

INSTRUCTIONS TO EVALUATORS

The following instructions will be given to all evaluators at the initial meeting of the evaluation team:

1. The Procurement Manager does fatal criteria screening for all proposals received. This is done with another employee of The Children's Network of Southwest Florida looking on to prevent error.
2. The proposals, which you will be given to evaluate, have already passed that phase of the evaluation.
3. Prior to reviewing the proposals each evaluator will read the ITN and becomes familiar with all requirements.
4. Each evaluator must independently evaluate each proposal. No group discussions of the relative merits of any proposal will be allowed until after all evaluators have independently reviewed and scored all proposals.
5. The Procurement Manager will answer any technical questions that may arise during the evaluation process. Evaluators are cautioned to talk to no one else about the evaluation or the proposals.
6. You should already have filled out a Certification that you have no conflict of interest that would interfere with your ability to score fairly. If you have not yet done so, please remind the Procurement Manager now.
7. Proposals must be evaluated based upon the material within the proposal. You may also refer to the ITN; a copy will be provided for you during this initial meeting. No additional information, except the ITN itself and the proposal may be used.
8. Proposals must be independently scored and not scored relative to each other. Comparisons of one proposal to another are not permitted. Only the rating scale included in the ITN solicitation document and its explanation may be used in determining the score for each criterion. No fractional points may be awarded.
9. The Procurement Manager will score the cost proposals with another CNSWFL employee standing by to prevent arithmetic or transcription errors when recording scores for this portion of the evaluation.
10. In filling out the score sheet for each criterion, record your score (a single number from the scale explained in the scoring criteria and procedure) in the box marked Score. Record the place within the proposal (page number and/or Attachment number) where the main information upon which you relied was found in the box marked Reference
11. In the box marked "Comments" record only a word or two that will remind you of what you were thinking when you chose the numerical score for that criterion. Do not record an extensive justification or explanation of your scoring.
12. If you make an error do not erase. Simply draw a single line through the rejected material and write the correct information next to the rejected material.
13. You may take as long as you need to evaluate the proposals given to you while making every effort to complete your task by the date and time set for the debriefing meeting of the evaluators. It is suggested that you take your work to some quiet place away from your desk (home if you wish) where the telephone and the press of daily business will not disturb your efforts.
14. When you return to the "debriefing meeting" you will be asked to read your score for each criterion. If your score is significantly different from the others given you will be given an opportunity to determine whether you have missed material that was used by the other evaluators or if they missed information that you found and used. THERE WILL BE NO

EFFORT MADE TO PERSUADE YOU TO CHANGE YOUR SCORE IF YOU BELIEVE IT IS JUSTIFIED! This procedure is for the purpose of being certain that all evaluators looked at the same material, **NOT FOR THE PURPOSE OF CONVINCING YOU THAT YOU SHOULD HAVE SCORED LIKE EVERYONE ELSE!**

15. It is the provider's responsibility to present its proposal in a clear and understandable manner. You should not feel obligated to interpolate responses to make them more valuable to the Children's Network of Southwest Florida or to assist the provider in making its presentation more understandable.
16. Please do not leave your common sense at the door.
17. You were selected to do this evaluation because of your expertise. We do not expect you to forget everything you knew before you walked in the door but we do not want you to do any independent investigation or research in the course of your evaluation. Only the proposal and the ITN solicitation document may be used.
18. If you have any questions about the procedures just described please ask them of the Procurement Manager now.

Appendix V Evaluation Criteria

Name of Offeror Organization: _____

Evaluator Name: _____

Section A –Evaluation Criteria Summary

Section	Title	Score	Weight	Weighted Score
Written Narrative				
4.3.1	Performance Outcome and Quality Improvement		X 5	
4.3.2	Staffing		X 5	
4.3.3	Community Collaboration		X 3	
4.3.4	Financial Management and Stability		X 4	
4.3.5	Governance		X 3	
Total Narrative Score				
Oral Presentation				
4.4.1	Assessment and Engagement		X 5	
4.4.2	Achieving Permanency Safely and Timely		X 5	
4.4.3	Well Being		X 5	
4.4.4	Education		X 5	
4.4.5	QPI		X 5	
Total Oral Presentation Score				
Total Combined Score				

The total possible score for the entire proposal is **135** points.

Section B: Narrative

Section 4.3.1- Performance Outcome and Quality Improvement

Describe your agency’s approach to promoting a corporate culture that focuses on continuous quality improvement. Describe internal quality management processes/resources to be utilized by your agency to ensure competency, compliance and quality in service delivery to children and families. How will your agency use the data and tools from internal and external quality management processes to impact performance?

Describe mechanisms for effective, timely feedback loops, and clear and actionable direction to front-line field staff, supervisors, management, and funding agencies. Describe methods by which Staff are held accountable for performance outcomes and/or targets, including incentives if applicable. Describe the use of systematic case reviews to evaluate practice and tell the story behind qualitative data.

Describe the approach to reporting, analyzing, and tracking critical incidents (incident reporting) and complaints related to client, stakeholder, employee, family and foster parent groups. Describe how trending data from incident reports and stakeholder complaints will be incorporated into the quality assurance process.

RATING	SCORE	NOTES
<p>Vendor described a corporate culture that focuses on continuous quality improvement.</p> <p>The vendor describes a system-wide approach to meeting performance outcomes and/or targets. The response includes a mechanism for timely feedback to staff at all levels as well as to CNSWFL. Methods by which staff will be accountable are described. Processes for systematic review and improvement of performance are included. Vendor outlines a comprehensive approach to both quality assurance and quality improvement including response to both internal and external quality assurance reviews. This approach includes a capacity to collect and evaluate outcome, output and customer satisfaction data and integrate results into their service delivery system.</p>	<p>3 Points</p>	
<p>Vendor described a corporate culture that focuses on continuous quality improvement.</p> <p>The vendor describes an approach to meeting performance outcomes and/or targets. The response includes a mechanism for feedback to staff at all levels as well as to CNSWFL. Processes for systematic review and improvement of performance are limited. Vendor outlines an approach to both quality assurance and quality improvement but fails to integrate results into the service delivery system or fails to address participation in the statewide quality management process.</p>	<p>2 Points</p>	
<p>The vendor describes an approach that is not systematic and/or linkages to performance improvement are vague. Vendor’s plan is limited to either quality assurance or quality improvement.</p>	<p>1 Point</p>	
<p>The vendor does not provide a description of methods to achieve performance outcomes and/or targets and/or has no current quality assurance or quality improvement system and no plan for development.</p>	<p>0 Points</p>	
<p>SCORE:</p>		

Section 4.3.2 Staffing

Describe the vendor’s operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. Emphasize practices to ensure caseloads are maintained at appropriate, effective and manageable levels. Define approach to recruitment of culturally diverse staff able to meet the unique cultural needs of the proposed community served. Address all applicable personnel grievance and conflict resolution practices. Explain how the organizational structure and staffing levels will meet the performance requirements of a Case Management Organization. Describe the credentials for human resources, quality assurance, financial, information technology and other key professional level employees.

RATING	SCORE	NOTES
<p>The vendor describes a mature operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. The vendor provides a strong emphasis on practices to ensure caseloads are maintained at appropriate, effective and manageable levels. The approach integrates sound cultural diversity practices. Staffing levels and procedures for personnel training, supervision, and support, clearly promotes the agency’s opportunity to meet the performance standards. The plan describes the credentials for Human Resources and professional level employees.</p> <p>The Organizational chart is included and all lines of authority are clear.</p>	<p>3 Points</p>	
<p>The vendor describes a sound operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. The vendor provides a sound approach to ensure caseloads are maintained at appropriate, effective and manageable levels. The approach integrates sound cultural diversity practices. Staffing levels and procedures for personnel training, supervision, and support aids in the achievement of performance standards.</p> <p>The Organizational chart is included, but all lines of authority are not clear.</p>	<p>2 Points</p>	
<p>The approach to personnel management includes at least two of the following: supervision, support, training and grievance procedures.</p>	<p>1 Point</p>	
<p>The approach to personnel training, supervision, support, and grievance are not described.</p>	<p>0 Points</p>	

SCORE:

Section 4.3.3 COMMUNITY COLLABORATION

Describe the vendor's experience in collaboratively providing service delivery to children and families involved in the child welfare system. This includes working in partnership with private and public agencies, the court, educational systems, behavioral, medical and dental care service providers, faith based organizations and other civic groups. Describe the vendor's process in assuring effective communication and feedback amongst agencies with shared clients.

RATING	SCORE	NOTES
<p>The vendor describes successful collaborative partnerships with various entities. The response includes a description of efforts to promote effective communication to ensure that the family is receiving the integrated services in a time efficient manner. The vendor's response provides a comprehensive history of essential partnerships that are common in child welfare. These include: the Court, Children's Legal Services (CLS), Guardian ad Litem (GAL) Program, Department of Juvenile Justice (DJJ), Agency for Person's with Disability (APD), substance abuse and mental health providers, domestic violence providers, education systems, mentoring and childcare providers, faith based organizations.</p>	<p>3 Points</p>	
<p>The vendor describes collaborative partnerships with some entities. The response includes a description of efforts to promote communication to ensure that the family is receiving services. The vendor's response provides a limited history of essential partnerships that are common in child welfare. These include at least six of the above listed agencies/entities.</p>	<p>2 Points</p>	
<p>The vendor shows minimal participation in collaborative partnerships in the child welfare arena.</p>	<p>1 Point</p>	
<p>The vendor does not demonstrate a plan to partner with agencies and providers of shared clients.</p>	<p>0 Points</p>	
<p>SCORE:</p>		

Section 4.3.4 FINANCIAL MANAGEMENT AND STABILITY

Describe, in detail, the vendor's financial capability for undertaking this project. Complete and submit **Attachment VII Proposed Budget Worksheet (Use VII-a for Geographical Area 1. , and VII-b for Geographical Area 2.)** The indirect administrative cost should not exceed 10%. The respondent is responsible for all costs related to start-up and transition of this project. Describe the vendor's current financial management and accounting system and capability to generate financial reports. Describe the vendor's ability to secure diverse financial resources, e.g. charitable donations, corporate and foundation funds and in-kind supports, to enhance or expand services, as well as community financial support and volunteer programs. The vendor must also describe how they will provide resources at no cost to CNSWFL for transition of services (if applicable).

RATING	SCORE	NOTES
<p>The vendor describes an effective electronic financial management system and provides strong evidence of the ability to secure a diversified and significant base of support. Vendor clearly demonstrates how they will fund transitional activities, if applicable. Vendor strongly demonstrates the ability to manage cash flow in the context of the anticipated scope and size of this project.</p> <p>Enclosed budget is clear and related costs are reasonable. Administrative overhead is less than or equal to 10%.</p> <p>Provider's independent audit and accompanying management letter show no deficiencies or concerns.</p>	<p>3 Points</p>	
<p>The vendor describes an electronic financial management system and provides evidence of some ability to secure a diverse funding base. Vendor has a plan to fund transitional activities, if applicable. Demonstrates the ability to manage cash flow in the context of the anticipated scope and size of this project.</p> <p>Enclosed budget is clear and related costs are reasonable. Administrative overhead is less than or equal to 10%.</p> <p>Provider's independent audit and accompanying management letter show some deficiencies or concerns but issues have been subsequently resolved.</p>	<p>2 Points</p>	
<p>The vendor provides evidence of limited current capacity for financial management and limited diversification in the funding base and has limited ability to secure diverse financial resources. The plan to fund transitional activities is vague or missing.</p> <p>Budget is enclosed. Administrative overhead is less than or equal to 10%.</p> <p>Provider's independent audit and accompanying management letter show some deficiencies or concerns but issues have not been subsequently resolved.</p>	<p>1 Point</p>	
<p>The vendor has no current financial management system and provides no evidence of diversification in the funding base or ability to secure diverse financial resources and there is no plan for transitioning of services. Administrative overhead is greater than 10%.</p>	<p>0 Points</p>	
SCORE:		

Section 4.3.5 GOVERNANCE		
Describe the vendor's organization and governance structure, depicting clear lines of authority and each of its founding agencies, including statewide and corporate affiliations. Describe how the structure represents a lean, efficient and effective administrative model. Address efforts to ensure that the governance model is designed to avoid conflicts of interest. Describe experience and achievements in developing a governance model that ensures the establishment and maintenance of a community-based approach in the delivery of child welfare services. Describe the agency's mission, philosophy, purpose and how it relates to the delivery of services described in this ITN.		
RATING	SCORE	NOTES
The organizational and governance structures are described and all lines of authority are clear in the table of organization, including statewide and corporate affiliations, as applicable. The vendor's structure represents a lean, efficient and effective administrative model. The vendor describes a comprehensive experience and achievement in developing a governance model that ensure a community-based approach. The vendor ensures that the governance model is designed to avoid conflict of interest. Vendor clearly stated mission, philosophy, purpose and how they relate to the delivery of services described in this ITN.	3 Points	
The organizational and governance structures are described and all lines of authority are clear in the table of organization, including statewide and corporate affiliations, as applicable. The vendor describes sound experience and achievement in developing a governance model that ensure a community-based approach. The vendor adequately describes a governance model designed to avoid conflict of interest.	2 Points	
The organizational and governance structures are described but the lines of authority are not clear or the vendor does not provide adequate experience in establishing and maintaining a community-based governance model or the model does not lead to ensuring conflict of interest.	1 Point	
The vendor does not describe the organizational and governance structures are not described or the lines of authority or experience in establishing a community based governance model.	0 Points	
SCORE:		

Section C: Oral Presentation

Date: _____

Section 4.4.1 ASSESSMENT AND ENGAGEMENT

Describe the process that the vendor will use for initial and ongoing assessment of infants, children and families. Describe how children and parents will be appropriately engaged in all aspects of their case. Include the vendors approach to identifying and utilizing the family's existing and natural supports. Explain the agency's approach to trauma informed care.

RATING	SCORE	NOTES
Vendor presents a sophisticated approach to leading and supporting implementation of family engagement, assessment and trauma informed care. The presentation stresses individualized assessment. Vendor presents information that supports their capability to implement a system that recognizes and appropriately engages the family to ensure children and parents are involved in all aspects of their case. The vendor presents the importance of documenting in the Statewide Automated Child Welfare Information System (SACWIS) in a timely manner .	3 Points	
Vendor presents a sophisticated approach to the implementation of family engagement, assessment and trauma informed care. Vendor presents a limited description to implement a system that recognizes and appropriately engages the family to ensure children and parents are involved in all aspects of their case. The vendor presents limited approach to documenting efforts in SACWIS.	2 Points	
Vendor presents a limited description of methodology to implementation of family engagement, assessment and trauma informed care or lacks methods to ensure children and parents will be appropriately engaged in all aspect of their case. The vendor does not present the importance of documenting efforts in the SACWIS.	1 Point	
Vendor did not present an approach to family engagement, assessment and trauma informed care. No method to engage children and parents in any aspect of their case.	0 Points	
SCORE:		

Section 4.4.2 Achieving Permanency Safely and Timely Describe how your organization would utilize the Safety Framework Model of practice to encourage family preservation and empower family accountability. Include how your organization would maintain and strengthen intact families when safe to do so. Describe how decisions regarding least restrictive out-of-home placements are made, concurrent case planning is utilized and meaningful family time is accomplished when children are separated from their families. Describe how the organization would utilize Safety Planning to guide decisions and achieve timely permanency.		
RATING	SCORE	NOTES
Vendor presents a comprehensive understanding and approach to the Safety Framework Model of Practice, family preservation and empowering family accountability. Vendor demonstrates capability to assess safety threats and integrate appropriate levels of services to ensure children and families remain intact when safe to do so. The vendor has a concrete plan to safely achieve permanency within the state and federal timeframes and actively engages in concurrent case planning. The vendor demonstrates a family centered approach to placement and visitation/family-time when children are residing in out-of-home care. The vendor recognizes and fully supports the importance of documenting all activities in the Statewide Automated Child Welfare Information System (SACWIS) in a timely manner .	3 Points	
Vendor presents a sound understanding and approach to the Safety Framework Model of Practice, family preservation and empowering family accountability. Vendor demonstrates an ability to assess safety threats and integrate appropriate levels of services to ensure children and families remain intact when safe to do so. The vendor has a conceptual plan to safely achieve permanency within the state and federal timeframes and minimally engages in concurrent case planning. The vendor demonstrates a family centered approach to placement and visitation/family-time when children are residing in out-of-home care. The vendor recognizes and fully supports the importance of documenting all activities in the Statewide Automated Child Welfare Information System (SACWIS).	2 Points	
Vendor presents a limited understanding and approach to the Safety Framework Model of Practice, family preservation and empowering family accountability. Vendor demonstrates a minimal ability to assess safety threats and integrate appropriate levels of services to ensure children and families remain intact when safe to do so. The vendor has a limited plan to safely achieve permanency within the state and federal timeframes and has no definitive structure for concurrent case planning. The vendor demonstrates a family centered approach to placement and visitation/family-time when children are residing in out-of-home care. The vendor recognizes and fully supports the importance of documenting all activities in the Statewide Automated Child Welfare Information System (SACWIS).	1 Point	
Vendor does not present an approach to the Safety Framework Model of practice, family preservation, empowering families, integration of services, and/or efforts to safely meet the placement needs of children.	0 Points	
SCORE:		

Section 4.4.3 WELL BEING

When a child is taken into care, describe how your organization would ensure the child's well-being particularly in relation to; the integration of high quality preventive, primary, and specialty healthcare; behavioral healthcare; and dental health services. What approaches will be used to ensure that child receives all required routine health and dental check-ups at required intervals. Explain what approaches will be utilized to ensure continuity of these services throughout the life of the case and beyond.

RATING	SCORE	NOTES
Vendor presents a comprehensive approach to ensure each child receives the services of the Medicaid Early and Periodic Screening, Diagnosis, and Treatment entitlement including the 72 hour screening upon coming into care, periodic health checkups, dental care, and vision care, as well as behavior health care services if a need is identified. The vendor has a strong presentation outlining the importance of documenting all the Well Being efforts into Statewide Automated Child Welfare Information System (SACWIS). In addition, the vendor presents a strong approach to ensure continuity of well-being services throughout the life of the case and beyond.	3 Points	
Vendor presents a sound description of the approach of how the agency will ensure that each child receives ongoing periodic preventive, dental, vision, behavioral health. Vendor has limited description of what documentation is needed in SACWIS. In addition, the vendor has a limited approach to ensuring continuity of well-being services throughout the life of the case and beyond.	2 Points	
Vendor presents a limited approach of how the agency will ensure each child receives medical, behavioral health care and vision care, if a need is identified. The vendor lacks a description of what documentation is needed in SACWIS about well-being efforts. The vendor lacks an approach to ensuring continuity of well being services throughout the life of the case and beyond.	1 Point	
Vendor did not present a description of how the agency will ensure that each child receives ongoing periodic preventive, dental, vision, and behavioral health services.	0 Points	
SCORE:		

Section 4.4.4 EDUCATION

Describe how your organization would utilize resources to ensure that each child is assessed for educational needs and that corresponding ancillary services are provided to ensure academic success for children in care. Explain the vendor's approach to documentation of children's educational status.

RATING	SCORE	NOTES
Vendor describes a comprehensive approach to ensuring each child is assessed and receives appropriate education opportunities. The vendor documents the importance of: ways to address the child's need for special educations, tutoring options, advocacy with the school system, early intervention preschool classes, communication with the court and parents and documenting all the education efforts into Statewide Automated Child Welfare Information System (SACWIS).	3 Points	
Vendor describes a sound approach to ensure each child receives an education and how they will ensure the child receives appropriate services. Vendor has limited description of what documentation is needed in SACWIS.	2 Points	
Vendor has a limited description of how the agency will ensure that each child be assessed for educational needs. The vendor lacks documentation of SACWIS entry about well being efforts.	1 Point	
Vendor failed to provide a description of how the agency will ensure that each child has their educational needs met.	0 Points	
SCORE:		

Section 4.4.5 QPI

Describe how your operational design will maintain a high quality of foster families by providing a standardized, structured framework for recruiting, selecting, preparing, and supporting foster families. Present the methods and protocols by which your organization will strengthen families whether they are families of origin, blended families, extended or kinship families, foster families, adoptive families, or members of a tribe. Describe the specific method by which your agency's philosophy and approach will ensure a successful integration of the Quality Parenting Initiative across systems to meet the needs of the families involved in the child welfare system.

RATING	SCORE	NOTES
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APPENDIX V

<p>Vendor presents a comprehensive approach to addressing and meeting the needs of the entire continuum of families served in the child welfare system and strongly integrates Quality Parenting Initiative in this approach. The methods and protocols presented provide a complete organizational structure and culture which fosters a strong partnership between birth families and out-of-home caregivers. The vendor has a robust and specific framework for recruiting, selecting, preparing, and supporting foster families.</p>	<p>3 Points</p>	
<p>Vendor presents a sound approach to addressing and meeting the needs of the entire continuum of families served in the child welfare system, and somewhat integrates the Quality Parenting Initiative in this approach. The methods and protocols offered by the vendor provide limited organizational structure and culture which fosters a strong partnership between birth families and out-of-home caregivers. The vendor offered a limited description for a framework for recruiting, selecting, preparing, and supporting foster families.</p>	<p>2 Points</p>	
<p>Vendor presents a limited approach to addressing and meeting the needs of the entire continuum of families served in the child welfare system, and integrates little of the Quality Parenting Initiative in this approach. The methods and protocols offered by the vendor provide minimal organizational structure to create a partnership between birth families and out-of-home caregivers. The vendor offered a vague or imprecise description for a framework for recruiting, selecting, preparing, and supporting foster families.</p>	<p>1 Point</p>	
<p>Vendor did not present an approach to providing high quality foster families, a uniformed family support structure, nor offer a method of integrating the Quality Parenting Initiative in any aspect of their system structure.</p>	<p>0 Points</p>	
<p>SCORE:</p>		