



Welcome to Durham County DSS Pre-Bidders Conference

Michael A. Becketts, Director
February 5, 2013

Request for Proposal (RFP)

Durham County DSS has issued three (3) Requests For Proposal for:

- Interpreting and Translation Services
 - Transitional Independent Living
 - Rapid Response Emergency Beds
- A Technical Assistance session will be held on Tuesday, February 19, 2013 from 10:15 to 11:15 a.m. at 300 N. Duke St., room 2120.
- Proposals can be mailed or hand delivered (220 East Main Street). The envelope must have the name and number of the (RFP).
- Proposals will be received until **2:00 P.M., on February 28, 2013**

It is the sole responsibility of the Offer or Bidder to ensure that its proposal reaches the Durham County Department of Social Services, Business Office by the designated date and hour indicated above.



Evaluation and Award Criteria

- DSS reserves the right to award to multiple contractors or to a single contractor deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors.
- Price shall be considered, but shall not be the sole determining factor.
- Once the proposals are ranked and the most responsive proposals are determined, the Department may request presentations from one or more bidders.

The award of a contract will be made to the most responsive bidder(s), taking into consideration:

- Best interest of the Department
- Quality of services to be provided
- Conformity with specifications
- Time of delivery and service response
- Rankings of your proposal by a committee
- Reference checks and/or input from known customers (either past or present), and *any other information the Department may deem appropriate.*



Evaluation Criteria

- Experience in providing services requested in RFP
- Qualifications of staff to be assigned to this project
- Specific plans and methodology for providing the proposed services
- Ability to help DSS achieve its Results Based Accountability goals
- Training Requirements
- References
- Financial stability
- Price
- Compliance with Durham County Living Wage Policy
- Compliance with Durham County's M/WBE requirements



Specific RFP Criteria

- All proposals will also be evaluated based on the expectations outlined in the RFP's Scope of Work.
- Questions about specific RFP Criteria will be addressed by the Assistant Director and Program Manager.



Timeline for Selection Process

- Proposals will be reviewed by committees during **March**.
- DSS Director will give final award approval by **May 10th**
- Paperwork required to execute contracts will be done between May – June 30.
- All awards will be for services from July 1, 2013 – June 30, 2014



Questions About the Selection Process?



RFP Requirements

- Proposals will be received until **2:00 P.M.** on **February 28, 2013.** Proposals shall be marked and/or identified with Bidder's Name, Address and RFP Number.
- One (1) Original and ten (10) copies of each proposal must be sent. The original should be stamped "ORIGINAL".
- Copies are limited to 10 double-sided, single spaced pages using a standard font type and must be signed by an authorized representative.



RFP Requirements

- Introductory letter, forms, reports, brochures, dividers and detailed resumes do not count toward the 10-page limit.
- Bind each proposal in a single volume with all relevant documentation.
- Submit a Vendor Application/W-9 Form.
- A Performance Bond and Bid Bond **are NOT** required.



Minority and Women's Business Enterprise (M/WBE) Requirements

- Questions concerning M/WBE should be directed to:

Pamela Gales

Assistant Purchasing Manager

(919) 560-0059



Addendums

If a Bidder finds any discrepancies in,
or omissions from documents,
or if you have any doubt about their meaning,
notify

Catherine Williamson-Hardy

(cwhardy@dconc.gov)

and a written addendum will be issued.



Required Forms

Submit Each Form Even If N/A

- a) Request for Proposals (cover page)
- b) Proposal Form (Attachment B)
- c) Addendum Acknowledgement (*Attachment C*)
- d) Non-Collusion Affidavit (Attachment D)
- e) M/WBE Forms: (Attachment F)
 - Affidavit A and C is required to be submitted with your bid/proposal if your company has M/WBE participation.
 - Affidavit B is required if your company has no opportunity to sub-contract and will complete all work with their own work force.
 - Affidavit D is to be submitted only by the apparent lowest responsive bidder within 72 hours after bid closing date.
 - The apparent lowest responsive Bidder shall file, within thirty (30) days after the award of this contract, a list of all identified subcontractors that the contractor (Bidder) will use on the project.



Required Forms

Submit Each Form Even If N/A

- f) Vendor Application & W-9 Form (Attachment J)
- g) Federal Certifications (Attachment K)
- h) Conflict of Interest Policy (Attachment L)
- i) No Overdue Taxes (*Attachment M*)
- j) Notice of Certain Reporting & Audit Requirements (*Attachment N*)
- k) Verification of 501(C)3 Status or Tax ID Number (Attachment O)

The above forms must be provided as required. Failure to submit these documents may be grounds for rejection of the bid/proposal.



Living Wage Policy

Durham County has had a Living Wage Policy since July 1, 2004. **All Contractors and Subcontractors** are required to pay all employees performing services for the County under **your contract** at a living wage described by the policy. (See exceptions next page)

Durham County's Living Wage is currently \$11.91/hour.

(Subject to change in July)

Failure to comply with this policy after the award of your contract may result in being barred from receiving any other contract with the County for a period of up to three (3) years.



Exceptions to Living Wage Policy

- Contracts subject to Federal or State Laws or Grants which provide for a payment to the lowest bidder, provide for a particular rate of payment for services, or provide for payment by the unit of service (not applicable to these RFPs).
- Contracts between the County and another unit of government.
- Contracts between the County and a non-profit corporation which is exempt from income tax pursuant to Section 501(c)(3) of the Internal Revenue Code.
- Any contract exempted by action of the County Manager when requested to do so by the Department Head (not applicable to these RFPs).



Questions About Bidders' Responsibilities?



Contract Monitoring

- Monitoring Plans are developed based on the Scope of Work.
- Contractors will be monitored quarterly by the 15th of the month following the end of each quarter.
- A final summary of contractor performance will be completed at the end of the fiscal year.
- A Durham County DSS Quality Assurance and Training Team staff member (the Contractor Monitor) will be assigned to monitor each contract.



Contract Monitoring: Ensuring DSS Compliance

- If applicable, the records of active consumers will be reviewed during the monitoring visit.
- The Contract Monitor will review a representative sample of records sufficient to provide assurance that performance meets expectations.



Contract Monitoring: Ensuring DSS Compliance

- Concerns raised by contractors during monitoring about DSS obligations will be reported ***immediately*** to the Contract Manager.
- The agency will communicate with the contractor on resolution of any DSS-related issues.
- If issues cannot be resolved per the contract terms, either party may terminate the contract without cause with a 30 day notice.



Completion of Monitoring Process

- Completed monitoring reports will be sent to the Contractor for review and signature.
- Monitoring Reports will contain ratings and if applicable, any recommendations for a Corrective Action Plan.
- Non-compliance issues require the submission of a Corrective Action Plan to DSS within 10 business days of receipt of notification.



Questions About Monitoring Expectations?





**Rapid Response & Emergency Respite Bed
Scope of Work Review
DSS Pre-Bidders Conference**

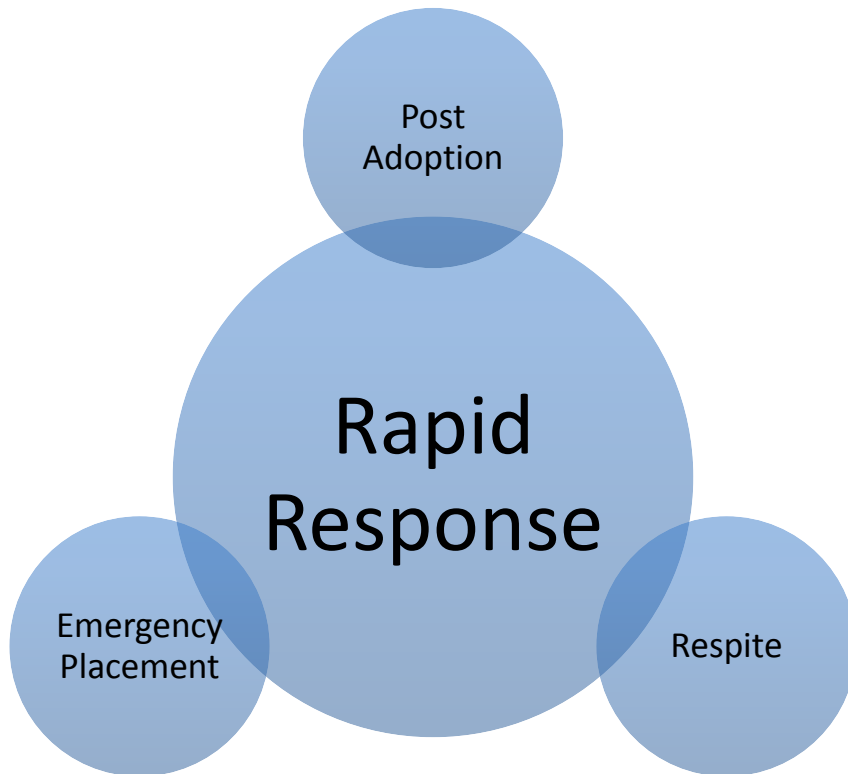
February 5, 2013

Purpose...

To identify a community partner to provide rapid response/emergency respite beds for youth who are in the custody of Durham County Department of Social Service.



Targeted Populations...



DCDSS Service Involvement:

- Protective Services /In-Home
- Foster Care
- Post-adoption/post guardianship respite



Our Values...

Every child deserves one single, stable foster care placement within their own community.

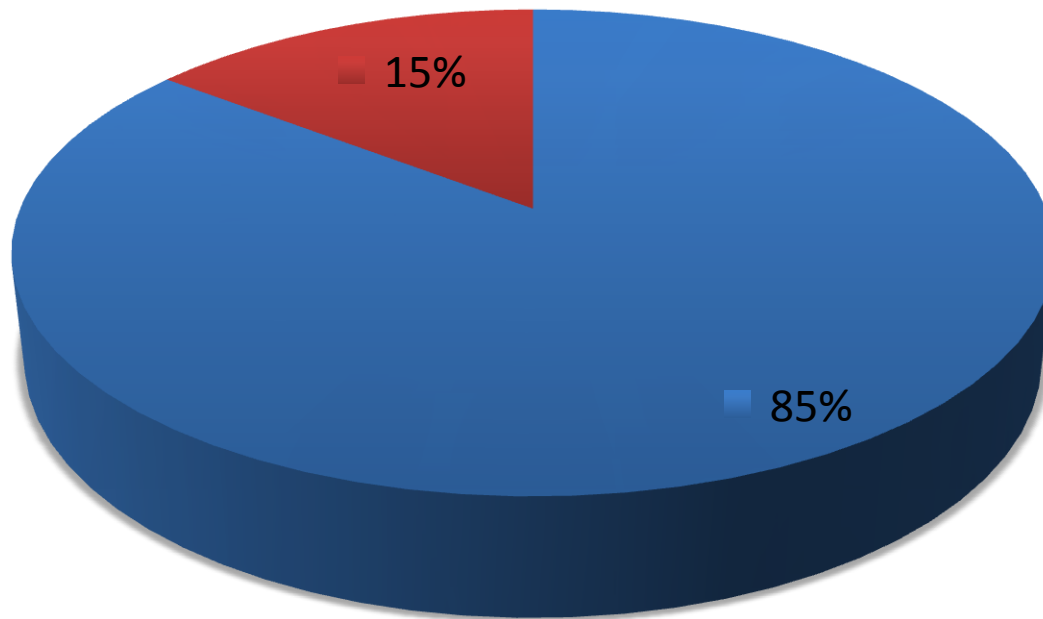
Exceptions to the Rule:

- Transitional Placement until a more permanence placements available.
 - Transitional Placements shall be:
 - Least restrictive
 - Family Like
 - Close Proximity to the child's community
 - Supportive of Strengths and Needs
 - Available 24/7



Placement Profile...

Types of Placement



- Family Like Setting
- Non-Family Like Setting

Family Like Setting: Traditional foster homes, therapeutic/emergency, parents & kinship.

Non-Family Like Setting: Group homes, detention, hospital.



What is Rapid Response...

- Rapid Response is a periodic service that may be provided on either a planned or an emergency basis. It is designed to support family stability, prevent abuse or neglect, and provide short-term treatment and supervision of the youth while conducting a comprehensive assessment/evaluation to prevent or minimize the need for lengthier and/or more intensive out-of-home placements.



Terms of the Contract...

- **Terms:** The initial term of the contract is from **July 1, 2013** through **June 30, 2014** with the option to renew by DCDSS for one (1) successive one (1) year under the same terms and conditions.
- Renewal shall be based on satisfactory performance by Contractor(s) during the previous years for the services provided.



Terms of the Contract...

- Provide family foster homes, no less than eight (8) up to fifteen (15).
- Secure length of stay up to sixty (60) days.
- 24/7 access by cell /beeper and 24/7 for immediate response and placement.
- Must provide unconditional placement -- no eject, no reject. The only exception is youth who requires hospitalization due to actively homicidal or suicidal behavior.



Terms of the Contract...

- Homes to be located in Durham County and/or within a thirty (30) mile radius of DCDSS.
- Emergency families will provide transportation to and from the child's current school and appointments.
- Emergency families welcome working with teens.
- A case plan for the placement must be developed within 72 hours of placement.



Terms of the Contract...

- Weekly Census Bed Reports will be submitted every Monday morning to DCDSS.
- Treatment Team Meetings will be scheduled within seventy-two (72) hours of initial placement to discuss the discharge plan, specific roles, and responsibilities of the Contractor's staff and treatment team members.
- Contractor will collect Rapid Response data including but not limited to referrals, placements, outcomes, number of days in care, demographic information, planned verses emergency placement, etc.



Terms of the Contract...

- Contractor's Foster Care Case Managers are qualified professionals. Rapid Response staff is additionally trained in System of Care and Evidence Based Practice Principals.
- Rapid Response foster parents receive additional training on: behavior modification, sexually reactive children, dual diagnosis, and crisis intervention/crisis response.



Q&A





**Transitional Independent Living
Scope of Work Review
DSS Pre-Bidders Conference**

February 5, 2013

Purpose...

To identify a community partner to provide Transitional Independent Living Services for youth, ages 16 to 21, that are currently in the custody of DCDSS and are in need of transitional housing, employment, and life skills.



Our Values...

It is the goal and mission of DCDSS to prepare youth/young adults in the legal custody of DCDSS who are leaving the foster care system to successfully transition into adulthood in accordance with the John Chafee Foster Care Independence Act.



Defining Successful Transitions...

Preparing youth to overcome potential negative behaviors such as substance abuse, legal issues, unemployment, poor physical health/unhealthy habits, and homelessness.



Defining Successful Transitions...

- Maintaining stable and suitable housing.
- Remaining free from legal involvement.
- Participating in an educational/vocational program, job placement and development of marketable skills.
- Becoming linked to the needed health and mental health services.
- Obtain the life skills necessary to become a successful citizen.
- Develop a familial, social, and professional support system.



Contractor Qualifications...

- Contactor must have evidence-based experience in transitional living for youth/young adults.
- Contractor's staff to be well trained and qualified, with educational backgrounds in Masters of Social Work, Counseling, Psychology or related field with three (3) years of work related experience with families and children.
- Contractor must be flexible, creative, solution focused, energetic, street-wise, intelligent, committed to positive outcomes for families, skilled in communicating with youth/young adults and have knowledge of structural family therapy and behavioral therapy.
- Contractor must be knowledgeable of and understand the guidelines for the provision of independent living services.
- A certified or credentialed Contractor is preferred but not required.



Terms of the Contract...

- **Terms:** The initial term of the contract is from **July 1, 2013** through **June 30, 2014** with the option to renew by DCDSS for one (1) successive one (1) year under the same terms and conditions.
- Renewal shall be based on satisfactory performance by Contractor(s) during the previous years for the services provided.



Terms of the Contract...

- **Employment**: Youth in the program will secure and maintain employment.
- **Housing**: Youth in the program will secure housing within six-(6) months of entering the program and/or maintain stable and suitable housing throughout transition and at least one (1) year after exiting the program.
- **Independent Living Skills**: Youth in the program will improve independent skills as measured by the Ansell-Casey Life Skills Assessment or other Evidence-Based Independent Living Assessment. Demonstrate skill development by services in counseling, coaching, experiential activities, and case management.
- **Sexual Health**: Review sexual health modules each month that will work with the young adult on building positive relationships and will also help them with pregnancy prevention.
- **Youth Involvement**: Youth/young adults in the Transitional Living Program will have input into their service plans, goal development and the group activities.



Terms of the Contract...

A Transition/Treatment Plan to be developed for each youth served will include, but not limited to:

- Intake assessment of all systems affecting youth's behavior, including family, school, peers, individual and community systems within seventy-two (72) hours of referral
- Overarching treatment goals
- Monthly case summaries, which are designed for case consultation and identify advances, barriers, fit and next steps on each case
- Therapy notes, documenting all content of each therapy session
- Case Management notes, documenting all collateral contacts outside the provider
- Critical incident notes
- Discharge and Aftercare Plan submitted same day of discharge
- A monthly summary to be sent to DCDSS Designated Contact regarding the number served each month and number of youth achieving their stated goals



Q&A





**Interpretive Services
Scope of Work Review
DSS Pre-Bidders Conference**

February 5, 2013

Purpose...

DCDSS will provide services to non-English speaking clients in needs of services.



Our Values...

To provide services and program to communities from diverse national origins.

- ***Title VI***
- ***Civil Rights Act***
- ***DCDSS Language Assistance Plan***



Interpretive Service Profile...

- More than 11% of Department's client base speaks Spanish as their primary language.
- In addition, Department currently has identified 13 hearing impaired clients who require ASL assistance when visiting the agency.



Contractor Qualifications...

- Interpreters and translators must be fluent in the language provided as well as English to demonstrate their bilingual proficiency.
- Preference is for interpreters who have experience in legal, medical, emergency and disaster situations, and Health and Human Services environments.
- Spanish interpreters may be required to make home visits with social workers, often in potential conflict situations and in low income neighborhoods.



Terms of the Contract...

- **Terms:** The initial term of the contract is from **July 1, 2013** through **June 30, 2014** with the option to renew by DCDSS for one (1) successive one (1) year under the same terms and conditions.
- Renewal shall be based on satisfactory performance by Contractor(s) during the previous years for the services provided.



Terms of the Contract...

- Fulfill the Department's demand for Spanish written translation services. Translations are to be accurate at least ninety percent (90%) of the time and meet the deadline given by the Department.
- Provide reliable and quality Spanish interpreting services face-to-face and during home visits at least eighty percent (80%) of the Department's demand for services and within the time requested.



Terms of the Contract...

- Provide direct services to Limited English Proficient (LEP) Spanish-speaking clients referred monthly; by assisting Department as we provide solution-focused, problem solving interventions with families. Interventions would include educating families on documentation required to determine eligibility for Departmental services and knowledge of how the process will work.



Terms of the Contract...

- Make recommendations to Department's staff in regards to being in continual and consistent compliance with Title VI as it pertains to not discriminating on the basis of a persons' county of origin.
- Provide resource information and education material about Departmental Programs and Services to Durham Agencies serving the LEP community at least three (3) times per year.



Q&A

