



COUNTY OF VENTURA

**HUMAN SERVICES AGENCY
Presents a**

**Request for Proposals
For**

FOSTER/KINSHIP RESPITE CARE SERVICES

(RFP #CFSRC1415)

RELEASE DATE: February 6, 2014

DUE DATE: 4:00 p.m. – March 6, 2014

BIDDERS CONFERENCE: 10:30 a.m. – February 18, 2014

**Peppertree Conference Room
Human Services Agency
855 Partridge Drive
Ventura, CA**

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SECTION I – PROGRAM INFORMATION

A. INTRODUCTION/BACKGROUND

Children Family Services (CFS) of the County of Ventura-Human Services Agency (HSA) is releasing this competitive solicitation to secure a contractor(s) to provide Foster/Kinship Respite Care services to caregivers of foster children ages 0-5 and children 6 years old and older on a case by case basis in Ventura County. Services will be provided in accordance with all applicable rules, regulations, and policies as specified by federal, State, and County, including but not limited to, the California Department of Social Services (CDSS) and the County of Ventura Human Services Agency.

HSA intends to award one contract under this RFP. Contracts funded through this competitive RFP process will operate continuously through June 2015. Contractors will coordinate their service delivery with CFS. The purpose of contract(s) funded hereunder is to promote family strengthening by providing respite care services for Ventura County foster/kinship families caring for children. This support service for foster/kinship families is designed to retain foster parents by giving them a temporary break from the daily care of foster children, thus helping to avoid the potential for stress and burn-out of these families. The program also helps in facilitating parental mental health. Families will have access to in-home respite care, as outlined in the scope of work herein.

B. PROGRAM OVERVIEW

The Foster/Kinship Respite Care program provides foster/kinship caregivers with respite in their own home or at other locations upon request. In addition, within this program design and methodology, the trained respite provider would be able to supervise foster children out of the home and/or overnight under the Prudent Parent Standard recently adopted by the State of California. Foster/kinship caregivers would have the option to self-refer for respite services either by making a request for service to the CFS placement coordinator, retention social worker, social work support staff and/or directly to the Contractor. The Contractor will be required to verify that the child is legally under the auspices of HSA Children Family Services (CFS) as a foster child in order to provide respite services.

The Contractor selected under this RFP will be required to conduct background checks on respite providers, to include Live Scan fingerprinting for results from the Department of Justice, Federal Bureau of Investigation and Child Abuse Central Index; require proof of Tuberculosis clearance; carry out activities such as matching providers with caregivers; providing initial training to Respite care providers, ensure compliance with CPR/First Aid training; and completing employment paperwork including processing respite provider payments.

Levels of service within the indicated budget allow for each family, up to 90 families total to receive up to 12 hours of respite care per month or up to a maximum of 7,280 hours for twelve months. Availability of bi-lingual/bi-cultural respite providers are a priority in order to meet the diverse needs of the foster child and foster/kinship caregiver populations.

Respite providers shall be trained and recruited by the Contractor to meet the unique and complex needs of foster children and will be CPR/First Aid certified and clear of tuberculosis. Data on program activity and utilization is currently collected, monitored and reported in order to ensure full utilization and stay within budgetary guidelines. Respite providers would be paid no more than \$13.00 per hour.

C. PERIOD OF SERVICE

A contract(s) is expected to be awarded for the period July 1, 2014 through June 30, 2015. The contract may be renewed for additional years. Should a new contract be awarded for subsequent years, the County reserves the right to award a new contract with the selected contractor for this service without the need for further competitive procurement, subject to approval by CFS and the County of Ventura, the availability of sufficient funds and satisfactory performance by the contractor.

D. SCOPE OF SERVICES

Contractor will be responsible for providing each of the following:

1. Provide in-home respite care to foster/kinship families. Each family may utilize up to 12 hours per month. Foster/kinship families may not save or carry over un-used hours from month to month. More than 12 hours per month may be used by a foster/kinship family on a case by case basis, as approved by County.
2. Provide up to 7,280 respite care hours to a maximum of 90 Foster/Kinship caregivers. Respite care hours will be provided to foster/kinship families caring for children zero to five years and for those foster/kinship families that are caring for children six years and older on a case by case basis, as approved by County.
3. Maintain sufficient quantity of Respite Caregivers who are bilingual (English/Spanish) to meet the needs of Spanish speaking families registered in the respite program.
4. Provide orientations (English and Spanish) to recruit respite workers on an "as needed" basis to maintain a sufficient amount of trained Respite Caregivers.
5. Train respite providers to provide services to foster/kinship caregivers. Training shall include, at a minimum a six hour course providing an overview of topics important in the provision of in-home care. The following topics shall comprise the six hour certification course:
 - Overview of the foster care and kinship systems in Ventura County, court-ordered placements, and reunification
 - Child development (focusing on ages 0 to 5, but including up to teens)
 - Positive parenting techniques and the role of respite caregivers
 - Community resources for foster parents, kinship caregivers, and children in foster placement (including services for low-income families/children)
 - Grandparents as kinship providers
 - Effective communication with foster parents and kinship caregivers, including how to encourage hesitant or busy families to use respite services
 - Medical considerations of the children in your care
 - Safety considerations at home and in the community (including driving safety and internet safety for kids)
 - Mandated abuse reporting; recognizing and reporting abuse and neglect; special incident reporting
 - Confidentiality (for child in placement, the primary caregivers, and all children in the home)
 - HIPAA rules and regulations

- Understanding issues of grief/attachment/bonding/separation (for children, foster parents and their family members, birth family members, kinship caregivers, and for respite caregivers)
 - Strategies for supporting school readiness (focusing on children 0-5, including tips for helping children with homework)
 - Positive behavioral support strategies
 - Children with Special Needs: Effective strategies in supporting children who have been drug-exposed, abused, neglected, homeless, and/or children who have a learning disability, chronic medical condition, mental health diagnosis or a developmental disability
 - Prudent parent standards and foster home regulations
 - Overnight and extended care considerations
6. Provide quarterly training opportunities for Respite Caregivers who would like to expand their knowledge and skills in subjects related to Foster and Kinship care.
 7. Provide basic skills Pro-ACT Crisis Intervention Response training classes to all foster and kinship Respite Caregivers supporting children with behavioral and emotional challenges.
 8. Maintain sufficient documentation and records of all services provided to support the provision of services.
 9. Receive, process and manage requests for respite care, including but not limited to:
 - Match families with trained respite workers within 5 business days of receipt of the referral
 - Utilize the Agency Foster or Relative Placement Agreement as proof of foster /relative placement
 - Follow up with the family, via phone, e-mail or home visit, regarding the outcome of the referral to process required paperwork
 - Return request for information/phone calls within 2 business days
 - Copy of court order for emergency medical treatment.
 10. Provide in home respite care services to foster/kinship families, serving up to 90 foster/kinship families.
 11. Ensure all respite workers obtain CPR/First Aid certification and are clear of tuberculosis (TB) to maintain sufficient amount of trained Respite Caregivers.
 12. Conduct background checks on respite workers, including obtaining Live Scan fingerprinting results from the Department of Justice, Federal Bureau of Investigation and Child Abuse Central Index.
 13. Market services to families by developing and distributing advertising brochures and flyers, conducting presentations and networking with the Ventura County Foster Parent Association and the Ventura County Community College District Foster and Kinship Education programs.
 14. Receive referrals of foster parents/relatives may be in need of respite services.

15. Accept self referrals from foster and relative caregivers for respite services. Contractor shall obtain documentation of eligibility from County for such individuals to receive respite services.

16. Conduct a satisfaction survey for all foster/kinship families annually to evaluate program effectiveness, use of services, respite care needs, and suggested improvements.

E. OUTCOMES

The selected contractor will be evaluated in the designated areas listed below. Bidder’s proposal narrative must address how these performance goals will be met:

- Number of Foster/Kinship Families and children to be served annually
- Number of respite care hours to be provided
- Number of bilingual orientations to recruit respite workers and participants
- Number of training classes/workshops for respite care workers and participants
- Contacts to foster parents and relatives of foster children 0-5
- Types of activities children will participate in while receiving respite services

F. REVENUE SOURCE/FUNDING LEVEL

Funding for this project is from Child Welfare Services Outcome Improvement Project (CWSOIP) and/or Child Welfare Services (CWS) funds from the California Department of Social Services. A maximum of \$167,000 is available to fund one or more contracts.

G. BIDDERS CONFERENCE/TECHNICAL ASSISTANCE

A Bidders’ Conference to answer questions about the RFP, the application process, program specifications, and contract requirements will be held February 18, 2014 at 10:30 a.m. at HSA, 855 Partridge Drive, Ventura, CA 93003. If, as a result of the Bidders’ Conference, there are any significant interpretations, direction, or revisions to the RFP, such information will be posted on the HSA website. Attendance at the Bidders’ Conference is highly recommended.

All inquiries regarding this RFP must be submitted in writing no later than February 28, 2014. Submit questions to Philip Bohan, HSA Contracts & Grants Manager, 855 Partridge Drive, Ventura, CA 93003 or by e-mail at philip.bohan@ventura.org or by fax at (805) 477-5490. Questions and answers regarding this RFP will be continually posted on the HSA website.

H. AWARD PROCESS TIMETABLE

<i>Activity</i>	<i>Date</i>
Bidders’ Conference – HSA	February 18, 2014
Last Date to Submit Questions	February 28, 2014
Proposal Submission Deadline*	March 6, 2014
Notification of Award Recommendation	Week of March 17, 2014
Contract Approval – Services begin (tentative)	July 1, 2014

* Human Services Agency, Administrative Offices, 855 Partridge Dr., Ventura, CA 93003

SECTION II – RFP GUIDELINES

A. RESPONSIVE PROPOSAL

A "responsive proposal" means one that substantially complies with all requirements of the RFP, including evidence that the bidder will adhere to all required State and County regulations, required insurance coverage limits, fiscal responsibilities, contract conditions and reporting requirements governing the proposed activity.

Any proposal may be declared non-responsive if it fails to conform to the essential requirements of the RFP and submission process and will not be considered or evaluated.

The bidder agrees to provide the County with any other information the County determines as necessary for an accurate determination of the prospective contractor's qualifications to perform services.

B. ACCEPTANCE OF PROPOSAL CONTENT

The contents of a successful proposal shall become contractual obligations if contract negotiation action ensues. Failure of a successful bidder to accept these obligations in a contractual agreement may result in cancellation of the award. The County of Ventura reserves the right to negotiate additional provisions to those stipulated in the proposal, recommend and/or award in amount(s) less than stated in the RFP, and negotiate a reduction or increase in service levels commensurate with funding availability.

The successful bidder must have the ability to negotiate the terms of the contract agreement with the County within thirty days following selection. The County of Ventura will make the final decision on contract award.

C. REJECTION OF PROPOSALS

Failure to furnish all information requested in this RFP or to follow the proposal format requested may disqualify the proposal. Any exceptions to the Scope of Services required by this RFP must be justified in the proposal.

The County reserves the sole and exclusive right to reject any or all proposals received in response to this RFP, or to cancel this RFP, in whole or in part, with or without cause, if it is in the best interest of the County to do so.

A bidder's submitted proposal may be withdrawn by written request prior to the proposal submission deadline.

D. EVALUATION AND SELECTION PROCESS

Proposals not submitted by the RFP due date will not be accepted and will be rejected by the County. All proposals submitted by the RFP due date will be subject to a standard review process. An initial review of each proposal will be conducted by County staff to determine if it is complete, in the required format, and in compliance with all requirements of this RFP. Failure to meet all of these requirements may result in a rejected proposal.

Each proposal that passes the initial review will be evaluated and scored by a review panel. The process may include a panel interview with the applicant agency. The review panel will evaluate and score each proposal on the basis of a 100-point scale, using the assigned weights listed below.

Evaluation Criteria	Point Value
Administrative Capability	15
Project Description/Scope of Services	35
Performance Measures and Program Evaluations (Outcomes)	15
Qualifications of Staff and Staffing Plan	25
Fiscal Responsibility and Budget	10
Total	100 Points

Narrative responses to each section of the application, any required attachments and the completed budget forms will be reviewed to determine compliance with the requested information and the feasibility and reasonableness of proposed program design, cost, and expected outcomes. Each evaluation criterion is described in full in Section III-Submission Package.

It is County of Ventura policy that review panelists will not solicit or receive any communication from any potential contractor regarding any proposal under consideration.

E. PROTEST RIGHTS

Upon written request, any unsuccessful bidder is entitled to an explanation as to why its proposal may have been irregular and/or the basis for the award of the contract to the successful bidder. Protests shall be in writing and received within ten (10) calendar days following the announcement of intent to award contract.

It is the bidder’s responsibility to ensure receipt by County to the designated address. A postmark will NOT be accepted as meeting the deadline requirements. No extensions will be provided to this protest provision. Protests shall be addressed to:

Philip Bohan, Contracts & Grants Manager
County of Ventura
Human Services Agency
855 Partridge Dr.
Ventura, CA 93003

The protest shall state the reason for the protest, citing the law, rule, regulation, or practice on which the protest is based. A written response will be sent to the protester within ten (10) working days after receipt of the written protest. Prior to the award of a contract, if any bidder files protest against the awarding of the contract, the contract may not be awarded until either the protest has been withdrawn or HSA has decided the matter.

F. AWARD AND COMMENCEMENT OF WORK

Recommendation for award is contingent upon successful negotiation of the contract and resolution of any protests. The successful bidder shall be required to sign the negotiated contract, which will be in the form and content as approved by County.

The final authority to award a contract rests solely with the County of Ventura. The successful bidder shall not be allowed to begin work under any negotiated contract until such time as the contract has been approved by the County of Ventura.

The successful bidder must agree to all terms, insurance coverage provisions, and conditions of the contract with HSA.

If only one proposal is received and it is deemed that such proposal meets requirements for funding, County reserves the option to award such entity a contract on a sole-source basis. In the event no proposals are received, or proposals received do not meet requirements for funding under this RFP, County reserves the right to be the contractor of last resort, or to designate another qualified entity to operate the program on a sole-source basis.

G. LIMITATIONS

This RFP does not obligate the County of Ventura to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract for services or supplies.

The County reserves the sole and exclusive right to accept or reject any or all proposals received as a result of this RFP, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP, with or without cause, or to issue a new RFP, if it is in the interest of the County to do so. A bidder may be required to enter into negotiations and to submit any price, technical or other revisions of the proposal as may result from negotiations.

H. METHOD OF PAYMENT

A cost reimbursement contract will be developed. The contractor will be reimbursed monthly in arrears for approved and allowable contract costs in accordance with a detailed line item budget approved by the County. The County may choose to negotiate other contract payment methods. Applicants must have the ability to maintain sufficient cash flow (e.g., lines of credit, cash reserve on hand) to meet ongoing financial obligations of program operation, pending reimbursement monthly from the County, in arrears net 30 days of approved and allowable claims for services rendered. No cash advances are provided.

I. PROHIBITION OF COLLUSION

Respondents to this Request For Proposals shall not engage in any actions, conversations or agreements with other parties that would be considered in restraint of free and open competition. Such activities that are intended to limit open competition by deceiving, misleading, or attempting to otherwise divide the market for the services being requested through this RFP are prohibited. If collusion is determined, it may be grounds for disqualification from the competitive process.

J. PROPOSALS PROPERTY OF COUNTY

All proposals become the property of the County of Ventura upon opening and shall not be returned to the bidder. Proposals shall remain confidential until the evaluation process is completed and tentative award has been posted by HSA. All proposals will be considered public documents, subject to review and inspection by the public at the County's discretion, in accordance with the Public Records Act.

K. ADDENDA AND SUPPLEMENT TO RFP

If revisions or additional information to this RFP become necessary, HSA will post the addenda or supplements on the HSA website.

L. ADDITIONAL REQUIREMENTS

1. The selected contractor(s) shall operate the project continuously throughout the term of the contract with HSA. Personnel shall be qualified in accordance with the applicable requirements of the agreement and any future amendments thereto.

2. All bidders responding to this RFP are specifically prohibited from soliciting letters of support from HSA staff. Bidders are hereby notified that HSA maintains a policy that prohibits its employees from providing letters of support, recommendations or advocacy for an outside agency, firm, or individual engaged in a competitive procurement process managed by HSA.

3. The County shall have the right to review the work being performed by the Contractor(s) at any time during the Contractor's usual working hours.

4. If a bidder is recommended for contract award under this RFP, they shall be required to certify and provide signed copies of the following forms *prior* to contract award:

- Drug Free Workplace certification pursuant to 20 CFR Section 667.200(d)
- Debarment and Suspension pursuant to regulations implementing Executive Order 12549
- Certification Regarding Prohibition on Lobbying using federal funds.

5. The recommended bidder will need to submit evidence of the following insurance requirements effective on or before start of the contract:

A. Commercial General Liability "occurrence" coverage, naming the County of Ventura as additionally insured, in the minimum amount of \$1,000,000 combined single limit (CSL) bodily injury & property damage each occurrence and \$2,000,000 aggregate, including personal injury, broad form property damage, products/completed operations, broad form blanket contractual and \$50,000 fire legal liability.

B. Commercial Automobile Liability coverage in the minimum amount of \$1,000,000 CSL bodily injury & property damage, including owned, non-owned, and hired automobiles. Also to include Uninsured/Underinsured Motorists coverage in the minimum amount of \$100,000 when there are owned vehicles. Contractor must have on file evidence of auto insurance in the minimum amount of \$100,000 CSL bodily injury & property damage for all employees and volunteers associated with the contract.

C. Workers' Compensation coverage, including a Waiver of Subrogation in full compliance with California statutory requirements, for all employees of Contractor and Employer's Liability in the minimum amount of \$1,000,000.

Additional information regarding insurance requirements can be found in the Human Services Agency Contracts Manual. A copy of the Contracts Manual is available at www.vchsa.org.

6. The recommended Contractor will be subject to the County of Ventura Living Wage Ordinance. The Ordinance requires the payment of a living wage and accompanying paid time off to all covered employees engaged in providing services pursuant to a service contract as defined in Sec. 4952(f) of the County's Living Wage Ordinance.

7. Misrepresentation during the procurement or contracting process in order to secure the contract will disqualify a bidder or contractor from further consideration in the procurement or contracting process. Failure to comply with contract requirements once a contract has been awarded will constitute a material breach of the contract and may result in the suspension or termination of the affected contract and debarment from future County contracting opportunities for a period not to exceed three years. Other penalties may also apply.

8. As applicable, the successful bidder shall also submit to the County prior to contract award the following documents:

- Most recent Audit or federal tax return
- Articles of Incorporation or business license
- Grievance procedures for participants
- Handicapped Access Survey

SECTION III – SUBMISSION PACKAGE

APPLICATION INSTRUCTIONS

Applications submitted in response to this RFP must include the items and be in the order as listed below. All of the items combined comprise your completed Application pursuant to this RFP.

1. Executive Summary: Please complete as directed

2. Narrative Section: Prepare a written response to the narrative section that fully addresses each of the evaluation criteria listed. The narrative must be typed in 12 point font, 8½” x 11”, paginated, on white paper. Narrative section is limited to 12 pages.

3. Program Budget: Please complete and submit the attached line item budget forms for the services proposed (note - an electronic version of the EXCEL budget worksheet is available at www.vchsa.org). No other budget forms will be accepted. Budgetary expenses are to be divided into two categories: administrative costs and program costs. Administrative costs should not exceed 10% of the total budget. Matching resources (i.e., in-kind contributions or cash match) as well as their source should be identified in the budget. The budget should be reasonable and accurate and provide a clear and concise description of your costs relating to the proposed project. Applicants may provide supplemental information to further clarify their budget, as needed.

4. Exhibit B: Complete as directed, include any attachments or appendices as applicable

It is the responsibility of the bidder to ensure the proposal is submitted by the time and date and to the location as specified. Postmarks will not be accepted in lieu of this requirement. Therefore, use of the U.S. Mail is at the bidder's own risk. Proposals submitted to any other office will not be accepted.

To be considered for funding, all proposals submitted in response to this RFP must be received no later than 4:00 p.m. on March 6, 2014 with one complete application package with original signature and NINE copies (excluding audit), either delivered in person or mailed to:

Philip Bohan, Contracts & Grants Manager
County of Ventura
Human Services Agency
855 Partridge Drive, Ventura, CA 93003

Attachment 1 – EXECUTIVE SUMMARY

1. Bidders Legal Name

Firm Name	
Address	
Telephone	

2. Program Name:	3. Funding Requested: \$
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4. Briefly summarize your proposed program design (700 character max):

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5. Chief Executive Contact

Name of Chief Executive	
Title	
Telephone	

6. Primary Application Contact

Name of Primary Contact	
Title	
Telephone	

7. Legal Status Information

Federal Employer Identification (FIN) Social Security Number (SSN)	
California Tax I.D. No.	

An unsigned proposal will be rejected

I certify that the information provided in this proposal is true and correct to the best of my knowledge and that I have been duly authorized by applicants governing body or other authority to file this proposal. This proposal is submitted as firm and fixed offer valid for 120 days of the submission date.

Signature: _____ Date _____

Printed Name and Title _____

Attachment 2 – NARRATIVE

Please provide a written response to each section. Your application proposal will be reviewed and scored according to the following evaluation criteria. All proposals will be reviewed for demonstrated capacity to provide the services/activities sought through this solicitation.

1. Administrative Capability (15 Points)

Demonstration of the agency's experience, knowledge and ability to administer the program so that the needs of the target population of the project are met and the project objectives can be reached. The ability to collect data and prepare reports documenting outcomes of Foster/Kinship Respite Care Services.

2. Project Description/Scope of Services (35 Points)

Demonstration that the scope of services, stated objectives, anticipated outcomes, and activities to be provided support the Foster/Kinship Respite program described in this RFP. The comprehensiveness of the proposed program design, services and activities to be provided, and project timeline will be considered. (Bidder's narrative must describe how it will meet all the requirements listed in Section I, D. Scope of Services)

3. Performance Measures and Program Evaluations (Outcomes) (15 Points)

Ability to identify the objective measures of success to be used to evaluate the program's performance, defined outcomes (i.e. number of Foster/Kinship families and children to be served for a year, number of respite care hours provided, number of bilingual orientations be provided, number and subject of training classes and number of contacts to foster parents and relatives of children 0-5).

4. Qualifications of Staff and Staffing Plan (25 Points)

Background and experience of project staff and or sub-contractors in working with Foster/Kinship Families, children with physical, mental or behavioral challenges or projects similar to the one requested. Bilingual (i.e. Spanish/English) and culturally competent staff should be identified, as well as staff training plans.

5. Fiscal Responsibility and Budget (15 Points)

Demonstration of ability to maintain accountability for contract funds; cost effectiveness of the project, including the ability to leverage other funds (cash or in-kind) to augment and maximize support for Foster/Kinship Respite Care, adequate cash flow/financial resources.

Total Points 100

Budget

Please download and complete the line item budget and submit it along with your narrative response to this RFP. An electronic version of the EXCEL budget form is available for downloading and use at www.vchsa.org. Look for the Requests for Proposals link on the left navigation bar and click on the RFP budget template.