



Communities
Connected
for Kids

LEAD AGENCY FOR

CIRCUIT 19

INDIAN RIVER, MARTIN, OKEECHOBEE &

ST. LUCIE COUNTIES

RFP # CCK-RFP-22-111-FY20/21

**Enhanced Foster Care
Circuit 19**

*Communities Connected for Kids, Inc. is sponsored by
the state of Florida, Department of Children and Families*

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ATTACHMENTS – To be completed or reviewed by Respondent

Attachment A: Authorization

Attachment B: Affidavit of Service Provider Standards

Attachment C: Lobbying

Attachment D: Debarment

Attachment E: Convicted Vendor

Attachment F: Conflict of Interest

Attachment G: Proposed Budget

Attachment H: Enhanced Foster Care Tiers

I. Statement of Need

Communities Connected for Kids, Inc. [CCKids] is the Lead Agency in Circuit 19 effective November 1, 2013, under master contract #ZJK85 with the Department of Children and Families [the Department]. In accordance with the master contract, CCKids is seeking to amend current CCKids contracts with child Placing Agencies licensed by the Department, for the delivery of Enhanced Foster Care services in the four counties of Circuit 19 (Indian River, Martin, Okeechobee, and St. Lucie). CCKids currently serves a higher proportion of children in group settings, compared with other Lead agencies. This procurement is intended to increase the number of children successfully served in foster home settings.

CCKids is seeking to contract for Enhanced Foster Care Licensing services that are innovative, responsive to the needs of the Lead Agency and the Department, efficient, cost effective, and meet applicable State requirements for the provision of foster care services. For information on State requirements for foster care services, it is advisable to review Florida Administrative Code 65C-45 and Florida Children and Families Operating Procedures (CFOP) 170-11.

Contracted providers will provide recruitment, licensing, retention and support services to foster parents in all four counties who will provide shelter, care and supervision to children identified by CCKids as in need of an enhanced placement based on each child's individual needs and history. Such children include those who will not meet the group home criteria under Families First Prevention and Services Act, as well as those who are at a higher risk of placement instability and higher levels of care.

These services will be delivered as outlined in the provider's program description and in accordance with the identified needs of each individual child. The contracted provider will utilize an enhanced training curriculum that prepares foster parents to serve children with complex responses to the trauma of abuse and neglect and provide additional support to the foster parents to ensure placement stability. The provider will also ensure compliance with all licensing requirements for foster care services, as included in Florida Administrative Code 65C-45 and Florida Children and Families Operating Procedures (CFOP) 170-11.

The target children for enhanced foster care include, but are not limited to, those who have historically been served in a group home setting; as well as those with a history of placement instability, stepping-down from a higher level of care, significant mental health disorders, frequent runaway events, involvement with the Department of Juvenile Justice, chronic medical diagnoses; or are members of a large sibling group.

In any given month within the fiscal year, approximately six (6) children will be placed in a placement that is not a family-like setting due to, a lack of available foster home placements for their age range and behavioral or medical history, or limited availability for multiple children in one home.

Major Program Goals:

1. Decrease the number of children placed in group care.
2. Provide enhanced trauma training to foster parents to enable them to care for children identified as having a higher risk of experiencing group care placement.

3. Equip foster families with the tools and resources to properly care for identified children in a safe and stable environment.
4. Allow the opportunity for a provider to develop/expand Specialized Therapeutic Foster Care within Circuit 19.

Provider Responsibilities:

1. Recruit, train, license, and support foster parents that will be equipped to provide shelter, care and supervision to children with specific additional needs.
2. Maintain client confidentiality.
3. Maintain cultural competency/proficiency.
4. Maintain collaboration/communication with community partners and families throughout services.
5. Support the principles of the Quality Parenting Initiative.

II. Term of Agreement and Estimated Contract Amount

- A. The initial term of the corresponding contract, subject to the availability of funds, will be no later than April 15, 2021 and ending on June 30, 2022. The agreement may be renewed for an additional twenty-four (24) months or an amount of time equal to the initial term, subject to the availability of funds. Unless renewed, this agreement will end on June 30, 2022. Any such renewal will be contingent upon satisfactory performance evaluations of the provider by CCKids and will be subject to a contract with the Department and as well as the availability of funds.
- B. CCKids reserves the right to negotiate funding based on the services provided. The final funding available for services is to be determined by CCKids at its sole discretion.
- C. The proposed method of payment in consideration for the services provided will be a fixed unit amount payment, payable after the month of service, to both the provider and the foster parent(s). Fixed Unit amounts are relative to the Tier Determination of each child and outlined in ATTACHMENT H.

III. Definitions

- A. Behavioral Disorder –An emotional disability characterized by an inability to build or maintain satisfactory social relationships.
- B. Case Management Organization (CMO) – An agency with which CCKids contracts to provide Case Management Services in Circuit 19. At the time of this RFP, the current providers of Case Management in Circuit 19 are: CCKids in St. Lucie County, and Children’s Home Society in Indian River, Martin, and Okeechobee Counties.
- C. Circuit – The Department’s assignment of geographical service areas for Community-Based Care. Circuit 19 includes Indian River, Martin, Okeechobee, and St. Lucie Counties.
- D. Commercially Sexually Exploited Child (CSEC) – The use of any person under the age of 18 for sexual purposes in exchange for money, goods, or services.
- E. Community-Based Care Lead Agency – A provider in Circuit 19 with whom the Department contracts for the provision of child welfare services. The Circuit 19 Community-Based Care Lead Agency is CCKids.
- F. Complex Medical Condition – A medical condition defined by the Agency for Health Care Administration as requiring extensive preventative and ongoing care.
- G. Child Placing Agency (CPA) – An agency that arranges for the placement of a child in a

- family foster home.
- H. Contract – An agreement between CCKids and an individual or organization for the procurement of services. A formal contract consists of the Standard Contract, Provisions and Assurances, and Scope of Services Attachment, plus additional attachments and exhibits.
 - I. Dependency Case Manager (DCM) – A person who is responsible for the coordination of all services rendered to the child and/or family and who serves as the single and continuous point of contact for the dependency case management services. The DCM is an employee of one of the Case Management Organizations.
 - J. Diagnostic and Statistical Manual of Mental Disorders 5th Edition (DSM-V) – An archive of all conditions that are formally recognized as mental health disorders by the American psychiatric Association (APA).
 - K. Enhanced Training Supports – Additional supports identified to aid foster parents in providing care for children with the highest risk of placement instability and/or higher levels of care.
 - L. Family First Prevention Services Act – Law reforming federal child welfare financing streams responsible for the provision of services to families who are at risk of entering the child welfare system.
 - M. Intellectual Development Disorder (IDD) – Disorders that negatively affect the trajectory of the individual’s physical, intellectual, and/or emotional development.
 - N. Multidisciplinary Team (MDT) – Team of professionals who collaborate to identify and determine treatment goals for dependent children with identified or suspected mental health needs.
 - O. Outcomes – Quantitative indicators used by CCKids to objectively measure a provider’s performance toward a stated goal.
 - P. Performance Measures – Quantitative indicators, outcomes, and outputs used by CCKids to objectively measure a provider’s performance.
 - Q. Provider – An individual or organization contracted to provide services or materials to CCKids, in accordance with the terms specified in the contract.
 - R. Specialized Therapeutic Foster Care (STFC) – Intensive treatment services provided to recipients with emotional disturbances who reside in a state licensed foster home.
 - S. Specialized Therapeutic Group Care – Intensive treatment services provided to recipients with emotional disturbances who reside in a state licensed group care facility.
 - T. Statewide In-Patient Psychiatric Program (SIPP) – Psychiatric residential treatment services with the focus of facilitating a successful return to treatment in a community-based setting.

IV. Procurement Manager

The designated “single point of contact” for this RFP is:

Name: Tavaris Williams
 Title: Contract Manager
 Address: 1860 SW Fountainview Blvd, Ste 200
 Port. St. Lucie, Florida 34986
 Phone: (772) 873-7800 extension 8297
 Cell Phone: (561) 460-3240
 Fax: (772) 249-0166
 Email: tavaris.williams@cckids.net

V. Eligible Respondents

Organizations eligible to submit proposals include:

- A. Individuals/Organizations with a history of delivering enhanced or therapeutic foster care services for at-risk children.
- B. Individuals/Organizations with a history providing other foster care licensing services for children involved in the Child Welfare System.
- C. Florida-based businesses and minority owned businesses encouraged to respond and may be given preferential treatment in contracting when all else is considered equal.
- D. Individuals/Organizations that DO NOT meet the disqualification criteria as defined in Section VI.

VI. Disqualification

- A. To be disqualified as a respondent under this provision, the respondent must have: (1) previously failed to satisfactorily perform in a contract with the Department, CCKids or Lead Agency (LA), been notified by the Department, CCKids or LA of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the Department, CCKids or LA; or (2) had a contract terminated the Department, CCKids or LA for cause.
- B. The prospective bidder will be disqualified for failing to meet the instructions, qualifications, timeframes, format, and contact rules as described in this RFP.

VII. Schedule of Events and Deadlines

Milestone	Scheduled Date & Time (All times are denoted in EST)	Address
Release of RFP	December 28, 2020 2:00 PM	www.cckids.net
Final date and time deadline written questions will be accepted	January 7, 2021 12:00PM	1860 SW Fountainview Blvd, Ste. 200 Port St. Lucie, FL 34986
Proposers' Conference (Call)	January 7, 2021 2:00 PM	1860 SW Fountainview Blvd, Ste. 200 Port St. Lucie, FL 34986 Conference Line: (515) 604-9099 Participants Pin: 205251530, then #
Official Written Responses to Questions	January 11, 2021 by 4:00 PM	www.cckids.net

Sealed Proposals due	February 1, 2021 by 4:00 PM	Hard Copy and Flashdrive only: Communities Connected for Kids, Inc. 1860 SW Fountainview Blvd, Ste. 200 Port St. Lucie, FL 34986
Distribute qualified respondents proposals to evaluators	February 3, 2021 by 4:00 PM	1860 SW Fountainview Blvd, Ste. 200 Port St. Lucie, FL 34986
Reviewers Meeting: Proposal scores, recommendations for oral presentation questions	February 15, 2021 2:00 PM	Virtual via Microsoft Teams or Zoom
Post “Notice of Invitation to make Oral Presentation”	February 19, 2021 by 4:00 PM	www.cckids.net
Oral Presentations (limited to 2 hours each) - Evaluation Team judges Oral Presentation(s) and makes recommendation to CCKids leadership	February 24 - 26, 2021 Time: TBD	Virtual via Microsoft Teams or Zoom
Post Notification of the Negotiations	March 8, 2021 by 4:00 PM	www.cckids.net
Negotiations	March 15-19, 2021 Time: TBD	Virtual via Microsoft Teams or Zoom
Post Intent to Award	March 22, 2021 by 4:00 PM	www.cckids.net
Anticipated Contract Start Date	No later than April 15, 2021	1860 SW Fountainview Blvd, Ste. 200 Port St. Lucie, FL 34986

VIII. Limitations on Contacting Communities Connected for Kids Personnel

Prospective bidders are prohibited from contacting CCKids personnel regarding this Request for Proposals (RFP) other than the procurement manager identified in this document.

Contact with the procurement manager must be in writing and may be submitted by fax, e-mail or mail delivery services. Any violation of this limitation may result in the disqualification of the prospective bidder.

IX. Inquiries

Inquiries must be submitted in writing to the Procurement Manager identified in Section IV of this RFP on or before the time and date specified in Section VII.

No questions related to this RFP will be accepted after the date specified above. Oral inquiries will only be accepted during the Bidder's Conference Call and must subsequently be submitted in writing within 24 hours.

All inquiries will only be considered if the following are completed:

- A. All inquiries must be in writing to the CCKids Procurement Manager.
- B. All inquiries must be received by the deadline date stated in Section VII.
- C. All inquiries must include organization name, contact name and title, address, telephone number, and e-mail address of the individual to whom all correspondences should be forwarded.

X. Authority

The successful providers must comply with all applicable provisions of federal and Florida laws and the CCKids Lead Agency contract #ZJK85, which is expressly incorporated herein by reference and available for review at www.cckids.net.

The CCKids Lead Agency contract #ZJK85 and subcontracts resulting from this RFP process are authorized by Section 409.1671, Florida Statutes.

XI. Withdrawal of Intent and Proposals

A written request for withdrawal of intent to submit a proposal, signed by the Respondent's single point of contact, may be submitted at any time prior to the date that proposals are due. A written request for withdrawal of a submitted proposal, signed by the Respondent's single point of contact, may be considered if received by CCKids within 72 calendar hours after the proposal opening time and date indicated in Section VII.

XII. Acceptance of Proposals

Mandatory Requirement. All proposals must be received by the CCKids Procurement Manager, named in Section IV., on or before the following date and time at the designated location:

February 1, 2021
4:00pm Eastern Time
Communities Connected for Kids, Inc.
1860 SW Fountainview Blvd, Ste. 200
Port St. Lucie, FL 34986

Failure to submit a proposal by the deadline will disqualify the respondent from consideration

No changes, modifications or additions to the proposals submitted, will be accepted by or be binding to CCKids after the deadline for submitting proposals has passed.

Proposals not received at either the specified place, or by the specified date and time, or both, will be rejected and returned unopened to the respondent. CCKids will retain the hardcopy for use in the event of a dispute.

XIII. Right to Waive Minor Irregularities Statement

CCKids reserves the right to reject any and all replies or to waive minor irregularities when to do so would be in the best interest of the youth and families to be served. A minor irregularity is defined as a variation from the RFP terms and conditions, which does not affect the price of the services, delivery of quality of the services, or give the respondent an advantage or benefit not enjoyed by other respondents, and does not adversely impact the interests of CCKids or the Department. At its option, CCKids may correct minor irregularities but is under no obligation whatsoever to do so. All replies accepted by CCKids are subject to CCKids' terms and conditions and any and all additional terms and conditions submitted by the respondents are rejected and will have no force and effect. CCKids reserves the right to withdraw this RFP even after an award is made.

XIV. Evaluation Process

An Evaluation Team will score the written and oral presentations.

Each of the evaluation components, both written and oral, are weighted and assigned a maximum number of points. Proposals will be evaluated in each of the categories and scored by each evaluator independently. The evaluators' total scores will be added to get the final score for each respondent.

The Evaluation Team will review the submitted written proposals and score them in accordance with the provisions of Section XIX and Section XXII of this RFP. Evaluators will score the written response on the parts A, B, and C, as well as the corresponding attachments and exhibits. The total maximum points for the Written Response is **140** points. The oral presentation phase is open to the public for observation. Evaluators will score the oral presentation(s) based on the ability of the presenter(s) to clearly articulate how the information presented in the RFP response will come to life if the respondent is presented with a contract. During this phase, the respondent's oral presentation score will be added to the written evaluation score.

At the conclusion of the presentation(s), the Evaluation Team will submit their total scores to the Procurement Manager who will calculate the scores and prepare a recommendation to CCKids Leadership for negotiations. The total maximum points for the Oral Response is **35** points. Upon acceptance by CCKids Leadership, the Notification of the Negotiations will be posted at www.ckkids.net as indicated in Section VII. CCKids reserves the right to accept or reject the recommendation of the evaluators for negotiations, and to negotiate with up to three parties until a decision of "contract award" is made.

XV. Negotiation Process

CCKids reserves the right to determine the total number of applicants with which it chooses to negotiate. Determination to negotiate will be in the best interest of Circuit 19. Negotiation plans will be posted on the internet at www.cckids.net in the timeframe indicated in Section VII. At the conclusion of the negotiations, a notice of contract award(s) will be posted as outlined in Section XVII.

XVI. Notice of Contract Award

Official notice of any anticipated award(s) made pursuant to this RFP will be electronically posted in accordance with Section VII. The aggregate scores will be posted on the internet at www.cckids.net.

The electronic notice posted on the internet will remain for seventy-two (72) hours. It is the responsibility of those submitting a response to obtain the results from the posting in sufficient time to protect their own interests. If no written notice of protest is received during this posting, the anticipated contract award becomes final and CCKids will enter into contract negotiations. The internet posting is the official posting for the purpose of determining deadlines for further proceedings including protests.

XVII. Protests or Disputes

Any person who is adversely affected by the terms, conditions and specifications contained in this solicitation, including any provisions governing the methods for ranking this proposal, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract may file a notice of protest in writing within seventy-two (72) hours of the electronic posting of the solicitation or decision or intended decision.

When protesting a decision or intended decision, the protestor must post a bond equal to one percent (1%) of the estimated program amount. The estimated program amount will be based upon the program budget submitted by the protestor.

FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL WRITTEN PROTEST WILL RESULT IN A REJECTION OF THE PROTEST.

XVIII. Cost of Proposal Preparation

CCKids is not liable for any costs incurred by a respondent in responding to this Request for Proposal under any circumstances.

XIX. Mandatory Criteria

Submitted replies will be opened at CCKids headquarters beginning at 4:01 p.m. to verify that they meet the mandatory criteria requirements of this RFP. Replies that do not meet the mandatory criteria will be rejected, and the agency will be required to retrieve their proposals at their own cost within 10 days, or forfeit them; CCKids will retain the original copy for use

in the event of a dispute. Replies that meet the mandatory requirements will be forwarded to the Evaluation Team for consideration and scoring.

A. Original Signature and Authorization: Proposals must be signed and submitted in the legal entity name of the individual/organization, by an authorized representative. A copy of such authorization must be submitted to CCKids with the proposal (Attachment A). Signature facsimile stamps will not be accepted. Each bidder must complete and submit all items referenced in the RFP.

B. Format: The response content must be in accordance with Section XX. and must be formatted as follows:

- Typed in Times New Roman font size 11; double spaced.
- Use only 8 1/2 X 11 paper with one (1) inch margins.
- All pages must be clearly and consecutively numbered.
- Submit one (1) original and a flashdrive of all documents.
- For ease of handling, please do not use binders, staples, or rings. Please bind with a large binding clip.

C. Face Sheet: All proposals must include a face sheet, and must identify the following:

- Name of Organization
- Name and title of respondent's single point of contact
- Address
- Telephone number
- E-mail address
- Website Address
- Proposed annual budget amount
- Marking of "Original"
- Signature – The original proposal must be signed by the officer/representative authorized by the organization, as listed in Attachment A. Electronic signatures will not be accepted.

D. Order of Documents: All proposals must be in the following order:

1. Face Sheet page (do not number)
2. Table of Contents page (do not number)
3. Proposal Format response (maximum of 31 pages) to include:
 - a. Organizational Capacity
 - i. 8 pages
 - ii. 40 points written evaluation
 - b. Programmatic Proposal
 - i. 20 pages
 - ii. 90 points written evaluation,
 - c. Quality of Services and Documentation
 - i. 3 pages
 - ii. 10 points written evaluation
4. Mandatory Attachments A-G (completed by Respondent)
5. Exhibits (from Respondent – not mandatory, as listed in the RFP)

XX. Written Proposal Format & Written Evaluation Scoring

The written proposals are valued at 80%, while the other 20% is reserved for the oral presentation, if selected for the oral presentation phase. If not selected for the oral presentation phase, the evaluation phase is complete at the conclusion of the written evaluation.

The order of information provided in the response must correspond to the outline that follows and shall be labeled accordingly.

A. Organizational Capacity and Collaborative Relationships limited to 8 pages, excluding related Exhibits.

Maximum points possible = 40

1. Describe the individual/organization's mission, philosophy, and purpose and how it pertains to foster care licensing services. Describe the individual/organization's experience with the target population.
2. Provide a brief overview statement on past success that will demonstrate the potential to successfully contract for a Child Welfare service in Circuit 19, and provide supporting evidence where necessary. List all current and historical child welfare contracts by service type/location/funder/annual budget/end date, since January 1, 2017.
3. Describe the individual/organization's ability and plan to initiate service delivery beginning with the date of the notice of Intent to Award. Include provisions for immediate service delivery effective April 15, 2021.
4. Describe details around the current financial status of the organization. Explain what expenses you plan on incurring during the transition and how those expenses are represented in the overall proposed budget.
5. Describe the current presence of the organization in the Circuit 19 community, or, if new to Circuit 19, propose a plan for engagement of relevant community partners to support the needed collaborations to assist with meeting the needs of the families to be served.
6. Describe the experience the provider has had in developing community linkages that may be necessary to support the proposed enhanced foster care services.
7. Describe the organization's involvement in any Family First Prevention Services Act (FFPSA) Foster Care Recruitment subcommittee.
8. Describe the organization's current Medicaid provider status, if applicable.

Related Exhibits:

1. **Attachment G:** Provide Agency's proposed 12 month budget, with detailed narrative using excel form provided.
2. Financial Statement, Independent Audit and Management Letter (not applicable if a current subcontractor of CCKids)
3. Organizational Chart including the proposed enhanced foster care program services structure.
4. Board member list, terms, and meeting schedule. (not applicable if a current subcontractor of CCKids)
5. Three letters of support (maximum of one page each). (not applicable if a current subcontractor of CCKids)

B. Programmatic Proposal limited to 20 pages, excluding related Exhibits. All responses in this section should be consistent with the information provided below in the sections labeled, *“General Overview”*, *“Scope of Service”*, *“Manner of Service Provision”*, *“Professional Qualifications, Staffing Levels, and Training”* and *“Service Delivery Location and Times”*.

Maximum points possible = 90

General Overview

Provide a general overview of the proposed program approach. Describe all service components to be provided as follows:

1. Service approach philosophy and treatment of clients for all service levels provided.
2. Role of the organization’s middle and/or senior management in program oversight, coordination, and support.
3. Adherence to rules and regulations, such as HIPAA and confidentiality.
4. Data reporting and integrity processes and capabilities.

Provide an explanation/description of the proposed program as it applies to the following elements of service:

1. Foster parent training curriculum and facilitation methods; including projected number of licensing classes per contract year. This should include all ongoing training aimed at equipping foster parents to meet the needs of the defined target populations (ATTACHMENT H) by providing enhanced services and interventions.
2. Foster parent support services provided by the organization, direct and/or facilitated community-based services, to ensure the stability of placements and the quality of care.
3. Recruitment strategy to reach and license parents willing and capable of accepting children of the target population and of providing long-term care to those children. Provide specific examples of marketing/messaging strategies illustrating how families will be recruited to care for specific characteristics of the target population.
4. For each of the characteristics outlined in ATTACHMENT H, identify and rank from highest to lowest the organization’s level of successful performance with recruitment, placement stability and foster parent retention. N/A is an acceptable answer for specific child characteristics for which you do not have historical experience at serving.
5. Evidence of historical success serving children within the defined target populations, including but not limited to, placement availability, response time, placement acceptance rate, length of stay, and disruption rate. Please select at least four (4) different characteristics from the target population characteristics (ATTACHMENT H) and describe successful service outcomes experienced through the program.
6. Projected timeframe to initiate program and begin to accept and place children in need of enhanced foster care services.

7. Projected number of child placements in the target population within 12 months of contract execution.
8. If a current provider of Specialized Therapeutic Foster Care (STFC) and intend to recruit and include STFC foster parents in the enhanced network, describe the program efforts to ensure that STFC foster parents are equipped and willing to care for children being stepped down from higher levels of licensed care.
9. Analytical practices employed to inform future recruitment, support and retention strategies. Should include data collection and interpretation methods.

Professional Qualifications, Staffing Levels and Training:

Provide an explanation/description of the proposed program for the following staffing elements:

1. Proposed staffing structure including total number and role description of each program staff member. If staff members will split responsibilities between the enhanced foster care program and another program, please include a breakdown of the time for each program.
2. Approach to ensuring all staff will meet the qualifications, screening and training/certification requirements as required by Rules 65C-14, F.A.C. and/or 65C-15, F.A.C., sections 435.04, 402.731, and 491.012, 409.175, Florida Statutes, as applicable.
3. Plan to mitigate any service delivery interruptions caused by staff turnover, and to ensure that services are readily available.
4. Required training or certification that staff must undergo, including that required to deliver the proposed services, if applicable, and the plan to ensure completion.
5. Pre-service and in-service staff development activities to ensure staff are equipped to respond appropriately to the complex needs of the target population.

Service Delivery Location and Times:

1. Describe proposed operational hours and location of both program delivery and administrative services.

Related Exhibits:

- Proposed Job Descriptions including qualifications
- Foster Parent Training Curriculum
- Proposed Licensing Class schedule for 12 months
- Foster Network Recruitment Plan

C. Quality of the Services and Documentation to be provided limited to 3 pages, excluding related Exhibits. All responses in this section should be consistent with the information provided below.

Maximum points possible = 10

1. Please provide detail on the continuous quality improvement mechanisms that are in place in your organization and how those result in consistent, high quality

service provision. Please include information on who is responsible for ensuring that the quality standards in the organization are maintained.

2. Explain how the following information will be captured and reported to the identified CCKids designee:
 - a) Licensing process progression and trainings.
 - b) Timely satisfaction surveys for all closed services will be provided and gathered at no cost to the family.

Related Exhibits

- Sample tracking spreadsheet for children presented by the CCKids Placement Department
- Licensing Progress

XXI. Oral Presentation Evaluation

Respondents who are invited to the oral presentation phase will have up to two hours to answer questions specifically developed by the Evaluation Team to clarify elements of the agency’s written response.

Maximum points possible = 35

XXII. Evaluation Criteria

Respondent submissions will be scored based on the criteria and scale outlined below. Each item outlined within Section XX will receive a score between 1 and 5.

Score	Criteria
1	Item unaddressed
2	Item minimally addressed (some explanation with many gaps)
3	Item partially addressed (adequate explanation with some gaps)
4	Item well-addressed (good explanation with few gaps)
5	Item fully addressed

Subsection of Section XX	Subsection Title	Total Number of Items	Total Number of Possible Response Points
A	Organizational Capacity & Relationships	8	40
B	Programmatic Proposal	18	90
C	Quality & Documentation	2	10
Scoring Totals			140