

**STATE OF FLORIDA  
DEPARTMENT OF CHILDREN AND FAMILIES  
REFUGEE SERVICES PROGRAM**



**INVITATION TO NEGOTIATE (ITN)**

**Youth Services for Refugees and Entrants in Broward, Duval,  
Hillsborough, Palm Beach, and Miami-Dade Counties**

**ITN#: 05K16BS1  
Release Date: JUNE 1, 2016**

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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 obtaining youth services for refugees and entrants in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade Counties. Youth Services will be provided to assist eligible refugee and entrant youth (ages 16 to 19) in achieving economic self-sufficiency and social integration. Youth services will include the following primary components:

- 1.1.1 Conduct Assessments - Conduct initial, on-going, and final assessments to evaluate youth, determine their continued level of success, and gauge the effectiveness of the program (Section 3.2.9.2);
- 1.1.2 Provide limited Case Management - Complete a client development plan, conduct periodic follow-ups, and offer transportation assistance (Section 3.2.9.3);
- 1.1.3 Distribute Referrals and Vouchers - Provide referrals and vouchers related to adult education, GED/adult high school programs, English Language Instruction, tutoring, homework assistance, employment training, apprenticeships, and other supportive services as necessary (Section 3.2.9.4);
- 1.1.4 Provide Career Pathway Services - Work in conjunction with the local refugee employment provider to empower youth to become “employment ready”, to explore various career pathways, to enroll in vocational programs or apprenticeships/internships, and to achieve their employment goals, (Section 3.2.9.5).

**Please note, these services are for refugees and not for unaccompanied alien children.**

IMPORTANT: If the Vendor plans to pursue contracts in multiple counties, then the Vendor must submit a separate reply for each county of interest.

Any person interested in submitting a reply must comply with any and all terms and conditions described in this Invitation to Negotiate (ITN).

### 1.2 Statement of Purpose

The Department is seeking youth services for refugees and entrants ages 16 to 19. Without individualized and specialized support, older refugee youth face significant challenges as they attempt to navigate the US school system and prepare for adulthood in a new community and country. After consulting with refugee youth and refugee youth service providers, it became clear that certain older refugee youth struggle extensively with formal academics, the English language, standardized testing, adapting to the school system, and achieving career goals. RS seeks to introduce a new youth services model designed to assist this vulnerable population as they strive to become integrated and, ultimately, self-sufficient. After conducting a detailed assessment aimed at determining those refugee youth most in need of services, the successful Vendors will specifically address each youth’s educational, language, and career goals through vouchers, referrals, limited case management, and career pathway services. Depending on the types of services that the refugee or entrant will require, clients will be able to receive between one (1) and two (2) years of youth services. Details regarding time limits can be found in Section 3.2.9 of the ITN.

Please keep in mind, these services are meant as a “service of last resort”. If refugee youth qualify for other services in the community (e.g. free tutoring, free homework assistance, etc.), the successful Vendors shall not use contract funds to pay for duplicate services.

### 1.3 Term of the Agreement

The anticipated start date of the resulting contract is January 1, 2017. 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 contracts resulting from this ITN is subject to the availability of funds. Combined funds are estimated to be between \$900,000 - \$1,700,000 for each year for all contracts and likely to be at the lower end of that range. Funding amounts will largely depend on Office of Refugee Resettlement (ORR) priorities, the number of clients to be served, the area of service, and 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 patterns, 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.

As mentioned above, it is the intent of the Department to award one (1) contract per county. As such, the procurement may result in a total of five (5) separate contracts. The estimated contract value for each county is listed below:

Broward	\$110,000 - \$170,000
Duval	\$110,000 - \$240,000
Hillsborough <sup>1</sup>	\$110,000 - \$270,000
Palm Beach	\$110,000 - \$240,000
Miami-Dade	\$460,000 - \$750,000

1. If the successful Vendor in Hillsborough County chooses to do so, they may also serve refugee youth residing in Pinellas County.

The estimated contract values listed above are for planning purposes and are based on current available information regarding refugee arrival numbers and available funding. The lower and upper limits of each contract are subject to change and will be reevaluated during ITN negotiations and after each contract year.

#### 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  
David Draper, Procurement Manager

Mailing Address:

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

David.Draper@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/glossary.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);	<a href="http://www.myflfamilies.com/service-programs/refugee-services">http://www.myflfamilies.com/service-programs/refugee-services</a>
Current Refugee Services Contracted Vendors	List of DCF-contracted Vendors currently providing refugee services in Florida;	<a href="http://www.dcf.state.fl.us/programs/refugee/docs/ProviderInfo.pdf">http://www.dcf.state.fl.us/programs/refugee/docs/ProviderInfo.pdf</a>

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;	<a href="http://www.acf.hhs.gov/programs/orr/index.html">http://www.acf.hhs.gov/programs/orr/index.html</a>
Florida's Refugees Population Statistical Reports	Detailed statistical information on refugee arrivals, services received, country of origin, etc.;	<a href="http://www.myflfamilies.com/service-programs/refugee-services/statistics-florida">http://www.myflfamilies.com/service-programs/refugee-services/statistics-florida</a>
Important Refugee Federal and National contact information	Provides information on many national and international groups providing assistance to refugees.	<a href="http://www.dcf.state.fl.us/programs/refugee/resources.shtml">http://www.dcf.state.fl.us/programs/refugee/resources.shtml</a>

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## Arrival Data

The table below lists last year's (FFY15) arrival data for refugees and entrants (ages 16 - 19) in various counties throughout Florida. Arrival numbers vary from year to year.

FFY 2015 Arrival Data (Refugees and Entrants ages 16 - 19)	
County	Number of Refugee and Entrants
Broward	48
Duval	43
Hillsborough	186
Miami-Dade	1,636
Palm Beach	111
Pinellas <sup>1</sup>	17

1. If the successful Vendor in Hillsborough County chooses to do so, they may also serve refugee youth residing in Pinellas County.

### 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.

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## 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://www.myflorida.com/apps/vbs/vbs\\_www.main\\_menu](http://www.myflorida.com/apps/vbs/vbs_www.main_menu)

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.

It is the intent of the Department to award one (1) contract per county. As such, the procurement may result in a total of five (5) separate contracts. Therefore, a Vendor protest in one county will not interrupt or delay the procurement process in another county.

## 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:	June 1, 2016	5:00 PM	DMS VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	2.2.1
*Solicitation Conference (Call) to be held (Round 1):	June 14, 2016	2:00 PM	Conference Call#: 1-888-670-3525 Participant Code: 4471182592	2.6

Activity	Date	Time Eastern	Address	Section Reference
Submission of written inquiries (Round 1) must be received by:	June 21, 2016	5:00 PM	Attn: David Draper Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700  David.Draper@myflfamilies.com	2.7
Anticipated date for posting Department's Response to Inquiries (Round 1):	June 28, 2016	5:00 PM	DMS VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_ww.main_menu">http://myflorida.com/apps/vbs/vbs_ww.main_menu</a>	2.7
Notice of Intent to Submit a Reply	July 1, 2016	5:00 PM	Attn: David Draper Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700  David.Draper@myflfamilies.com	2.8
*Solicitation Conference (Call) to be held (Round 2):	July 19, 2016	2:00 PM	Conference Call#: 1-888-670-3525 Participant Code: 4471182592	2.6
Submission of written inquiries (Round 2) must be received by:	July 26, 2016	5:00 PM	Attn: David Draper Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd, Building 6, Room 200 Tallahassee, FL 32399-0700  David.Draper@myflfamilies.com	2.7
Anticipated date for posting Department's Response to Inquiries (Round 2):	August 2, 2016	5:00 PM	DMS VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_ww.main_menu">http://myflorida.com/apps/vbs/vbs_ww.main_menu</a>	2.7

Activity	Date	Time Eastern	Address	Section Reference
Sealed Replies must be received by the Department:	August 16, 2016	4:40 PM	Attn: David Draper 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:	August 16, 2016	5:00 PM	Dept. Of Children and Families 1317 Winewood Blvd Bldg. 6, Conference Room A Tallahassee, FL 32399-0700	4.2.2, 5.2
*Debriefing Meeting of the Evaluators and ranking of the replies:	To be announced via an addendum posted to the VBS	TBD	Dept. Of Children and Families 1317 Winewood Blvd Bldg. 6, Conference Room A Tallahassee, FL 32399-0700	5.3
Anticipated posting of qualified Vendors (shortlist) for Negotiation:	To be announced via an addendum posted to the VBS	TBD	DMS VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	5.3.5
Anticipated negotiation period:	To be announced via an addendum posted to the VBS	TBD	TBD	5.4
*Meeting of Negotiation Team to Develop Recommendation for Award:	To be announced via an addendum posted to the VBS	TBD	Dept. Of Children and Families 1317 Winewood Blvd Bldg. 6, Conference Room A Tallahassee, FL 32399-0700	5.5
Anticipated posting of Intended Contract Award:	November 1, 2016	5:00 PM	DMS VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	5.5.4
Anticipated Effective Date of Contract:	January 1, 2017	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 time and date 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.

## **2.7 Written Inquiries**

Other than during the Solicitation Conference, prospective Vendor questions will only be accepted if submitted as written inquires 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 inquires 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](http://vbs.dms.state.fl.us/vbs/main_menu).

## **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 (APPENDIX XV)**

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 (APPENDIX XV) is also available at:

[http://www.dms.myflorida.com/media/purchasing/pur\\_forms/1001\\_pdf](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.

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## **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**

Youth Services will be provided to assist eligible refugee and entrant youth (ages 16 to 19) in achieving economic self-sufficiency and social integration through a variety of service components including, but not limited to, case management, referrals/vouchers, and employment training.

#### **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 successful 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.

#### **3.2.3 Scope of Service**

Youth Services will be provided to eligible refugees/entrants who reside in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade Counties. Refugees/Entrants residing in neighboring counties may be served with prior written approval from the Department.

#### **3.2.4 Major Program Goals**

The primary purpose of Youth Services is to assist vulnerable refugee/entrant youth ages 16-19. The program will focus on refugee youth with certain risk factors. Specifically, the program will assist those at risk of dropping out, those not meeting high school requirements, those in need of alternatives to traditional high school, and those with employment needs, among others. Through a variety of services including, but not limited to, case management, referrals/vouchers, and career pathway services, the Youth Services program will attempt to address each youth's educational, language, and employment needs with an overall goal of self-sufficiency and integration.

#### **3.2.5 Contract Limits**

3.2.5.1 Services funded under any resulting contract shall only be refugee/entrant youth-specific services designed to meet the needs of refugee youth (ages 16 -19). All services offered must be in line with the rules and objectives of the refugee program.

3.2.5.2 Funds for any resulting contract may be administered under the terms of the Social 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.



- 3.2.5.3 Depending on the service pathway that the client takes, the Department has implemented limits on the amount of time a client may receive services. Clients on the Path to a High School Diploma or the Path to GED/PSAV studies may receive a maximum of one (1) year of service. Clients on the Path to Employment may receive a maximum of two (2) years of service. More information on the service pathways can be found in Section 3.2.9.
- 3.2.5.4 The Department reserves the right to alter or adjust the service locations and the number of clients and to add service priorities as needed.
- 3.2.5.5 Services provided through this contract are meant to be a “service of last resort”. If refugee youth qualify for other services in the community (e.g. free tutoring, free GED prep, free English classes, etc.), then the successful Vendor shall not use contract funds to pay for duplicate services.

### 3.2.6 Client Eligibility

- 3.2.6.1 Clients to be served are refugees and entrants ages 16 - 19 living in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade counties requiring youth services. Refugees/Entrants residing in counties without access to these services may be served with prior written approval from the Department.
- 3.2.6.2 Refugees are eligible if they have been in the United States for less than sixty (60) months. The Vendor shall not deny any services under any resulting contract because an individual refuses to provide his or her social security number.

### 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 successful Vendor shall determine refugee/entrant 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 client. The period of eligibility is calculated from the client’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 Office of Refugee Resettlement’s (ORR) eligibility letter (children) or certification letter (adults). A legible copy (front and back) of immigration documentation verifying refugee/entrant 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 successful Vendor elects to utilize the SAVE/VIS system, the successful 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.

### 3.2.8 Service Priorities

Youth Services will be funded by ORR through the Social Services Grant and/or The Refugee School Impact Grant Set-Aside (Social Services Grant). These funds shall be used to serve refugees/entrants residing in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade Counties who have been in the United States for less than sixty (60) months. Currently the following priorities apply to clients eligible for services funded through these grants:

Social Services Grant - Social Services Grant (CFDA 93.566) can be used to serve refugees/entrants residing in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade Counties who have been in the United States for less than sixty (60) months and are seeking Youth Services. The following priorities apply to clients eligible for youth services funded through the Social Services Grant.

- **First Priority.** All newly arriving refugees/entrants during their first year in the U.S. who apply for services;
- **Second Priority.** Refugees/entrants who are receiving cash assistance;
- **Third Priority.** Unemployed refugees/entrants who are not receiving cash assistance; and
- **Fourth Priority.** Employed refugees/entrants in need of services to retain employment or to attain economic self-sufficiency.

Refugee School Impact Grant Set-Aside, Social Services Grant - Refugee School Impact Grant Set-Aside (CFDA 93.566) 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 project:

- **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;
- **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; and
- **Third Priority.** Clients whose date of entry in the US is more than thirty-six (36) months, or more than thirty-six (36) months from their date of asylum, may only be served on the demonstration of extraordinary need and with the approval of the contract manager.

Additionally, eligibility for youth services is limited to vulnerable older refugee and entrant youth ages 16 to 19 most in need of services. An assessment that considers a variety of risk factors will be utilized to determine client need.

### 3.2.9 Service Components Task List

Service Pathways - Depending on the needs and goals of the client, a refugee youth may be guided through three (3) possible service pathways. After intake and an initial assessment (Sections 3.2.9.1 and 3.2.9.2), the client and case manager will collaboratively develop a Client Development Plan (Section 3.2.9.3.2) that outlines the client's short-term and long-term goals and puts that client on one or more possible service pathways. The three service pathways that the Department envisions are:

- (1) Path to a High School Diploma;
- (2) Path to GED or Post-Secondary Adult Vocational (PSAV) Studies;
- (3) Path to Employment.

Path to a High School Diploma - The desired goal (i.e. outcome) of the *Path to a High School Diploma* shall be graduating high school. Potential case management tasks involved in this service pathway include, but are not limited to, conducting an academic assessment, arranging tutoring services, testing to measure student progress, conducting regular clients follow-ups, etc. Possible outputs include, but are not limited to, earning academic credits, Florida Standard Assessment (FSA) scores, test scores on other standardized tests, etc.

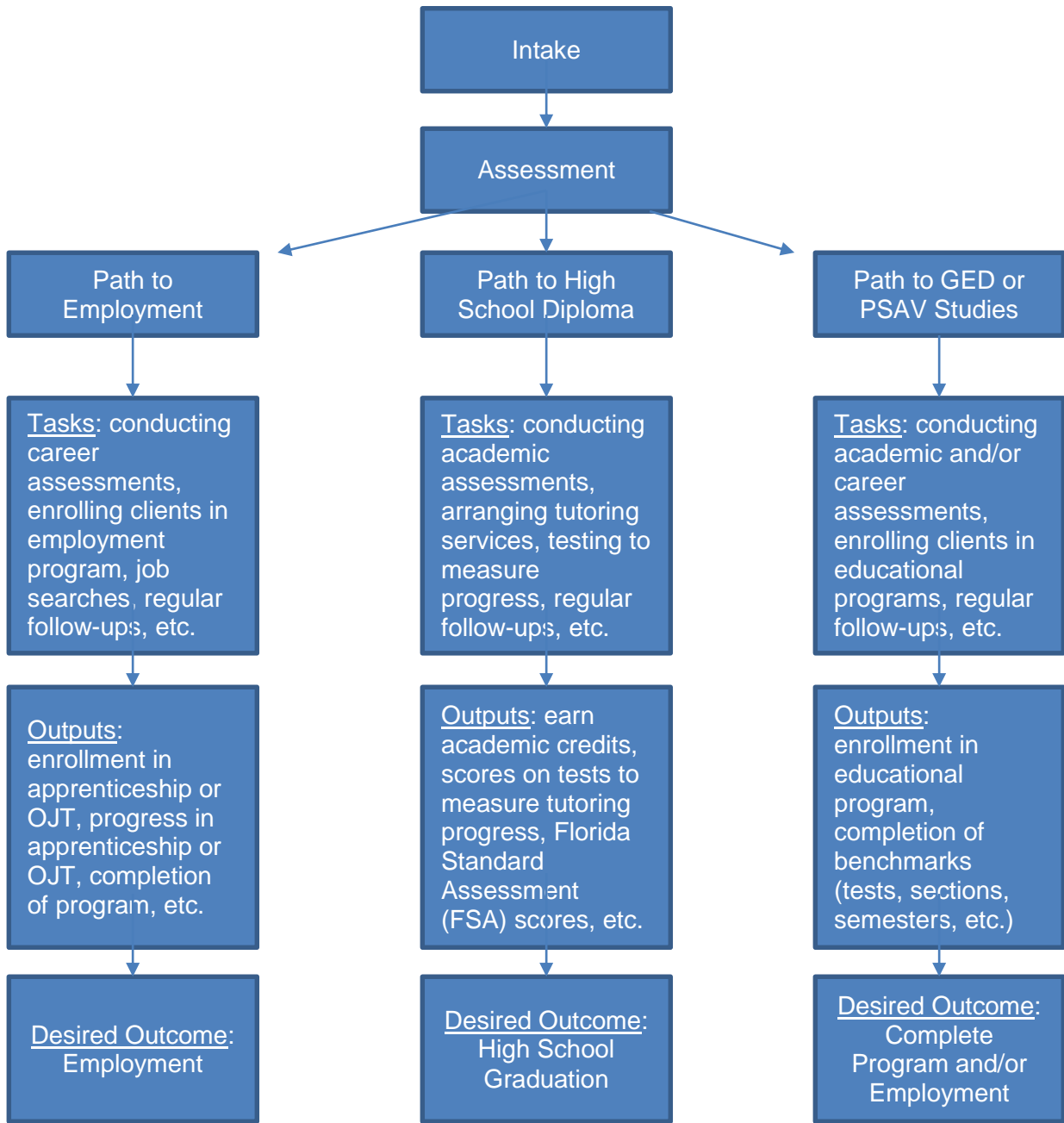
Path to GED or PSAV Studies - The desired goal (outcome) of the *Path to GED or PSAV Studies* shall be the completion of the educational program and/or becoming employed. Potential case management tasks involved in this service pathway include, but are not limited to, conducting an academic and/or career assessment, enrolling clients in an educational program, following up regularly with the client, etc. Possible outputs include, but are not limited to enrollment in a relevant educational program, completion of certain benchmarks (tests, sections, semesters), etc.

Path to Employment - The desired goal (outcome) of the *Path to Employment* shall be the employment of the refugee youth client. Potential case management tasks involved in this service pathway include, but are not limited to, conducting career assessments, enrolling clients in the refugee employment program, assisting with job searches, following up regularly with the client, etc. Possible outputs include, but are not limited to, enrollment in an apprenticeship or On-the-Job Training (OJT), marked progress in the apprenticeship or the OJT, successful completion of the apprenticeship or the OJT program, etc.

As noted in the preceding paragraphs, different tasks, outputs, and outcomes are associated with each of the three (3) service pathways. Although the Vendor will only minimally provide certain services directly, the Vendor must ensure positive outputs and outcomes by utilizing referrals and vouchers, coordinating services with the refugee employment provider, providing certain services directly, and/or organizing volunteers capable of assisting youth.

In the flowchart below, the Department provides a visual example demonstrating the way in which refugee youth may pass through the program based on their specific needs. The list of tasks and outputs is not exhaustive and the Vendor will have some discretion in determining how each youth client will ultimately achieve desired outcomes.

**Flowchart: Service Pathways for Refugee Youth**



Please be aware, in Section 4.2.5(C) of the ITN, the Vendor shall provide specific information regarding estimated costs related to each service pathway. The Department has listed recommended price ranges (yearly cost per client) depending on the type of youth client being served and the service pathway taken.

Also, please note, depending on the service pathway that the client takes, the Department has implemented limits on the amount of time a client may receive services. The time limits are as follows:

Clients on the Path to a High School Diploma or Path to GED/PSAV studies may receive a maximum of one (1) year of service. Clients on the Path to Employment may receive a maximum of two (2) years of services.

In the paragraphs below (Section 3.2.9.1 through 3.2.9.7), the Department describes a variety of specific service components (Referrals/Vouchers, Career Pathway Services, Case Managements, etc.). Utilizing these services components, the Vendor will guide clients down one or more of the service pathways mentioned above with an ultimate goal of self-sufficiency and social integration.

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

3.2.9.1 Intake – The Vendor shall conduct an intake and initial data collection including, but not limited to: (1) legal name; (2) alien number; (3) social security number; (4) current county of residence; (5) date of birth; (6) gender; (7) race; (8) religion; (9) country of origin; (10) immigration status; (11) arrival date in the United States; (12) port of entry; and (13) contact information of parent, family member, or other person significant to the client.

### 3.2.9.2 Assessments

3.2.9.2.1 *Initial Assessment* – The successful Vendor, with the assistance of RS, will develop an assessment instrument designed to determine which refugee youth are most in need of Youth Services. The focus of Youth Services will be to serve refugee youth at risk of dropping out, refugee youth not meeting high school requirements, and refugee youth in need of alternatives to a traditional high school education. A variety of risk factors will be included in the initial assessment. These risk factors may include, but are not limited to, school grades, English language abilities, prior school records, availability of resources, learning disabilities, grade placement relative to age, standardized test scores, etc. The assessment shall also include a vocational component that examines the interests and aptitudes of the youth.

Entry into the youth services program is contingent upon the results of one's initial assessment. The goal of the program is to assist youth most in need of services. The Vendor shall prioritize clients in a way that aims to focus efforts on the most at-risk, vulnerable refugee youth. For example, refugee youth with a significant educational deficit would likely need to be prioritized over other less needy youth.

3.2.9.2.2 *Ongoing Assessments* – To ensure that youth services are, in fact, having a positive impact on the lives of refugee youth, the successful Vendor must develop and conduct ongoing assessments that gauge the progress of youth receiving services. Ongoing assessments may measure factors such as

academic advancement, advancement toward career goals, employment status, English levels, integration, and self-sufficiency.

3.2.9.2.3 *Final Assessment* – Upon termination of services, the Vendor must conduct a final assessment with the purpose of evaluating whether or not youth have achieved their programmatic goals, as well as evaluating the youth’s overall level of self-sufficiency and integration.

3.2.9.2.4 *Long-Term Assessments*: As noted in Section 3.2.23, the Department wishes to determine the long-term success of the program and its impact on refugee youth. Various performance measures will relate directly to long-term outcomes. The Vendor must develop a method to assess long-term factors such as self-sufficiency, integration, employment stability, educational success, or any other relevant long-term goal.

3.2.9.3 Case Management – Case managers will provide limited case management to eligible refugee youth. Please keep in mind that intensive case management is not the goal of this program. Case managers will help youth manage their lives by assisting them in utilizing resources already available in the community. After conducting an intake and assessing the youth, case management activities will be limited to developing a client development plan, referring youth to outside services, managing and paying for vouchers, distributing bus passes, coordinating career pathway services with employment providers, arranging support groups, conducting on-going assessments, and periodically following up to ensure that youth receive the services that they need. Other case management activities outside of those listed in this ITN must be pre-approved by the Department.

Case managers will be responsible for the following tasks designed to assist refugee youth in achieving goals.

3.2.9.3.1 *Outreach* – Since youth services will primarily involve referring youth to outside services, outreach in the community is crucial. Case managers will need to reach out to a wide variety of organizations in the community to ensure that youth have access to the resources and services that they need. Outreach may take place in various locales including, but not limited to, schools, technical institutes, community organizations, potential employers, English language instruction providers, tutors/tutoring organizations, GED programs, and/or any other organization that may benefit refugee youth.

Also, in order to reach out to eligible youth, the Vendor shall conduct outreach geared toward locating vulnerable refugee youth most in need of services. This outreach may take place at the offices of other refugee service providers (e.g. employment providers, legal service providers, etc.), at resettlement agencies, at local schools, churches, or at any other location where refugee youth may be present.

3.2.9.3.2 *Client Development Plan* – Case managers will work in conjunction with refugee youth clients to develop a client development plan. The plan will include placing the refugee youth on one or more of the service pathways



mentioned above. The Client Development Plan will include short-term and long-term goals and will be reevaluated on a regular basis.

- 3.2.9.3.3 *Referrals/Vouchers* – Case managers will be responsible for issuing referrals and, when necessary and allowable, distributing and paying for vouchers. This process is described below (See Section 3.2.9.4).
- 3.2.9.3.4 *Career Pathway Services* – The case manager will work in coordination with local refugee employment providers to create pathways to employment for refugee youth. Career Pathway Services are described below (See Section 3.2.9.5)
- 3.2.9.3.5 *Support Groups* – Case managers may consider organizing support groups designed to offer a safe environment where refugee youth are able to share experiences, voice frustrations, offer encouragement, provide support, and create friendships with other refugee youth in similar circumstances.
- 3.2.9.3.6 *Transportation Assistance* – Transportation Assistance will primarily consist of purchasing and distributing bus passes to eligible clients. The program will not be permitted to purchase or lease vehicles. Since Youth Services will strive to assist youth in achieving self-sufficiency, it is vital that older youth learn to navigate their communities independently.
- 3.2.9.3.7 *Periodic Follow-Ups* - Case managers must regularly follow-up with youth clients to ensure that they are advancing in their Client Development Plan and meeting their goals. Since funds are limited, the case manager must ensure that clients are responsibly using vouchers (i.e. regularly attending classes, improving their English skills, obtaining satisfactory grades, etc.). If refugee youth are not using vouchers responsibly, the Vendor must have a plan in place to address those concerns.

3.2.9.4 Referrals/Vouchers – One of the most important elements of the new youth services model is issuing referrals and, when necessary and allowable, arranging and paying for vouchers. To effectively issue referrals and vouchers, it will be vital that the successful Vendor establish linkages in the community. The purpose of the referral/voucher program is to utilize resources already available in the community in an effort to meet the needs of refugee youth. Since funding for youth services is limited, the successful Vendor must become familiar with community resources that support the goals of each client. As mentioned above, services provided through this program are a “service of last resort”. If refugee youth qualify for other services in the community (e.g. free tutoring, free homework assistance, etc.), then a voucher should not be issued to pay for those services. When possible, the Vendor should use free or reduced-cost services to conserve limited contract funds.

If the Vendor finds it necessary to distribute vouchers for a particular service, then the Vendor must work to establish a voucher system with the entity providing the outsourced service. The Vendor will need to establish a relationship, negotiate a price, determine how payment will be made, and follow up with the entity to ensure that services are delivered.

Considering the limited contract funds, the Department will be asking the Vendor to answer very specific questions regarding its plans for handling tutoring/homework assistance. In Section 4.2.5 (H) of the ITN, the Vendor will be asked to determine the percentage of refugee youth clients that may be eligible for free tutoring in the community, the percentage of youth that may need paid (vouchered) tutoring, the number of tutoring hours (on average) that refugee youth may require on a monthly basis, the cost of paid tutoring, and the length of time (on average) that refugee youth may need to receive tutoring. Please carefully complete the chart in Section 4.2.5 (H).

Depending on the needs of each youth, the successful Vendors may provide a variety of referrals and/or vouchers. These referrals/vouchers may include, but are not limited to, the following:

- 3.2.9.4.1 *Tutoring* – The overall goal of tutoring services is to assist refugee youth most in need of additional academic support as they strive to integrate into the school system and achieve educational success. If free tutoring services are available in the community or at school, the Vendor shall refer refugee youth to those specific providers. The Vendor may also consider training and coordinating volunteers capable of offering tutoring services to eligible refugee youth.

If no free options are available, tutoring services will be vouchered to tutoring companies or private tutors. Tutoring will be made available to both youth enrolled in traditional schooling and youth not currently enrolled in school. Tutoring services will place a primary emphasis on English skills. However, basic math tutoring may also be made available. As previously mentioned, in responding to this ITN, the Vendor will need to do substantial research related to tutoring options for refugee youth. Please carefully complete the related chart in Section 4.2.5 (H).

- 3.2.9.4.2 *Homework Assistance* – As with tutoring, the overall goal of homework assistance is to assist refugee youth most in need of additional academic support as they strive to integrate into the school system and achieve academic success. If free homework assistance programs are available in the community or at the school, the Vendor shall make every effort to refer refugee youth to those specific providers. Also, the Vendor may consider training and coordinating volunteers capable of offering homework assistance to eligible refugee youth.

If no free options are available, homework assistance services may be vouchered to tutoring organizations or private tutors. Homework Assistance may be offered to youth enrolled in traditional schooling. This service will allow youth to receive additional aid with class assignments in an effort to improve grades. Like tutoring, the Vendor will need to conduct substantial research regarding homework assistance options for refugee youth. Please carefully complete the related chart in Section 4.2.5 (H).



- 3.2.9.4.3 *Adult High School or GED Assistance* – In most cases, youth clients interested in pursuing a GED or enrolling in adult high school can be referred to an RS-funded Adult Education provider. If other GED or adult high school resources are available in the community, the Vendor may also consider referring clients to those programs. Please note, the Vendor will not be responsible for directly conducting or providing GED or Adult Education classes.
- 3.2.9.4.4 *Post-Secondary Adult Vocational (PSAV) Training / Technical Training* – The Youth Services program may refer clients interested in pursuing a technical skill to the appropriate vocational or technical program. Case managers may also assist the client in navigating the oftentimes complex vocational school system. As noted in Section 3.2.9.5, RS-funded employment providers generally receive funding related to vocational and technical training as well as On-the-Job Training (OJT). The Vendor shall coordinate with the RS-funded employment providers to ensure that appropriate funds are used to pay for PSAV and technical training.
- 3.2.9.4.5 *English Language Instruction* – English Language Instruction is typically offered through a variety of channels including, but not limited to, schools, GED programs, and adult high school. RS-funded adult education and employment programs also help facilitate English Language Instruction enrollment. If refugee youth have English language learning needs, they should be referred to one of the organizations listed above.
- 3.2.9.4.6 *Career Pathway Services* – As mentioned prior, case managers will be working in coordination with local RS-funded employment providers to create pathways to employment for refugee youth. This collaboration is described in detail in Section 3.2.9.5.
- 3.2.9.4.7 *Other Vocational Programs (i.e. Job Corps)* – Additional vocational programs may be available in the area through mainstream resources. It is the responsibility of the Vendor to become familiar with the vocational resources in the community and to give referrals as necessary.
- 3.2.9.4.8 *Other Referrals* – The Youth Services program may make other referrals as necessary. The referrals may include, but are not limited to, medical, mental health, counseling, legal, or other supportive services directly related to the client’s successful completion of the program.
- 3.2.9.5 Career Pathway Services – In an effort to utilize services already available and to prevent the duplication of services, the refugee youth program will work in coordination with the local RS-funded employment provider to create pathways to employment for refugee youth.

The overall goal of these services is to ensure that refugee youth are put on a clear path toward a specific career. Within the first six (6) months of service, refugee youth receiving Career Pathway Services shall be enrolled in a vocational program, take part in an apprenticeship/internship, receive On-the-Job Training (OJT), or become employed in a field related to their career goals.

The case manager and the RS-funded employment provider will need to determine ways to assess each youth's aptitude and career interests so that each client is able to make a clear, informed, and realistic decision regarding potential career paths.

Through coordinated efforts, the RS-funded employment provider and the youth services case manager will ensure that youth receive pre-employment training related to employment practices in the U.S., work culture, job expectations, resume building, appropriate attire, overtime compensation laws, and mock interviews. Youth may also be instructed on how to correctly complete employment forms, how to recognize sexual harassment in the workplace, how to deposit a paycheck, etc.

Since RS-funded employment providers receive funding to place refugee clients in both full-time and part-time employment, the RS-funded employment providers will be responsible for employment placements and employment placement follow-ups. However, if the youth services case manager has made relevant employment contacts, he or she may assist in this process.

RS-funded employment providers generally receive funding related to vocational and technical training as well as OJT. In Miami-Dade County, however, the RS-funded adult education provider receives funding for vocational and technical training. The youth services case manager and the employment provider (or, in some cases, the adult education provider) shall work together to determine whether a youth might benefit from vocational/technical training or OJT. If vocational/technical training or OJT support the youth's long-term career goals, then the employment provider or the adult education provider will help enroll the youth in the appropriate program. **The employment provider (and, in Miami-Dade, the adult education provider) shall be responsible for any payments related to these services.**

Depending on a refugee youth's career interests, an apprenticeship or internship may also be appropriate. The goal of any apprenticeship or internship must align with the youth's future career goals. The refugee youth case manager in conjunction with the employment provider shall work together to facilitate an appropriate match for any youth that may benefit from an apprenticeship or internship.

- 3.2.9.6 Termination of Client Services and Case Closure - The Vendor shall include a statement in the client's case file regarding the status of the client's case at closure, including an explanation of the reason for closure. The Vendor shall close a client's case for any of these reasons: (1) client completion of all objectives and no longer in need of services; (2) client no longer meets eligibility criteria for the program; (3) client has exhausted the time limit for participation in a specific service; (4) written or verbal notification by the client of withdrawal from the program; (5) client relocation out of the service area; (6) the client has not participated in service in 30 calendar days; (7) client participated but objectives not achieved; or (8) death of the client.
- 3.2.9.7 Additional Tasks - Depending on available funding, the Vendor may propose additional allowable tasks that may assist in the successful accomplishment of program goals. Additional tasks may be negotiated with the successful Vendor.

### 3.2.10 Task Limits

- 3.2.10.1 The successful Vendor shall not make stipend payments to a client under the terms of any resulting contract.
- 3.2.10.2 The successful Vendor shall not perform 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 successful 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 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.
- 3.2.10.6 Tasks and task descriptions may change over the life of the contract to comply with new regulations, laws, and grant requirements.

### 3.2.11 Staffing Levels

- 3.2.11.1 Since very few direct services will be provided, the Department does not anticipate youth services needing a large staff. Depending on the size of the refugee youth population, the Vendor will need to hire one or two case managers as well as limited administrative support (i.e. data entry, finance, etc.), if those activities are not include in indirect cost).
- 3.2.11.2 The successful 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.
- 3.2.11.3 The staffing levels the successful Vendor included in the budget (Appendices VII - XI) shall be sustained throughout the resulting contract period(s).
- 3.2.11.4 The successful Vendor must have the capacity and flexibility to efficiently hire new qualified staff members as necessary.

### 3.2.12 Staffing Changes

The successful 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 successful 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.

### **3.2.14 Subcontractors**

- 3.2.14.1 The successful Vendor may subcontract for services under the terms of any resulting contract, and subject to the Department's Integrated Contract section 4.2, with the prior written approval of the Department. Subcontracting shall in no way relieve the successful Vendor of any responsibility for performance of its duties under the terms of any resulting contract.
- 3.2.14.2 The successful Vendor shall include in all appropriate subcontract agreements: a detailed scope of work; clear and specific deliverables; performance standards; sanctions for non-performance; 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. Within thirty (30) days of executing contracts for subcontracted services, the Vendor shall provide copies of the executed contract to contract manager. The Vendor shall ensure that all subcontractors have a representative attend a majority of local Refugee Taskforce meetings.

### **3.2.15 Service Delivery Location**

Under the terms of any resulting contract, the successful Vendor shall administer, coordinate, and ensure availability and delivery of services in its respective awarded service area(s) (i.e. Broward, Duval, Hillsborough, Palm Beach, or Miami-Dade Counties), and in some instances, neighboring counties as specified in any resulting contract.

### **3.2.16 Changes in Location**

The successful 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 successful Vendor by telephone, electronic mail, or facsimile transmission.

### **3.2.17 Service Times**

- 3.2.17.1 Because many clients can be better served with extended hours, the successful Vendor is encouraged to offer evening and weekend service times.
- 3.2.17.2 Any changes in service times and any additional holidays that the successful Vendor would like to observe must be included in the reply and approved in writing by the Department.

- 3.2.17.3 Services are expected to be provided through the full term of the contract. The successful 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 successful 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 successful 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 tasks described in **Section 3.2.9** shall be used to establish service units in any resulting contract(s). Deliverables will be further negotiated with the successful Vendor.
- 3.2.19.2 Services that each successful Vendor may be required to render may differ from the other successful Vendors and the determination of services each successful 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 successful Vendor shall maintain records documenting the total number of eligible 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 successful 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 the Federal Office of Refugee Resettlement (ORR) requirements.
- 3.2.20.2 Format Requirements - Submission of documents produced by the successful 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 4.0 or newer version, MS Word 6.0 or newer version, MS Excel 5.0 or newer version.
- 3.2.20.3 Confidentiality of Records - The successful 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 successful 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 successful 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 successful 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 successful 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 successful 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 successful Vendor.

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Electronic Data as specified in Web-RS User Guide	Monthly	10 <sup>th</sup> day of each month	N/A
Invoice	Monthly	20 <sup>th</sup> 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 copy
Actual Expenditure Report	Quarterly	45 day following the quarter of service provision	1 electronic copy
Limited English Proficiency (LEP) Policy	Annually	60 days of contract effective date and completed questionnaire annually thereafter	1 electronic 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	2 hard copies to RS 1 electronic copy to Inspector General
Inventory Report	Annually	Annually and 30 days prior to completion of contract	1 electronic copy



Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Emergency Preparedness Plan	Annually	Within 30 days of contract execution and annually thereafter	1 electronic 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 Exhibit A1-7 of the Integrated Contract	Monthly	5 <sup>th</sup> working day of each month	The Office of Civil Rights Form Site: <a href="https://fs16.formsite.com/DCFTraining/Monthly-Summary-Report/form_login.html">https://fs16.formsite.com/DCFTraining/Monthly-Summary-Report/form_login.html</a>
Federal Funding Accountability and Transparency Act (FFATA) (DCF Form CF1111)	Annually	Prior to contract execution and annually thereafter	1 electronic copy

- 3.2.21.2 Additional Reporting Requirements - The successful 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 successful 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 successful 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 successful 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 successful Vendor shall submit to the Department data specified in the resulting contract in accordance with the preceding schedule, 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 successful 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 successful 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 successful Vendor, the successful Vendor shall correct and return the electronic data within three (3) business days of the notification. The successful 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 successful 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 and place the Vendor in breach of contract as provided in Section 6.1 of the Integrated Contract.

### 3.2.23 Performance Measures

Below are sample performance measures for a contract resulting from this ITN. The Vendor is encouraged to propose other performance measures which may benefit the quality of service delivery.

Also, to best measure the success of students on the "High School Diploma" pathway, the Vendor shall propose a performance measure that evaluates academic success. The Vendor should coordinate with the school district to determine what types of information will be attainable in regards to academic success (i.e. grades, test scores, etc.).

To better measure the long-term success of the Refugee Youth Services program and to ensure that these services are having a positive impact on the lives of refugee youth, the Department is recommending the implementation of several long-term performance measures. These long-term performance measures are also listed below.

The Department may negotiate different minimum acceptable performance standards and/or additional or fewer performance measures. The following measures are to be based on unduplicated clients served within the contract period:



- 3.2.23.1 No more than (10%) of youth on the “High School Diploma” pathway shall drop out of high school during any given academic quarter.
- 3.2.23.2 At least eighty percent (80%) of youth receiving tutoring services or homework assistance shall have an eighty percent (80%) attendance rate at those tutoring sessions.
- 3.2.23.3 At least seventy-five percent (75%) of school enrolled youth receiving vouchered homework assistance and/or tutoring services in the current school year shall either be promoted to the next grade level or graduate high school.
- 3.2.23.4 At least sixty percent (60%) of youth receiving “Career Pathway Services” shall enroll in a vocational program, take part in an apprenticeship/internship, receive On-the-Job Training, and/or become employed in a field related to their career goals within six (6) months.
- 3.2.23.5 (*Long-Term Performance Measure*) At least sixty percent (60%) of youth on the “Path to GED or PSAV Studies” shall complete their academic program and/or become employed in a related field within one (1) year of exiting the refugee youth program.
- 3.2.23.6 (*Long-Term Performance Measure*) At least sixty percent (60%) of youth on the “Path to a High School Diploma” shall graduate high school before turning twenty (20) years of age.
- 3.2.23.7 (*Long-Term Performance Measure*) At least fifty percent (50%) of youth on the “Path to Employment” shall become employed within one (1) year of exiting the Refugee Youth Services program.
- 3.2.23.8 (*Long-Term Performance Measure*) At least seventy percent (70%) of youth that were enrolled in the Refugee Youth Services program shall be self-sufficient three (3) years after exiting the program. A client shall be considered self-sufficient when his or her total household income meets or exceeds 133% of the Federal Poverty Level income standards for the family size.

**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:

# of youth on the “High School Diploma” pathway that drop out of high school during the academic quarter	≤	10%
# of youth on the “High School Diploma” pathway		

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

# of youth receiving tutoring or homework assistance with an 80% attendance rate	≥	80%
# of youth receiving tutoring or homework assistance		

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

# of youth receiving tutoring or homework assistance through a voucher that are promoted to the next grade level or that graduate high school	≥	75%
# of youth receiving tutoring or homework assistance through a voucher		

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

# of youth receiving "Career Pathway Services" that enroll in a vocational program, take part in an apprenticeship/internship, receive On-the-Job Training, or become employed in a field related to their career goal within six (6) months	≥	60%
# of youth receiving "Career Pathway Services"		

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

# of youth that were on the "Path to GED or PSAV Studies" that have been out of the Refugee Youth Services program for at least one (1) year and have either completed the GED or PSAV program or have become employed within a year of exiting the program	≥	60%
# of youth that were on the "Path to GED or PSAV Studies" that have been out of the Refugee Youth Services program for at least one (1) year		

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

# of youth that were on the "Path to a High School Diploma" that have turned twenty (20) years of age and have graduated high school before turning twenty (20) years of age	≥	60%
# of youth that were on the "Path to a High School Diploma" that have now turned twenty (20) years of age		

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

# of youth that were on the "Path to Employment" that have been out of the refugee youth program for at least one (1) year and have obtained at least one (1) employment placement within a year of exiting the program	≥	50%
# of youth that were on the "Path to Employment" that have been out of the Refugee Youth Services program for at least one (1) year		

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

# of youth that have been out of the Refugee Youth Services program for at least three (3) years and that are now self-sufficient	≥	70%
# of contactable youth that have been out of the Refugee Youth Services program for at least three (3) years		

**3.2.25 Vendor Unique Activities**

- 3.2.25.1 Any successful Vendor must be knowledgeable of the refugee/entrant populations to be served in the identified service area.
- 3.2.25.2 The successful 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/entrant’s 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/entrant women.
- 3.2.25.4 **Limited English Proficiency (LEP) Language Requirement.** The successful Vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The successful 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 successful 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 successful 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 successful Vendor that it accepts all Departmental requirements, terms and conditions in this ITN and in the Department’s Integrated Contract and exhibits. 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 the resulting contract, the successful 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 successful 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.

### 3.2.26 Coordination with Other Entities

- 3.2.26.1 The Department may undertake or award other contracts for additional or related work, and the successful Vendor shall fully cooperate with other such Vendors, Department employees, community based organizations, and other service organizations that provide services to refugees/entrants. The failure of other successful Vendors or entities to cooperate or properly perform service does not relieve the successful Vendor of any accountability for tasks or services that the successful Vendor is obligated to perform pursuant to any contract that may result from this ITN.
- 3.2.26.2 The successful Vendor shall attend the scheduled Refugee Task Force meetings for their service delivery area(s). The successful Vendor shall be present at, shall participate in, and shall collaborate with other social service agencies at the meetings.
- 3.2.26.3 The Vendor shall identify and collaborate with other community resources whose goods or services assist youth in their efforts to become self-sufficient.
- 3.2.26.4 The Vendor shall identify, locate, coordinate, and refer youth for other community resources during service provision and at case closure.
- 3.2.26.5 If at any time the contract is canceled, terminated, or expires, and a new 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 the contract services to the other subsequent contractor. .

### 3.2.27 E-Verify

Pursuant to Executive Order 11-116 issued by the Governor's Office, the successful 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 refugee services youth program.
- 3.2.28.2 The Department's contract manager will review any successful Vendor's invoice requests within five (5) business days of receipt and will either approve the invoice request or contact the successful 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 successful Vendor chooses to use the SAVE/VIS Program, Refugee Services will request user access to the SAVE/VIS Program for the successful Vendor from ACCESS and forward pertinent connection information to the successful Vendor. Refugee Services will forward to the successful Vendor the required operating instructions for access to and use of the SAVE/VIS Program. Refugee Services will make available to the successful Vendor the telephone number of the CSC VIS help desk. Refugee Services will deliver to the successful 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 successful 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 successful Vendor will be monitored on its performance of all tasks and special provisions of any resulting contract.
- 3.2.29.3 The successful Vendor's actual expenditure report may be monitored for accuracy and compliance with federal or state financial regulations.

### 3.2.30 Dispute Resolution

It is desired that the selected successful 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 successful 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 (APPENDIX XIV)**

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](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 APPENDIX XII and XIII - Department's STANDARD INTEGRATED CONTRACT**

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

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## **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) 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 Youth Services for Refugees and Entrants in Broward, Duval, Hillsborough, Palm Beach, and Miami-Dade Counties). 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. 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. **IMPORTANT:** Clearly list the Service Area / County for which the reply is being submitted (i.e. Broward, Duval, Hillsborough, Palm Beach, or Miami-Dade); **NOTE:** If the Vendor is planning on submitting replies for multiple counties, please be sure to submit separate replies for each county of interest.
- D. Prospective Vendor’s name and federal tax identification number;
- E. Name, title, telephone number and address of person who can respond to inquiries regarding the reply;
- F. Name of program coordinator (if known); and
- G. Name, title, telephone number, mailing and email address of person who can respond to inquiries regarding the reply.

### 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 (m).

#### 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** (n) through (q) 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: TABLE OF CONTENTS

#### 4.2.4 TAB 3: EXECUTIVE OVERVIEW (Limited to 4 pages)

The Vendor shall provide a brief executive overview demonstrating an understanding of the ITN purpose stated in **Section 1.2**, 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 and in the Department’s **STANDARD INTEGRATED CONTRACT**.

#### 4.2.5 TAB 4: SERVICES APPROACH AND SOLUTION (Limited to 20 pages)

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 refugee youth services program that includes all of the services outlined in this ITN. In order to facilitate the reply evaluation process, Vendors should format this reply section in a way that is clearly delineated for each of these service areas. Please ensure that responses to each of the sections below (section A through O) are clear, thorough and concise.

##### A. Service Area

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

Describe where the service site will be located. Explain why the proposed location best meets the needs of the population.

Identify the hours of operation for the service site. Explain how these hours are convenient for the refugee/entrant youth population.

Describe the availability of public transportation to the service site.

##### B. Clients to be Served

Describe the target population. Describe the process the Vendor will use to ensure that only eligible youth will be served as required by **Sections 3.2.6 – 3.2.7**. Describe how program services will be provided to the maximum extent possible in a manner that is linguistically and culturally compatible with the refugee/entrant population’s languages and cultures.

##### C. Service Pathways

Describe each of the three (3) service pathways in detail. Describe the flow of refugees through each of these distinct pathways. How will the Vendor determine which pathway(s) each youth client will take? What services will be provided in each of the pathways. What specific tasks will be involved in each? Detail the outputs and outcomes that will be associated with each pathway. Explain how the Vendor will ensure positive outputs and outcomes for each type of client. How will the Vendor follow up with clients to ensure that they are making progress toward their goals?

The Department requires that the Vendor provide specific information regarding the anticipated cost per client related to each service pathway. In replying to this ITN, the Vendor shall carefully complete the chart below.

<b>Yearly Cost per Client<sup>1</sup></b>			
	<b>Path to Employment</b>	<b>Path to High School Diploma</b>	<b>Path to GED or PSAV Studies</b>
Yearly Cost per Client: (For clients that do <u>not</u> need tutoring)	Suggested Range: <i>Up to \$2,500</i>	Suggested Range: <i>Up to \$2,500</i>	Suggested Range: <i>Up to \$2,500</i>
	Vendor Estimate:	Vendor Estimate:	Vendor Estimate:
Yearly Cost per Client: (For clients in need of tutoring)	N/A	Suggested Range: <i>Up to \$3,100</i>	Suggested Range: <i>Up to \$3,100</i>
	N/A	Vendor Estimate:	Vendor Estimate:
Yearly Cost per Client (For clients in need of intensive tutoring)	N/A	Suggested Range: <i>Up to \$3,700</i>	Suggested Range: <i>Up to \$3,700</i>
	N/A	Vendor Estimate:	Vendor Estimate:

1. Please note, in counties with fewer clients, the cost per client may be slightly higher.

**D. Intake**

Describe the proposed intake process as well as the types of information that will be collected during the intake. Describe how the Vendor will determine a youth’s eligibility for services and verify immigration status.

**E. Assessments**

*Initial Assessment* - Describe the Vendor’s proposed Initial Assessment. Describe how the assessment will help determine which clients are most in need of services. What risk factors will the Vendor focus on? What other factors will go into the proposed Initial Assessment? Describe in detail how the Vendor will prioritize clients in a way that aims to focus efforts on the most at-risk and vulnerable youth. How will the Vendor ensure that youth with significant educational deficits come first? Considering all eligible refugee clients ages 16-19, what percentage of those refugees likely will not graduate from high school (and how did the Vendor determine this calculation)? If possible, include a sample of the Vendor’s proposed Initial Assessment.

*Ongoing Assessment* - Describe the Vendor’s proposed Ongoing Assessments. Explain how the Vendor will ensure that youth services are having a positive impact on the lives of refugee youth clients. What will the Vendor measure to determine whether youth clients are achieving their goals? If possible, include a sample of the Vendor’s proposed Ongoing Assessments.

*Final Assessment* – Describe the Vendor’s Final Assessment. Explain the instrument the Vendor will use to evaluate whether or not a youth client has achieved his or her programmatic goals. How will the Vendor determine the youth’s level of self-sufficiency and integration? If possible, include a sample of the Vendor’s proposed Final Assessment.

*Long-Term Assessments* – Describe the Vendor’s Long-Term Assessments. Explain how the Vendor will determine the long-term success of the refugees and entrants that receive services. How will factors such as self-sufficiency, integration, employment stability, and educational success be measured? If possible, include a sample of the Vendor’s proposed Long-Term Assessments.

#### F. Case Management

Explain how the Vendor will ensure that case managers provide only limited case management to youth as opposed to a more intensive type of case management. Describe how the Vendor will utilize services and resources already available in the community as opposed to offering services in-house. Briefly describe the types of services a case manager will be allowed to provide on a day-to-day basis. Explain how the Vendor will ensure that other services not approved by the Department will not be provided by the case manager.

*Outreach* – Describe the type of outreach that the case manager will conduct. What organizations will be targeted? How will the Vendor conduct outreach geared toward locating vulnerable refugee youth most in need of services?

*Client Development Plan* – Describe how the case manager will work in conjunction with the refugee youth client to develop a client development plan. How will the case manager and client determine which service pathway(s) the client will pursue? How will short term and long term goals be defined and developed?

*Referrals/Vouchers* – See Section G and H.

*Career Pathway Services* – See Section I

*Transportation Assistance* – Explain how the Vendor will purchase and distribute bus passes to eligible youth clients in need of transportation assistance. Describe how the case manager will ensure that youth clients learn to navigate the local transportation system independently.

*Periodic Follow-Ups* – Describe how the case manager will regularly follow-up with youth clients to ensure that they are advancing in their Client Development Plan and meeting their short-term and long-term goals. How often will these periodic follow-ups take place? Explain how the Vendor will ensure that youth clients are using vouchers responsibly by consistently attending tutoring and homework assistance sessions. If youth clients do not use vouchers responsibly, how will the Vendor address those concerns with the client?

#### G. Referrals

Since one of the most important elements of the youth services program is referrals and vouchers, the Vendor must thoroughly research local community resources available to refugee youth ages 16 to 19. The Department is requesting specific and detailed information regarding existing resources. The Vendor shall extensively research and explore all options before replying to this ITN.

Taking into account the previous paragraph, describe the types of referrals youth clients may require. List specific organizations that the Vendor will use for referral purposes (e.g. referrals for free tutoring, free homework assistance, adult high school, GED assistance, standardized test preparation, PSAV, English Language Instruction, other vocational programs, and/or other organizations/services that may benefit the client). How will the Vendor work with schools and Career Source to maximize opportunities for youth? What free tutoring options are available in local schools and in the community? What type of standardized test preparation is available through the school system? Are there waiting lists associated with any of these programs? Please thoroughly research all options and present those options in your reply.

Explain the process case managers will use to issue referrals. How will case managers follow up on referrals issued to clients? How will the Vendor remain informed and up-to-date on the numerous community resources available in the area?

#### H. Vouchers

As mentioned prior, the Vendor is expected to extensively research available community resources before replying to this ITN. Since Department funds may be used to pay for tutoring and homework assistance vouchers, the Vendor is expected to research and understand all available options, reach out to potential partners, and negotiate fair prices.

Taking this into account, describe the types of vouchers that youth clients may require. Describe vouchering agreements that the Vendor has reached with local tutoring organizations. Are these organizations capable of working with youth from diverse linguistic and cultural backgrounds? Explain the terms and conditions of these agreements. Has the Vendor negotiated fair prices that fit within the program's limited budget? Describe in detail how the Vendor will handle the payment of vouchers in a timely manner. What staff member(s) will be responsible for making such payments? Explain how the Vendor will determine which refugee clients actually need tutoring. Once a client is enrolled in a vouchered service, how will the Vendor ensure the quality of that service? Also, how will the Vendor set limits on vouchers? What youth will be eligible for vouchered tutoring? What youth will have priority? What is the maximum number of hours and maximum length of time that youth may receive vouchered tutoring services?

Again, the Department requires very specific information regarding tutoring and homework assistance options. The Department would like the Vendor to research and explore the current situation and provide certain estimates. The Department would like to know the approximate number of youth that will be eligible to receive free tutoring, the number of free tutoring hours available to each of those youth, the number of youth that are not eligible for free tutoring, the total number of tutoring hours (on average) that each youth will require, the cost per hour for vouchered tutoring services, and the total (overall) number of tutoring hours a youth will need in order to accomplish his or her academic goals. The Vendor shall complete the table below with all of the required information.

	<i>Number of Students in Need of Tutoring</i>	<i>Weekly Number of Tutoring Hours Needed per Student</i>	<i>Total Number of Tutoring Hours Needed per Student</i>	<i>Weekly Number of Free Tutoring Hours Available to Student</i>	<i>Hourly Cost of Vouchered Tutoring (maximum of \$40 per hour)</i>	<i>Monthly Tutoring Cost per Student</i>	<i>Total Estimated Cost per Student</i>
<b>Students Eligible for Free Tutoring</b>							
<b>Students Ineligible for Free Tutoring</b>				N/A			

**I. Career Pathway Services**

As mentioned in Section 3.2.9.5, the Vendor shall reach out and coordinate with local RS-funded employment providers or RS-funded adult education providers before submitting a reply.

Explain how the Vendor will work in coordination with the RS-funded employment provider to create clear pathways to employment for refugee youth. What will the relationship between the Vendor and the RS-funded employment provider look like? Explain how each youth’s aptitude and career interests will be assessed so that each youth is able to make clear, informed, and realistic decisions regarding possible career paths. Describe how the Vendor will assist the RS-funded employment provider in enrolling youth in vocational programs, arranging apprenticeships/internships, arranging On-the-Job Training (OJT), and/or placing a youth in employment related to his or her career goals. How will the Vendor ensure that this occurs within the first six (6) months of enrollment?

Describe how, through coordinated efforts, the Vendor and the RS-funded employment provider will ensure that youth receive relevant pre-employment training. What will this training look like? What responsibilities will the Vendor have and what responsibilities will the RS-funded employment provider have? Explain who will ultimately be responsible for each element of the training.

Although the RS-funded employment provider will be responsible for any full-time or part-time employment placements, how will the Vendor support the RS-funded employment provider in this endeavor? List any employment contacts the Vendor may have in the local community that would benefit refugee youth.

Describe how the Vendor will support the RS-funded employment provider in enrolling youth in vocational/technical training or in arranging OJT when necessary. How will the youth client, Vendor, and RS-funded employment provider work together to determine what specialized training will most benefit the youth client?

If the Vendor, employment provider, and youth client determine that an apprenticeship or internship would be appropriate and advantageous, explain how the Vendor, together

with the employment provider, will work to facilitate a suitable match for the client. Has the Vendor already reached out to any organizations that might be open to providing apprenticeships or internships to refugee youth clients? Explain how the Vendor will regularly follow up with each youth to ensure positive experiences.

**J. Termination of Client Services / Case Closure**

Describe the Vendor’s proposed client termination procedures. If a client still requires certain services at case closure, explain what the Vendor will do to ensure that the client is referred to organizations that promote the self-sufficiency, integration, and well-being of the youth.

**K. Additional tasks**

Describe any additional services the Vendor is hoping to provide to the youth enrolled in the program. Since funding for these programs is limited, explain how the Vendor plans to pay for additional tasks.

**L. Case Files**

Describe the process the Vendor will use to maintain up-to-date individual case files including detailed case notes and closed case documentation. List the documents that will make up the case file (i.e. intake form, client development plan, referral forms, etc.). Indicate where the case records will be located and how the Vendor will ensure the confidentiality and security of all records.

**M. Deliverables / Service Units**

The service tasks described in Section 3.2.9 and 4.2.5 shall be used to establish service units in any resulting contract, taking the Vendor’s proposed numbers into consideration. Deliverables/service units will be further negotiated with the successful 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. The Vendor is encouraged to propose additional deliverables/service units. Also please provide 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 Units to be Delivered During Contract Period	Estimated Number of Service Units			
	Year 1 (Jan 1, 2017 to Sep 30, 2017) 9 MONTHS	Year 2 (Oct 1, 2017 to Sep 30, 2018) 12 MONTHS	Year 3 (Oct 1, 2018 to Sep 30, 2019) 12 MONTHS	Year 4 (Oct 1, 2019 to Dec 31, 2019) 3 MONTHS
<b>Total # of youth clients served (unduplicated)</b>				
Number of Referrals Issued				
Number of Vouchers Issued				
Number of Support Group sessions conducted <sup>1</sup>				
Number of Client Follow-Ups Conducted				

1. The Vendor must decide whether it wishes to conduct support groups. It is not a mandatory service.

**N. Performance Measures**



Sample performance measures are indicated in **Sections 3.2.23 – 3.2.24** of this ITN. The Vendor is encouraged to propose additional performance measures. All final performance measures will be negotiated with the successful Vendor. 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;
- 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 youth services and/or refugee services;
- The Vendor’s proposed performance measures.

Also, to best measure the success of students on the “High School Diploma” pathway, the Vendor shall propose a performance measure that evaluates academic success. The Vendor should coordinate with the school district to determine what types of information will be attainable in regards to academic success (i.e. grades, test scores, etc.).

**O. 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 **Section 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 (Limited to 5 pages)**

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.

- 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 designed to avoid conflicts of interest.
- 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.

- Describe the Vendor's history working with refugees and entrants. Describe the Vendor's history providing youth 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, 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.
- 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.
- Provide a copy of the Vendor's verification of Liability Insurance Coverage as provided in Section 4.4 of the Integrated Contract.
- 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.
- 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 and **APPENDIX XIII - the Department's STANDARD INTEGRATED CONTRACT PART 2**.

#### **4.2.7 TAB 6: CORE TEAM QUALIFICATIONS (Limited to 5 pages)**

- 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 **APPENDIX XII - the Department's STANDARD INTEGRATED CONTRACT**.
- The reply shall include the Vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel as described in **APPENDIX XII - the Department's STANDARD INTEGRATED CONTRACT**. 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. 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.
- The Vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs described in **APPENDIX XII - the Department's STANDARD INTEGRATED CONTRACT PART 2**. The solution should address all applicable personnel grievance and conflict resolution practices. The Vendor should explain how the organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.
- 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 case managers balance their workload?
- 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 and 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, 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 and XI**.

- **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 FFY (October – September) within the entire proposed contract period, as well as the allowable renewal period. Any missing year budgets will be assumed to be a duplicate of the last year submitted. 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.
- **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 federal fiscal 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.

- **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 Management; (2) Vouchers; (3) Career Pathway Services.

The Department reserves the right to negotiate final service unit rates with any successful 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. For example, if youth are not using vouchers regularly, but are instead in greater need of career pathway services, the Department may shift funds from vouchers to career pathway services as necessary.

- **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 URMP 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.

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 attorney's 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**.

### 5.1 Selection Criteria

The following Selection Criteria shall apply for this ITN:

Criteria
<ul style="list-style-type: none"><li>• 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.</li></ul>
<ul style="list-style-type: none"><li>• 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 one specified in this ITN.</li></ul>
<ul style="list-style-type: none"><li>• The skills and experience of the Vendor's leadership team, staff and resources the Vendor will use in implementing its services.</li></ul>
<ul style="list-style-type: none"><li>• The Vendor's financial management approach, proposed budget and related financial information.</li></ul>

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 following criteria:

Criteria	Relative Value
<ul style="list-style-type: none"> <li>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.</li> </ul>	25%
<ul style="list-style-type: none"> <li>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 one specified in this ITN.</li> </ul>	35%
<ul style="list-style-type: none"> <li>The skills and experience of the Vendor's leadership team, staff and resources the Vendor will use in implementing its services.</li> </ul>	20%
<ul style="list-style-type: none"> <li>The Vendor's financial management approach, proposed budget and related financial information.</li> </ul>	20%
TOTAL	100%

### 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 use total points to rank Vendors from 1 to n.

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 Vendors 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](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](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:

- Schedule additional negotiating sessions with any or all responsive Vendor(s);
- Require any or all responsive Vendor(s) to provide additional or revised replies and detailed written proposals addressing specified topics;
- Require any or all responsive Vendor(s) to provide a written best and final offer;
- Require any or all responsive Vendor(s) to address services, prices, or conditions offered by any other Vendor;

- 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;
- Pursue the division of contracts between responsive Vendor(s) by type of service or geographic area, or both;
- 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);
- Decline to conduct further negotiations with any Vendor;
- Reopen negotiations with any Vendor;
- 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;
- Review and rely on relevant information contained in the replies received pursuant to Section 4; and
- 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

- Negotiations between the Department and Vendors are not open to the public pursuant to subsection 286.0113(2), Florida Statutes.
- Negotiation strategy meetings of the Department's Negotiation Team are exempted by subsection 286.0113(2)(a), F.S.
- 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:

- 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;
- Divide the work among Vendors by type of service or geographic area, or both;
- Award contracts for less than the entire service area or less than all services encompassed by this solicitation, or both; and
- 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](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:

- 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).
- 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.
- 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**

<b>Check below and complete Section A or Section B</b>	
<input type="checkbox"/>	Vendor is not a sole proprietorship (Complete Section A)
<input type="checkbox"/>	Vendor is a sole proprietorship (Complete Section B)
<b>Section A</b>	
<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><b>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.</b></p>	
<b>Section B</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**

<b>MANDATORY CERTIFICATIONS</b>		
<b>MASTER CERTIFICATION</b>		
<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><b>Check the applicable box next to the title to each certification:</b></p>		
<b>True</b>	<b>False</b>	
		<b>a. Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document</b>
		<b>b. Certification of Representations Per Section 9 of PUR 1001</b>
		<b>c. Certification of Authority to Do Business in Florida</b>
		<b>d. Statement of No Involvement</b>
		<b>e. Conflict of Interest Statement (Non-Collusion)</b>
		<b>f. Certification Regarding Subcontractors and Other Providers</b>
		<b>g. Certification Regarding Lobbying</b>
		<b>h. Certification Regarding Scrutinized Companies List</b>
		<b>i. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts</b>
		<b>j. Certification Regarding Prior Contractual Obligations</b>
		<b>k. Certification of Representations Per sections 287.133, and 287.134, F.S.</b>
		<b>l. Certification of a Drug Free Workplace</b>
<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>		
<p>Signature of Authorized Representative:</p>		<p>Date:</p>
<p><b>a. Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document</b></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**

<b>MANDATORY CRITERIA CHECKLIST</b> for: (enter name & reference # of solicitation)																																					
<b>Print Vendor's Name (Agency):</b>																																					
<b>Print Name of Department Reviewer (Procurement Manager):</b>																																					
<b>Signature of Department Reviewer:</b>	<b>Date:</b>																																				
<b>Print Name of Department Witness:</b>																																					
<b>Signature of Department Witness:</b>	<b>Date:</b>																																				
<p>1. Was the reply received by the date and time specified in the ITN and at the specified address?</p> <p><input type="checkbox"/> (YES) = Pass                      <input type="checkbox"/> (NO) = Fail</p> <p>Comments:</p>																																					
<p>2. Does the reply include the following?</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:5%; text-align: center;">a.</td> <td style="width:65%;">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)</td> <td style="width:30%; text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">b.</td> <td>Master Certification, including the names of Vendor and its Authorized Representative and signature of the Authorized Representative.</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> </table>		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																														
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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																																			
<p>3. Is the "True" box in the Master Certification checked for each of the following?</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:5%; text-align: center;">a.</td> <td style="width:65%;">Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document</td> <td style="width:30%; text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">b.</td> <td>Certification of Representations Per Section 9 of PUR 1001</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">c.</td> <td>Certification of Authority to Do Business in Florida</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">d.</td> <td>Statement of No Involvement</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">e.</td> <td>Conflict of Interest Statement (Non-Collusion)</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">f.</td> <td>Certification Regarding Subcontractors and Other Providers</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">g.</td> <td>Certification Regarding Lobbying</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">h.</td> <td>Certification Regarding Scrutinized Companies List</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">i.</td> <td>Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">j.</td> <td>Certification Regarding Prior Contractual Obligations</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">k.</td> <td>Certification of Representations Per Sections 287.133 and 287.134, F.S.</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> <tr> <td style="text-align: center;">l.</td> <td>Certification of a Drug Free Workplace</td> <td style="text-align: center;"><input type="checkbox"/> (YES) = Pass    <input type="checkbox"/> (NO) = Fail</td> </tr> </table>		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
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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 – 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/](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	
		FFY (Insert Year) - (Insert Dates)	
Budget Line Item		Line Item Totals	Category Total
<b>Personnel Category</b>			
A.	Personnel	\$ -	
B.	Fringe Benefits	\$ -	
C.	Other Personnel Services (OPS)	\$ -	
D.	Background Checks	\$ -	
		<b>Total Personnel Category:</b>	\$ -
<b>Travel Category</b>			
E.	Staff Travel & Training	\$ -	
F.	Client Transportation	\$ -	
		<b>Total Travel Category:</b>	\$ -
<b>Expense Category</b>			
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	\$ -	
		<b>Total Office Expenses:</b>	\$ -
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	\$ -	
		<b>Total Expense Category:</b>	\$ -
<b>Direct Costs Category</b>			
S.	Operating Capital Outlay (OCO->\$1,000.00)		\$ -
T.	Indirect Costs _____% of Total Direct Costs		\$ -
		<b>Subtotal Direct Costs:</b>	\$ -
		<b>Total Project Budget</b>	\$ -

**Appendix IX**

Sample Format  
Vendors may add columns and rows as needed.

**REPLIED COST ALLOCATION PLAN**  
for the  
**2016 CONTRACT YEAR**

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

## 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 V**. 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 response.

- 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).



**FIXED PRICE BUDGET WORKSHEET – Appendix XI**

Budget Line Items	Service Components			Total
	Case Management	Vouchers	Career Pathway 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				
<b>Total Cost for Service</b>				
Approx. # of Clients to Be Served (Unduplicated)				