irregularities when doing so would be in the best interest of the State of Florida. A minor irregularity is a variation from the terms and conditions of this ITN which does not affect the price of the reply or give the vendor a substantial advantage over other vendors and thereby restrict or stifle competition and does not adversely impact the interest of the Department. At its option, the Department may correct minor irregularities but is under no obligation to do so. When correcting minor irregularities, the Department may request the vendor provide clarifying information or additional materials to correct the minor irregularity. However, the Department will not request and the vendor shall not provide additional materials that affect the price of the proposal or give the vendor an advantage or benefit not enjoyed by other vendors.

2.11.2 Right to Inspect, Investigate, and Rely on Information

In ranking replies for negotiation and in making a final selection, the Department reserves the right to inspect a vendor's facilities and operations, to investigate any vendor representations and to rely on information about a vendor in the Department's records or known to its personnel.

2.11.3 Rejection of All Replies

The Department reserves the right to reject all replies at any time, including after an award is made, when doing so would be in the best interest of the State of Florida. By rejecting all replies the Department assumes no liability to any vendor.

2.11.4 Withdrawal of ITN

The Department reserves the right to withdraw the ITN at any time, including after an award is made, when doing so would be in the best interest of the State of Florida. By withdrawing the ITN the Department assumes no liability to any vendor.

2.11.5 Reserved Rights After Notice of Award

2.11.5.1 The Department reserves the right to schedule additional negotiation sessions with vendors identified in the posting of a Notice of Award to establish final terms and conditions for contracts with those vendors.

2.11.5.2 The Department reserves the right, after posting notice thereof, to withdraw or amend its Notice of Award and reopen negotiations with any vendor at any time prior to execution of a contract.

2.11.6 Other Reserved Rights

The Department reserves all rights described elsewhere in this ITN.

SECTION 3. SPECIFICATIONS

3.1 Mandatory Requirements

The vendor must meet the requirements of **Section 4.2.2**. A reply that fails to meet the Mandatory Requirements will be deemed nonresponsive and will not be evaluated.

3.2 Minimum Programmatic Specifications

3.2.1 General Statement

Comprehensive Refugee Services will be provided to assist eligible refugees in effectively resettling and becoming economically self-sufficient as quickly as possible following arrival to the United States.

3.2.2 Programmatic Authority

This program is administered under the authority of section 402.86, Florida Statutes, 45 C.F.R. Part 400 (Health and Human Services Refugee Resettlement Program), 45 C.F.R. Part 401 (Cuban/Haitian Entrant Program), and the State of Florida's plan for the provision of refugee services through the State's Refugee Program. The vendor must comply with all applicable state and federal laws, regulations, action transmittals, program instructions, review guides, and similar documentation, including, but not limited to, the applicable laws and regulations as outlined in any resulting contract.

The vendor must also ensure that it operates in accordance with the Uniform Grant Guidance. The vendor shall ensure compliance with these federal regulations. The Department requests that the vendor submit a variety of documents demonstrating compliance (see **Section 4.2.6** for detailed requirements).

3.2.3 Scope of Service

Comprehensive Refugee Services will be provided to eligible refugees who reside in Palm Beach County. Refugees residing in neighboring counties where no Refugee Services (RS)-funded CRS program exists may also be served.

3.2.4 Major Program Goals

The goal of CRS is to promote the economic self-sufficiency and social integration of eligible populations in as short a time period as possible.

3.2.5 Contract Limits

- 3.2.5.1** Funds for any resulting contract may be administered under the terms of the Refugee Social Services/Refugee Support Services Grant, and 45 C.F.R. Parts 400 and 401, and are subject to all grant and federal regulatory requirements. Discretionary funding and other sources may also be utilized if administered by the Department.
- 3.2.5.2** The Department reserves the right to alter or adjust the service locations, counties, services, tasks, deliverables, funding, and the number of clients and to add service priorities as needed.
- 3.2.5.3** At times, the Department may receive additional refugee-related funds for relevant services not specifically mentioned in this ITN. If the Department deems it necessary, any such funding may be distributed to the successful CRS vendor. Since the vendor will be charged with developing, implementing, and managing an integrated CRS program in the service area, then the vendor will be responsible for managing any additional funds and ensuring that any related services are delivered in an effective and efficient manner.

3.2.6 Client Eligibility

- 3.2.6.1** Under the resulting contract, CRS will be provided to refugees in need of services residing in Palm Beach County who have been in the United States for less than sixty (60) months, except for citizenship and naturalization services and referral and interpreter services, as per 45 CFR 400.152 (b). Refugees residing in neighboring counties where no Refugee Services (RS)-funded CRS program exists may also be served. Depending on the resulting contract's specific funding source(s), other refugee groups may be eligible for services with additional requirements.

3.2.7 Client Determination

- 3.2.7.1** Eligibility shall be determined as it is defined within 45 C.F.R. Parts 400 and 401 and other eligibility memoranda distributed by the Department. The Department has final authority on client eligibility.
- 3.2.7.2** Client Eligibility Determination. The vendor shall determine refugee program eligibility based on the individual's immigration status, country of origin and date of entry to the U.S. using original immigration documents provided by the individual. The period of eligibility is calculated from the individual's date of arrival in the U.S., with the exception of asylees, whose period of eligibility is calculated from the date asylum was granted, and

victims of severe forms of trafficking whose eligibility is determined using the date on the ORR eligibility letter (children) or certification letter (adults). A legible copy (front and back) of immigration documentation verifying refugee eligibility is required to accurately determine eligibility. An eligibility guide describing specific client determination information is available from the Department or by visiting the Department's Refugee Services Program website at:

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

- 3.2.7.3 Immigration Status Verification. In the event the vendor elects to utilize the SAVE/VIS system, the vendor shall follow the procedures for the system included in any resulting contract. Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.
- 3.2.7.4 The vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number (ORR State Letter #00-23).

3.2.8 Current Service Priorities

Comprehensive Refugee Services will be funded by ORR through the Refugee Social Services, Refugee Support Services Grant. Discretionary funding and other sources may also be utilized if administered by the Department. Currently the following priorities apply to clients eligible for services funded through these grants:

- 3.2.8.1 **Refugee Support Services/Social Services Grant** funds can be used to serve refugees/entrants who have been in the United States for less than sixty (60) months except for clients needing citizenship and naturalization preparation services, referrals, and/or interpreter services (45 CFR 400.152). The following priorities apply to clients eligible for services funded through these grants:
 - 3.2.8.1.1 **First Priority.** All newly arriving refugees/entrants during their first year in the U.S. who apply for services.
 - 3.2.8.1.2 **Second Priority.** Refugees/entrants who are receiving cash assistance.
 - 3.2.8.1.3 **Third Priority.** Unemployed refugees/entrants who are not receiving cash assistance; and
 - 3.2.8.1.4 **Fourth Priority.** Employed refugees/entrants in need of services to retain employment or to attain economic self-sufficiency.
- 3.2.8.2 **Refugee School Impact Grant Set-Aside, Refugee Support Services/Social Services Grant** funds can be used to serve refugees/entrants seeking Youth Services assistance. The following priorities apply to clients eligible for Youth Services funded through this contract:

- 3.2.8.2.1 **First Priority.** Refugees/ Entrants who have been in the US for less than twelve (12) months or within twelve (12) months of their date of asylum or applicable eligibility date; and
- 3.2.8.2.2 **Second Priority.** Refugees/Entrants who have been in the US for less than thirty-six (36) months or within thirty-six (36) months of their date of asylum or applicable eligibility date.
- 3.2.8.2.3 **Third Priority.** Clients whose date of entry in the U.S. is more than thirty-six (36) months, or more than thirty-six (36) months from their date of asylum or applicable eligibility date may only be served on the demonstration of extraordinary need and with the approval of the contract manager.

3.2.8.3 **Services to Older Refugees Set-Aside, Refugee Support Services/Social Services Grant** funds can be used to serve older refugees/entrants (over the age of 60 years old), whose eligibility date is less than sixty (60) months. The following priorities apply to clients eligible for services funded through these grants:

- 3.2.8.3.1 **First Priority.** All newly arriving older refugees/entrants during their first year of service eligibility who apply for services;
- 3.2.8.3.2 **Second Priority.** Older refugees/entrants who have lost, or are at risk of losing, SSI and/or other federal benefits; and
- 3.2.8.3.3 **Third Priority.** Older refugees/entrants with the greatest relative risk of nursing home placement

3.2.9 Comprehensive Refugee Services

The development of a CRS program involves a Community Needs Assessment of the service area and its eligible populations and the creation of a Community Plan based on identified needs. The Community Plan will identify priority services that are not addressed by other services to refugees, such as Match Grant, Preferred Community programs, and other mainstream services. The Plan will explain how the vendor will implement and manage an integrated service delivery system focused on the long-term self-sufficiency and social integration of eligible populations in the service area.

The vendor must provide the required services, directly or indirectly. If the vendor is unable to directly deliver a particular service, the vendor may subcontract with other organizations capable of providing that service. The vendor will have full responsibility in managing and monitoring any subcontracts and ensuring satisfactory performance. If satisfactory performance is not achieved, the vendor must have a system of accountability in place.

Federal policy regarding refugees and refugee resettlement sometimes changes. The Department seeks a vendor with the flexibility and openness to adjust specific tasks and deliverables as necessary. If the overall number of arriving refugees increases or decreases, or if population demographics shift, the vendor must have the ability to evolve its service delivery model to meet the needs of the eligible population in an efficient and cost-effective manner. Although tasks, deliverables, and population specifics may vary over time, the overall goal of the CRS program will remain the same.

The vendor shall perform or ensure that the following substantive service tasks are performed:

3.2.9.1 Community Plan - The vendor shall conduct an assessment of needs of refugees in the community and services available to address those needs. The assessment should include a projection of the number of refugee arrivals for the initial year of service and arrivals in the community over the last three (3) years, demographic data of refugees (ages, countries of origin, gender), geographic locations of clients in the service area, and an identification of the needs and existing services available (including Match Grant, Preferred Communities, mainstream services, etc.). Gaps should be identified and services the vendor proposes to provide should address the identified gaps.

Based on the gaps identified in the Community Needs Assessment, the vendor shall develop and implement a Community Plan that outlines an integrated service delivery system and describes a plan for ensuring appropriate and adequate services are provided to eligible populations.

The Plan shall also outline linkages, working agreements, and subcontracts that the vendor will incorporate into the integrated service delivery system, including how the vendor will ensure that clients experience a smooth transition or service delivery between partnering organizations. The vendor must be capable of providing, directly or indirectly, all services required to meet the needs identified in the assessment.

When appropriate, services provided by mainstream community resources shall be utilized, and the vendor shall ensure that funding is only spent on allowable activities. The Plan shall identify mainstream community resources and explain how the vendor will utilize those resources to serve the eligible population.

A complete list of allowable services can be found on the Allowable Services List (**Appendix XII**). The vendor may select some or all services on the list, and must justify the inclusion or exclusion of services. The vendor must include service components that are marked as mandatory. The vendor is encouraged to propose additional services if the listed services do not adequately meet the needs of refugees in the community, as identified in the assessment. The vendor shall offer a clear and detailed explanation of how services were selected, how the services selected address the needs identified in the assessment, and how the array of services selected will lead to client self-sufficiency and integration.

The Plan may be revised without a formal contract amendment with the written approval of the Department's designated contract manager, prior to implementation of the revision.

3.2.10 Task Limits

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

- 3.2.10.2 The vendor shall not be compensated for the performance of any tasks related to the program, other than those described in any resulting contract, without the express written consent of the Department.
- 3.2.10.3 The vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number.
- 3.2.10.4 Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.
- 3.2.10.5 Payment for vocational training under this contract is limited to programs that are intended to be completed in twelve (12) months or less, have documented progress, and are sufficient to obtain employment, as stated in 45 C.F.R. s. 400.146. The maximum number of vocational enrollment hours an eligible student can take shall not exceed 1,400 hours. This is a lifetime limit for each student.
- 3.2.10.6 Contract funds shall not be used by the vendor to pay any service application fees due to a federal entity or to pay any court fees that are required to be paid by the client.
- 3.2.10.7 No civil litigation/representation against the Federal, State, or Local government shall be provided for matters other than immigration and immigration-related issues.
- 3.2.10.8 Before service provision of "Other Cases" for clients receiving citizenship and immigration related employability services, the vendor shall request prior authorization from the Department.
- 3.2.10.9 Expiration of the contract period does not close cases. All pending services not resolved within the contract period will be carried over into the next contract period or referred to another provider.
- 3.2.10.10 Tasks and task descriptions may change over the life of the contract to comply with new regulations, laws, grant requirements, and funding.

3.2.11 Staffing Levels

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

- 3.2.11.2 The staffing levels that the vendor includes in the budget (**Appendices VII - XI**) shall be sustained throughout the resulting contract period(s). In the event the Department determines that the vendor's staffing levels do not conform to those set forth in the project budget summary, it will advise the vendor in writing and the vendor shall have thirty (30) calendar days to remedy the identified staffing deficiencies.
- 3.2.11.3 The vendor must have the capacity and flexibility to efficiently hire new qualified staff members as necessary.

3.2.12 Staffing Changes

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

3.2.13 Professional Qualifications

- 3.2.13.1 Professional and paraprofessional staff shall be qualified, as detailed in the job description, in a field appropriate to the services being provided under this contract.
- 3.2.13.2 The vendor shall require a security background screening and five-year employment rescreening in accordance with Chapter 435, Florida Statutes, for all program personnel, mentors, and volunteers who work with clients under age eighteen (18) served by the vendor. Security background investigation documentation shall be maintained on file with the vendor's employment records.
- 3.2.13.3 The vendor shall maintain staff for data and quality management functions who possess experience with computer-based information systems, technical assistance, and knowledge of the organization's system design. The Department reserves the right to request the resumes of data staff to ensure qualifications are appropriate for the position.
- 3.2.13.4 For legal services, the vendor shall have on staff or subcontract a licensed attorney who is a member in good standing of the bar of the highest court of any state, possession, territory, or commonwealth of the United States, or the District of Columbia.
- 3.2.13.5 For legal services, any paralegals or law school interns assigned to tasks related to any related contract must meet the minimum standards outlined below:

- 3.2.13.5.1** A representative currently fully or partially accredited by the Board of Immigration Appeals who is affiliated with an organization that has been recognized by the Board of Immigration Appeals.
- 3.2.13.5.2** A paralegal registered with the Florida Registered Paralegal Program who works under the direct supervision of a licensed attorney in good standing with the applicable State Bar, on staff or subcontracted through the vendor.
- 3.2.13.5.3** A law school intern certified by the Florida Bar or law graduate clerk from an accredited law school, and under the supervision of a licensed attorney.

3.2.14 Subcontractors

- 3.2.14.1** The vendor shall execute contracts for subcontracted services within ninety (90) days of the contract or budget amendment execution date. In the case of an anticipated delay in meeting this requirement, the vendor shall submit a written request for an extension to the contract manager prior to the expiration of the ninety (90) day deadline. Within thirty (30) days of executing contracts for subcontracted services, the vendor shall provide contract manager copies of the executed subcontract.
- 3.2.14.2** The vendor shall include in all appropriate subcontract agreements: a detailed scope of work; clear and specific deliverables; performance standards; sanctions for nonperformance; programmatic monitoring requirements; fiscal monitoring requirements; and detailed documentation requirements. The vendor's monitoring procedures for its subcontracts shall be structured to ensure the satisfactory delivery of services as well as the appropriate expenditure of funds. The vendor shall ensure that all subcontractors have a representative attend a majority of local Refugee Taskforce meetings.
- 3.2.14.3** The vendor shall ensure that it operates in accordance with Uniform Grant Guidance. More information can be found in **Section 3.2.2** and **4.2.6**.

3.2.15 Service Delivery Location

Under the terms of any resulting contract, the vendor shall administer, coordinate, and ensure availability and delivery of services in its respective awarded service area(s) (i.e. Palm Beach County), and in some instances, neighboring counties as specified in any resulting contract.

3.2.16 Changes in Location

The vendor shall request approval from the Department, in writing, a minimum of thirty (30) calendar days prior to making changes in location, or any change which will affect the Department's ability to contact the vendor by telephone, electronic mail, or facsimile transmission.

3.2.17 Service Times

3.2.17.1 The Vendor shall propose and justify its hours of operation and any additional holidays that the vendor would like to observe in the Community Plan.

3.2.17.2 Services are expected to be provided through the full term of the contract. The vendor is expected to manage staff and intakes to ensure the availability of services to priority clients through the entire contract period.

3.2.18 Equipment

The vendor shall list all property/equipment purchased under any resulting contract on a property/equipment inventory list, which will be provided by the Department to the vendor. Vendors must include any consideration for costs associated with the provision of equipment in the reply.

3.2.19 Deliverables

3.2.19.1 The services selected by the vendor in their CRS Plan described in **Section 3.2.9, 4.2.5.21, and Appendix XIII** shall be used to establish service units in any resulting contract(s). Deliverables will be further negotiated with the vendor.

3.2.19.2 Services that each vendor may be required to render may differ from the other vendors and the determination of services each vendor is required to perform shall be at the sole discretion of the Department.

3.2.20 Records and Documentation

3.2.20.1 Client Records - The vendor shall maintain records documenting the total number of clients and names (or unique identifiers) of clients to whom services were provided under the terms of any resulting contract and the date(s) that the services were provided so that an audit trail documenting service provision can be maintained. The vendor shall also furnish, upon request, such information as may be required to verify that the client's eligibility was determined in accordance with RS and ORR requirements.

3.2.20.2 Format Requirements - Submission of documents produced by the vendor to satisfy the requirements of this section must be submitted to the Department in Microsoft Office product format in the versions used by the Department at the time of submission, currently MS Project 2007 or newer version, MS Word 2007 or newer version, MS Excel 2007 or newer version.

3.2.20.3 Confidentiality of Records - The vendor shall maintain the confidentiality of all records required by law or administrative rule to be protected from disclosure. Except as provided by law, the vendor further agrees to hold the Department harmless from any claim or damage, including reasonable

attorney(s) fees and costs, or from any fine or penalty imposed as a result of an improper disclosure by the vendor of confidential records, whether public record or not, and promises to defend the Department against the same at its expense.

3.2.20.4 Access to Records - The vendor shall maintain all records required to be maintained pursuant to any resulting contract in such manner as to be accessible by the Department upon demand. Where permitted under applicable law, access by the public shall be permitted without delay.

3.2.20.5 Separation of Client Records - Client records for any resulting contract must be maintained separately from client records of other projects. Inactive or closed client records must be maintained separately from active client records. Client records must not be taken from the service site without written Departmental approval.

3.2.21 Reporting

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

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Invoice	Monthly	20 th day of each month	1 electronic and 1 hard copy
Performance Payment Invoice	Monthly	20 th day of each month	1 electronic and 1 hard copy
Narrative Report	Every 4 months	Three times per contract year February 10; June 10; and October 10	1 electronic and 1 hard copy
Actual Expenditure Report	Quarterly	Three times per contract year February 10; June 10; and October 10	1 electronic and 1 hard copy

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Limited English Proficiency (LEP) Policy	Annually	Within 60 days of the contract effective date and the LEP Policy Questionnaire annually thereafter	1 electronic and 1 hard copy
Financial and Compliance Audit and accompanying management letter	Annually	Within 180 days following vendor's fiscal year end or within 30 days of vendor's receipt of the audit report, whichever occurs first	1 electronic copy to the contract manager 1 electronic copy to Inspector General
Inventory Report	Annually	Annually and 30 days prior to completion of contract	1 electronic and 1 hard copy
Emergency Preparedness Plan	Annually	Within 30 days of contract execution and annually thereafter	1 electronic and 1 hard copy
Civil Rights Compliance Checklist	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy
Proof of Liability Insurance	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy
Support of the Deaf and Hard of Hearing as specified in Section 9.3 of the Integrated Contract	Monthly	5 th working day of each month	The Office of Civil Rights Form Site: https://fs16.formsite.com/DCFTraining/Monthly-Summary-Report/form_login.html
Federal Funding Accountability and Transparency Act (FFATA) (DCF Form CF1111)	Annually	Prior to contract execution and annually thereafter	1 electronic and 1 hard copy
Employment Screening Affidavit	Annually	July 31	1 electronic and 1 hard copy
Quality Management Plan	60 days after contract effective date	December 1, 2018	1 electronic and 1 hard copy

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

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

3.2.22 Electronic Data

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

- 3.2.22.1** Data Entry Deadlines - The vendor shall submit to the Department data specified in the resulting contract by the 10th of each month, except in emergency circumstances as approved by the Director of RS. If the Department deems it necessary, DCF RS will produce the official data report from the vendor's electronic data the first business day following the submission deadline for the previous period's data as noted in the preceding schedule. The reports produced by RS are the official record of deliverables and overall program performance, unless notified immediately of discrepancies.
- 3.2.22.2** Data Integrity - If notified by RS of reporting discrepancies, the vendor has three (3) business days from the date of notification of the errors to correct and return the electronic data. If discrepancies are reported by the vendor, the vendor shall correct and return the electronic data within three (3) business days of the notification. The vendor shall notify the Department when corrections are needed and again when corrections are completed. Following completion of data correction, RS will provide the official report the following business day. The final report becomes the official report.
- 3.2.22.3** Reporting Responsibilities - It is the vendor's responsibility to ensure that data is entered accurately and timely and that reports are acceptable and submitted timely. Continued inaccurate or late reporting of data and/or continued submission of unacceptable or late reports may result in corrective action and may require financial penalties, as provided in **Section 6.1 of the Standard Integrated Contract**, and place the vendor in breach of contract.

3.2.23 Performance Measures

Below are sample performance measures for a contract resulting from this ITN. The vendor shall propose performance measures relevant to the selected services (see **Allowable Services List, Appendix XII**) that will meet the needs of refugees in the community identified in the

assessment. The Department may negotiate different minimum acceptable performance standards and/or additional or fewer performance measures.

As instructed in **Section 4.2.5.22**, the Department requests that the vendor propose appropriate percentages for the performance measures listed below. The vendor must justify its reasoning for each of the proposed percentages.

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

- 3.2.23.1** At least ____% percent of active unemployed clients awaiting job placement shall receive at least one job placement.
- 3.2.23.2** At least ____% of placed clients shall be employed at the 90-day follow-up.
- 3.2.23.3** At least ____% of active unemployed first year clients awaiting job placement shall have at least one job placement.
- 3.2.23.4** At least ____% of clients enrolled in a vocational training program who successfully passed a course or component of the program.
- 3.2.23.5** At least ____% of vocational training participants who successfully completed the program requirements.
- 3.2.23.6** At least ____% of CL participants who received an increase in salary after initial job placement following completion of training
- 3.2.23.7** At least ____% of all intakes shall have at least one placement at twelve (12) months from intake (monthly measure)
- 3.2.23.8** At least ____% of Employment Authorizations filings resolved with a positive outcome within ten (10) months of filing the application with the appropriate agency.
- 3.2.23.9** At least ____% of Residency filings resolved with a positive outcome within twenty-four (24) months of filing the application with the appropriate agency.
- 3.2.23.10** At least ____% of Naturalization filings resolved with a positive outcome within twenty-four (24) months of filing the application with the appropriate agency.
- 3.2.23.11** At least ____% of Fee Waiver filings are resolved with a positive outcome within the reporting period.
- 3.2.23.12** At least ____% of individuals in the new arrivals, based on the Refugee Services Population Report, shall have an assessment completed by the vendor.
- 3.2.23.13** At least ____% of English Language Instruction courses completed by clients within a reporting period shall result in a Literacy Completion Point (LCP) as validated by standardized instruments.
- 3.2.23.14** At least ____% of youth having received tutoring or homework assistance prior to the current academic quarter shall maintain or improve their GPAs based on each report card reported in the current academic quarter.

- 3.2.23.15 At least ____% of school-enrolled youth pursuing a high school diploma and receiving tutoring services in the current school year shall either be promoted to the next grade level or graduate high school.
- 3.2.23.16 At least ____% of youth clients placed in employment shall be employed at the 90-day follow-up.
- 3.2.23.17 At least ____% of clients shall report that they are employed or enrolled in post-secondary education or high school at the twelve (12) month long-term assessment.

3.2.24 Performance Evaluation Methodology

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

3.2.24.1 The calculation for the sample performance standard detailed in **Section 3.2.23.1** is:

$$\left(\frac{\text{\# of active unemployed clients awaiting job placement that receive at least one job placement}}{\text{\# of active unemployed clients awaiting job placement}} \right) \times 100 \geq \text{___\%}$$

3.2.24.2 The calculation for the sample performance standard detailed in **Section 3.2.23.2** is:

$$\left(\frac{\text{\# of placed clients employed at 90-day follow-up}}{\text{\# of 90-day follow-ups due to be completed}} \right) \times 100 \geq \text{___\%}$$

3.2.24.3 The calculation for the sample performance standard detailed in **Section 3.2.23.3** is:

$$\left(\frac{\text{\# of first year clients with at least one job placement}}{\text{\# of active first-year clients awaiting job placement}} \right) \times 100 \geq \text{___\%}$$

3.2.24.4 The calculation for the sample performance standard detailed in **Section 3.2.23.4** is:

$$\left(\frac{\text{\# of clients enrolled in a vocational training program who successfully passed a course or component of the program}}{\text{\# of clients enrolled in a vocational training program}} \right) \times 100 \geq \text{___\%}$$

3.2.24.5 The calculation for the sample performance standard detailed in **Section 3.2.23.5** is:

$$\left(\frac{\text{\# of vocational training participants who successfully completed the program requirements}}{\text{\# of vocational training participants}} \right) \times 100 \geq \text{___\%}$$

3.2.24.6 The calculation for the sample performance standard detailed in **Section 3.2.23.6** is:

$$\left(\frac{\text{\# of CL participants who received an increase in salary after initial job placement following completion of training}}{\text{\# CL participants in their initial job placements following completion of training}} \right) \times 100 \geq \text{___\%}$$

3.2.24.7 The calculation for the sample performance standard detailed in **Section 3.2.23.7** is:

$$\left(\frac{\text{\# intakes who have at least one placement at twelve (12) months from intake}}{\text{\# of intakes}} \right) \times 100 \geq \text{___\%}$$

3.2.24.8 The calculation for the sample performance standard detailed in **Section 3.2.23.8** is:

$$\left(\frac{\text{\# of Employment Authorizations filings resolved with a positive outcome within ten (10) months of filing the application with the appropriate agency}}{\text{\# of Employment Authorization filings}} \right) \times 100 \geq \text{___\%}$$

3.2.24.9 The calculation for the sample performance standard detailed in **Section 3.2.23.9** is:

$$\left(\frac{\text{\# of Residency filings resolved with a positive outcome within twenty-four (24) months of filing the application with the appropriate agency}}{\text{\# of Residency filings}} \right) \times 100 \geq \text{___\%}$$

3.2.24.10 The calculation for the sample performance standard detailed in **Section 3.2.23.10** is:

$$\left(\frac{\text{\# of Naturalization filings resolved with a positive outcome within twenty-four (24) months of filing the application with the appropriate agency}}{\text{\# of Naturalization filings}} \right) \times 100 \geq \text{___\%}$$

3.2.24.11 The calculation for the sample performance standard detailed in **Section 3.2.23.11** is:

$$\left(\frac{\text{\# of Fee Waiver filings resolved with a positive outcome within the reporting period}}{\text{\# of Fee Waiver filings within the reporting period}} \right) \times 100 \geq \text{___\%}$$

3.2.24.12 The calculation for the sample performance standard detailed in **Section 3.2.23.12** is:

$$\left(\frac{\text{\# of individuals in the new arrivals, based on the Refugee Services Population report, who have had an assessment completed by the vendor}}{\text{\# of individuals in the new arrivals, based on the Refugee Services Population report}} \right) \times 100 \geq \text{___\%}$$

3.2.24.13 The calculation for the sample performance standard detailed in **Section 3.2.23.13** is:

$$\left(\frac{\text{\# of English Language Instruction courses completed by clients within a reporting period resulting in a Literacy Completion Point (LCP) as validated by standardized instruments}}{\text{\# of English Language Instruction courses completed by clients within a reporting period}} \right) \times 100 \geq \text{___\%}$$

3.2.24.14 The calculation for the sample performance standard detailed in **Section 3.2.23.14** is:

$$\left(\frac{\text{\# of youth having received tutoring or homework assistance prior to the current academic quarter shall maintain or improve their GPAs based on each report card reported in the current academic quarter}}{\text{\# of youth having received tutoring or homework assistance prior to the current academic quarter}} \right) \times 100 \geq \text{___\%}$$

3.2.24.15 The calculation for the sample performance standard detailed in **Section 3.2.23.15** is:

$$\left(\frac{\text{\# of school-enrolled youth pursuing a high school diploma and receiving tutoring services in the current school year shall either be promoted to the next grade level or graduate high school}}{\text{\# of school-enrolled youth pursuing a high school diploma and receiving tutoring services in the current school year}} \right) \times 100 \geq \text{___\%}$$

3.2.24.16 The calculation for the sample performance standard detailed in **Section 3.2.23.16** is:

$$\left(\frac{\text{\# of youth clients placed in employment shall be employed at the 90-day follow-up}}{\text{\# of youth clients placed in employment}} \right) \times 100 \geq \text{___\%}$$

3.2.24.17 The calculation for the sample performance standard detailed in **Section 3.2.23.17** is:

$$\left(\frac{\begin{array}{l} \# \text{ of clients who report that they are employed} \\ \text{or enrolled in post-secondary education or} \\ \text{high school at the twelve (12) month long-} \\ \text{term assessment} \end{array}}{\begin{array}{l} \# \text{ of clients who should have received a} \\ \text{twelve (12) month long-term assessment} \end{array}} \right) \times 100 \geq \text{---}\%$$

3.2.25 Vendor Unique Activities

- 3.2.25.1** The vendor must be knowledgeable of the refugee populations to be served in the identified service area.
- 3.2.25.2** The vendor shall ensure that any individual who seeks to apply for contracted services has an opportunity to do so.
- 3.2.25.3** Services funded under the resulting contract(s) must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee language and cultural background, and in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.
- 3.2.25.4** **Limited English Proficiency (LEP) Language Requirement.** The vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The vendor shall develop and submit for approval a comprehensive written policy on language access for LEP persons within sixty (60) days of contract execution.
- 3.2.25.5** The vendor shall perform all other unique activities described in any resulting contract. This shall include, but is not limited to, Health Insurance Portability and Accountability Act (HIPAA), and Safeguards Regarding the Use and Disclosure of Client Data.
- 3.2.25.6** **Vendor Responsibilities.** The vendor is solely and uniquely responsible for the satisfactory performance of the tasks described in this ITN. Submission of a reply signifies acceptance by the vendor that it accepts all Departmental requirements, terms and conditions in this ITN and in the Department’s Standard Integrated Contract. A draft version of the contract will be available as separate documents on the Vendor Bid System along with the advertisement for this ITN. By execution of any resulting contract, the vendor recognizes its singular responsibility for the tasks, activities, and deliverables described therein and warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks, activities and deliverables and agrees to be fully accountable for the performance thereof. In addition, the vendor assumes full responsibility for the acts of all subcontractors.

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

3.2.26 Coordination with Other Entities

- 3.2.26.1** The Department may undertake additional related work either directly or by contract. The vendor shall fully cooperate with other such entities, Department employees, community based organizations, and other service organizations providing services to refugees. The failure of other contractors or entities to cooperate or properly perform service does not relieve the vendor of any accountability for tasks or services that the vendor is obligated to perform pursuant to any contract that may result from this ITN.

- 3.2.26.2** The vendor shall attend the scheduled Refugee Task Force meetings in the counties in which they provide services. The vendor shall be present at, shall participate in, and shall collaborate with other social service agencies at the meetings.

3.2.27 E-Verify

Pursuant to Executive Order 11-116 issued by the Governor's Office, the vendor, if not already registered, will be required to register for the Federal E-verify system as specified in any resulting contract.

3.2.28 Department Obligations

- 3.2.28.1** Upon written request, Refugee Services will provide technical assistance to the vendor's staff in the implementation of the CRS Program.
- 3.2.28.2** The Department's contract manager will review the vendor's invoice requests within five (5) business days of receipt and will either approve the invoice request or contact the vendor by telephone or email to remedy invoice deficiencies. The invoice must be submitted in detail sufficient for a pre-audit or post-audit thereof.
- 3.2.28.3** **SAVE/VIS Program.** If the vendor chooses to use the SAVE/VIS Program, Refugee Services will request user access to the SAVE/VIS Program for the vendor from ACCESS and forward pertinent connection information to the vendor. Refugee Services will forward to the vendor the required operating instructions for access to and use of the SAVE/VIS Program. Refugee Services will make available to the vendor the telephone number of the CSC VIS help desk. Refugee Services will deliver to the vendor relevant training information regarding the use of the SAVE/VIS Program for primary and secondary verification and information on DHS policies regarding data protection.

3.2.29 Monitoring Requirements

- 3.2.29.1** The vendor will be monitored in accordance with Children and Families Operating Procedure 75-8 (CFOP 75-8), Contract Monitoring Operating

Procedures, a copy of which may be obtained from the contact person listed in **Section 1.4**.

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

3.2.29.3 The vendor's actual expenditure report is subject to monitoring for accuracy and compliance with federal or state financial regulations.

3.2.30 Dispute Resolution

It is desired that the selected vendor and Department shall agree to cooperate in resolving any differences concerning performance or in interpreting the resulting contract. Within five (5) working days of the execution of a contract for services, each party shall designate one person to act as its representative for dispute resolution purposes, and shall notify the other party of the person's name and business address and telephone number. Within five (5) working days from delivery to the designated representative of the other party of a written request for dispute resolution, the representatives will conduct a face-to-face meeting to resolve the disagreement amicably. If the representatives are unable to reach a mutually satisfactory resolution, the representatives shall make written recommendations to the Secretary who will work with both parties to resolve the dispute. The parties reserve all their rights and remedies under Florida law. Venue for any court action shall be Leon County, Florida and all parties shall consent to jurisdiction in all courts of competent jurisdiction in Leon County, Florida.

3.3 Minimum Financial Specifications

3.3.1 Funding Sources

This project is funded through the U.S. Department of Health and Human Services (HHS), Office of Refugee Resettlement (ORR) through the Refugee Act of 1980 (PL 96-212) as amended, and Title V (The Fascell/Stone Amendment) of the Refugee Education Assistance Act of 1980 (PL 96-422). In the event that federal funding is made available from sources other than HHS, Refugee Services reserves the right to utilize available funding in the best interest of the State. The Department reserves the right to shift available funding from locations of lesser need to locations of greater need at any time, and to shift available funding from one contractor to another serving such locations.

3.3.2 Allowable Costs

Only costs that are allowable are permitted under this contract. In the vendor's reply, the vendor will include only those costs identified as allowable costs in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See 2 C.F.R. Chapters I and II, Parts 200, 215, 220, 225, and 230 as applicable. Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). The vendor shall be cognizant of these regulations when completing the Line Item Budget, the Budget Narrative, the Fixed Price Budget Worksheet, and the Cost Allocation Plan (See **Section 4.3.3**).

3.3.3 Funding for Services Only

There will be no funds awarded or associated with the resulting contract for start-up or readiness activities. Such costs will be borne exclusively by the vendor.

3.4 Vendor Registration in MyFloridaMarketPlace

To be paid each vendor doing business with the state must register in the MyFloridaMarketPlace system and pay the required transaction fees, unless exempted under Rule 60A-1030(3), Florida Administrative Code. Vendors not subject to registration requirements should include proof of exemption from registration. Failure to include either proof of registration or exemption will not prevent the evaluation of the reply; however, proof of registration or exemption must be provided prior to execution of the contract, if any.

3.5 Composition of the Contract

The contract awarded as a result of this ITN will be composed of:

3.5.1 Department's Standard Integrated Contract

The Department's Standard Integrated Contract contains general contract terms and conditions required by the Department for all vendors. In addition, the Department's Standard Integrated Contract contains additional contract terms and conditions governing the performance of work, the clients to be served, required deliverables, performance standards, and compensation.

3.5.2 Form PUR 1000

Form PUR 1000 is attached by reference into the Department's Standard Integrated Contract. The Form PUR 1000 contains standard terms and conditions that will apply to the contract which results from the solicitation. Form PUR 1000 is available at:

http://www.dms.myflorida.com/media/purchasing/pur_forms/1000.pdf.

3.5.3 Other Attachments or Exhibits

All other attachments and exhibits to the Department's STANDARD INTEGRATED CONTRACT referenced in this ITN shall also be part of the resulting contract, if any.

3.6 Order of Precedence

In the event of conflict among the foregoing contract documents, the following order of precedence will apply. The reply submitted in response to this ITN and any additional submittals may be incorporated into or attached to the contract but will not change the provisions or order of precedence outlined below.

3.6.1 APPENDICES XV and XVI - Department's STANDARD INTEGRATED CONTRACT

3.6.2 The vendor's reply and any additional submittals, if incorporated into or attached to the contract.

SECTION 4. INSTRUCTIONS FOR RESPONDING TO THE ITN

4.1 How to Submit a Reply

4.1.1 Mandatory Reply Deadline

All replies must be received by the Procurement Manager by the deadline and at the address set forth in **Section 2.5**. The vendor must choose the appropriate means for delivery, and is exclusively responsible for receipt of the reply by the Procurement Manager. Late replies will not be evaluated. See also **Section 2.9.1**.

4.1.2 Electronic Transmittal of Replies Not Accepted

Facsimile or electronic transmissions of replies will not be accepted.

4.1.3 Reply Amendments

Any amendments to the reply as originally submitted by the vendor, not required by the Department, must comply with the requirements of this section and must be received by the deadline specified in **Section 2.5**.

4.1.4 Number of Copies Required and Format for Submittal

Vendors shall submit **one (1) original** and **three (3) hard copies** of the Programmatic Reply and **one (1) original** and **one (1) hard copy** of the Financial Reply. The original Programmatic Reply and the Financial Reply submitted to the Department must contain an original signature of an official authorized to bind the vendor to the reply. **Two (2) electronic copies** (on CD-ROM or USB flash drive) of the reply, each containing both parts of the reply (Programmatic and Financial), identical to the hard copies, must also be submitted with the hard copies.

4.1.5 Replies to be in Sealed Container

All original, hard copies and electronic copies of the vendor replies must be submitted in a sealed container. The container must be clearly marked with the title of the reply, the ITN number, the vendor's name, and identification of enclosed documents (i.e., Programmatic Reply and Financial Reply for Comprehensive Refugee Services in Palm Beach County). The original reply must be clearly marked as the original, and the copies identified and numbered (i.e., original, copy #1 of 3, etc).

4.1.6 Hard-copy Reply Format

Replies 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 reply must be bound, labeled and submitted in Tabbed **Section 4.2** for the Programmatic Reply and **Section 4.3** for the Financial Reply.

4.1.7 Electronic Copy Format

The required electronic format of the reply must be on non-rewritable CD-ROM or USB flash drive. The software used to produce the electronic files must be Adobe portable document format ("pdf"), version 6.0 or higher. The Department must be able to be open and view the reply utilizing Adobe Acrobat, version 9.0. The electronic copies must be identical to the original reply submitted, including the format, sequence and section headings identified in this ITN. The electronic media must be clearly labeled in the same manner as the hard copies and submitted with the corresponding hard copies. The hard copy marked "original" shall take precedence over the electronic version(s) of the reply and all non-"original" hard copy versions of the reply in the event of any discrepancy. If a discrepancy is found between the hard copy reply marked "original" and any of the electronic versions submitted on CD-ROM, the Department reserves the right, at its sole discretion, to reject the entire reply.

4.2 Content of the Programmatic Reply

4.2.1 Programmatic Reply Title Page

The first page of the reply shall be a Title Page that contains the following information:

- A.** Title of reply;
- B.** ITN number;

- C. Prospective vendor's name and federal tax identification number;
- D. Name, title, telephone number, mailing address, and email address of person who can respond to inquiries regarding the reply; and
- E. Name of program coordinator (if known).

4.2.2 TAB 1: MANDATORY REQUIREMENTS

The following are the Mandatory Requirements for this ITN:

4.2.2.1 Certificate of Signature Authority

The reply must include a signed certificate (**APPENDIX II**), completing either Section A (or providing a corporate resolution or other duly executed certification issued in the vendor's normal course of business) or Section B, demonstrating the person signing the reply and its statements and certifications is authorized to make such representations and to bind the vendor.

4.2.2.2 Mandatory Certifications

The reply must include a Mandatory Certifications - Master Certification (**APPENDIX III**) signed by the person named in the Certificate of Signature Authority as the Authorized Representative of the vendor and the "true" box must be checked next to each of the Certifications (a) through (l).

4.2.2.3 Tie Breaking Certifications

The reply may include the Master Certification - Tie Breaking Certifications (also in **APPENDIX III**). The vendor may check the "true" box for any or all Tie Breaking Certifications identified in **APPENDIX III** (m) through (p) for which a vendor qualifies. Completion of the Tie Breaking Certifications is mandatory for qualifying vendors if the vendor does not desire to waive all rights to consideration of a "tie breaker."

4.2.3 TAB 2: COMPREHENSIVE REFUGEE SERVICES PLAN TABLE OF CONTENTS

4.2.4 TAB 3: EXECUTIVE OVERVIEW

The vendor shall provide a brief executive overview demonstrating an understanding of the ITN purpose and the needs specified in this ITN. The Executive Overview should also include a brief description of the vendor's organization, leadership credentials, approach for Scope of Work services, management of Performance Specifications and completing Deliverables as defined in this ITN.

4.2.5 TAB 4: SERVICES APPROACH AND SOLUTION

The vendor shall describe its approach to performing the tasks described in **Sections 3.2.9 and 3.2.23-3.2.25** and how it will meet all of the Department's detailed requirements. Specifically, the vendor must explain in detail the methods it will use to develop, implement, and manage a comprehensive integrated service delivery system that addresses the client needs identified in the Community Needs Assessment. If the vendor will be utilizing subcontractors to deliver certain services, the vendor must describe in detail how these subcontracted vendors will also be capable of meeting the Department's detailed requirements. The vendor must outline how various services and subcontracts will be managed throughout Palm Beach County, and how subcontractors will be held accountable if performance standards are not met.

To facilitate the ITN evaluation process, vendors should format their replies in a way that clearly delineates each service area. Please ensure that responses to each of the sections below are clear, thorough, and concise.

4.2.5.1 Community Needs Assessment

Present an assessment of refugees in the community and identify critical needs. Include the following information about refugees in the service area: arrival numbers over the last three (3) years, demographic data, geographic locations, and an assessment of needs in the community. Consider the following questions in the assessment: What are the greatest challenges faced by clients in the community? Why do clients face those particular obstacles? Which clients are more vulnerable, and what particular obstacles do they face? What services would assist clients in overcoming those obstacles? What services are available through other funded services, including Match Grant and Preferred Community Services? What services are readily available in the community that are culturally and linguistically compatible with the eligible population? How many clients ages 18 and under does your community expect to receive over the next three years? What will be the priority needs of those clients and why? How many clients ages 60 and older does your community expect to receive over the next three years? What will be the priority needs of those clients and why? How many families does your community expect to receive over the next three years? What average family size do you anticipate? What obstacles will those families face? How many employment slots do you anticipate the Match Grant program offering? How many clients will need employment services outside of the Match Grant program? How many clients do you anticipate will be seeking job training or career ladder? What obstacles are those clients facing in advancing their careers, and how will you address their needs? How many clients do you anticipate will need English language instruction? How will you address those needs? How many clients do you anticipate needing additional case management services to address challenges such as health issues, mental health issues, and barriers to integration? The vendor shall consider and respond to these questions and shall propose additional considerations that provide insight into the community's needs.

4.2.5.2 Comprehensive Refugee Services Transition Plan

If not the current CRS Palm Beach provider, describe how the CRS Transition Plan will be developed and implemented. Explain how this plan will ensure a smooth continuity of services for clients already enrolled in the program. Present a draft of the vendor's CRS Transition Plan that includes timeframes for the transition of services and a detailed schedule outlining the transfer of staff, equipment, case coordination/case management services, administrative services and functions, and any subcontracted services. Describe how the vendor will coordinate the transition of services with the current provider. Explain when each step of the transition will take place. Outline provisions and a timetable for informing/educating staff, stakeholders, community partners, and others on issues related to the transition. Describe how the CRS Transition Plan will ensure the orderly transition and close-out of all contract documents, the transfer of client records, and the relocation of any case files from the previous Palm Beach contract(s).

4.2.5.3 Service Area and Population

Describe the geographic area in which the vendor is currently operational and the proposed operational area for the CRS program. Does the vendor have experience providing refugee services or other applicable services in the service area? If so, describe each.

Describe where the service site(s) will be located. Explain why/how the proposed location(s) will best meet the needs of the population. Identify the hours of operation for service sites. Explain how these hours are convenient for the refugee population.

4.2.5.4 Community Plan

Present a draft of the vendor's Community Plan which will detail the vendor's strategy for developing, implementing, and operating an integrated service delivery system that will meet the client needs identified in the Community Needs Assessment. The vendor's Plan must describe which services will be implemented and how the selected services address the needs identified in the assessment. The vendor shall offer a justification explaining the inclusion and exclusion of allowable services, and will explain any proposed services outside of the Allowable Services List (**Appendix XII**).

The Plan shall outline all linkages, working agreements, and subcontracts that the vendor will incorporate into its integrated service delivery system, including how the vendor will ensure that clients experience a smooth transition of service delivery between any partner organizations.

Since it is critical that the vendor have the ability to work collaboratively with other refugee resettlement agencies and other organizations that serve the refugee population, the vendor must describe in detail its ability to cooperate with any relevant organizations in the community. The vendor shall present all relevant letters of support and/or MOUs with those organizations.

The vendor must describe its relationship to mainstream community resources that have the capacity to serve refugees and outline how it will utilize those resources to serve the eligible population.

The Plan shall describe how the vendor will ensure that coordination in the delivery of all service components will reduce paperwork, improve processes, and minimize any potentially conflicting goals for clients. Explain how the vendor's Community Plan will address the program's primary goals of self-sufficiency and social integration.

In the event of a reduction or increase of eligible individuals or available funds, describe how the vendor will have the flexibility to reduce or expand the scale of the CRS program as necessary.

The vendor shall respond to the Sections 4.2.5.5 - 4.2.5.23 according to their Community Needs Assessment and the Allowable Services List (Appendix XII). Responses shall be included in the vendor's Community Plan.

4.2.5.5 Quality Management Plan

Explain how the vendor's CRS Quality Management Plan will be implemented and present an overall outline of the plan. Describe the quality assurance and improvement activities that will be conducted by the vendor and by all subcontracted organizations.

Detail the frequency with which these activities will take place and the types of data that will be collected, analyzed, and reported. Explain how the vendor will monitor the performance, quality, and costs of all subcontracted organizations, holding them accountable if performance standards are not met. Describe how the Quality Management Plan will improve long-term outcomes for refugees in the service area. Describe how the plan will utilize short-term outcomes and outputs to analyze trends and effects. Explain how the vendor intends to monitor costs throughout the various components of the program (e.g. case management, employment, adult education, etc.). Describe how the vendor will report essential performance data and other relevant information on a regular basis.

4.2.5.6 Outreach

If outreach services are included in the Community Plan, describe the types of outreach activities the vendor will conduct to familiarize potentially eligible individuals and local organizations with the services being offered in the area and to facilitate access to those services. Detail the frequency with which these activities will take place. Explain and justify the geographical areas that the vendor will focus on when conducting outreach efforts. Describe the vendor's plan for providing outreach activities to non-resettlement populations (e.g. eligible entrants, asylees, etc.). Explain how outreach services will meet the needs of refugees as identified in the Community Needs Assessment. If outreach services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.7 Intake

Describe the vendor's process for determining program eligibility based on an individual's immigration status, country of origin, and date of entry into the United States using original immigration documentation provided by the client. Explain the intake process as well as the types of information that will be collected. Describe how the vendor will distribute the Client Release of Information Form.

4.2.5.8 Assessment

Explain how the vendor will ensure that an in-depth assessment of each client/family unit will be conducted. Describe the timeframe in which the assessment will be completed after intake. Describe how the assessment will assess each client or family's presenting issues and ascertain each client or family's economic and integration status. Outline all of the elements to be included in the assessment. Describe how the vendor will assess a client's educational needs. Describe how the vendor will assess a client's English language ability when necessary. Describe how the vendor will assess a client's educational level when necessary. Explain how youth will be initially assessed and how a "youth development plan" will be developed. copy of the vendor's proposed assessment(s) must be included in the reply.

4.2.5.9 Family Integration and Self-Sufficiency Plan

Describe how a "Family Integration and Self-Sufficiency Plan" will be developed for each client/family that wishes to receive services. Describe the various elements included in the plan. Explain how the plan will address issues identified through the assessment. Describe how the plan will be used to help the client/family establish measurable goals that promote self-sufficiency and social integration. Explain how the plan will be used to track services rendered and outcome delivery. Describe the process

the vendor will use to ensure that the plan is reviewed regularly, updated as needed, and how services will be adjusted for clients as necessary. Explain the timeframe in which the “Family Integration and Self-Sufficiency Plan” will be completed after the assessment.

4.2.5.10 Orientation

If orientation services are included in the Community Plan, describe the content and delivery system for any orientation services the vendor intends to provide (e.g. group sessions, individual sessions, etc.). Include the way in which this information will be presented and how the vendor will ensure that it is engaging and culturally appropriate. If the vendor decides to provide a more in-depth orientation, the vendor shall describe the topics that will be covered and the method in which that information will be delivered. Explain how orientation services will meet the needs of refugees as identified in the Community Needs Assessment. If orientation services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.11 Case Management

Describe how an integrated and streamlined case management system will be developed and implemented. Explain how the process (from assessment, to intake, to planning, to the delivery of services, to case closure) will be a smooth and seamless process for the client. Describe how the vendor will ensure other assistive services such as transportation and interpretation services will be made available to clients. Explain how the vendor will ensure that client contact is maintained on a regular basis. Describe how the vendor will provide referrals to clients in need of outside services. Outline the specific roles and responsibilities of case managers. Describe the projected caseload of each case manager. Explain how the case managers will balance workload and prioritize clients based on need. Explain how the chosen case management model will meet the needs of refugees as identified in the Community Needs Assessment.

4.2.5.12 Employment

If employment services are included in the Community Plan, describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Explain whether these service will be provided directly or indirectly through a subcontract. Explain how the vendor will develop employment opportunities based on the needs and skills of the target population. Present a plan for identifying and recruiting potential employers. Describe how the vendor will utilize an electronic system for recording job openings, employers, and job referrals.

Describe how the vendor will coordinate client enrollment, activities, and status updates with RCA and Welfare Transition (WT) recipients according to guidelines established by ACCESS Florida and CareerSource Florida. Describe how the Vendor, upon receiving a referral for an RCA or WT recipient, will sign all required RCA or WT forms and conduct an intake. Describe the timeframe in which the intake will be completed after receiving the referral.

Explain how the vendor will assist clients needing employment services with job referrals, job placements, and job retention through a process that involves employment orientation, job placement services, and follow-up support. Describe how the vendor will facilitate the development of resumes and the proper completion of job applications. Explain how the vendor will prepare clients for job interviews.

Describe any targeted client education and training activities that the vendor will provide, including vocational training, short-term-training, and on-the-job training. Explain how the vendor will ensure that any training offered is relevant to the local job market. Describe how the vendor will monitor clients that have completed vocational training or other training programs to ensure that the training has led directly to employment placements.

Describe how the vendor will provide career laddering opportunities. Explain how the vendor will assist clients in skills recertification, including diploma/degree evaluations, document translation, and other re-credentialing activities. Describe efforts the vendor will make to assist with self-employment assistance and/or individual development accounts. Detail any additional employment services the vendor plans to offer.

If employment services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.13 Adult Education Services

If adult education services are included in the Community Plan, describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Detail the vendor's methods for delivering comprehensive adult education services to refugees in the service area. Explain whether these service will be provided directly, through a subcontract with an educational institution, through a voucher system, through some other method, or through a combination of the methods mentioned above.

Describe how the vendor will ensure that eligible individuals are enrolled in the appropriate level of English Language Instruction (ELI). Explain how the vendor will enroll eligible individuals in general education programs or other educational training programs. Describe how client progression will be monitored and assessed over time, detailing any assessment instruments that will be utilized. Describe any additional adult education services that the vendor plans to provide.

If adult education services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.14 Citizenship and Immigration Related Employability Services

If citizenship and immigration related employability services are included in the Community Plan, describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Explain whether these service will be provided directly or indirectly through a subcontract. Detail the vendor's process for identifying a client's specific need(s) and obtaining needed information from the client. Explain how the vendor will prepare, file, and follow-through on immigration applications. Describe how the vendor will keep clients informed on the status of their applications. If citizenship and immigration related employability services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.15 Youth Services

If youth services are included in the Community Plan, describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Explain whether these service will be provided directly or indirectly through a subcontract.

Describe the vendor's method for developing and delivering a comprehensive youth program for eligible youth age 16 to 19 in the service area. Describe how tutoring and homework assistance will be provided. Explain how youth will be placed in one of two pathways (Academic Pathway or Career Pathway). Describe what each of these pathways will look like (types of activities, referrals, follow-up, etc.). Explain how the vendor will regularly follow up with clients to ensure they are progressing and receiving all needed services. Detail any other assessments that will be utilized (final assessment, long-term assessment, etc.). Describe any additional youth services that will be provided. If youth services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.16 Child Care Services

If child care services are included in the Community Plan, describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Describe how the vendor will provide subsidized child care services to eligible refugees and participating in the employment, adult education, and/or Matching Grant programs. Explain how the vendor will provide these services directly, subcontract with an outside organization, or employ some other method of providing child care services. Justify the cost effectiveness of the vendor's chosen method of service delivery. Describe how the vendor will ensure that child care services are safe, convenient, and family-friendly. Explain how the vendor will ensure that child care is provided in licensed centers, licensed homes, or public school-based programs. Detail how the vendor will verify eligibility both at enrollment and again at the six (6) month follow-up. Describe how the vendor will ensure that RS-subsidized child care is a funding of last resort. If child care services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.17 Client Case File

Explain how the vendor will maintain individual case files for each client. Describe the information that will be found in each case file. Detail how these files will be safely and securely stored. Describe who will have access to client information and how client confidentiality will be safeguarded. When necessary and appropriate, explain how client case file information will be shared with other service sites or other subcontracted organizations.

4.2.5.18 Supportive Services

Describe the vendor's existing links with local providers that ensure that the supportive service needs of refugees are met in accordance with their "family integration and self-sufficiency plan." Describe any other links or connections the vendor plans on establishing with local service providers to better assist refugee clients. Explain the vendor's referral process and how, once needs are identified, clients will be referred to the appropriate provider. Describe how the vendor will maintain documentation of all referrals made.

4.2.5.19 Termination of Client Services

Describe the vendor's proposed procedures for the terminating and closing out a client's case. Explain how the vendor will determine when a client's case should be closed out. Explain how the vendor will identify a successful case closure as opposed to an unsuccessful case closure.

4.2.5.20 Additional Tasks

Describe any additional tasks that the vendor proposes to deliver. Justify the necessity and expense of these additional tasks and explain how they meet the needs of refugees as identified in the Community Needs Assessment. Give a detailed explanation of how these services will be delivered.

4.2.5.21 Deliverables/Service Units

The vendor must propose service units in accordance with the Community Needs Assessment and Community Plan. Deliverables/service units will be further negotiated with the vendor. The reply must include a Service Unit Table (see below), which includes, at a minimum, the type of information included in the sample table below.

Also, the reply must include a narrative describing how the number of service units was determined, the vendor’s past experience in achieving proposed service units, and the project management/monitoring activities that will be used to ensure that the vendor will deliver the proposed number of service units.

Service Unit Table			
	Estimated Number of Service Units		
Service Units to be Delivered During Contract Period	Year 1 (Oct. 1, 2019 to Sept. 30, 2020)	Year 2 (Oct. 1, 2020 to Sep. 30, 2021)	Year 3 (Oct. 1, 2021 to Sep. 30, 2022)
Total Number of Unduplicated Clients Served			
Verified Job Placements			
Legal Filings (do not include legal resolutions)			
Clients receiving Youth Services			
Family Integration and Self-Sufficiency Plans Completed			
Number of Refugee-Specific ELI Instructional Hours			
Enrollments into ELI Courses directly provided by the vendor			
Enrollments into ELI Courses provided through vouchers			
Number of Clients receiving Vocational Training			
Number of Clients receiving Short-Term Training			
Number of Clients receiving On-the-Job Training			

4.2.5.22 Performance Measures

Sample performance measures are indicated in **Sections 3.2.23 – 3.2.24**. The vendor is encouraged to propose additional performance measures. All final performance measures will be negotiated with the vendor.

As stated in **Section 3.2.23**, the Department requests that the vendor propose appropriate percentages for each of the performance measures listed in **Sections 3.2.23 – 3.2.24**. The vendor must justify its reasoning for each of those proposed percentages.

The vendor's reply should include the following for the sample performance measures and any other performance measures which the vendor develops:

- The percent that can be achieved by the vendor for each performance measure. The vendor must justify its reasoning for each proposed percentage;
- How the vendor will monitor service delivery to ensure the required performance measures are met;
- The vendor's experience tracking performance and adjusting program service delivery to ensure performance standards are met;
- The vendor's method for collecting and analyzing data to ensure credible documentation of service delivery;
- Historical evidence of the vendor's ability to meet required performance standards. Prospective vendors should emphasize previous experience with Department contracts if possible. If the vendor does not have past experience with Department contracts, emphasize a similar experience with other government or comparable organizations. In particular, the Department is interested in evaluating past performance in regards to performance measures related to any of the services provided through the CRS program.
- The vendor's proposed performance measures.

4.2.5.23 Management Information System Capability

Explain in detail the vendor's electronic management information systems capability that is necessary to complete all reporting requirements as outlined in **Sections 3.2.20 - 3.2.22**. Outline any additional technological capabilities that may be beneficial to program performance. Describe any specialized technology, computer training, or capabilities personnel have that will assist in helping meet program requirements.

4.2.6 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE

The vendor shall respond to the below questions in a clear, organized, and thorough fashion. The reply must explicitly describe the vendor's qualifications and experience.

4.2.6.1 The vendor shall describe its organization's approach and philosophy, including mission statement, core values, and vision.

4.2.6.2 The vendor shall: describe its organization and governance structure, depicting clear lines of authority including corporate affiliations; describe how the structure represents a lean, efficient and effective administrative model; describe experience and achievements in developing a governance model is designed to avoid conflicts of interest.

- 4.2.6.3** The vendor must describe any experience in providing similar services as requested in this ITN. The experience should include work done by the individuals who will be assigned to the work described in this ITN, as well as the overall experience of the organization. State whether the vendor was the prime contractor or a subcontractor and whether it 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, including information describing the qualifications and relevant experience of any proposed subcontractors.
- 4.2.6.4** Describe the vendor's history working with refugees and entrants. Describe the vendor's history providing comprehensive refugee services or other refugee-related services. Describe any attributes that make the vendor capable of providing the proposed services to the target population. Describe the vendor's history working with multicultural and/or multilingual client populations. Include information about caseload, breadth of service in the county identified or in a geographical area of comparable size, and success rate in achieving positive outcomes for clients.
- 4.2.6.5** Provide a summary of past audits, reviews, and monitoring results, as well as the vendor's response to addressing any issues revealed by them. If the vendor has worked on a Department contract previously, present any performance reviews or feedback from the Department (positive or negative), focusing especially on the last two (2) years of that contract.
- 4.2.6.6** Provide a copy of the vendor's verification of Liability Insurance Coverage as provided in **Section 4.5 of the Standard Integrated Contract**.
- 4.2.6.7** **The vendor must list all identified subcontracts, or the plan and approach to vet, identify and recruit and retain subcontractors, who will provide proposed services.**
- 4.2.6.8** The vendor must ensure that it operates in accordance with Uniform Grant Guidance. The vendor shall describe how it will ensure compliance with these federal regulations. The Department requires that the vendor submit the following items as evidence of compliance:
1. Written Procurement Policies and Procedures;
 2. Written Monitoring Policies and Procedures;
 3. DUNS Number;
 4. Financial Statements (Please include in vendor's reply to **Section 4.3.2.1, Financial Management**);
 5. Suspension and Disbarment Information from the Federal Government's "Federal Awardee Performance and Integrity Information System" (FAPIIS) website. The vendor shall visit the following website (<https://www.fapiis.gov/fapiis/index.action>), enter its DUNS number, print the results, and include them in the vendor's reply.

- 4.2.6.9** Provide the requested information below which will demonstrate the vendor's and subcontractor(s)' ability to successfully complete the work described in this ITN and its appendices, attachments, exhibits and referenced supporting documentation. The vendor's and any proposed subcontractor(s)' information shall be shown separately.

Specifically, in addition to the other information described above the vendor and the subcontractor(s) must provide:

- A. Full, legal name.
- B. Federal Employer Identification Number.
- C. Proof of legal entity and authorization to do business with the State of Florida.
- D. Country and state of incorporation.
- E. Principal place of business.
- F. Description of the vendor's organization, including number of years in business, subsidiaries, parent corporations, officers; include organization charts and details concerning the number of facilities by geographic location.
- G. Brief description of the vendor's principal type of business and history and what uniquely qualifies the vendor for the work described in this ITN.
- H. Statement of whether the vendor has filed for bankruptcy protection in the past five (5) years or is currently in the process of filing or planning to file for bankruptcy protection or financial restructuring or refinancing. If so, provide court and case number.
- I. Identification of any potential or actual conflicts of interest that might arise for the Vendor as a result of contract award to the vendor, and describe in detail the plan to eliminate or mitigate them. Such conflicts include, but are not limited to, those covered by Section 6 of the PUR 1001. Address both personal and organizational conflicts.
- J. Reservations the vendor must make if unable to certify completely all of the items in Section 9 of the PUR 1001 entitled "Representation and Authorization." If no reservations are made in this section of the reply, the vendor shall be deemed to attest to the truth of all of listed items and the Department may rely upon them.

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.
- L. If proposing to use any subcontractors to perform the work described in this ITN.

4.2.7 TAB 6: CORE TEAM QUALIFICATIONS

- 4.2.7.1** 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 ITN. 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 ITN and the Department’s Standard Integrated Contract Part 1 and Part 2.
- 4.2.7.2** The reply shall include the vendor’s operational approach to the recruitment, training, supervision and retention of qualified personnel as described in the ITN and in the Department’s Standard Integrated Contract Part 1 and Part 2. Identify the number (indicate Full Time Equivalents or FTEs) and type of staff to be used in the project. Describe the rationale for the number and types of staff to be used. Describe any special qualifications required of ELI instructors/teachers. Describe any special qualifications required of those providing citizenship and immigration related employability services. Provide an expected client caseload for all positions involved in direct service. Describe the cultural and linguistic background of staff in relation to the service population. Since it is unrealistic to maintain staff for all potential ethnic groups, explain how the project intends to serve those ethnic groups outside of the cultural and linguistic capabilities of project staff.
- 4.2.7.3** The vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs described in the ITN and in the Department’s Standard Integrated Contract Part 1 and 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.
- 4.2.7.4** Describe the activities that each staff member will be performing on a day to day basis. What will a typical day look like? How will employees balance their workload?
- 4.2.7.5** Describe the vendor’s employee turnover rate over the last three (3) years? Does the vendor foresee staff turnover being an issue in the future?

4.3 Content of the Financial Reply

4.3.1 Financial Reply Title Page

The first page of the reply shall be a Title Page that contains the following information:

- A. Title of reply;
- B. ITN number;
- C. Prospective vendor’s name and federal tax identification number;

- D. Name, title, telephone number, mailing address, and email address of person who can respond to inquiries regarding the reply; and
- E. Name of program coordinator (if known).

4.3.2 TAB A: FINANCIAL INFORMATION

4.3.2.1 Financial Management

The vendor must describe its current financial management and accounting systems and capability by submitting copies of their independent financial and compliance audit report and/or certified financial statements for the two (2) most recent fiscal years. These documents must be contained in a 3-ring binder, separate from the rest of the reply. 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 two 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.

The purpose of these criteria is to provide the Department with a basis for evaluating the vendor's financial capabilities for undertaking this project. Examples include:

- How well does the vendor demonstrate the financial stability required to fulfill the terms and conditions of the contract?
- 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?
- What is the vendor's ratio of current assets to liabilities?
- Does the vendor possess adequate cash or operating capital to meet projected monthly operating expenses pending receipt of first, and subsequent contract payments?
- What is the vendor's net worth?
- Has the vendor satisfactorily completed all corrective actions related to finding in previous audits or areas brought to management's attention in management letters?
- Can the vendor conduct business with the Department without relying on advances, especially if the project is not a new one?
- Has the vendor had any previous financial difficulties in performing contracts for the State?
- Does the reply provide two (2) years of financial information including any of the applicable statements: (1) Statements of Financial Position; (2) Statements of Activities; (3) Dun and Bradstreet Comprehensive Report; (4) Statements of Cash Flow; (5) Statements of Changes in Financial Position; (6) Auditors' Reports; (7) Notes to Financial Statements; (8) Summaries of Significant Accounting Policies; (9) Federal Income Tax Return; and/or (10) Any other relevant statistical information.

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 an ongoing approach to reduce administrative cost, without affecting the quality of the services.

4.3.2.4 Local Match (not applicable)

4.3.3 TAB B: BUDGET

The vendor must submit detailed budget information. A Line Item Budget (Project Budget Summary), a Budget Narrative, a Fixed Price Budget Worksheet, and a Cost Allocation Plan must all be submitted with the reply to the ITN. Each of these categories is described below. The actual budget documents can also be found at the end of the ITN in **APPENDIX VII, VIII, IX, X, XI, and XIII**. Please contact the Procurement Manager listed in **Section 1.4** to request Word or Excel versions of any of the forms found in the Appendices.

4.3.3.1 Line Item Budget - This includes a line item budget (as detailed in the "Project Budget Summary and Detail Instructions" and the "Project Budget Summary"). These documents can be found in **APPENDIX VII** and **APPENDIX VIII**. This budget shows proposed total costs for the entire proposed contract period and renewal years with specific breakouts by contract year (October - September) within the entire proposed contract period, as well as the allowable renewal period. Any missing year budgets for the initial term will be assumed to be a duplicate of the earliest year submitted. The budget for each renewal year must be submitted, or, though the proposal will not be rendered non-responsive, the resulting contract will not be eligible for renewal. In the Line Item Budget, the vendor must include only costs identified as allowable (*Allowable Costs*) in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See C.F.R. Chapters 1 and 2, Part 200, 215,225, and 230 as applicable. The Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). Also, Administrative Costs, including any indirect costs that are administrative in nature, must not exceed ten percent (10%) of the total operating costs of the proposed program budget.

4.3.3.2 Budget Narrative - The vendor must submit a complete budget narrative to explain each budget item and include all of the information required by **APPENDIX VII** and **VIII**. All amounts must match those in the line item budget, and shall be broken out by contract year as with the Line Item Budget. If the vendor has had previous contracts with the Department in the past, the vendor must also disclose any issues with unused funds in

prior years and provide an explanation of how all funds awarded through this contract will be dedicated to services or returned to the Department. Any missing year narratives will be assumed to be a duplicate of the last year submitted.

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

4.3.3.3 Fixed Price Budget Worksheet – Please be detailed and realistic when completing the Fixed Price Budget worksheet. The Fixed Price Budget Worksheet (**APPENDIX XI**) must be completed according to the attached instructions (**APPENDIX X**) and its totals must match the amounts from the Line Item Budget. The service components that the vendor must use as the column headings for the ITN are: (1) Case Coordination / Case Management; (2) Employment Services; (3) Adult Education Services; (4) Citizenship and Immigration Related Employability Services; (5) Youth Services; and (6) Child Care Services.

The Department reserves the right to negotiate final service unit rates with the vendor and to negotiate the purchase of particular services from vendors with lower rates. If the needs of the program change in the future, the Department reserves the right to shift funds from one component to another.

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

4.3.3.5 Service Unit Rate Table

The Service Unit Rate Table (**APPENDIX XIII**) must list allowable service tasks, anticipated clients (units) for each task, the cost per client (unit) for each task, and the total expected cost for each task. The Service Unit Rate Table (**APPENDIX XIII**) is a sample and must be completed based on services determined in accordance with the vendor's Community Needs Assessment. Total costs for services (i.e. employment, case management, etc.) must be calculated, and a total budget must be presented. Please be detailed and realistic when completing the table, and ensure that the methodology is understandable.

The Department reserves the right to negotiate final service unit rates with the vendor and to negotiate the purchase of particular services from vendors with lower rates. If the needs of the program change in the future,

the Department reserves the right to shift funds from one component to another.

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

4.4 Public Records and Trade Secrets

4.4.1 Replies and Other Submissions Are Property of the State

These provisions supplement Section 19 of Form PUR 1001 (2006). All materials submitted in reply or other response to this ITN become the property of the State of Florida, which shall have the right to use such ideas or adaptations of those ideas without cost or charge, regardless of selection or rejection of a reply.

4.4.2 Replies and Other Submissions are Subject to Public Inspection

Unless exempted by law, all public records are subject to public inspection and copying under Florida's Public Records Law, Chapter 119, F.S. A time-limited exemption from public inspection is provided for the contents of a reply and other submittals pursuant to subsection 119.071(1)(b), F.S. Once that exemption expires, all contents of a reply and other submittals become subject to public inspection unless another exemption applies. Any claim of trade secret exemption for any information contained in a vendor's reply or other submittal to this solicitation will be waived upon opening of the reply or other submittal by the Department, unless the claimed trade secret information is submitted in accordance with this Section. This waiver includes any information included in the vendor's reply or other submittal outside of the separately bound document described below.

4.4.3 How to Claim Trade Secret Protection

If the vendor considers any portion of the documents, data or records submitted in its reply to be trade secret and exempt from public inspection or disclosure pursuant to Florida's Public Records Law, the vendor must submit all such information in a separately bound document (or in the case of electronic media, a separate CD, with the words "Trade Secret" included in the file name) clearly labeled "Attachment to Reply, ITN No.- Trade Secret Material". Appropriate cross-references should be included in nonexempt materials. The first page of the electronic file or hard copy document must explain why the information in the electronic file or hard copy document is a trade secret. This submission must be made no later than the reply submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the reply, it shall be further segregated and separately bound or enclosed and clearly labeled as set forth above in addition to any other labeling required of the material. If the vendor considers any portion of a submission made after its reply to be trade secret the vendor must clearly label the submission as containing trade secret information (or in the case of electronic media, include "Trade Secret" in the relevant file names).

4.4.4 Vendor's Duty to Respond to Public Records Requests

In response to any notice by the Department that a public records request received by the Department encompasses any portion of the separately bound part of the vendor's reply or other submissions labeled as "trade secret," the vendor shall expeditiously provide the Department, or the public pursuant to subsection 119.0701(2), F.S., with a redacted version of the document(s) and identify in writing the specific statutes and facts that authorize exemption

of the information from the Public Records Law. If different exemptions are claimed to be applicable to different portions of the redacted information, the vendor shall provide information correlating the nature of the claims to the particular redacted information. The redacted copy must only exclude or obliterate only those exact portions that are claimed confidential or trade secret. If the vendor fails to promptly submit a redacted copy and justification in response to the notice of a public records request, the Department is authorized to produce the records sought without any redaction.

4.5 Department not Obligated to Defend Vendor Claims

The Department is not obligated to agree with the vendor's claim of exemption, and by submitting a reply or other submission the vendor agrees to be responsible for defending its claim that each and every portion of the redactions is exempt from inspection and copying under Florida's Public Records Law. Further, the vendor agrees that it shall protect, defend, and indemnify, including attorneys fees and costs, the Department for any and all claims and litigation (including litigation initiated by the Department) arising from or relating to vendor's claim that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure or the scope of the provider's redaction.

SECTION 5. THE SELECTION METHODOLOGY

The Department intends to award the contract to the responsive vendor(s) that the Secretary, or his or her designee, determines to be the best value, based on the selection criteria set forth in **Section 5.1**.

5.1 Selection Criteria

The Selection Criteria are found in the Evaluation Manual (**Appendix XIV**). The Department may consider any information or evidence which comes to its attention and which reflects upon a vendor's capability to fully perform the contract requirements and/or the vendor's demonstration of the level of integrity and reliability which the Department determines to be required to assure performance of the contract.

5.2 Application of Mandatory Requirements

A vendor must meet all Mandatory Requirements (defined herein) in order to be considered for evaluation under this ITN. The Mandatory Requirements for this ITN are set forth in **APPENDIX V**.

5.2.1 The Procurement Manager will examine each reply to determine whether the reply meets the Mandatory Requirements specified in **APPENDIX V**. A reply that fails to meet the Mandatory Requirements will be deemed nonresponsive and will not be evaluated.

5.2.2 An initial determination that a reply meets the Mandatory Requirements does not preclude a subsequent determination of non-responsiveness.

5.3 Evaluation Phase Methodology for Ranking and Shortlisting

The Department's initial evaluation and scoring of replies will determine which replying vendors fall within the competitive range and are eligible for inclusion in the Negotiation Phase. All responsive replies will be evaluated using the following process:

5.3.1 Scoring by Evaluators

The Department’s Evaluators will independently evaluate each Programmatic Reply in accordance with the pertinent part of the Evaluation Manual (**Appendix XIV**). In the event of a conflict between the Evaluation Manual and the other parts of this solicitation for purposes of evaluation, the Evaluation Manual will control.

The Department’s Financial Evaluator and Procurement Manager will independently evaluate each Financial Reply in accordance with the pertinent part of the Evaluation Manual (**Appendix XIV**). In the event of a conflict between the Evaluation Manual and the other parts of this solicitation for purposes of evaluation, the Evaluation Manual will control.

5.3.2 Total Score, Recommended Ranking and Competitive Range of Replies

The Procurement Manager will average the total programmatic point scores by each Evaluator to calculate the points awarded for each section. The Procurement Manager will then add the programmatic reply point scores to the financial reply point scores to obtain a total score. The Procurement Manager will use total points to rank vendors.

For example:

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

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

This ranking will serve as the recommended ranking of the Department’s Evaluators.

5.3.3 Report of the Procurement Manager

After developing the recommended ranking in accordance with **Section 5.3.1**, the Procurement Manager will provide to the Secretary, or his or her designee, a report on replies deemed nonresponsive and, as to those deemed responsive, a report on the evaluation process and the recommended ranking of the Evaluators.

5.3.4 Determination of Ranking

The scoring from the Evaluation Phase shall serve as a recommendation only. No scoring by the Secretary, or his or her designee, will be performed. The Secretary, or his or her designee, will make a determination to include one or more vendors on the Move Forward List based on the competitive range of total scores.

5.3.5 Selection and Posting of Qualified Vendors for Negotiations (Shortlist)

Upon approval of the list of vendors selected for negotiations by the Secretary or his/her designee, the Department will post the Move Forward List on the VBS at: http://vbs.dms.state.fl.us/vbs/main_menu.

Responsive vendors who are not listed in the posting will not be formally eliminated from the ITN process until the posting of the notice of intent to award. Unless otherwise provided in the posting of the Move Forward List, no presumption of preference or merit in the negotiation process or for contract award shall arise from the Evaluators' scores, the ranking or the order of vendors listed in such posting. No responsive vendor will be formally eliminated from consideration for award of a contract under this ITN until the posting of a Notice of Intended Award is issued.

5.4 Negotiation Process for Final Selection

The Department intends to initially negotiate concurrently with the vendors on the Move Forward List approved by the Secretary, or his or her designee. However, the Department reserves the right, after posting notice thereof, to expand the Move Forward List to include additional responsive vendors for negotiation or change the method of negotiation [e.g., concurrent versus by order of ranking], if it determines that to do either would be in the best interest of the state.

5.4.1 Supplemental Replies

The Department reserves the right to require vendors on the Move Forward List to submit a supplemental reply or other submission prior to conducting negotiations. Notice of such requirement will be posted on the DMS VBS website: (http://vbs.dms.state.fl.us/vbs/main_menu).

5.4.2 Goal of Negotiations

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

5.4.3 Department Retains Discretion

After the initial negotiation session with the selected vendor(s), in its sole discretion, the Department shall determine whether to hold additional negotiation sessions and with which vendor(s) it will negotiate.

5.4.4 Other Department Rights During Negotiations

At any time during the negotiation process, the Department's reserved rights include but are not limited to:

- 5.4.4.1** Schedule additional negotiating sessions with any or all responsive vendor(s);
- 5.4.4.2** Require any or all responsive vendor(s) to provide additional or revised replies and detailed written proposals addressing specified topics;
- 5.4.4.3** Require any or all responsive vendor(s) to provide a written best and final offer;
- 5.4.4.4** Require any or all responsive vendor(s) to address services, prices, or conditions offered by any other vendor;
- 5.4.4.5** Pursue a contract with one or more responsive vendor(s) for the services encompassed by this solicitation, any addenda thereto, and any request for

additional or revised detailed written proposals or request for best and final offers;

- 5.4.4.6 Pursue the division of contracts between responsive vendor(s) by type of service or geographic area, or both;
- 5.4.4.7 Arrive at an agreement with any responsive vendor, finalize principal contract terms with such vendor and terminate negotiations with any or all other vendors, regardless of the status of or scheduled negotiations with such other vendor(s);
- 5.4.4.8 Decline to conduct further negotiations with any vendor;
- 5.4.4.9 Reopen negotiations with any vendor;
- 5.4.4.10 Take any additional administrative steps deemed necessary in determining the final award, including additional fact-finding, evaluation, or negotiation where necessary and consistent with the terms of this ITN;
- 5.4.4.11 Review and rely on relevant information contained in the replies received pursuant to **Section 4**; and
- 5.4.4.12 Review and rely on relevant portions of the evaluations conducted pursuant to **Section 5.3**.

The Department has sole discretion in deciding whether and when to take any of the foregoing actions, the scope and manner of such actions, the responsive vendor or vendors affected and whether to provide concurrent public notice of such decision.

5.4.5 Negotiation Meetings Not Open to Public

- 5.4.5.1 Negotiations between the Department and vendors are not open to the public pursuant subsection 286.0113(2), Florida Statutes.
- 5.4.5.2 Negotiation strategy meetings of the Department's Negotiation Team are exempted by subsection 286.0113(2)(a), F.S.
- 5.4.5.3 The Department shall audio record all meetings of the Department's negotiation team.

5.5 Final Selection and Notice of Intent to Award Contract

5.5.1 Department's Negotiation Team Recommendation

The Department's Negotiation Team will develop a recommendation as to the award that will provide the best value to the state based on the selection criteria set forth in **Section 5.1**. In so doing, the Negotiation Team is not required to score the vendors, and will base the Negotiation Team's recommendation on the selection criteria and will arrive at its recommendation by majority vote. The Negotiation Team's recommendation will be forwarded to the Secretary, or his or her designee, for review.

5.5.2 Selection of Vendor(s)

The Secretary, or his or her designee, will then decide which solutions and vendor(s) represent the best value, based on the selection criteria in **Section 5.1**, and to whom the contract should be awarded under this ITN. In so doing, the Secretary, or his or her designee, is not required to score the vendors, and will base his or her decision on a determination of best value. If the

Secretary determines that two or more replies most advantageous to the state are equal with respect to all relevant considerations, including price, quality, and service, the award will be made in accordance with section 295.187, Florida Statutes, and Rule 60A-1.011, Florida Administrative Code.

5.5.3 Reserved Rights

The Department reserves the right to:

- 5.5.3.1** Consider any information or evidence which comes to its attention and which reflects upon a vendor's capability to fully perform the contract requirements and/or the vendor's demonstration of the level of integrity and reliability which the Department determines to be required to assure performance of the contract.
- 5.5.3.2** Select one or more vendors for the services encompassed by this solicitation, any addenda thereto and any request for additional or revised detailed written proposals or request for best and final offers;
- 5.5.3.3** Divide the work among vendors by type of service or geographic area, or both;
- 5.5.3.4** Award contracts for less than the entire service area or less than all services encompassed by this solicitation, or both; and
- 5.5.3.5** Award a contract which includes one or more subcontractors proposed by any other vendor(s).

5.5.4 Posting Notice of Award

The Department will post the Notice of Intent to Award Contract, stating intent to enter into one (1) or more contracts with the vendor or vendors identified therein, on VBS http://vbs.dms.state.fl.us/vbs/main_menu. Any negotiations to finalize terms and conditions of the contract after such notice will involve a Department designee and not the Department's negotiation team, although members of the team may assist the designee in such negotiations.

5.5.5 Reserved Rights After Notice of Intent to Award

The Department reserves the right:

- 5.5.5.1** To schedule additional negotiation sessions with vendor(s) identified in the Notice of Intent to Award in order to establish final terms and conditions for contracts with the vendor(s).
- 5.5.5.2** To post a notice of withdrawal or amendment of its Notice of Intent to Award and reopen negotiations with any vendor at any time prior to execution of the contract.
- 5.5.5.3** To post a notice of withdrawal of award in the event that the selected vendor fails to execute the contract or defaults in performance. In such event, the Department reserves the right to re-procure services in accordance with Rule 60A-1.006(3) Florida Administrative Code.

APPENDIX I: NOTICE OF INTENT TO SUBMIT A REPLY

_____ (Vendor Name) wishes to inform the Florida Department of Children and Families of its intent to respond to the solicitation entitled " _____," ITN No. _____.

PLEASE PRINT OR TYPE REQUESTED INFORMATION

Name of Authorized Official:	
Title of Authorized Official:	
Signature of Authorized Official:	
Date:	
Address:	
City, State, Zip:	
Telephone No:	
Facsimile No:	
E-mail Address:	

APPENDIX II: CERTIFICATE OF SIGNATURE AUTHORITY

Check below and complete Section A or Section B	
<input type="checkbox"/>	Vendor is not a sole proprietorship (Complete Section A)
<input type="checkbox"/>	Vendor is a sole proprietorship (Complete Section B)
Section A	
<p>I, _____ (name), hold the office or position of _____ (title) with _____ (legal name of vendor) and have authority to make official representations by said vendor regarding its official records and hereby state that my examination of the vendor's records show that _____ (name) currently holds the office or position of _____ (title) with the vendor and currently has authority to make binding representations to the Department and sign all documents submitted on behalf of the above-named vendor in response to ITN # _____, and, in so doing, to bind the named vendor to the statements made therein.</p>	
Dated:	
Signature:	
Printed Name:	
Title:	
<p>NOTE: In lieu of the above, the vendor may submit a corporate resolution or other duly executed certification issued in the vendor's normal course of business to prove signature authority of the named Authorized Representative.</p>	
Section B	
<p>I, _____(name) am a sole proprietor, personally doing business in the name of _____ (name of vendor), and will be personally bound by the Proposal submitted in response to ITN # _____.</p>	
Dated:	
Signature:	
Printed Name:	

APPENDIX III: VENDOR'S CERTIFICATIONS

MANDATORY CERTIFICATIONS		
MASTER CERTIFICATION		
<p>As the person named in the Certificate of Signature Authority as the Authorized Representative of the vendor, _____ (legal name of vendor), I confirm that I have fully informed myself of all terms and conditions of ITN #_____ (the ITN), the facts regarding the Reply submitted by the vendor in response to the ITN and the truth of each statement contained in Certifications (a) through (m) and certify, by checking the applicable "true" or "false" box below and affixing my signature hereto, that each statement in each checked certification is "true" or "false" as indicated.</p>		
<p>Check the applicable box next to the title to each certification:</p>		
True	False	
		a. Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document
		b. Certification of Representations Per Section 9 of PUR 1001
		c. Certification of Authority to Do Business in Florida
		d. Statement of No Involvement
		e. Conflict of Interest Statement (Non-Collusion)
		f. Certification Regarding Subcontractors and Other Providers
		g. Certification Regarding Lobbying
		h. Certification Regarding Scrutinized Companies List
		i. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts
		j. Certification Regarding Prior Contractual Obligations
		k. Certification of Representations Per sections 287.133, and 287.134, F.S.
		l. Certification of a Drug Free Workplace
<p>The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked "true" above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed "false."</p>		
Signature of Authorized Representative:		Date:
<p>a. Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document</p> <p>By checking the "True" box in the Master Certification and signing the same, I hereby certify that the vendor's Reply is submitted in good faith in response to the Department of Children and Families Invitation to Negotiate (the ITN) and is binding on the vendor in accordance with the terms of the ITN, that I have read, understood and agree with the terms and conditions of the ITN and, if awarded any contract as a result of the ITN, the vendor will comply with the requirements, terms, and conditions stated in the ITN and the contract document. The vendor further agrees that any intent by the vendor to deviate from the terms and conditions set forth therein may result, at the Department's exclusive determination, in rejection of the reply.</p>		

b. Certification of Representations Per Section 9 of Form PUR 1001
By checking the "True" box in the Master Certification and signing the same, I hereby certify acknowledgement all matters set forth in Section 9 of PUR 1001.
c. Certification of Authority to Do Business in Florida
By checking the "True" box in the Master Certification and signing the same, I hereby certify that the vendor is an existing legal entity and satisfies all licensing and registration requirements of state law authorizing it to do business within the State of Florida.
d. Statement of No Involvement
By checking the "True" box in the Master Certification and signing the same, I hereby certify that no member of this firm or any person having interest in this firm has: Been awarded a contract that was procured using procedures other than those described in subsections 287.057 (1-3), Florida Statutes, to perform a feasibility study of the potential implementation of a subsequent contract to support this project; Participated in drafting of a solicitation for this specific project; or Developed a program for future implementation of this project.
e. Conflict of Interest Statement (Non-Collusion)
By checking the "True" box in the Master Certification and signing the same, I hereby certify that all persons, companies, or parties interested in the Invitation to Negotiate as principals are named therein, that the vendor's reply is made without collusion with any other person, persons, company, or parties submitting a reply; that it is in all respect made in good faith; and as the signer of the reply, I have full authority to legally bind the vendor to the provisions of this reply.
f. Certification Regarding Subcontractors and Other Providers
By checking the "True" box in the Master Certification and signing the same, I hereby certify the vendor's Agreement to the following: 1) during the negotiation phase the Department may request, and any vendor submitting a reply to this ITN may propose, that such vendor use any of the subcontractors or providers used or identified by any other vendor submitting a reply to this ITN; and 2) that the vendor waives any contract provision to the contrary.

g. Certification Regarding Lobbying

By checking the "True" box in the Master Certification and signing the same, I hereby certify, to the best of my knowledge and belief,:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or an employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, United States Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

h. Certification Regarding Scrutinized Companies List

By checking the "True" box in the Master Certification and signing the same, I hereby certify, the vendor is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes. I understand section 287.135, Florida Statutes, prohibits Florida state agencies from contracting with companies on either list, for goods or services over \$1,000,000, and pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

i. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts

By checking the "True" box in the Master Certification and signing the same, I hereby certify , in accordance with the debarment and suspension instructions listed below, the vendor certifies neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract/subcontract by any federal department or agency. Where the prospective vendor is unable to certify to any of the statements in this certification, such prospective vendor shall attach an explanation to this certification.

INSTRUCTIONS REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR CONTRACTS/SUBCONTRACTS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, signed February 18, 1986. The guidelines were published in the May 29, 1987 Federal Register (52 Fed. Reg., pages 20360-20369). (See 2 C.F.R. Part 180)

- (1) Each provider whose contract/subcontract equals or exceeds \$25,000 in federal moneys must sign this certification prior to execution of each contract/subcontract. Additionally, providers who audit federal programs must also sign, regardless of the contract amount. The Department of Children and Families cannot contract with these types of vendors if they are debarred or suspended by the federal government.
- (2) This certification is a material representation of fact upon which reliance is placed when this contract/subcontract is entered into. If it is later determined that the signer knowingly rendered an erroneous certification, the Federal Government may pursue available remedies, including suspension and/or debarment.
- (3) The vendor shall provide immediate written notice to the contract manager at any time the vendor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- (4) The terms "debarred," "suspended," "person," "principal," and "voluntarily excluded," as used in this certification, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the department's contract manager for assistance in obtaining a copy of those regulations.
- (5) The vendor agrees by submitting this certification that, it shall not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract/subcontract unless authorized by the Federal Government.
- (6) The vendor further agrees by submitting this certification that it will require each subcontractor of this contract/subcontract, whose payment will equal or exceed \$25,000 in federal moneys, to submit a signed copy of this certification.
- (7) The Department of Children and Families may rely upon a certification of a vendor that it is not debarred, suspended, ineligible, or voluntarily excluded from contracting/subcontracting unless it knows that the certification is erroneous.

This signed certification must be kept in the contract file. Subcontractor's certification must be kept at the vendor's business location.

j. Certification Regarding Prior Contractual Obligations

By checking the "True" box in the Master Certification and signing the same, I hereby certify the vendor has not:

- (1) Failed to correct to the satisfaction of the Department any unsatisfactory performance in a previous contract after Department notice of unsatisfactory performance;
- (2) Had a contract terminated by the Department for cause; and
- (3) Failed to sign a certification regarding debarment, suspension, ineligibility and voluntary exclusion contract/subcontracts (**APPENDIX III**) prior to contract execution.

k. Certification of Representations Per Sections 287.133 and 287.134, Florida Statutes

By checking the "True" box in the Master Certification and signing the same, I hereby certify the vendor is not listed on the Convicted Vendors List created and maintained pursuant to section 287.133, Florida Statutes, or on the Discriminatory Vendors List created and maintained pursuant to section 287.134, Florida Statutes.

l. Certification of a Drug Free Workplace

By checking the "True" box in the Master Certification and signing the same, I hereby certify the vendor currently maintains a drug-free workplace environment in accordance with section 287.087, Florida Statutes, and will continue to promote this policy through implementation of that section.

TIE BREAKING CERTIFICATIONS

Statutory Preferences When Awarding Contracts

Various provisions of Chapters 287 and 295, F.S., provide qualifying vendors the advantage of "tie breakers" whenever two or more bids, proposals, or replies received by an agency are equal with respect to price, quality, and service. In order to take advantage of the below "tie breakers," a vendor who meets the statutory qualifications for one or more of these "tie breakers" must certify that it qualifies for the cited preference. Completion of the certification is optional for qualifying vendors, however, a vendor waives all rights to consideration of a "tie breaker" if it fails to submit the certification on or before the deadline to submit its bid, proposal or reply.

MASTER CERTIFICATION - TIE-BREAKING CERTIFICATIONS

As the Authorized Representative of the vendor, _____ (legal name of vendor), I confirm that I have fully informed myself of all terms and conditions of ITN # _____ (the ITN), the facts regarding the Reply submitted by the vendor in response to the ITN and the truth of each statement contained in Certifications (n) through (p) and certify, by checking one or more of the boxes below and affixing my signature hereto, that each statement in each checked certification is true.

Check the box next to the title to each certification that is true:

- m. Certification of a Certified Minority Business Enterprise**
- n. Certification of a Service Disabled Veteran’s Business Enterprise**
- o. Certification of a Florida Business**
- p. Certification of a Foreign Manufacturer with a Factory in Florida**

The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked “true,” above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed “false.”

Signature of Authorized Representative:	Date:
-----------------------------------------	-------

m. Certification of a Certified Minority Business Enterprise

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Certified Minority Business Enterprise in accordance with section 287.0943, Florida Statutes.

n. Certification of a Florida Certified Veteran’s Business Enterprise

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Service Disabled Veterans Business Enterprise in accordance with section 295.187, Florida Statutes.

o. Certification of a Florida Business

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization’s principal place of business is located within Florida in accordance with section 287.084, Florida Statutes.

p. Certification of a Foreign Manufacturer with a Factory in Florida

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my manufacturing organization has a factory in Florida that employs over 200 employees working in Florida in accordance with section 287.092, Florida Statutes.

APPENDIX IV: QUESTION SUBMITTAL FORM

Each vendor shall complete the form provided based on its questions relating to this ITN. The completed form shall be submitted in accordance with the instructions provided in **Section 2.7** of the ITN. The electronic response must be submitted as a Microsoft Word 2007 version file format. This form may be expanded as needed to facilitate response to this requirement.

Vendor Name: [Enter Legal Name of Vendor]

Question Number	ITN Section Number	ITN Page Number	Question/Comment
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

[Add rows as necessary.]

*Signature of Authorized Representative

[Enter Name and Title of Authorized Representative]

*Name and Title of Authorized Representative

*This individual must have the authority to bind the vendor.

APPENDIX V: MANDATORY REQUIREMENTS CHECKLIST

MANDATORY CRITERIA CHECKLIST for: (enter name & reference # of solicitation)		
Print Vendor's Name (Agency):		
Print Name of Department Reviewer (Procurement Manager):		
Signature of Department Reviewer:		Date:
Print Name of Department Witness:		
Signature of Department Witness:		Date:
1. Was the reply received by the date and time specified in the ITN and at the specified address? <input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail Comments:		
2. Does the reply include the following?		
a.	Signed Certificate of Signature Authority, naming the vendor and its Authorized Representative (see note at bottom of Section A of Appendix II for acceptable alternatives)	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
b.	Master Certification, including the names of vendor and its Authorized Representative and signature of the Authorized Representative.	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
3. Is the "True" box in the Master Certification checked for each of the following?		
a.	Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
b.	Certification of Representations Per Section 9 of PUR 1001	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
c.	Certification of Authority to Do Business in Florida	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
d.	Statement of No Involvement	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
e.	Conflict of Interest Statement (Non-Collusion)	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
f.	Certification Regarding Subcontractors and Other Providers	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
g.	Certification Regarding Lobbying	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
h.	Certification Regarding Scrutinized Companies List	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
i.	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
j.	Certification Regarding Prior Contractual Obligations	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail

k.	Certification of Representations Per Sections 287.133 and 287.134, F.S.	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
l.	Certification of a Drug Free Workplace	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail

The reply includes the following "tie breaker" certification documents:		
Appendix III l. – Certification of a Drug Free Workplace	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III m. -Certification of a Certified Minority Business Enterprise	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III n. - Certification of a Service Disabled Veteran’s Business Enterprise	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III o - Certification of a Florida Business	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III p - Certification of a Foreign Manufacturer with a Factory in Florida	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Comments:

4. Has the Department verified that the vendor is not on the Convicted Vendor List or the Discriminatory Vendor List?

(YES) = Pass

(NO) = Fail

Comments:

APPENDIX VI: SUBCONTRACTOR LIST

The lists will identify the subcontractors who will perform work under the contract(s) resulting from this solicitation.

The vendor shall have determined to its own complete satisfaction that a listed subcontractor has been successfully engaged in the related subcontracted services and is qualified to provide the services for which each subcontractor is listed.

In the event that no subcontractor(s) will be used, this list shall be returned indicating "No Subcontractors will be used."

CHECK HERE IF NO SUBCONTRACTORS WILL BE USED:

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

[Duplicate table as necessary for additional subcontractors.]

*Signature of Authorized Representative

[Enter Name and Title of Authorized Representative]

*Name and Title of Authorized Representative

*This individual must have the authority to bind the vendor.

APPENDIX VII - PROJECT BUDGET SUMMARY AND DETAIL INSTRUCTIONS

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

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

- **Salaries** provided must be comparable with similar positions in the surrounding labor market and a job description must be provided for each position listed. Include the number of FTEs that will be funded in whole or in part by this project.
- **Fringe benefits** must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
- **Staff travel** is reimbursed as specified by Department travel policies and procedures in CFOP 40-1 and state statute (section 112.061 Florida Statutes).
- **Office expenses** should be based on prior history, a reasonable estimated monthly expense or written vendor policy.
- **Rental or use of space** must show the address, the square footage and the rate per square footage.
- **Rental equipment** necessary to carry out the delivery of services must include the unit cost (per month) and the number of months the item(s) will be used.
- **Insurance costs** must provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost and the insurance coverage being provided.
- **Advertising/outreach costs** must show the estimated number of units (publications or media events) and the estimated cost for each publication or event.
- **Membership fees and subscriptions** necessary for the delivery of services must show the estimated costs and number of units projected.

- **Client education and training tools** must provide the types of services to be provided, the estimated number of clients to be served, and the estimated unit cost of each service.
- **Information Resource Technology (IRT)** includes computers, monitors and other technology items costing less than \$1,000 each and must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. For recurring costs, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, system access, etc.
- **Subcontracted services** such as janitorial services or security services must show the monthly rate and the number of months for which service is required. Subcontracted client services providing direct services to clients must include the vendor to be subcontracted with, the services to be provided, the estimated number of clients to be served and the unit cost for service(s).
- **Financial audits** being covered in part or in whole with project funds must show the rate used to calculate this cost or the percentage of cost being allocated to this project.
- **Operating capital outlay (OCO)** to be purchased for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.
- **Office equipment (non-OCO)** to be purchased under this contract (costing less than \$1,000 each) for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased. Purchased must be estimated in accordance with the State's guidelines found at http://www.myfloridacfo.com/aadir/reference_guide/
- **Indirect costs** being charged to the project must show the percentage of funding required by the vendor to carry out the common or joint tasks covered by this line item. A summary of the expenditures covered by these funds is required.

APPENDIX VIII – PROJECT BUDGET SUMMARY

Vendor Name			
Contract Year (Insert Year) - (Insert Dates)			
Budget Line Item		Line Item Totals	Category Total
Personnel Category			
A.	Personnel	\$	-
B.	Fringe Benefits	\$	-
C.	Other Personnel Services (OPS)	\$	-
D.	Background Checks	\$	-
Total Personnel Category:			\$ -
Travel Category			
E.	Staff Travel & Training	\$	-
F.	Client Transportation	\$	-
Total Travel Category:			\$ -
Expense Category			
G.	Office Expenses		
1.	Utilities	\$	-
2.	Telephone	\$	-
3.	Postage/Shipping	\$	-
4.	Copies/Printing	\$	-
5.	Office Supplies	\$	-
6.	Janitorial Supplies	\$	-
7.	Building Maintenance/Repair	\$	-
8.	Equipment Repair	\$	-
9.	Security Services	\$	-
10.	Office Equipment/Furniture	\$	-
Total Office Expenses:			\$ -
H.	Rental or Use of Space	\$	-
I.	Rental Equipment	\$	-
J.	Insurance	\$	-
K.	Advertising/Outreach	\$	-
L.	Membership Fees & Subscriptions	\$	-
M.	Client Educational and Training Tools	\$	-
N.	Fixed Price Services	\$	-
O.	Information Resource Technology	\$	-
P.	Subcontracted Services	\$	-
Q.	Subcontracted Client Services	\$	-
R.	Financial Audit	\$	-

			Total Expense Category:	\$	-
Direct Costs Category					
S.	Operating Capital Outlay (OCO->\$1,000.00)			\$	-
T.	Indirect Costs	<u> </u> %	of Total Direct Costs	\$	-
			Subtotal Direct Costs:	\$	-
			Total Project Budget	\$	-

APPENDIX IX

Sample Format
Vendors may add columns and rows as needed.

COST ALLOCATION PLAN
for the
2018 CONTRACT YEAR

Line Item	This Application	Funding Source A	Funding Source B	Funding Source C	Total
Personnel Category					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
Fringe Benefits					
Staff Travel					
Sub-Contracted Services					
Office Expenses					
Operating Capital Outlay					
Rental or Use of Space					
Rental of Equipment					
Maintenance Agreements					
Insurance					
Membership Fees and Subscriptions					
Advertising					
Client Education and Training Tools					
Indirect Costs					
SAVE System Access					
Total					

APPENDIX X

FIXED PRICE BUDGET WORKSHEET INSTRUCTIONS

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

Clients & Hours

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

SECTION 6. Unduplicated Client: The number of individual clients served within the one-year timeframe. If twenty (20) clients are receiving a service for three (3) months out of the year, this only counts as twenty (20) clients, not sixty (60).

APPENDIX XI

FIXED PRICE BUDGET WORKSHEET

Budget Line Items	Service Components						Total
	Case Coordination / Case Management	Employment Services	Adult Education Services	Citizenship and Immigration Related Emp. Services	Youth Services	Child Care Services	
Personnel							
Fringe Benefits							
Other Personnel Services (OPS)							
Background Checks							
Staff Travel & Training							
Client Transportation							
Utilities							
Telephone							
Postage/Shipping							
Copies/Printing							
Office Supplies							
Janitorial Supplies							
Building Maintenance/Repair							
Equipment Repair							
Security Services							
Office Equipment/Furniture							
Rental or Use of Space							
Rental Equipment							
Insurance							
Advertising/Outreach							

Membership Fees & Subscriptions							
Client Education and Training Tools							
Fixed Price Services							
Information Resource Technology							
Subcontracted Services							
Subcontracted Client Services							
Financial Audit							
Operating Capital Outlay (> \$1,000)							
Indirect Costs							
Total Cost for Service							
Approx. # of Clients to Be Served (Unduplicated)							

APPENDIX XII

Refugee Services Program's Allowable Services

All services on this list must be addressed in the Community Plan, whether the vendor chooses to provide the service or not. All services listed with an asterisk () are required services in a contract resulting from this ITN. Services may change throughout the duration of the contract depending on client needs and funding.*

***Intake** –conducted on all eligible individuals after determination of eligibility is completed mainly consisting of data collection. The data collection includes the following: legal name; alien number; social security number; current county of residence; date of birth; gender; race; religion; country of origin; immigration status; arrival date in the United States; port of entry; date of eligible status; and contact information of parent, family member, or other person significant to the client. Completion of the Department's Client Release of Information form (in client's native language) occurs at this time. Client signatures on intake forms attest to the accuracy of information and acceptance of services.

***Assessment** –A comprehensive evaluation of the strengths and deficiencies of the client and each member of the client's family unit, if applicable. The assessment ascertains the client or family's presenting issues and gathers information to determine the client or family's economic and integration status. It generally includes a review of the client/family history, employability and immigration status of all individuals in the household, status of children in school, any occupational skills or certifications, individual and family strengths, health concerns, physical or mental disabilities, English language ability and/or education level through the use of standardized assessment instruments, youth clients' needs in reference to their family and social environment, their school performance, and barriers or risk factors for successful integration.

Assessment formally occurs at the initiation of services. Informal assessments continue throughout the delivery of services to ensure the services provided and/or planned are appropriate and timely.

***Family Integration and Self-Sufficiency Plan** – A plan developed cooperatively with the client/family addressing the issues identified in the assessment with an overarching goal of helping the client/family achieve self-sufficiency and successful integration. The plan includes:

1. The employability plan¹ focusing on both short-term and longer-term career goals.
2. A determination of the total amount of income a particular individual or family unit would require to achieve economic self-sufficiency and a strategy and timetable for attaining that level of income;
3. Activities that will improve the client or family's integration in the community, such as learning English, orientation, and involvement with other community organizations; and
4. Measurable goals and specific and substantive interventions and action steps needed to attain those goals, time frames/target dates for each step, and staff responsible for the plan's

¹outlined in 45 C.F.R. s. 400.79

implementation.

The plan should be developed using the concept of “risk-appropriate care” that addresses identified barriers or risk factors that clients are unable to overcome without assistance. If the client is capable of overcoming a specific risk factor or barrier without external intervention, then resources will not be used to resolve the barrier.

The plan becomes the client or family’s “action plan”. A copy is provided to the client. The plan is reviewed continually with the client and amended when necessary. Any revisions to the plan are signed by the client.

Employment Services-Comprehensive array of services for target populations, including those eligible for Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF):

1. Pre-Employment Placement Services (workplace readiness, interview techniques, resume and/or application assistance, employer benefits and payroll options);
2. Job referrals, placements, and continued support and follow-up after employment placement;
3. Career Laddering; and
4. Coordination of client enrollment, activities, and status updates for RCA and Welfare Transition (WT) clients with ACCESS Florida and/or CareerSource Florida according to their respective program guidelines and local agreements. Employable RCA clients² require completion of forms and an intake conducted within a specified time frame.

Job referrals and placements should be for positions for which clients are qualified and, to the greatest degree possible, related to the client’s employment goals as stated in the Family Integration and Self-Sufficiency Plan. The focus is on referring/placing clients into full-time jobs which offer health insurance within six (6) months of employment. Verification of job placement occurs ninety (90) days after placement utilizing various methods such as most recent paycheck or employer signature.

Career laddering works to strategically develop a career track for each client and outlines specific steps necessary for achieving agreed upon goals. Steps must include job targets and professional growth objectives detailing the planned education, training, and credentialing necessary to advance to the next step on the individual’s career ladder. Career laddering also includes:

1. Assistance in skills re-certification, including diploma/degree evaluation, translation of documents, and other credentialing activities.
2. Assistance with self-employment and/or individual development accounts (IDAs) to refugees that would benefit from such services.³

² The term “employable RCA client” is defined in Section 45 C.F.R 400.71.

³ Please note, IDAs will only be offered if funding is specifically and separately authorized through a waiver submitted by the Department on behalf of the vendor, or through some other federal authorization.

Additional employability services may be provided in accordance with 45 C.F.R. ss. 400.154 and 400.155, the Department's State Plan, and the Community Plan.

Targeted Client Education and Training Activities-Activities include:

1. vocational training;
2. short-term training; or
3. on-the-job training.

Vocational training provided must be relevant to the local job market (job market relevancy will be determined by analyzing the results of the Local Job Market Survey).

Vocational training programs are limited to those that are intended to be completed in twelve (12) months or less, have documented progress, and are sufficient to obtain employment. The maximum number of vocational enrollment hours an eligible student can take shall not exceed 1,400 hours. This is a lifetime limit for each student. Participants who complete vocational training are monitored to see if completed training has led directly to employment placements.

Vocational Services are provided in accordance to 45 C.F.R. s. 400.146.

Short-term training is expected to lead to full-time employment for those experiencing or at risk of experiencing difficulty in obtaining employment due to various factors such as lack of work experience, limited marketable skills, and/or limited English.

On-the-Job Training opportunities should lead to full-time employment in a position with the employer providing the training. On-the-Job training opportunities generally last six (6) months or less and focus on those experiencing difficulty in obtaining employment due to factors such as a lack of work experience, limited marketable skills, and/or limited English.

Local Job Market Survey- a survey utilized to analyze and assess the local job market and to determine the occupations available in the community relevant to the skills and abilities of the arriving population. Develop a list of major/significant employers of refugees, identify prevailing wages, and maintain a record of all job development activities. The *Local Job Market Survey* should be used to identify training needs for clients. An electronic system for recording job openings, employers, and job referrals should be developed and maintained. Agreements with employers for on-the-job training, group placements, and placements with built-in promotional sequences and health benefits should be established.

Job Bank- An electronic system for recording job openings, employers, and job referrals should be developed and maintained. Agreements with employers for on-the-job training, group placements, and placements with built-in promotional sequences and health benefits should be established.

Adult Education Services⁴ – Services include:

Enrollment into the appropriate level of English Language Instruction (ELI) or other ELI-focused language acquisition programs best suited for the client based on needs presented in assessment results. (If the mainstream classes offered through the local school board are not appropriate for the needs of the refugee population in the community, refugee-specific ELI classes may be provided.)

Enrollment into general education that corresponds with the client's employability goals and provides competencies needed for entry into specific occupations or for advancement within an occupation, such as a general equivalency test (GED) or technical school.

Tracking of client progression through periodic testing, applicable pre/post-test scores, or course completions.

Citizenship and Immigration Related Employability Services – Services include:

Prepare, file, and follow through on applications for immigration and related actions through the appropriate authority. *Individuals must already have an eligible status to receive legal services – they cannot be made clients by filing a case to change their immigration status.* A staff attorney or a Board of Immigration Appeals (BIA) accredited representative shall review all documentation prepared for clients. The following types of cases may be filed on behalf of the client:

1. Residency (I-485) filed with the Department of Justice (DOJ);
2. Naturalization (N-400);
3. Disability Waiver (N-648);
4. Work Permit (I-765);
5. Request for Parole Card (I-94);
6. Parole Renewals;
7. Asylum (I-589) Filed with DHS or DOJ (Cubans and Haitians only);
8. Fee Waiver Requests;
9. Residency Waiver I-601 or I-602 Filed with DHS;
10. Replace/Correct LPR Card (I-90);

⁴ Additional adult education services may be provided in accordance with 45 C.F.R. ss. 400.154 and 400.155.

11. Request for Evidence;
12. Special Immigrant Petition (I-360);
13. Motion to Continue;
14. Motion to Reopen/Reconsider;
15. Motion to Change Venue;
16. Motion to Terminate;
17. Freedom of Information Act (FOIA) request; and
18. Other cases/filings as approved by Refugee Services.

Youth Services—Services focusing on effective integration and education of refugee children such as after-school tutorials, programs that encourage high school completion, among others.

Refugee Services' currently serves ages 16-19 who are at-risk of dropping out of high school, not meeting high school requirements, or need alternatives to a traditional high school education such as employment.

Services should leverage existing community resources, where available, and avoid duplication with services available through the local school system. Services are generally provided through a voucher system with private tutors or tutoring companies which entails the development of a voucher system (negotiating costs, establishing a payment system, and validating service delivery). Volunteers can be utilized when appropriate to reduce costs.

Career development services may also be provided to youth ages 16-18.

In the current model, youth choose one (1) of the options below:

1. Academic Pathway. The goal of the Academic Pathway is graduating high school or obtaining a General Education Diploma (GED). Tutoring may only be provided for core academic courses such as Language Arts, Mathematics, Science, or Social Studies through individual or group tutoring. Homework assistance and test preparation is also provided.
2. Career Pathway. The goal of the Career Pathway is the employment of the client and/or completion of vocational studies leading to employment through coordination with the CRS Employment Program. Youth should receive pre-employment training related to employment practices in the U.S., work culture, job expectations, how to deposit a check, sexual harassment in the workplace, resume building, appropriate attire, overtime compensation laws, and/or mock interviews through the employment services component of refugee services.

Participants are generally contacted on a periodic basis to assess progress, address barriers, provide guidance, support, and advocacy.

Child Care Services –Subsidized child care provided to eligible refugees participating in the refugee employment program, the refugee adult education program, or the Office of Refugee Resettlement (ORR) Matching Grant Program. This is a funding of last-resort. A client must be determined ineligible for all other child care funding sources or be on a waiting list before accessing RS-subsidized child care. If the refugees are on a waiting list, then the receipt of refugee services subsidized child care must not render them ineligible for other funding. To receive child care services, family income must be less than or equal to 185% of Federal Poverty Level guidelines at initial determination of eligibility and less than or equal to 200% of Federal Poverty Level guidelines at eligibility redetermination. Eligibility for child care must be determined both at initial enrollment and six (6) months following enrollment. If necessary and with Department approval, a waiting list may be utilized for refugees in need of subsidized child care services. Child care services are provided in licensed centers or homes as well as public school-based programs serving school age children. Services are available for an individual child for twelve (12) consecutive calendar months counted from enrollment date.

Outreach – Activities conducted to familiarize potentially eligible individuals and local organizations with the available services being offered, to explain the purpose of those services, and to facilitate access to those services. Examples of outreach services include the development of brochures, posters, media advertisement, and public announcements regarding workshops or training.

Orientation –Activities conducted to provide information geared to those who have been assessed as needing additional guidance and support. Information includes:

1. Expectations regarding employment and services provided by the program, including job development, job referrals, vocational training, short-term training, self-employment assistance, and on-the-job training (OJT);
2. The availability of assistance in preparing for interviews, job search techniques, developing resumes and completing job applications;
3. CareerSource activities required under the Temporary Assistance to Needy Family (TANF) program
4. Sanctions to Refugee Cash Assistance (RCA) and TANF recipients for refusing to accept employment;
5. Additional services available through the CRS program, including child care, English language training, vocational training, youth services, and legal services; and
6. Information on the importance of health care, health insurance requirements per the Affordable Care Act, availability of health insurance through the health insurance marketplace, and how to access healthcare through the marketplace.

Case Management-assessment, planning, implementation, coordination, monitoring, and evaluation of services to eligible populations. The overall goal is economic self-sufficiency and social integration. This includes coordination of all refugee services programs, Match Grant, Preferred Communities, and others, and mainstream community agencies.

The role of case management in comprehensive refugee services varies and depends on the type of service delivery method utilized.

Supportive Services- Services to provide linkages and referrals to resources available in the community.

Termination of Client Services and Case Closure –Closure summary in the client’s case file regarding the reason for termination of client services and the status of the client’s case at closure is needed. The summary should describe the outcome of the services provided, including details of employment status at case closure that support the closure reason. The vendor shall close a client’s case when the client: completes all objectives identified in his/her employability plan and no longer needs services; no longer meets the program’s eligibility criteria; has provided written or verbal notification of withdrawal from the program; relocates out of the service area; ceases participation in the program for thirty (30) days or as appropriate for the particular service; participates but objectives are not achieved (unsuccessful closure); or is deceased.

***Refugee Integration and Self-Sufficiency Annual Survey** –The goal of the survey is to assist the RS Program in assessing the degree to which clients have integrated and/or achieved self-sufficiency since arriving in the U.S. Surveys may be completed in person, telephonically, or through other approved methods. Surveys may be completed during routine client contact or during client activities. Clients are selected at random from a list provided by the Department. Prior to surveying, verification that the client is on the list provided by the Department is conducted, the goal/purpose and voluntary nature of the survey is explained, & assurances are offered that responses cannot be linked back to the client. The number of surveys to be completed, the survey tool, and the method that will be used for data collection will be provided by the Department prior to implementation. Clients under the age of eighteen (18) or in the country less than one (1) year shall not be administered a survey.

Mentoring Services – The RS program does not currently have funds for mentoring services. In the future, if funds become available, mentoring will become an allowable service under a contract resulting from this ITN.

Additional Tasks –Additional services allowed under state and federal laws and regulations, particularly those outlined in 45 C.F.R. ss. 400.154 and 400.155, and state grant awards. These services must contribute to the integration and self-sufficiency outcomes of refugees, and may include translation services, interpreter services, transportation assistance, and emergency client assistance. Emergency client assistance may include housing and utility assistance (excluding phone and cable), or other types of approved assistance.

APPENDIX XIII

SERVICE UNIT RATE TABLE

Employment Service Units			
Service Unit	Total Units	Unit Cost	Total Cost
Enrollment		\$ -	\$ -
Regular Job Placement 0-24 months		\$ -	\$ -
Regular Job Placement 25-60 months		\$ -	\$ -
Verified regular placement during CL participation		\$ -	\$ -
CL placement in career field		\$ -	\$ -
Vocational Training - CR			\$ -
OJT - CR			\$ -
		Service Budget	Proposed Cost
Estimated Employment Budget		\$ -	\$ -

Case Management Service Units			
Service Unit	Clients	Unit Cost	Total Cost
BIS Enrollment - New Arrival ICP		\$ -	\$ -
BIS Enrollment - Returning Client ICP		\$ -	\$ -
ICM Enrollment - New Arrival ICP		\$ -	\$ -
ICM Enrollment - Returning Client ICP		\$ -	\$ -
Orientation completion		\$ -	\$ -
BIS Plan Review/followup (Monthly)		\$ -	\$ -
ICM Plan Review/followup (Monthly)		\$ -	\$ -
BIS Plan Goals Met		\$ -	\$ -
ICM Plan Goals Met		\$ -	\$ -
		Service Budget	Proposed Cost
Estimated Case Management Budget		\$ -	\$ -

Adult Education Service Units			
Service Unit	Clients/Units	Unit Cost	Total Cost
Orientation/Enrollment		\$ -	\$ -
Testing		\$ -	\$ -
Voucher cost and admin		\$ -	\$ -
Case management		\$ -	\$ -
Enrollment Documentation		\$ -	\$ -
Refugee specific		\$ -	\$ -
LCP payment		\$ -	\$ -
Estimated Adult Education Budget		\$ -	\$ -

Legal Service Units			
Service Unit	Total Filings	Unit Cost	Total Cost
Core Services			
Enrollment		\$ -	\$ -
Residency (I-485) Filed with DHS; Filing		\$ -	\$ -

Naturalization (N-400); Filing		\$ -	\$ -
Asylum (I-589) Filed with DOJ; Filing		\$ -	\$ -
Motion To Change Venue, Filing		\$ -	\$ -
Motion to Terminate; Filing		\$ -	\$ -
Non-Core Services			
Asylum (I-589) Filed with DHS; Filing		\$ -	\$ -
Disability Waivers (N-648); Filing		\$ -	\$ -
Fee Waiver Requests; Filing		\$ -	\$ -
FOIA; Filing		\$ -	\$ -
Motion to Reopen/Reconsider; Filing		\$ -	\$ -
Parole Renewals; Filing		\$ -	\$ -
Replace/Correct LPR Card I-90; Filing		\$ -	\$ -
RFE; Filing		\$ -	\$ -
Request for Parole Card (I-94); Filing		\$ -	\$ -
Residency Waiver I-601 Filed with DHS; Filing		\$ -	\$ -
Residency Waiver I-602 Filed with DHS; Filing		\$ -	\$ -
Special Immigrant Petition (I-360); Filing		\$ -	\$ -
Work Permits (I-765); Filing		\$ -	\$ -
Other cases/filings as Approved Filing		\$ -	\$ -
Total Non-Core Services	0		\$ -
		Service Budget	Proposed Cost
Estimated Legal Budget		\$ -	\$ -

Youth Service Units

Service Unit	Estimated Units	Unit Cost	Total Cost
Enrollment		\$ -	\$ -
Academic Assessment/Testing		\$ -	\$ -
Career Assessment/Employment		\$ -	\$ -
CM/Monthly Follow-up/Plan Rev.		\$ -	\$ -
Promotion/Graduation - Annual		\$ -	\$ -
Quarterly Benchmark Met		\$ -	\$ -
All benchmarks Met/Plan Complete		\$ -	\$ -
Estimated Youth Budget		\$ -	\$ -

Child Care Service Units - Fixed

Cost Reimbursement Items

- Vocational Training
- OJT
- Bus Passes
- Tutoring Vouchers

Total Budget Amount \$ -

Appendix XIV

State of Florida
Department of Children and Families



ITN# -
ITN092718KSET2
Comprehensive Refugee Services for Refugees and Entrants in
Palm Beach County
Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

(PMT-10-1516)

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 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	...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 / Excellent	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 or complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

- 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 refer to 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

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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.
- 1.9 Questions related to the solicitation and the evaluations of the reply should be directed only to:
Holly Merrick, Procurement Manager
E-Mail Address: Holly.Merrick@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 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 each individual's evaluation scores were captured correctly when preparing the total programmatic scores.

2 SELECTION CRITERIA

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

- The Vendor's articulation of its approach to providing the required services and the ability of the approach to meet the requirements of this ITN and provide additional value.
- The Vendor's company structure, subcontractors, and experience and capability to deliver its proposed services including the Vendor track record providing services similar to the ones specified in this ITN.
- The skills and experience of the Vendor's leadership team, staff, and resources the Vendor will use in implementing its services.
- *Financial Reply*: The Vendor's financial management approach, proposed budget and related financial information. (Note: *This criterion will be evaluated by the Procurement Manager and the Financial Evaluator. The Programmatic Evaluator will not evaluate or score the Financial Reply.*)

3 PROGRAMMATIC REPLY POINT VALUES AND FINANCIAL REPLY POINTS VALUES

The maximum score for the Programmatic Reply is 800 points.

The maximum score for the Financial Reply is 200 points

Programmatic Criteria	Maximum Points	Percent of Total (1000 Points)
1. The Vendor's articulation of the Community Plan presents a complete and realistic approach to meeting the major program goals of the Comprehensive Refugee Services delivery model.		
Section 1 Subtotal	300	30%
2. The Vendor's proposed structure, including subcontractors, provide the necessary experience and capability to deliver its proposed services demonstrated by the Vendor's track record in providing services similar to the ones specified in this ITN.		
Section 2 Subtotal	350	35%
3. Proposed leadership team, staff, and resources demonstrates skills and experience necessary for implementing proposed services.		
Section 3 Subtotal	150	15%
Financial Reply Criteria	Maximum Points	Percent of Total (1000 Points)
4. <i>Financial Reply:</i> The Vendor's financial management approach, proposed budget and related financial information. (Note: <i>This criterion will be evaluated by the Procurement Manager and the Financial Evaluator. The Programmatic Evaluator shall <u>not</u> evaluate or score the Financial Reply</i>)		
Financial Stability / Financial Management	30	3%
Budget	140	14%
Cost Comparison	30	3%
Section 4 Subtotal	200	20%
Total	1000	100%

Evaluation Criteria 1

Criteria:

The Vendor's articulation of the Community Plan presents a complete and realistic approach to meeting the major program goals of the Comprehensive Refugee Services delivery model.

ITN Programmatic Reply Instructions:

The Vendor shall provide a brief Executive Overview demonstrating an understanding of the ITN purpose and the needs specified in this ITN.

AND

The Vendor shall include a brief description of the Vendor's organization, leadership credentials, approach for Scope of Work services, management of Performance Specifications and completing Deliverables as defined in this ITN. The Vendor shall describe in their Community Plan its approach to performing the tasks described in Sections 3.2.9 and 3.2.23 – 3.2.25 and how it will meet all of the Department's detailed requirements. Specifically, the Vendor must explain in detail the methods it will use to develop, implement, and manage a comprehensive integrated service delivery system that includes all of the needs identified in the Community Needs Assessment. If the Vendor will be utilizing subcontractors to deliver certain services, the Vendor must describe in detail how these subcontracted Vendors will also be capable of meeting the Department's detailed requirements. The Vendor must outline how various services and subcontracts will be managed throughout Palm Beach County, and how the Vendor and any subcontractors will be held accountable if performance standards and deliverables are not met.

ITN Related Text:

ITN Sections 4.2.4 and 4.2.5

Guidance:

- The Vendor is a current recognized Refugee and Cuban & Haitian Entrant Reception and Placement (R&P) program and/or demonstrates superior relationship(s) with other local R&P program(s) through MOU(s), MOA(s), and/or Letters of Support.
- The Vendor presents a detailed Community Plan outlining the strategy for developing, implementing, and operating a comprehensive services delivery system in the service area.
- If not a recognized R&P program, the Vendor describes the inclusion of the local R&P program(s) as part of their Community Plan and explains how services will not be duplicated.
- The Vendor presents a thorough assessment of the population demonstrating an excellent and comprehensive understanding of the population's needs.
- The Vendor presents a thorough assessment and understanding of other community services available to the population.
- The Vendor demonstrates an excellent and comprehensive understanding of the need/purpose of comprehensive refugee services in the service area.
- The Vendor demonstrates a strong understanding of the overall goals of the program.

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- The Vendor includes a detailed, and appropriate plan for conducting client eligibility determination, intakes, assessments, CRS orientation, and case management/ case coordination.
- The Vendor describes how it will provide superb supportive services. The Vendor describes existing and planned links with local organizations that will benefit refugees. The Vendor explains how it will document and track referrals made to partner organizations.
- The Vendor extensively describes an exceptional CRS Transition Plan that details how the plan will be developed and implemented.
- The Vendor describes how it will implement a superior CRS Quality Management Plan. The Vendor also explains how it will monitor the performance of subcontracted organizations.
- The Vendor describes a thorough plan for assisting clients in achieving economic self-sufficiency and community integration by explaining how employment, adult education, and legal needs of refugees will be met.
- The Vendor describes client case files and how they will be secured and safeguarded.
- The Vendor excellently describes and justifies any additional tasks that it proposes (i.e. translation services, transportation assistance, emergency client assistance, etc.).

Criteria:

The Vendor's articulation of the Community Plan presents a complete and realistic approach to meeting the major program goals of the Comprehensive Refugee Services delivery model.

Notes/Rationale Criteria 1:

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Criteria:
The Vendor's articulation of the Community Plan presents a complete and realistic approach to meeting the major program goals of the Comprehensive Refugee Services delivery model.

Notes/Rationale Criteria 1:

Score (0-300): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Criteria 1	300					

Evaluation Criteria 2

Criteria:

The Vendor's proposed structure, including subcontractors, provide the necessary experience and capability to deliver its proposed services demonstrated by the Vendor's track record in providing services similar to the ones specified in this ITN.

ITN Programmatic Reply Instructions:

The Vendor shall include a brief description of the Vendor's organization, leadership credentials, approach for Scope of Work services, management of Performance Specifications and completing Deliverables as defined in this ITN. The Vendor shall describe in their Community Plan its approach to performing the tasks described in Sections 3.2.9 and 3.2.23 – 3.2.25 and how it will meet all of the Department's detailed requirements. Specifically, the Vendor must explain in detail the methods it will use to develop, implement, and manage a comprehensive integrated service delivery system that includes all of the needs identified in the Community Needs Assessment. If the Vendor will be utilizing subcontractors to deliver certain services, the Vendor must describe in detail how these subcontracted Vendors will also be capable of meeting the Department's detailed requirements. The Vendor must outline how various services and subcontracts will be managed throughout Palm Beach County, and how the Vendor and any subcontractors will be held accountable if performance standards and deliverables are not met.

AND

Company Qualifications and Experience (Evaluators please refer to Section 4.2.6 for more details on these instructions)

AND

Core Team Qualifications (Evaluators please refer to Section 4.2.7 for more details on these instructions)

ITN Related Text:

ITN Sections 4.2.4, 4.2.5, 4.2.6, 4.2.7

Guidance:

- Consider the table found on page 1 of this Evaluation Manual and take into account the following guidelines when evaluating "substantial experience" discussed in the next three (3) questions
 - 10 or more years of experience = Superior
 - 5 to 10 years of experience = Good
 - 1 to 5 years of experience = Adequate
 - 1 year of experience or less = Poor
 - 0 years of experience = Insufficient
- (1) The Vendor has substantial experience providing services to refugees and entrants.
- (2) The Vendor has substantial experience providing employment services, adult education services, and/or immigration-related legal services.
- (3) The Vendor has substantial experience working with multicultural, multilingual populations.

Criteria:

The Vendor's proposed structure, including subcontractors, provide the necessary experience and capability to deliver its proposed services demonstrated by the Vendor's track record in providing services similar to the specified in this ITN.

- The Vendor has presented evidence showing that it consistently meets or exceeds performance expectations providing similar services to vulnerable populations. The evidence includes all relevant services the Vendor is currently providing, where those services are being provided, which populations are being served, and both the expected and attained performance measures.
- The Vendor presents previous experience achieving positive outcomes for its clients.
- The Vendor provides evidence of proactive and timely management of any audits, reviews, and/or monitoring results. The Vendor's response to any findings was exceptional (prompt, thorough, and appropriate).
- The Vendor's monitoring results and performance reviews have been primarily positive in nature.
- The Vendor's organizational structure indicates stable operational and administrative support for this project. The administrative model appears to be both efficient and effective.
- The Vendor provides a detailed "organization chart" that clearly delineates leadership roles and demonstrates the Vendor's capability to effectively and efficiently deliver these services.
- The Vendor has a superior administrative organizational structure to fulfill all the responsibilities under this contract, including program oversight and management of information systems.
- The Vendor details all established and potential subcontracts and proposes an excellent plan for identifying, recruiting, vetting, and retaining subcontractors that will be providing certain proposed services.
- The Vendor superbly describes how it will ensure that it operates in accordance with 2 CFR, Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements of Federal Awards (Uniform Grant Guidelines). As evidence of compliance, the Vendor has submitted (1) Written Procurement Policies and Procedures; (2) Written Monitoring Policies and Procedures; (3) The Vendor's DUNS number; and (4) Suspension and Disbarment Information from the Federal Government's FAPIIS website.
- Based on the Vendor's past experiences in achieving similar results, the proposed number of service units is realistic, reasonable, and will meet the Department's goals.
- The Vendor provides a thoughtful and superb narrative describing how the number of service units was determined and how they are achievable.
- Considering its past experience in achieving similar results, the Vendor has proposed performance measure percentages that are both reasonable and achievable. The Vendor has expertly justified its reasoning for each proposed percentage.
- The reply describes the Vendor's excellent and thorough process for tracking, meeting, and exceeding all of the sample deliverables and performance measures. The Vendor describes how it will analyze data to ensure credible documentation of service delivery.
- The Vendor has explained in detail its "electronic management information capability" and how it will assist in completing all reporting requirements.
- Based on the Vendor's past experiences and current qualifications, the Vendor appears to have the capacity to expertly and excellently deliver all of the required services.

Criteria:

The Vendor's proposed structure, including subcontractors, provide the necessary experience and capability deliver its proposed services demonstrated by the Vendor's track record in providing services similar to the specified in this ITN.

Notes/Rationale Criteria 2:

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Criteria:
The Vendor's proposed structure, including subcontractors, provide the necessary experience and capability to deliver its proposed services demonstrated by the Vendor's track record in providing services similar to the ones specified in this ITN.

Notes/Rationale Criteria 2:

Score (0-350): _____ *Evaluator Initials:* _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Criterion 2	350					

Evaluation Criteria 3

Criteria:
Proposed leadership team, staff, and resources demonstrates skills and experience necessary for implementing proposed services.

ITN Programmatic Reply Instructions:

The Vendor shall include a brief description of the Vendor's organization, leadership credentials, approach for Scope of Work services, management of Performance Specifications and completing Deliverables as defined in this ITN. The Vendor shall describe in their Community Plan its approach to performing the tasks described in Sections 3.2.9 and 3.2.23 – 3.2.25 and how it will meet all of the Department's detailed requirements. Specifically, the Vendor must explain in detail the methods it will use to develop, implement, and manage a comprehensive integrated service delivery system that includes all of the needs identified in the Community Needs Assessment. If the Vendor will be utilizing subcontractors to deliver certain services, the Vendor must describe in detail how these subcontracted Vendors will also be capable of meeting the Department's detailed requirements. The Vendor must outline how various services and subcontracts will be managed throughout Palm Beach County, and how the Vendor and any subcontractors will be held accountable if performance standards and deliverables are not met.

AND

Company Qualifications and Experience (Evaluators please refer to Section 4.2.6 for more details on these instructions)

AND

Core Team Qualifications (Evaluators please refer to Section 4.2.7 for more details on these instructions)

ITN Related Text:

ITN Section 4.2.4, 4.2.5, 4.2.6 and 4.2.7

Guidance:

- The Vendor proposes to hire an appropriate number of qualified staff members sufficient to meet the goals of the Department and the needs of the client.
- The Vendor describes an exceptional approach to the recruitment, training, supervision, and retention of qualified personnel.
- The Vendor demonstrates the ability and flexibility to reduce or expand the scale of the CRS program in the event of a reduction or increase of clients and/or available funding.
- The Vendor describes any special qualifications/certifications necessary for staff (i.e. staff members teaching ELI or vocational training, staff members assisting with citizenship and immigration related legal services, etc.).

Criteria:

Proposed leadership team, staff, and resources demonstrates skills and experience necessary for implement proposed services.

- Staff and service sites will be appropriately dispersed throughout the service area in a manner that benefits refugees in need of services.
- The Vendor's proposed onsite staff members have the relevant linguistic capability and cultural competency in relation to the population to be served.
- The Vendor superbly describes the activities that each staff member will be performing on a regular basis. Activities conducted by staff are both reasonable and necessary.
- The Vendor describes a superior management team that is qualified (strong, organized, capable, responsible, goal-driven) to lead their organization in meeting the needs of the ITN.
- The Vendor has demonstrated a reasonably low employee turnover rate over the last three (3) years.
- The Vendor does an exceptional job providing other services to refugees in the service area.
- The Vendor does an outstanding job providing other types of services in the service area that will benefit refugees.
- The Vendor's proposed service site locations are convenient and easily accessible by clients.
- The Vendor proposed service times are varied and convenient for clients.
- The Vendor describes in detail how it will work collaboratively with other refugee resettlement agencies and with other organizations that serve the refugee population. The Vendor describes its openness and ability to cooperate with these organizations. The Vendor presents letters of support and/or MOUs from these partner organizations.

Criteria:
Proposed leadership team, staff, and resources demonstrates skills and experience necessary for implementing proposed services.

Notes/Rationale Criteria 3:

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Criteria:
Proposed leadership team, staff, and resources demonstrates skills and experience necessary for implementing proposed services.

Notes/Rationale Criteria 3:

Score (0-150): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Criteria 3	150					

Financial Reply Criteria – Sub Criteria 1

Criteria:

The Vendor’s financial management approach, proposed budget and related financial information. (Note: This criterion will be evaluated by the Financial Evaluator. The Programmatic Evaluator shall not evaluate or score the Financial Reply)

Sub criteria:

Financial Stability / Financial Management

ITN Financial Reply Instructions:

The Vendor must describe its current financial management and accounting systems and capability by submitting copies of their independent financial and compliance audit report and/or certified financial statements for the two (2) most recent fiscal years. These documents must be contained in a 3-ring binder, separate from the rest of the reply. 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 two 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.

ITN Related Text:

ITN Sections 4.3.2, 4.3.2.1

Guidance:

FINANCIAL STABILITY

Copies of Vendors’ independent financial and compliance audit reports and/or certified financial statements for the two most recent fiscal years. The copies should 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 two most recent years, reviewed or compiled financial statements with the applicable Certified Public Accountant’s report should be submitted. A newly created entity should submit the requested financial reports from each of the founding collaborative partners. Procedure for determining a score for financial stability where two or more agencies have come together to create a new entity: Score each agency’s financial and compliance audits and/or certified financial statements, or where Vendors were not subject to audit requirements, their financial statements, independently of the other agencies. Once a score has been determined for each agency participating in the newly created entity, total their scores and divide by the number of participating agencies to arrive at an average score.

Department of Children and Families
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Criteria: The Vendor's financial management approach, proposed budget and related financial information. (Note: This criterion will be evaluated by the Financial Evaluator. The Programmatic Evaluator shall not evaluate or score the Financial Reply)						
Sub criteria: Financial Stability / Financial Management						
Notes/Rationale:						
Considerations: Please assign the point value achieved in each section below. The total score for sections a-f shall be used on the following Rating Sheet Summary Page for Financial Stability to assign the corresponding points.						
<u>A Current Ratio</u> (Total Current Assets divided by Total Current Liabilities) 1.75 or greater 5 points 1.25 or greater, but less than 1.75 3 points Greater than 1.00 but less than 1.25 1 point Less than or equal to 1.00 0 points		a) Most Recent Year				
		b) 2 nd Most Recent Year				
<u>Months of Working Capital</u> (Total Current Assets Less Total Current Liabilities for the year divided by one twelfth of the total expenses for the year as of the date of the financial statement) 1.75 or greater 5 points 1.25 or greater, but less than 1.75 3 points Greater than 0.80 but less than 1.25 1 point Less than or equal to 0.80 0 points		c) Most Recent Year				
		d) 2 nd Most Recent Year				
<u>Independent Auditor's Report, Financial Statement Opinion</u> Financial Statements "present fairly..." 5 points Financial Statements "present fairly...except (minor) 3 points Financial Statements "present fairly...except (major) 1 point Unaudited Financial Statements presented 1 point Financial Statements "do not present fairly..." 0 points		e) Most Recent Year				
		f) 2 nd Most Recent Year				
(Total Possible = 30) ADDED SCORES:						
Score (0-30): _____				Evaluator Initials: _____		
	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Financial Stability / Financial Management	30					

Financial Reply Criteria – Sub Criteria 2

Criteria:

The Vendor's financial management approach, proposed budget and related financial information. (Note: This criterion will be evaluated by the Procurement Manager. The Programmatic Evaluator shall not evaluate or score the Financial Reply)

Sub criteria:

Budget

ITN Financial Reply Instructions:

The Vendor must submit detailed budget information. A Line Item Budget (Project Budget Summary), a Budget Narrative, a Fixed Price Budget Worksheet, and a Cost Allocation Plan must all be submitted with the reply to the ITN. Each of these categories is described below. The actual budget documents can also be found at the end of the ITN in Appendix VII, VIII, IX, X, XI and XIII. Please contact the Procurement Manager listed in Section 1.4 to request Word or Excel versions of any of the forms found in the Appendices.

ITN Related Text:

ITN Section: 4.3.3

Guidance:

- The financial reply includes an organized and thorough narrative that justifies each cost and explains how each cost was determined. Taking into account the budget narrative, the Vendor's proposed budget appears reasonable and warranted.
- The Vendor includes an excellent and detailed Project Budget Summary (i.e. the line item budget). The Vendor clearly delineates proposed costs and describes all costs associated with various CRS services.
- All staff costs needed to operate the program are identified. Staff costs include a rate of pay, the amount of time devoted to the program, a narrative of fringe benefits provided and how they are determined, and a comparison of how the costs identified compare to other service providers in the service area offering similar services.
- Allocations for personnel and any other line items in the Project Budget Summary are consistent with what was proposed in the Vendor's programmatic reply.
- The estimated cost for individual line items is reasonable, allowable, and necessary.
- The Vendor submits an exceptional Cost Allocation Plan that identifies the distribution of costs between funding sources and divides individual costs by category.
- The total amount for each federal fiscal year (FFY) is at or below the amount listed in Section 1.3 for all services in the Vendor's reply.
- The Vendor presents a superb and detailed Fixed Price Budget Worksheet that realistically estimates the cost of the various CRS service components.
- The Vendor has described in detail how it arrived at its indirect cost rate. The Vendor explains its methodology and justifies the reasonableness of the proposed indirect cost rate. The indirect cost rate does not exceed 10% of the total operating costs of the proposed program budget.

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Sub criteria:
Budget

Notes/Rationale:

Score (0-140): _____ *Evaluator Initials:* _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Budget	140					

Financial Reply Criteria – Sub Criteria3

<p>Criteria: The Vendor's financial management approach, proposed budget and related financial information. (Note: This criterion will be evaluated by the Procurement Manager. The Programmatic Evaluator shall not evaluate or score the Financial Reply)</p>
<p>Sub criteria: Cost Comparison</p>
<p><i>ITN Financial Reply Instructions:</i> N/A</p>
<p><i>ITN Related Text:</i> N/A</p>
<p><i>Guidance:</i> The Vendor's <i>cost per client served</i> as compared to the lowest proposed <i>cost per client served</i> from a Vendor providing similar services. The Department will first examine the Vendor's cost reply and determine the Vendor's overall cost for services for the entire contract period. The Department will then determine how many clients the Vendor proposes to serve during that same contract period. The Department will divide the overall cost for services by the overall number of clients that the Vendor proposes to serve. This will provide the Department with the <i>cost per client served</i>. The Department will then consider all Vendors that have submitted a reply and will determine the lowest average <i>cost per client served</i>. The lowest <i>cost per client served</i> will then be divided by each Vendor's <i>cost per client served</i>, and then multiplied by 30 to determine each Vendor's score for this criterion.</p>

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Criteria:
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Sub criteria:
Cost Comparison

Notes/Rationale:

The Procurement Manager will assign a score corresponding to the Vendor's *cost per client served* for the project (see explanation above), relative to the lowest *cost per client served* of any responsive Vendor responding to this ITN. The following formula will be used to calculate the score for this criterion:

$$(Lowest Cost per Client Served / Vendor's Cost per Client Served) \times Total Possible Score = Vendor's Score$$

Score (0-30): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Cost Comparison	30					