

LUTHERAN SERVICES FLORIDA, INC
Refugee Services



REQUEST FOR PROPOSAL (RFP)

**Integrated Refugee Services (IRS) for
Refugees and Entrants in
Pinellas County**

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SECTION 1. INTRODUCTION

1.1 Introduction to the Procurement

Lutheran Services Florida, Inc. (LSF) is issuing this solicitation for the purpose of procuring Integrated Refugee Services (IRS) for Refugees and Entrants in Pinellas County. Any person interested in submitting a reply must comply with any and all terms and conditions described in this Request for Proposal (RFP).

With this program, LSF seeks to provide an integrated service delivery system focused on promoting the long-term self-sufficiency and social integration of eligible individuals in Pinellas County.

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

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

1.2 Statement Of Purpose

LSF is seeking one qualified vendor to administer IRS for Refugees and Entrants in Pinellas County.

1.3 Term Of The Agreement

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

The total estimated dollar range for the contract resulting from this RFP is subject to the availability of funds. Funds are estimated to be between \$200,000 - \$319,534.82 for each year. Funding amounts per service category are as follow:

- Refugee Services Assessment & Follow up: \$ 6,250.00
- Case Coordination: \$ 43,143.82
- Tiered Case Management: \$11,750.00
- Employment Services: \$ 221,300.00
- Youth Services: \$60,320.00
- Mentoring Services: \$15,600.00

Funding amounts will largely depend on Office of Refugee Resettlement (ORR) and Department of Children and Families (DCF) priorities, and the number of clients to be served, the area of service, and the types of services, as determined by LSF.

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

1.4 Contact Person and Procurement Manager

This RFP is issued by Lutheran Services Florida, Inc. The sole contact point for all communication regarding this RFP is:

Laurie Kowalski, Senior Director of Procurement and Contracts

Mailing Address:

Lutheran Services Florida, Inc

3627 West Waters Avenue

Tampa, FL 33614

laurie.kowalski@lsfnet.org

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

1.5 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-reply meetings. All Vendors shall be accorded fair and equal treatment.

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SECTION 2. RFP PROCESS

2.1 General Overview of the Process

Replies that meet the Mandatory Requirements of this RFP and are otherwise responsive will be eligible for evaluation. Following the evaluation, if LSF chooses to make an award, LSF will post a notice of intended contract award, identifying the Vendor(s) selected for award.

2.2 Official Notices and Public Records

2.2.1 Notices Regarding the RFP

All notices, decisions, intended decisions, addenda and other matters relating to this procurement will be electronically posted on the LSF website: <http://www.lsfnet.org>

It is the responsibility of prospective Vendors to check the LSF website addenda, notices of decisions and other information or clarifications to this RFP.

2.2.2 Public Records

All electronic and written communications pertaining to this RFP, whether sent from or received by LSF, are subject to the Florida public records laws located in Chapter 119, Florida Statutes.

2.3 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. Violation of this provision may be grounds for rejecting a reply.

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2.4 Schedule of Events and Deadlines

Activity	Date	Time	Address
RFP Advertised and Released on LSF website:	July 8, 2019	5:00 p.m.	LSF Posting site: http://www.lsfnet.org
Solicitation Conference to be Held:	July 16, 2019	10:00 a.m.	3625 W. Waters Avenue Tampa, FL 33614
Submission of Written Inquiries Must be Received by:	July 22, 2019	5:00 p.m.	Laurie.kowalski@lsfnet.org
Anticipated Date for Posting LSF's Response to Inquiries:	July 26, 2019	5:00 p.m.	LSF Posting site: http://www.lsfnet.org
Sealed Replies Must be Received by LSF:	August 9, 2019	5:00 p.m.	Lutheran Services Florida, Inc. 3627 West Waters Avenue Tampa, FL 33614 Attn: Laurie Kowalski
Anticipated posting of qualified Vendors:	August 14, 2019	5:00 p.m.	LSF Posting site: http://www.lsfnet.org
Anticipated Posting of Intended Contract Award:	August 19, 2019	5:00 p.m.	LSF Posting site: http://www.lsfnet.org
Anticipated Effective Date of Contract:	October 1, 2019	N/A	N/A

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 RFP, posting on the LSF is the only official notice recognized for the purpose of determining timeliness in the event of protest.

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SECTION 3. SPECIFICATIONS

3.1 Mandatory Requirements

The Vendor must meet the Mandatory 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

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

3.2.2 Scope of Services

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

3.2.3 Major Program Goals

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

3.2.4 Contract Limits

3.2.4.1 Funds for any resulting contract may be administered under the terms of the Refugee Social Services/Refugee Support Services Grant, and 45 C.F.R. Parts 400 and 401, and are subject to all grant and federal regulatory requirements. Discretionary funding and other sources may also be utilized if administered by the Department.

3.2.4.2 LSF reserves the right to alter or adjust the service locations, counties, services, tasks, deliverables, funding, and the number of clients and to add service priorities as needed.

3.2.4.3 At times, LSF may receive additional refugee-related funds for relevant services not specifically mentioned in this RFP. If LSF deems it necessary, any such funding may be distributed to the successful IRS vendor. Since the vendor will be charged with developing, implementing, and managing an integrated program in the service area, then the vendor will be responsible for managing any additional funds and ensuring that any related services are delivered in an effective and efficient manner.

3.2.5 Client Eligibility

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

3.2.6 Client Determination

3.2.6.1 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 of Children and Families (DCF) and LSF.

3.2.6.2 Client Eligibility Determination. The vendor shall determine refugee program eligibility based on the individual's immigration status, country of origin and date of entry to the U.S. using original immigration documents provided by the

individual. The period of eligibility is calculated from the individual's date of arrival in the U.S., with the exception of asylees, whose period of eligibility is calculated from the date asylum was granted, and victims of severe forms of trafficking whose eligibility is determined using the date on the ORR eligibility letter (children) or certification letter (adults). A legible copy (front and back) of immigration documentation verifying refugee eligibility is required to accurately determine eligibility. An eligibility guide describing specific client determination information is available from LSF and/or DCF or by visiting DCF Refugee Services Program website at: <http://www.myflfamilies.com/service-programs/refugee-services/eligibility-guide-refugee-service-providers>

3.2.6.3 Immigration Status Verification. In the event the vendor elects to utilize the SAVE/VIS system, the vendor shall follow the procedures for the system included in any resulting contract. Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.

3.2.6.4 The vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number (ORR State Letter #00-23).

3.2.7 Current Service Priorities

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

3.2.7.1 Refugee Support Services/Social Services Grant funds can be used to serve refugees/entrants who have been in the United States for less than sixty (60) months except for clients needing citizenship and naturalization preparation services, referrals, and/or interpreter services (45 CFR 400.152). The following priorities apply to clients eligible for services funded through these grants:

3.2.7.1.1 First Priority. All newly arriving refugees/entrants during their first year in the U.S. who apply for services.

3.2.7.1.2 Second Priority. Refugees/entrants who are receiving cash assistance.

3.2.7.1.3 Third Priority. Unemployed refugees/entrants who are not receiving cash assistance; and

3.2.7.1.4 Fourth Priority. Employed refugees/entrants in need of services to retain employment or to attain economic self-sufficiency.

3.2.7.2 Refugee School Impact Grant Set-Aside, Refugee Support Services/Social Services Grant funds can be used to serve refugees/entrants seeking Youth Services assistance. The following priorities apply to clients eligible for Youth Services funded through this contract:

3.2.7.2.1 First Priority. Refugees/ Entrants who have been in the US for less than twelve (12) months or within twelve (12) months of their date of asylum or applicable eligibility date; and

3.2.7.2.2 Second Priority. Refugees/Entrants who have been in the US for less than thirty-six (36) months or within thirty-six (36) months of their date of asylum or applicable eligibility date.

3.2.7.2.3 Third Priority. Clients whose date of entry in the U.S. is more than thirty-six (36) months, or more than thirty-six (36) months from their date of asylum or applicable eligibility date may only be served on the demonstration of extraordinary need and with the approval of LSF and DCF.

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

3.2.7.3.1 First Priority. All newly arriving older refugees/entrants during their first year of service eligibility who apply for services;

3.2.7.3.2 Second Priority. Older refugees/entrants who have lost, or are at risk of losing, SSI and/or other federal benefits; and

3.2.7.3.3 Third Priority. Older refugees/entrants with the greatest relative risk of nursing home placement

3.2.8 Integrated Refugee Services

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

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

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

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

- 3.2.8.2** Based on the gaps identified in the Community Needs Assessment, the vendor shall develop and implement a Community Plan that outlines an integrated service delivery system and describes a plan for ensuring appropriate and adequate services are provided to eligible populations.
- 3.2.8.3** When appropriate, services provided by mainstream community resources shall be utilized, and the vendor shall ensure that funding is only spent on allowable activities. The Plan shall identify mainstream community resources and explain how the vendor will utilize those resources to serve the eligible population.

3.2.9 Task Limits

- 3.2.9.1** The vendor shall not make stipend payments to a client under the terms of any resulting contract.
- 3.2.9.2** The vendor shall not be compensated for the performance of any tasks related to the program, other than those described in any resulting contract, without the express written consent of LSF.
- 3.2.9.3** The vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number.
- 3.2.9.4** 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.
- 3.2.9.5** Payment for vocational training under this contract is limited to programs that are intended to be completed in twelve (12) months or less, have documented progress, and are sufficient to obtain employment, as stated in 45 C.F.R. s. 400.146. The maximum number of vocational enrollment hours an eligible student can take shall not exceed 1,400 hours. This is a lifetime limit for each student.
- 3.2.9.6** Contract funds shall not be used by the vendor to pay any service application fees due to a federal entity or to pay any court fees that are required to be paid by the client.
- 3.2.9.7** No civil litigation/representation against the Federal, State, or Local government shall be provided for matters other than immigration and immigration-related issues.
- 3.2.9.8** 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.
- 3.2.9.9** Tasks and task descriptions may change over the life of the contract to comply with new regulations, laws, grant requirements, and funding.

3.2.10 Staffing Levels

- 3.2.10.1** The Vendor shall ensure adequate program staffing for technical, administrative, and clerical support. The Vendor shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities.
- 3.2.10.2** The Vendor must have the capacity and flexibility to efficiently hire new qualified staff members as necessary.

3.2.11 Staffing Changes

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

3.2.12 Professional Qualifications

3.2.12.1 Professional and paraprofessional staff shall be qualified, as detailed in the job description, in a field appropriate to the services being provided under any resulting contract.

3.2.12.2 The Vendor shall require a security background screening and five-year employment rescreening in accordance with Chapter 435, Florida Statutes, for all program personnel, mentors, and volunteers who work with clients under age eighteen (18) served by the Vendor. Security background investigation documentation shall be maintained on file with the Vendor's employment records.

3.2.13 Service Delivery Location

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

3.2.14 Changes in Location

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

3.2.15 Service Times

3.2.15.1. Services shall be provided, at a minimum, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, Eastern Time Zone, except for state recognized holidays. Because many clients can be better served with extended hours, the Vendor shall offer evening and weekend service times. However, office hours shall be maintained for a minimum of 40 hours per week. The Vendor must submit class/course schedules for Department review and approval at least seven (7) days prior to the Term start date. In the event of lower-than-expected arrival numbers, a change in federal grant requirements, or a reduction in grant award amounts, LSF in conjunction with the Vendor, may reconsider appropriate service times and make adjustments as necessary.

3.2.15.2. Any changes in service times and any additional holidays that the Vendor would like to observe must be included in the reply and approved in writing by LSF.

3.2.15.3. Services are expected to be provided through the full term of the contract.

3.2.16 Equipment

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

3.2.17 Deliverables

- 3.2.17.1** The services selected by the vendor in their IRS Plan shall be used to establish service units in any resulting contract(s). Deliverables will be further negotiated with the vendor.
- 3.2.17.2** Services that each vendor may be required to render may differ from the other vendors and the determination of services each vendor is required to perform shall be at the sole discretion of the Department.

3.2.18 Records and Documentation

- 3.2.18.1** Client Records - The Vendor shall maintain records documenting the total number of clients and names (or unique identifiers) of clients to whom services were provided under the terms of any resulting contract and the date(s) that the services were provided so that an audit trail documenting service provision can be maintained.
- 3.2.18.2** Format Requirements - Submission of documents produced by the Vendor to satisfy the requirements of this section must be submitted to LSF in Microsoft Office product format in the versions used by LSF at the time of submission, currently MS Project 2007 or newer version, MS Word 2007 or newer version, MS Excel 2007 or newer version.
- 3.2.18.3** Confidentiality of Records - The Vendor shall maintain the confidentiality of all records required by law or administrative rule to be protected from disclosure. Except as provided by law, the Vendor further agrees to hold LSF harmless from any claim or damage, including reasonable attorney(s) fees and costs, or from any fine or penalty imposed as a result of an improper disclosure by the Vendor of confidential records, whether public record or not, and promises to defend LSF against the same at its expense.
- 3.2.18.4** Access to Records - The Vendor shall maintain all records required to be maintained pursuant to any resulting contract in such manner as to be accessible by LSF and DCF upon demand. Where permitted under applicable law, access by the public shall be permitted without delay.
- 3.2.18.5** 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 LSF approval.

3.2.19 Reporting

- 3.2.19.1** Required Reporting Submission - The Vendor shall submit the following reports at a minimum, according to the requirements specified. In the case of an anticipated delay in meeting this requirement, the Vendor shall submit a written justification for the delay and a request for an extension to LSF 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. LSF will furnish the report formats and instructions to the Vendor.

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Invoice	Monthly	15 th day of each month	1 electronic and 1 hard copy
Narrative Report	Every 4 Months	Three times per contract year February 5; June 5; and October 5	1 electronic and 1 hard copy
Actual Expenditure Report	Quarterly	Three times per contract year February 5; June 5; and October 5	1 electronic and 1 hard copy
Limited English Proficiency (LEP) Policy	Annually	Within 50 days of the contract effective date and LEP Policy Questionnaire annually thereafter	1 electronic and 1 hard copy
Financial and Compliance Audit and accompanying management letter	Annually	Within 140 days following Vendor's fiscal year end or within 20 days of Vendor's receipt of the audit report, whichever occurs first	1 electronic to LSF 1 electronic copy to Inspector General
Inventory Report	Annually	Annually and 20 days prior to completion of contract	1 electronic and 1 hard copy
Emergency Preparedness Plan	Annually	Within 20 days of contract execution and annually thereafter	1 electronic and 1 hard copy
Civil Rights Compliance Checklist	Annually	Within 20 days of contract execution and annually thereafter	1 hard copy
Proof of Liability Insurance	Annually	Within 20 days of contract execution and annually thereafter	1 hard copy
Support of the Deaf and Hard of Hearing	Monthly	3 rd working day of each month	1 electronic copy
Employment Screening Affidavit	Annually	July 15	1 electronic and 1 hard copy
Preferred Pricing Affidavit	Annually	July 15	1 electronic and 1 hard copy
Quality Management Plan	50 Days after contract effective	November 10, 2019	1 electronic and 1 hard copy

3.2.20 Electronic Data

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

- 3.2.20.1** Data Entry Deadlines - The Vendor shall submit to LSF data specified in the resulting contract by the 5th of each month, except in emergency circumstances as approved by the LSF Statewide Director of Refugee Services.
- 3.2.20.2** Data Integrity - If notified by LSF of reporting discrepancies, the Vendor has three (3) business days from the date of notification of the errors to correct and return the electronic data. If discrepancies are reported by the Vendor, the Vendor shall correct and return the electronic data within three (3) business days of the notification. The Vendor shall notify LSF when corrections are needed and again when corrections are completed.
- 3.2.20.3** Reporting Responsibilities - It is the Vendor's responsibility to ensure that data is entered accurately and timely and that reports are acceptable and submitted timely. Continued inaccurate or late reporting of data 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.

3.2.21 Performance Measures

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

- 3.2.21.1** At least ___ % percent of active unemployed clients awaiting job placement shall receive at least one job placement.
- 3.2.21.2** At least ___% of placed clients shall be employed at the 90-day follow-up.
- 3.2.21.3** At least ___% of active unemployed first year clients awaiting job placement shall have at least one job placement.
- 3.2.21.4** At least ___% of clients enrolled in a vocational training program who successfully passed a course or component of the program.
- 3.2.21.5** At least ___ % of vocational training participants who successfully completed the program requirements.
- 3.2.21.6** At least ___ % of CL participants who received an increase in salary after initial job placement following completion of training.
- 3.2.21.7** At least ___ % of all intakes shall have at least one placement at twelve (12) months from intake (monthly measure)
- 3.2.21.8** At least ___% of individuals in the new arrivals, based on the Refugee Services Population Report, shall have an assessment completed by the vendor.
- 3.2.21.9** At least ___ % of youth having received tutoring or homework assistance prior to the current academic quarter shall maintain or improve their GPAs based on each report card reported in the current academic quarter.

3.2.21.10 At least ___ % of school-enrolled youth pursuing a high school diploma and receiving tutoring services in the current school year shall either be promoted to the next grade level or graduate high school.

3.2.21.11 At least ___% of youth clients placed in employment shall be employed at the 90-day follow-up.

3.2.21.12 At least ___% of clients shall report that they are employed or enrolled in post-secondary education or high school at the twelve (12) month long-term assessment.

3.2.22 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:

3.2.22.1 The calculation for the sample performance measure detailed in **Section**

3.2.21.1 is:

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

3.2.22.2 The Calculation for the sample performance measure detailed in **Section**

3.2.22.2 is:

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

3.2.22.3 The Calculation for the sample performance measure detailed in **Section**

3.2.22.3 is:

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

3.2.22.4 The Calculation for the sample performance measure detailed in **Section**

3.2.22.4 is:

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

3.2.22.5 The Calculation for the sample performance measure detailed in **Section 3.2.22.5** is:

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

3.2.22.6 The Calculation for the sample performance measure detailed in **Section 3.2.22.6** is:

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

3.2.22.7 The Calculation for the sample performance measure detailed in **Section 3.2.22.7** is:

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

3.2.22.8 The Calculation for the sample performance measure detailed in **Section 3.2.22.8** is:

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

3.2.22.9 The Calculation for the sample performance measure detailed in **Section 3.2.22.9** is:

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

3.2.22.10 The Calculation for the sample performance measure detailed in **Section 3.2.22.10** is:

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

3.2.22.11 The Calculation for the sample performance measure detailed in **Section 3.2.22.11** is:

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

3.2.22.12 The Calculation for the sample performance measure detailed in **Section 3.2.22.12** is:

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

3.2.23. Vendor Unique Activities

- 3.2.23.1.** The Vendor must be knowledgeable of the refugee populations to be served in the identified service area.
- 3.2.23.2.** The Vendor shall ensure that any individual who seeks to apply for contracted services has an opportunity to do so.
- 3.2.23.3.** 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’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 women. In accordance with 45 CFR Part 400.145, the Vendor must ensure that women have the same opportunities as men to participate in all ORR funded services, including job placement services.

- 3.2.23.4.** Limited English Proficiency (LEP) Language Requirement. The Vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The Vendor shall develop and submit for approval a comprehensive written policy on language access for LEP persons within sixty (60) days of contract execution.
- 3.2.23.5.** The Vendor shall perform all other unique activities described in any resulting contract. This shall include, but is not limited to, Health Insurance Portability and Accountability Act (HIPAA), and Safeguards Regarding the Use and Disclosure of Client Data.
- 3.2.23.6. Vendor Responsibilities.** The Vendor is solely and uniquely responsible for the satisfactory performance of the tasks described in this RFP. Submission of a reply signifies acceptance by the Vendor that it accepts all LSF and DCF requirements, terms and conditions in this RFP and in the LSF's Standard Contract.
- 3.2.23.7.** If at any time the contract is canceled, terminated, or expires, and a contract is subsequently executed with an entity other than the Vendor, the Vendor will have an affirmative obligation to assist in the smooth transition of contract services to the subsequent contractor.

3.2.24. Coordination with Other Entities

- 3.2.24.1.** LSF may undertake additional related work either directly or by contract. The Vendor shall fully cooperate with other such entities, LSF employees, community-based organizations, and other service organizations providing services to refugees. The failure of other contractors or entities to cooperate or properly perform service does not relieve the Vendor of any accountability for tasks or services that the Vendor is obligated to perform pursuant to any contract that may result from this RFP.
- 3.2.24.2.** The Vendor shall attend the scheduled Refugee Task Force meetings for their service delivery area(s). The Vendor shall be present at, shall participate in, and shall collaborate with other social service agencies at the meetings.
- 3.2.24.3.** 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.

3.2.25. E-Verify

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

3.2.26. LSF Obligations

- 3.2.26.1.** Upon written request, LSF will provide technical assistance to the Vendor's staff in the implementation of adult education services.
- 3.2.26.2.** LSF Fiscal Department will review the Vendor's invoice requests within five (5) business days of receipt and will either approve the invoice request or contact the Vendor by telephone or email to remedy invoice deficiencies.

The invoice must be submitted in detail sufficient for a pre-audit or post-audit thereof.

3.2.27. Monitoring Requirements

- 3.2.27.1.** The Vendor will be monitored in accordance with LSF Operating Procedure
- 3.2.27.2.** The Vendor will be monitored on its performance of all tasks and special provisions of any resulting contract.
- 3.2.27.3.** The Vendor's actual expenditure report is subject to monitoring for accuracy and compliance with federal or state financial regulations.

3.2.28. Minimum Financial Specifications

3.2.28.1. Funding Sources

This project is funded by 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, DCF through LSF reserves the right to utilize available funding in the best interest of the State. DCF through LSF 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.

3.2.28.2. 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 (Project Budget Summary), the Budget Narrative, and the Cost Allocation Plan.

3.2.28.3. Funding for Services Only

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

3.2.28.4. 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.

SECTION 4. INSTRUCTIONS FOR RESPONDING TO THE RFP

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 2.4 Schedule of Events and Deadlines**. 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.

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 LSF, must comply with the requirements of this section and must be received by the deadline specified in **Section 2.4 Schedule of Events and Deadlines**.

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 LSF must contain an original signature of an official authorized to bind the Vendor to the reply. Two (2) electronic copies (on CD-ROM or USB flash drive) of the reply, each containing both parts of the reply (Programmatic and Financial), identical to the hard copies, must also be submitted with the hard copies.

4.1.5. Replies to be in Sealed Container

All original, hard copies, and electronic copies of the Vendor reply must be submitted in a sealed container. The container must be clearly marked with the title of the reply, the RFP number, the Vendor's name, and identification of enclosed documents (i.e., Programmatic Reply and Financial Reply for Adult Education Services for Refugees and Entrants in Pinellas County). The original reply must be clearly marked as the original, and the copies identified and numbered (i.e., original, copy #1 of 3, etc.).

4.1.6. Hard-copy Reply Format

Replies must be typed, single-spaced, on 8-1/2" x 11" paper. Pages must be numbered in a logical, consistent fashion. Figures, charts and tables should be numbered and referenced by number in the text. The reply must be bound, labeled and submitted in Tabbed **Section 4.2** for the Programmatic Reply and **Section 4.3** for the Financial Reply.

4.1.7. Electronic Copy Format

The required electronic format of the reply must be on non-rewritable CD-ROM or USB flash drive. The software used to produce the electronic files must be Adobe portable document format ("pdf"), version 6.0 or higher. LSF must be able to 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 RFP. 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 or USB flash drive, LSF 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. Prospective Vendor's name and federal tax identification number;
- C. Name, title, telephone number and address of person who can respond to inquiries regarding the reply;
- D. Name of program coordinator (if known); and
- E. Name, title, telephone number, and mailing and email address of person who can respond to inquiries regarding the reply.

4.2.2. TAB 1: OTHER MANDATORY REQUIREMENTS

4.2.2.1. Certificate of Signature Authority

The reply must include a signed certificate (**APPENDIX I**), 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 II**) signed by the person named in the Certificate of Signature Authority as the Authorized Representative of the Vendor and the "true" box must be checked next to each of the Certifications (a) through (l).

4.2.2.3. Tie Breaking Certifications

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

4.2.3. TAB 2: TABLE OF CONTENTS

4.2.4. TAB 3: EXECUTIVE OVERVIEW

The vendor shall provide a brief executive overview demonstrating an understanding of the RFP purpose and the needs specified in this RFP. 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 RFP.

4.2.5. TAB 4: SERVICES APPROACH AND SOLUTION

The vendor shall describe its approach to performing the tasks described below. The vendor must explain in detail the methods it will use to develop, implement, and manage an integrated service delivery system that addresses the client needs identified in the Community Needs Assessment.

4.2.5.1. Community Needs Assessment

Present an assessment of refugees in the community and identify critical needs. Include the

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

4.2.5.2. Service Area and Population

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

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

4.2.5.3. Community Plan

Present a draft of the vendor's Community Plan which will detail the vendor's strategy for developing, implementing, and operating an integrated service delivery system that will meet the client needs identified in the Community Needs Assessment. The vendor's Plan must describe which services will be implemented and how the selected services address the needs identified in the assessment.

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

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

4.2.5.3. Quality Management Plan

Explain how the vendor's IRS Quality Management Plan will be implemented and present an overall outline of the plan. Describe the quality assurance and improvement activities

that will be conducted by the vendor. Detail the frequency with which these activities will take place and the types of data that will be collected, analyzed, and reported. Explain how the vendor will monitor the performance, quality, and costs of all services. Describe how the Quality Management Plan will improve long-term outcomes for refugees in the service area. Describe how the plan will utilize short-term outcomes and outputs to analyze trends and effects. Explain how the vendor intends to monitor costs throughout the various components of the program (e.g. tiered case management, employment, youth, etc.). Describe how the vendor will report essential performance data and other relevant information on a regular basis.

4.2.5.4 Outreach Services

Describe the types of outreach activities the vendor will conduct to familiarize potentially eligible individuals and local organizations with the services being offered in the area and to facilitate access to those services. Detail the frequency with which these activities will take place. Explain and justify the geographical areas that the vendor will focus on when conducting outreach efforts. Describe the vendor's plan for providing outreach activities to non- resettlement populations (e.g. eligible entrants, asylees, etc.). Explain how outreach services will meet the needs of refugees as identified in the Community Needs Assessment.

4.2.5.5 Uptake Analysis

Describe the vendor's process for conducting an annual uptake analysis, for prior year arrivals that identifies the number of eligible clients in the county and the number of clients, demographics of unserved employment and adult education clients, and percentage of unserved employment and adult education clients. Additionally, the employment uptake analysis shall also explain any gaps in providing employment services, such as clients who participate in Match Grant activities or receive services through other programs.

4.2.5.6 Intake

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

4.2.5.7 Refugee Service Assessment

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

4.2.5.8 Orientation

If orientation services are included in the Community Plan, describe the content and delivery system for any orientation services the vendor intends to provide (e.g. group sessions, individual sessions, etc.). Include the way in which this information will be

presented and how the vendor will ensure that it is engaging and culturally appropriate. If the vendor decides to provide a more in-depth orientation, the vendor shall describe the topics that will be covered and the method in which that information will be delivered. Explain how orientation services will meet the needs of refugees as identified in the Community Needs Assessment. If orientation services are not included in the Community Plan, provide an explanation for that determination.

4.2.5.9 Case Coordination

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

4.2.5.10 Tiered Case Management

Describe how the vendor will deliver Case Management services under one of three tiers below based on the outcome of the RS Assessment in response to a vulnerable client's complex needs requiring a greater level of service coordination and intervention.

- **Tier I:** Is defined as a level of case management intended for clients who understand their need for services, how to access services available to meet those needs, and have no significant barriers to accessing services without assistance. Case management under Tier I is limited to 3 case management hours;
- **Tier II:** Is defined as a level of case management intended for clients who understand some of their need for services, how to access services available to meet those needs, but have some barriers that inhibit them from accessing services without assistance. Tier II is limited to 10 case management hours; or
- **Tier III:** Is defined as a level of case management intended for clients who have a limited understanding of their need for services, are unaware of available resources to meet those needs, and present multiple and complex barriers that prevent them from accessing services without assistance. Tier III is limited to 50 case management hours.

4.2.5.11 Emergency Housing Assistance

Describe how the vendor will provide Emergency Housing Assistance to eligible clients. Describe the criteria the vendor will utilize as a screening tool. Describe process and procedures for administering the Emergency Housing Assistance funds.

4.2.5.12 Employment

Describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Explain how the vendor will develop employment opportunities based on the needs and skills of the target population. Present a plan for identifying and recruiting potential employers. Describe how the vendor will utilize an electronic system for recording job openings, employers, and job referrals.

Describe how the vendor will coordinate client enrollment, activities, and status updates

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

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

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

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

4.2.5.13 Youth Services

Describe how the services will meet the needs of refugees as identified in the Community Needs Assessment. Describe the vendor's method for developing and delivering a comprehensive youth program for eligible youth age 16 to 19 in the service area. Describe how tutoring and homework assistance will be provided. Explain how youth will be placed in one of two pathways (Academic Pathway or Career Pathway). Describe what each of these pathways will look like (types of activities, referrals, follow-up, etc.). Explain how the vendor will regularly follow up with clients to ensure they are progressing and receiving all needed services. Detail any other assessments that will be utilized (final assessment, long-term assessment, etc.). Describe any additional youth services that will be provided

4.2.5.14 Mentoring Services

Describe the vendor's method for developing and delivering a comprehensive mentoring program for eligible clients between the ages of 15 and 24. Explain how the vendor will recruit and train mentors to assist refugees in developing social and life skills, financial and health literacy, learning American culture while maintaining their own cultural heritage, and providing opportunities for social engagement with peers. Describe how the vendor will provide a structured process to establish and track individual mentoring goals to support employment, educational and vocational development, and integration into the client's local community.

4.2.5.15 Client Case File

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

4.2.5.16 Supportive Services

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

4.2.5.17 Termination of Client Services

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

4.2.5.18 Additional Tasks

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

4.2.5.19 Deliverables/Service Units

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

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

Service Unit Table			
	Estimated Number of Service Units		
Service Units to be Delivered During Contract Period	Year 1 (Oct. 1, 2019 to Sept. 30, 2020)	Year 2 (Oct. 1, 2020 to Sep. 30, 2021)	Year 3 (Oct. 1, 2021 to Sep. 30, 2022)
Total Number of Unduplicated Clients Served			
Total Number of RS Assessments			
Verified Job Placements			
Total Number of Clients Receiving Tiered Case Management			
Clients receiving Youth Services			
Number of Clients receiving Vocational Training			
Number of Clients receiving Short-Term Training			
Number of Clients receiving On-the-Job Training			

4.2.5.20 Performance Measures

Below are sample performance measures for a contract resulting from this RFP. The vendor is encouraged to propose additional performance measures relevant to the selective services that will meet the needs of the refugees in the community identified in the assessment. LSF may negotiate different minimum acceptable performance standards and/or additional or fewer performance measures.

- At least % percent of active unemployed clients awaiting job placement shall receive at least one job placement.
- At least % of placed clients shall be employed at the 90-day follow-up.
- At least % of active unemployed first year clients awaiting job placement shall have at least one job placement.
- At least % of clients enrolled in a vocational training program who successfully passed a course or component of the program.
- At least % of vocational training participants who successfully completed the program requirements.
- At least % of CL participants who received an increase in salary after initial job placement following completion of training
- At least % of all intakes shall have at least one placement at twelve (12) months from intake (monthly measure)
- At least % of individuals in the new arrivals, based on the Refugee Services Population Report, shall have an assessment completed by the vendor.
- At least % of youth having received tutoring or homework assistance prior to the current academic quarter shall maintain or improve their GPAs based on each report card reported in the current academic quarter.
- At least % of school-enrolled youth pursuing a high school diploma and receiving tutoring services in the current school year shall either be promoted to the next grade level or graduate high school.
- At least % of youth clients placed in employment shall be employed at the 90-day follow-up.
- At least % of clients shall report that they are employed or enrolled in post-secondary education or high school at the twelve (12) month long-term assessment.

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

- The percent that can be achieved by the vendor for each performance measure.
- The vendor must justify its reasoning for each proposed percentage;
- How the vendor will monitor service delivery to ensure the required performance measures are met;
- The vendor's experience tracking performance and adjusting program service delivery to ensure performance standards are met;
- The vendor's method for collecting and analyzing data to ensure credible

documentation of service delivery;

- Historical evidence of the vendor's ability to meet required performance standards.
- The vendor's proposed performance measures.

4.2.5.21 Management Information System Capability

Explain in detail the vendor's electronic management information systems capability that is necessary to complete all reporting requirements.

Outline any additional technological capabilities that may be beneficial to program performance. Describe any specialized technology, computer training, or capabilities personnel have that will assist in helping meet program requirements.

4.2.6 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE

The vendor shall respond to the below questions in a clear, organized, and thorough fashion.

The reply must explicitly describe the vendor's qualifications and experience.

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

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

4.2.6.3 The vendor must describe any experience in providing similar services as requested in this RFP. The experience should include work done by the individuals who will be assigned to the work described in this RFP, as well as the overall experience of the organization.

4.2.6.4 Describe the vendor's history working with refugees and entrants. Describe the vendor's history providing refugee services or other refugee-related services. Describe any attributes that make the vendor capable of providing the proposed services to the target population. Describe the vendor's history working with multicultural and/or multilingual client populations. Include information about caseload, breadth of service in the county identified or in a geographical area of comparable size, and success rate in achieving positive outcomes for clients.

4.2.6.5 Provide a summary of past audits, reviews, and monitoring results, as well as the vendor's response to addressing any issues revealed by them. If the vendor has worked on a Department contract previously, present any performance reviews or feedback from the Department (positive or negative), focusing especially on the last two (2) years of that contract. Provide a copy of the vendor's verification of Liability Insurance Coverage.

4.2.6.6 The vendor must ensure that it operates in accordance with Uniform Grant Guidance. The vendor shall describe how it will ensure compliance with these federal regulations. LSF requires that the vendor submit the following items as evidence of compliance:

1. Written Procurement Policies and Procedures;
2. Written Monitoring Policies and Procedures;

3. DUNS Number;
4. Financial Statements
5. Suspension and Disbarment Information from the Federal Government's "Federal Awardee Performance and Integrity Information System" (FAPIS) website. The vendor shall visit the following website (<https://www.fapiis.gov/fapiis/index.action>), enter its DUNS number, print the results, and include them in the vendor's reply.

4.2.6.7 Provide the requested information below which will demonstrate the vendor's ability to successfully complete the work described in this RFP and its appendices, attachments, exhibits and referenced supporting documentation. The vendor 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 RFP.
- 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.

4.2.7 TAB 6: CORE TEAM QUALIFICATIONS

- 4.2.7.1** The vendor shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this RFP. 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 RFP.

- 4.2.7.2** The reply shall include the vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel. 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.
- 4.2.7.3** The vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs described in the RFP. The solution should address all applicable personnel grievance and conflict resolution practices. The vendor should explain how the organization and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.
- 4.2.7.4** Describe the activities that each staff member will be performing on a day to day basis. What will a typical day look like? How will employees balance their workload?
- 4.2.7.5** Describe the vendor's employee turnover rate over the last three (3) years? Does the vendor foresee staff turnover being an issue in the future?

4.3 Content of the Financial Reply

4.3.1 Financial Reply Title Page

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

- A. Title of reply;
- B. Prospective Vendor's name and federal tax identification number;
- C. Name, title, telephone number and address of person who can respond to inquiries regarding the reply; and
- D. 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 LSF 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.

4.3.3 TAB B: BUDGET

The vendor must submit detailed budget information. A Line Item Budget (Project Budget Summary), a Budget Narrative, a Fixed Price Budget Worksheet, and a Cost Allocation Plan must all be submitted with the reply to the RFP. Each of these categories is described below.

4.3.3.1 Line Item Budget – In the Line Item Budget (**APPENDIX IV**), the vendor must include only costs identified as allowable (Allowable Costs) in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See C.F.R. Chapters 1 and 2, Part 200, 215, 225, and 230 as applicable. The Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). Also, Administrative Costs, including any indirect costs that are administrative in nature, must not exceed ten percent (10%) of the total operating costs of the proposed program budget.

4.3.3.2 Budget Narrative – The vendor must submit a complete budget narrative to explain each budget item and include all of the information required by according **APPENDIX III**. All amounts must match those in the line item budget.

- 4.3.3.3 Fixed Price Budget Worksheet** – The Fixed Price Budget Worksheet (**APPENDIX VII**) must be completed according to the attached instructions (**APPENDIX VI**) 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 RFP are: (1) RS Assessment (2) Case Coordination (3) Tiered Case Management; (4) Employment Services; (5) Youth Services; and (6) Mentoring Services. LSF reserves the right to negotiate final service unit rates with the vendor and to negotiate the purchase of services from vendors with lower rates. If the needs of the program change in the future, LSF reserves the right to shift funds from one component to another.
- 4.3.3.4 Cost Allocation Plan** – The Cost Allocation Plan (**APPENDIX V**) 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 IRS contract. The vendor’s Cost Allocation Plan must include any indirect costs included in the Cost Reply, the indirect rate, and the allocation methodology used to determine the indirect rates.
- 4.3.3.5 Service Unit Rate Table** - The Service Unit Rate Table (**APPENDIX VIII**) must list allowable service tasks, anticipated clients (units) for each task, the cost per client (unit) for each task, and the total expected cost for each task. The Service Unit Rate Table (**APPENDIX VIII**) is a sample and must be completed based on services determined in accordance with the vendor’s Community Needs Assessment. Total costs for services (i.e. employment, case management, etc.) must be calculated, and a total budget must be presented. Please be detailed and realistic when completing the table and ensure that the methodology is understandable.

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

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

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APPENDIX I: CERTIFICATE OF SIGNATURE AUTHORITY

--

Check below and complete Section A or Section B

	Vendor is not a sole proprietorship (Complete Section A)
--	--

	Vendor is a sole proprietorship (Complete Section B)
--	--

--

Section A

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 the RFP, and, in so doing, to bind the
 named Vendor to the statements made therein.

Dated:

Signature:

Printed Name:

Title:

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.

--

Section B

I, _____ (name) am a sole proprietor, personally doing business in the name
 of _____ (name of Vendor), and will be personally bound
 by the Reply submitted in response to RFP _____

Dated:

Signature:

Printed Name:

APPENDIX II: MANDATORY CERTIFICATIONS

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

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 LSF may request, and any Vendor submitting a reply to this RFP may propose, that such Vendor use any of the subcontractors or providers used or identified by any other Vendor submitting a reply to this RFP; 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. LSF and 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 LSF 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 LSF 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) LSF and 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.

The 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 II**) 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, replies, or responses 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, reply or response.

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 RFP, the facts regarding the Reply submitted by the Vendor in response to the RFP and the truth of each statement contained in Certifications (m) 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 III – PROJECT BUDGET SUMMARY AND DETAIL INSTRUCTIONS

The project budget summary should display all costs that will be paid by LSF for the delivery of services resulting from this RFP. 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 LSF, 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 DCF travel policies and procedures in CFOP 40-1 and state statute (section 112.061 Florida Statutes).
- **Office expenses** should be based on prior history, a reasonable estimated monthly expense or written vendor policy.
- **Rental or use of space** must show the address, the square footage and the rate per square footage.
- **Rental equipment** necessary to carry out the delivery of services must include the unit cost (per month) and the number of months the item(s) will be used.
- **Insurance costs** must provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost and the insurance coverage being provided.
- **Advertising/outreach costs** must show the estimated number of units (publications or media events) and the estimated cost for each publication or event.
- **Membership fees and subscriptions** necessary for the delivery of services must show the estimated costs and number of units projected.

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

APPENDIX IV – PROJECT BUDGET SUMMARY

Vendor Name

Contract Year (Insert Year) - (Insert Dates)			
Budget Line Item		Line Item Totals	Category Total
Personnel Category			
A.	Personnel	\$ -	
B.	Fringe Benefits	\$ -	
C.	Other Personnel Services (OPS)	\$ -	
D.	Background Checks	\$ -	
		Total Personnel Category:	\$ -
Travel Category			
E.	Staff Travel & Training	\$ -	
F.	Client Transportation	\$ -	
		Total Travel Category:	\$ -
Expense Category			
G.	Office Expenses		
1.	Utilities	\$ -	
2.	Telephon	\$ -	
3.	Postage/Shipping	\$ -	
4.	Copies/Printing	\$ -	
5.	Office Supplies	\$ -	
6.	Janitorial Supplies	\$ -	
7.	Building Maintenance/Repair	\$ -	
8.	Equipment Repair	\$ -	
9.	Security Services	\$ -	
10.	Office	\$ -	
		Total Office Expenses:	\$ -
H.	Rental or Use of Space	\$ -	
I.	Rental Equipment	\$ -	
J.	Insurance	\$ -	
K.	Advertising/Outreach	\$ -	
L.	Membership Fees & Subscriptions	\$ -	
M.	Client Educational and Training Tools	\$ -	
N.	Fixed Price Services	\$ -	
O.	Information Resource Technology	\$ -	
P.	Subcontracted Services	\$ -	
Q.	Subcontracted Client Services	\$ -	
R.	Financial Audit	\$ -	
		Total Expense Category:	\$ -
Direct Costs Category			
S.	Operating Capital Outlay (OCO->\$1,000.00)		\$ -
T.	Indirect Costs _____% of Total Direct Costs		\$ -
		Subtotal Direct Costs:	\$ -
		Total Project Budget	\$ -

APPENDIX V

Sample Format
Vendors may add columns and rows as needed.

COST ALLOCATION PLAN

for the

2020 CONTRACT YEAR

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

APPENDIX VI

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 II. 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.

APPENDIX VII

FIXED PRICE BUDGET WORKSHEET

Budget Line Items	Service Components						Total
	RS Assessment & Referrals	Case Coordination	Tiered Case Management	Employment Services	Youth Services	Mentoring 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 Cost							
Total Cost for Service							
Approx. # of Clients to Be Served (Unduplicated)							

**APPENDIX VIII
SERVICE UNIT RATE TABLE**

Employment Service Units			
Service Unit	Total Units	Unit Cost	Total Cost
Enrollment (Intakes)			
Regular Job Placement 0-24 months			
Regular Job Placement 25-60 months			
Verified regular placement during CL participation			
Career Laddering: Service Units			
CL Assessment and Plan			
CL Placement in career field			
		Service Budget	Proposed Cost
Estimated Employment Budget			
Refugee Services Assessment Service Units			
Service Unit	Total Units	Unit Cost	Total Cost
RS Entry Assessment (upon enrollment in R&P, MG, CHEP)			
RS Exit Assessment (at exit from R&P, MG, CHEP)			
RS Exit w/o an Entry (R&P, MG, CHEP)			
RS Walk-in Client Assessment (never served)			
RS Follow up Assessment (9-month period)			
RS Follow up Assessment (w/o assessment) (9-month period)			
		Service Budget	Proposed Cost
Estimated Refugee Services Assessment Budget			
Tiered Case Management Service Units			
Service Unit	Total Units	Unit Cost	Total Cost
CM – Tier 1 Case Management Hours (billed at 15m increments)			
CM – Tier 1 Case Management Hours (billed at 15m increments) for (Exit w/o an Entry - R&P, MG & CHEP)			
CM – Tier 1 Case Management Hours (billed at 15m increments) for (RS Follow up assessment w/o an assessment)			
CM – Tier 2 Case Management Hours (billed at 15m increments)			
CM – Tier 2 Case Management Hours (billed at 15m increments) For (Exit w/o an Entry - R&P, MG & CHEP)			
CM – Tier 2 Case Management Hours (billed at 15m increments) for (RS Follow up assessment w/o an assessment)			
CM – Tier 3 Case Management Hours (billed at 15m increments)			
CM – Tier 3 Case Management Hours (billed at 15m increments) for (Exit w/o an Entry - R&P, MG & CHEP)			
CM – Tier 3 Case Management Hours (billed at 15m increments) for (RS Follow up assessment w/o an assessment)			
		Service Budget	Proposed Cost
Estimated Tiered case Management Budget			

Youth Services Units			
Service Unit	Estimated Total Units	Estimated Unit Cost	Total Cost
Enrollment			
Academic Assessment/Testing			
Career Assessment			
Monthly Follow-up/Plan Rev.			
Promotion/Graduation - Annual			
Quarterly Benchmark Met (1 in quarter but meet up to 4)			
All benchmarks Met/Plan Complete			
		Service Budget	Proposed Cost
Estimated Youth Budget			
Mentoring Service Units			
Service Unit	Estimated Total Units	Estimated Unit Cost	Total Cost
One Month of Mentoring Services			
		Service Budget	Proposed Cost
Estimated Mentoring Service Budget			