

**INDIANA DEPARTMENT OF CHILD SERVICES**

**Request for Proposal to Provide:**

**Strategic Framework for Prevention of Child Abuse and Neglect  
administration services**

**Response Due Date:**

**November 13, 2019 at 3:00pm Eastern time**

Child Welfare Services  
Indiana Department of Child Services  
302 W. Washington St., Room E306  
Indianapolis, Indiana 46204

## **SECTION ONE**

### **1.0 GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES**

#### **1.1 INTRODUCTION**

The Department of Child Services (DCS) is seeking proposals for services to develop a strategic framework for the prevention of child abuse and neglect. It is the intent of DCS to solicit responses to this Request for Proposals (RFP) in accordance with the purpose and summary of work, proposal preparation section, and specifications including proposed timeline contained in this document. This RFP is being posted to DCS' website <https://www.in.gov/dcs/3151.htm> for downloading. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

#### **1.2 PURPOSE OF THE RFP**

The purpose of this RFP is to select a vendor to provide project management services and research support in developing a strategic framework for the prevention of child abuse and neglect. This set of services will be in alignment with the Department of Child Services' mission to engage with families and collaborate with state, local and community partners to protect children from abuse and neglect and to provide child support services, as well as the DCS vision that Indiana children will live in safe, healthy and supportive families and communities. It is the intent of this RFP for the vendor to assume responsibility for project management and research to develop a framework that will bring together statewide partners representing a variety of disciplines. These partners can identify outcomes and promote actionable strategies that support Indiana's children and families and help create an environment that is free from abuse.

##### **Project Goal:**

Increase the effectiveness, alignment, and coordination of existing child maltreatment prevention efforts and identify new opportunities to support the resilience and wellbeing of vulnerable children and families to decrease the incidence of child maltreatment in Indiana.

##### **Project Deliverables:**

1. Statewide framework that includes agreed-upon values, outcomes, indicators, and actionable strategies aligned with the state's priorities for child safety and wellbeing.
2. Toolkit that local communities can use to innovate and customize their efforts to prevent child maltreatment and build resiliency of families in alignment with the overall framework.

##### **Anticipated Project Steps:**

1. Convene statewide stakeholder group to:
  - a. Identify shared values
  - b. Identify priority outcomes
  - c. Identify available data sources and indicators to measure the outcomes

- d. Identify partners, available programs and resources that play a role in achieving the outcomes
- e. Identify a small group of pilot counties or regions
- 2. Convene local stakeholders in pilot counties to:
  - a. Provide feedback on statewide values, outcomes, indicators, and actionable strategies
  - b. Identify opportunities for parent data collection
- 3. Gather data from parents and caregivers on family and community needs and supports through:
  - a. Surveys
  - b. Focus groups
- 4. Reconvene state partners with pilot county stakeholders to:
  - a. Review parent data
  - b. Review and finalize framework of values, outcomes, indicators, and actionable strategies
  - c. Identify gaps and potential policy recommendations
- 5. Finalize framework and toolkit
- 6. Disseminate framework and toolkit

### **1.3 SUMMARY SCOPE OF WORK**

Vendor chosen will be expected to include project management and research support.

Vendor Duties of project management (including but not limited to): Coordinate all project logistics, plan and facilitate stakeholder meetings, draft framework and toolkit, facilitate communication with local stakeholders, and relevant DCS staff.

Vendor Duties of research support (including but not limited to): Review, revise, and finalize data collection instruments (such as those in Child Maltreatment Prevention: A Planning Framework for Action, <http://co4kids.org/framework> ), conduct survey and focus groups, analyze data, and produce a report of research results.

Duties of DCS Child Welfare Services Division: Provide subject matter expertise and guidance to project management and research vendor, identify key stakeholders (both state and local), develop criteria for pilot communities and identify potential pilot communities, provide feedback on drafted products.

Duties of Statewide Stakeholder Group (to be identified and convened): Provide state-level leadership to the identification and selection of values, outcomes, indicators, and strategies to be included in the framework; help identify potential pilot communities; receive and integrate input from local communities; provide feedback on draft products.

Duties of Local Stakeholder Groups (to be identified in each pilot county): Provide feedback and input on statewide values, outcomes, indicators, and strategies; identify opportunities for parent surveys and focus groups; provide feedback on draft products; if feasible, agree to pilot the tools within their communities and provide feedback.

## **1.4 QUESTION/INQUIRY PROCESS**

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3 p.m. Eastern Time on October 4, 2019**. Questions/Inquiries may be submitted via email ([dcspreventionquestions@dcs.in.gov](mailto:dcspreventionquestions@dcs.in.gov)) and must be received by the Department of Child Services by the time and date indicated above.

Following the question/inquiry due date, the Department of Child Services personnel will compile a list of the questions/inquiries submitted by Respondents. The responses will be posted to the Department of Child Services' website according to the RFP timetable established in Section 1.14. Only answers posted on the Department of Child Services website <https://www.in.gov/dcs/3151.htm> will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of DCS. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the Department of Child Services' website. If such addenda issuance is necessary, the Department of Child Services may extend the due date and time of proposals to accommodate such additional information requirements, if required.

## **1.5 DUE DATE FOR PROPOSALS**

**To be considered, proposals must be submitted electronically through the Proposal Portal by November 13, 2019.**

**All electronic copies of the proposal must be submitted online by 3 pm (Eastern time) on 11/13/19.**

Any proposal submitted electronically **after** 3 pm (Eastern time) on 11/13/19 will not be considered.

## **1.6 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS**

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The State will provide equivalent information to all Respondents which have been chosen for discussions. Discussions,

along with negotiations with responsible Respondents, may be conducted for any appropriate purpose.

The Department of Child Services or its appointed representatives will initiate and facilitate all discussions. Any information gathered through oral discussions must be confirmed in writing.

### **1.7 REFERENCE SITE VISITS**

Following an award, the State may require site visit(s) to a Respondent's working support center to aid in the evaluation of the Respondent's provision of service.

### **1.8 TYPE AND TERM OF CONTRACT**

The State intends to sign a contract with one Respondent to fulfill the requirements in this RFP.

The term of the contract shall be for a period of 24 months, beginning **January 1, 2020, and ending December 31, 2021**. The State may exercise the option to extend with two one (1) year extensions.

### **1.9 CONFIDENTIAL INFORMATION**

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents in a folder clearly marked "Confidential" and must indicate in the description of the folder that confidential materials are included. The Respondent must also specify the statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, DCS will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the General Counsel for the Department of Child Services. Prices are not confidential information.

### **1.10 SECRETARY OF STATE REGISTRATION**

If awarded a contract, the Respondent will be required to register with its legal name, and be in good standing, with the Secretary of State of Indiana. This legal name must be used on all documents included in the proposal process. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204  
(317) 232-6576  
[www.in.gov/sos](http://www.in.gov/sos)

**Note:** When you complete the application, your organization's legal name must match your registered name with the Secretary of State. If it does not and your organization is selected for a contract, the contract will be delayed until this is resolved.

Before contracts are moved through the signature process, they must pass review by the Department of Workforce Development (DWD) and Department of Revenue (DOR). If an organization that is accepted for a contract by DCS has unpaid unemployment insurance or unpaid taxes to the State, the contract will be held until these issues are resolved. Any issues must be resolved with DWD/DOR. It is extremely important that all organizations are aware of this review to prevent delays in the timely execution of the contract.

## **1.11 IDOA Bidder Registration**

In order to submit a proposal, the Respondent must be registered with the Indiana Department of Administration as a bidder. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>

The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana and is necessary to be awarded a contract. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, [aredding@idoa.in.gov](mailto:aredding@idoa.in.gov), or you may reach her by phone at (317) 234-3542.

## **1.12 COMPLIANCE CERTIFICATION**

Responses to this RFP serve as a representation that the Respondent has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist. If such liabilities are discovered, the State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State. If, in an audit or review by the State, it is discovered that there is a non-compliance issue with either the statement of work/service standard or the contract, the State may elect to impose a financial penalty.

### 1.13 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq. and 47 U.S.C. 225).

### 1.14 SUMMARY OF MILESTONES

Key RFP Dates: Activity	Date
Issue of RFP	9/13/19
Deadline to Submit Written Questions	10/4/19 by 3 pm (Eastern time)
Answers to Respondent questions posted on	10/11/19
Submission of Proposals	11/13/19 by 3 pm (Eastern time)
The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change.	
Notification of Award	12/13/19
Contract Start Date	1/1/20
Contract End Date	12/31/21

## SECTION TWO

### 2.0 PROPOSAL PREPARATION INSTRUCTIONS

#### 2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. The proposal/application will be submitted electronically (See KidTraks User Guide, Attachment A for instructions on electronic submission).

Each Program Proposal must include:

1. Application: The application information needed to complete the application process is located online at <https://www.in.gov/dcs/3151.htm> . DCS KidTraks offers online access to Request for Proposals (RFPs) including the ability to submit proposals online. The electronic application is located at <https://financials.dcs.in.gov/Public/RFP/RequestAvailable.aspx> for new vendors. Current vendors may access a listing of DCS contracts currently open for bid via their Vendor Portal page with a link under Support Links titled, Contracting Opportunities. The application also includes the certification that the Respondent agrees to the sample contract (Attachment E). The application should be signed by a person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets the general conditions. The document should be uploaded to the electronic proposal in KidTraks.
2. Service Narrative: The Service Narrative template must be used (Attachment C). One Service Narrative should be completed. This portion of the proposal allows the applicant to provide specific information regarding the proposed service.

3. Provider Narrative: The Provider Narrative template must be used (Attachment B). This portion of the proposal allows the applicant to provide specific information regarding the history and structure of the organization.
4. Budget: The Budget template must be used. This budget is an estimate of both years of administrative services (Attachment D).

The application and all of the submitted attachments should be submitted and uploaded as indicated in the KidTraks User Guide, Attachment A. Proposals cannot be submitted electronically without the required attachment(s). All proposals must be submitted electronically no later than the date listed on the RFP. Prior to submitting the proposal, it is vital that the proposal be reviewed to ensure that all required information is included.

Note: Respondents will submit only one proposal for the entire state.

## **2.2 PROVIDER NARRATIVE AND SERVICE NARRATIVE**

The Provider Narrative (**Attachment B**) and Service Narrative (**Attachment C**) must utilize the provided templates. Each proposal will include one Provider Narrative along with one Service Narrative. The Provider Narrative will include information specific to the organization as a whole. The Service Narrative will outline the specific services to be delivered.

Proposals must identify and meet the tasks outlined in the Project Timeframe listed below. Proposals must identify how the tasks will be achieved and demonstrate the organizational and procedural structure that are necessary to deliver the proposed tasks.

## **2.3 BUDGET NARRATIVE AND BUDGET SUMMARY**

A Budget (**Attachment D**) is required **for all proposals**. The budget template must be completed for both contract years. Anticipated expenses for contractors will include:

- Work hours on the project
- Travel costs
- Survey and focus group participant incentives
- Printing and copies

# **SECTION THREE**

## **PROPOSAL EVALUATION**

### **3.1 PROPOSAL EVALUATION PROCEDURE**

The State will select a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Department of Child Services designee will, in the exercise of sole discretion, determine which proposals offer the best means of servicing the interests of the State.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

1. Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
2. Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category. Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by the Department of Child Services for further action, such as contract negotiations. If, however, the Department of Child Services decides that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs.
3. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the Department of Child Services may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists. The State may also choose multiple Respondents to provide services.

### **3.2 EVALUATION CRITERIA**

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner while meeting the expectations outlined for service provision outlined in the RFP. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

Points earned for both the provider narrative review and service narrative review will be combined with the points earned from IDOA requirement reviews for a final score out of a total of 100 points. Each proposal then will be ranked based on score for final determination of proposal(s) to be awarded.

## **SECTION FOUR OTHER INFORMATION**

### **Project Timeframe:**

The timeframe below is a draft based upon current available information. Once the vendor is selected, revisions to the timeline may be suggested, however, the intent is for the overall project to be completed within 18 months after the start of the contract.

### **Pre-Contract Process (state agency preparation):**

- Issue RFPs and select project management and research contractor(s).
- Identify potential members of the statewide stakeholder group and issue invitations
- Begin drafting list of potential local pilot communities

### **Months 1-3 (vendor responsibilities for the following months):**

- Convene statewide stakeholder group 2-3 times to:
  - Identify first draft of values, outcomes, and indicators
  - Begin draft list of prevention strategies currently being employed in Indiana

- Review data and identify available indicators to measure desired outcomes;
- Refine values, outcomes, indicators, and actionable strategies (this becomes the draft framework)

- Identify and begin outreach to local pilot communities

#### Months 4-7

- Finalize local pilot communities
- Identify key stakeholders in pilot communities
- Convene local stakeholders to review and gather input on draft framework
- Refine framework and secure feedback from statewide stakeholder group
- Refine parent data collection tools based upon draft framework
- Work with local stakeholders to identify opportunities for parent data collection and begin scheduling focus groups

#### Months 8-10

- Conduct parent surveys and focus groups in pilot communities
- Analyze parent data and draft report of results
- Refine draft list of prevention strategies by systematically gathering information on research- or evidence-informed strategies currently available in Indiana and nationally
- Compile comprehensive list of potential strategies to include in the toolkit

#### Months 11-12

- Reconvene statewide and local stakeholders together to review parent data
- Review and finalize framework of values, outcomes, indicators, and strategies
- Identify gaps and potential policy recommendations

#### Months 13-15

- Finalize framework
- Draft toolkit

#### Months 16-18

- Secure DCS approval of framework and toolkit
- Disseminate framework and toolkit statewide

**SECTION FIVE  
ATTACHMENTS**

<b>Attachment</b>		
<b>A</b>	<b>KidTraks User Guide</b>	
<b>B</b>	<b>Provider Narrative</b>	<b>One per proposal</b>
<b>C</b>	<b>Service Narrative</b>	<b>One per proposal</b>
<b>D</b>	<b>Budget</b>	<b>Two years completed using standardized budget template.</b>
<b>E</b>	<b>Sample contract</b>	<b>Sample contract</b>
<b>F</b>	<b>Required Question Form</b>	
	<b>IDOA 1</b>	<b>IDOA Requirements</b>
	<b>IDOA 2</b>	<b>Indiana Economic Impact</b>
	<b>IDOA 3</b>	<b>Minority and Women Business Enterprises</b>
	<b>IDOA 4</b>	<b>Veteran Owned Small Business</b>