



INDIANA DEPARTMENT OF CHILD SERVICES

Request for Proposal: 2024 CAC RFP

Solicitation For: Child Advocacy Center (CAC) Services

**Response Due Date:
July 10, 2024**

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

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**SECTION ONE
GENERAL INFORMATION AND REQUESTED SERVICES**

1.1 INTRODUCTION

In accordance with Indiana statute, IC 5-22, the Indiana Department of Child Services (DCS), requires Child Advocacy Center services for the Department of Child Services. It is the intent of DCS to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the DCS website (<https://www.in.gov/dcs/current-requests-for-proposals>) for downloading. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

DCS	Department of Child Service
Education Programs and Vocational Training	Training designed to build a youth’s skills for a specific trade, vocation, or career through classes or on-site training. Employment programs include a youth’s participation in an apprenticeship, internship, or summer employment program and do not include summer or after-school jobs secured by the youth alone. Vocational training includes a youth’s participation in vocational or trade programs and the receipt of training in occupational classes for such skills as cosmetology, auto mechanics, building trades, nursing, computer science, etc.
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
IAC	Indiana Administrative Code

IC	Indiana Code
Implementation	The successful implementation of Healthy Family Administrative Services at the Indiana Government Center as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) 4) A state educational institution
Products	Tangible goods or manufactured items as specified in this RFP
Proposal	An offer as defined in IC 5-22-2-17
Provider Representative	Respondent's point of contact for awarded contract from this RFP. The identified staff member should have responsibilities that include but are not limited to submission of timely and accurate deliverables and reports, submission of invoices, management of project to ensure all specified tasks and activities are completed in an accurate and timely manner. Also, the assignment and supervision of staff participation in all conference calls on and off site. This employee will meet with NYTD Coordinator
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government
Total Bid Amount	The amount that the respondent proposes on Attachment B that represents their total, all-inclusive price

Vendor	Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP
VSC	Valuable Scope Contribution – A business function that supports the scope of this solicitation
Youth Career Training Award Recommendation	Services provided that meet the employment program and vocational training service element Indiana Department of Child Services’ summary to the agency being supported, typically in letter format, of the solicitation and suggestion on respondent selection for the purposes of beginning contract negotiations.
IAC	Indiana Administrative Code
IC	Indiana Code
Contract Award	The acceptance of Indiana Department of Child Services’ Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
VSC	Valuable Scope Contribution – A business function that supports the scope of this solicitation
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
Implementation	The successful implementation of Healthy Family Indiana Services as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 5) The judicial branch 6) The legislative branch 7) A political subdivision (includes towns, cities, local governments, etc.) 8) A State educational institution
Products	Tangible goods or manufactured items as specified in this RFP

Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, “State Agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government
Vendor	Any entity or person who does business with the State and is registered as same.

1.3 PURPOSE OF THE RFP

The purpose of this solicitation is to select multiple providers that can satisfy the State’s need for provision of CAC services in the 18 DCS Regions, covering the State’s 92 counties, and the corresponding local offices in the State through SSBG funding as described in Section 2.5.1. The Contractor must follow the requirements as identified in the Service Standard (Attachment B) and this RFP.

1.4 SUMMARY SCOPE OF WORK

The main source of funding for this RFP will be CAC funding from the Social Services Block Grant (SSBG).

Child Advocacy Centers are neutral, safe, and child appropriate locations where multidisciplinary teams investigate disclosures of child sexual or severe physical abuse. The multidisciplinary team approach ensures that children are not subjected to numerous interviews and they begin in a child-friendly environment. Children who have disclosed abuse are interviewed by a forensic interviewer at such centers.

The intended impact of CAC services is to increase the prompt and successful resolution of court proceedings in child abuse and neglect cases while ensuring fairness to the accused and reducing additional trauma to victims, and to improve collaboration among CACs and DCS to better address challenges facing children and families of Indiana.

Respondents selected to provide CAC services will be expected to provide forensic interview in a manner that is consistent with the Principles of Child Welfare Services (Attachment E). These specifications include but are not limited to: length, quality and type of service, qualifications of staff, documentation requirements, as well as program reports and evaluation.

Respondents selected will also be expected to increase the number of successfully resolved cases of child abuse and neglect that go to court by using best practice forensic interviewing of victims, decrease the impact of secondary trauma on victims by using best practice interviewing, and decrease the barrier of travel to a CAC location.

Eligible entities under this program must be a Non-Profit entity with 501 (c) (3) status or a government entity such as a Prosecutor’s Office. A CAC Contractor with the Non-Profit status may provide a stand-alone CAC, a CAC under an umbrella agency, or a CAC under a Prosecutor’s Office.

These figures are only an estimate and are not to be construed as an amount to be offered under this solicitation.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested Specialized Youth Career Training	This section provides an overview of the RFP, definitions, general timelines for the process, and a summary of Specialized Youth Career Training being solicited by the Indiana Department of Child Services via this RFP
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Template, Technical Template, and a Cost Proposal
Section 3 – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate respondents’ proposals
Attachment A	Sample Contract
Attachment B	Service Standard
Attachment C	Business Proposal Template
Attachment D	Technical Proposal Template
Attachment E	Principles of Child Welfare Services
Attachment F	Assurances
Attachment G	Q & A Template
Attachment H	CAC Interview Written Report

Attachment I	Invoicing Template
Attachment J	CAC Quarterly Report
Attachment K	Release of Information
Attachment L	Covered Personnel
Attachment N	Budget Worksheet

1.6 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will not be held in person. Instead, a pre-proposal conference PowerPoint presentation will be posted to the DCS CAC website (<https://www.in.gov/dcs/current-requests-for-proposals/child-advocacy-center/>) on or before the date specified in section 1.20 Summary of Milestones. Potential respondents are encouraged to read the pre-proposal conference PowerPoint presentation and submit questions through the Question/Inquiry Process outlined in Section 1.7 below.

1.7 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time on June 21, 2024**. Questions/Inquiries may be submitted in **Attachment G, Q&A Template**, via email to **michael.sturm@dcs.in.gov** and must be received by the time and date indicated above.

The subject line of the email submission must clearly state the following: “2024 CAC RFP Questions/Inquiries – [Insert Respondent’s Name]”.

Following the question/inquiry due date the DCS Child Welfare Services Team will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the DCS website according to the RFP timetable established in Section 1.21. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the DCS website 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 Department of Child Services outside of the Q&A instructions in this document. 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 DCS website. If such addenda issuance is

necessary, the Services Division – Older Youth Initiatives may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.8 DUE DATE FOR PROPOSALS

All proposals including attachments must be entered and submitted via email to michael.sturm@dcs.in.gov no later than **3:00 p.m. Eastern Time on July 10, 2024**. No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

Any proposal not submitted via email by the date and time specified in Section 1.20 Summary of Milestones will NOT be considered.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to the Indiana Department of Child Services and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Indiana Department of Child Services will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Indiana Department of Child Services after the exact hour and date specified for receipt of proposals will not be considered.

1.10 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 Child Welfare Services Division – will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in **Attachment A**. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.10 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.11 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

1.12 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.13 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of **TWO (2)** years from the date of contract execution. There may be **Two (2)** two-year renewal for a total of **Six (6)** years at the State's option.

1.14 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 solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA must indicate so per Attachment J which specific provision applies to which specific part of the response.

Please note citing "Confidential" on an entire section is not sufficient or acceptable.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- 18-INF-06; Redaction of Public Procurement Documents Informal Inquiry

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance.

1.15 TAXES

Proposals should not include any tax from which the State is exempt.

1.16 PROCUREMENT DIVISION REGISTRATION

In order to submit a proposal, Respondents must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.17 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. 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

1.18 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it 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, and, if such liabilities are discovered, that 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.

1.19 AMERICAN 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).

1.20 SUMMARY OF MILESTONES

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. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team’s findings.

Key RFP Dates

Activity	Date
Issue of RFP	June 7, 2024
Pre-Proposal Conference/Presentation	June 19, 2024
Deadline to Submit Written Questions	June 21, 2024 by 3:00 PM Eastern Time
Response to Written Questions/RFP Amendments	June 28, 2024
Submission of Proposals	July 10, 2024 by 3:00 PM Eastern Time
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	July 2024
Proposal Discussions/Clarifications (if necessary)	July 2024
Notification of Awards	August 2024
Preparation of Contracts	August 2024
Contract Start Date	October 1, 2024

1.21 CONFLICT OF INTEREST

Any person, firm or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For the purposes of this RFP “person” means a state officer, employee, special state appointee, or any individual or entity working with or advising the State or involved in the preparation of this RFP proposal. This prohibition would also apply to an entity who hires, within a one-

year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

1.22 PROTEST POLICY

The State's procurement protest policy can be found in the State's **Procurement Protest Policy** located at <https://www.in.gov/dcs/files/GA-20-Procurement-Bid-Protests.pdf>. Per the policy, there are two periods of protest allowable for the RFP:

- Specifications Protest - written letter of protest regarding inadequate, unduly restrictive, or ambiguous requirements or specifications must be received by DCS by the close of business not less than ten (10) business days (as defined by the State work calendar) prior to the proposal due date.
- Award Recommendation Letter Protest - written letter of protest regarding the procurement methods and/or procedures used during the procurement process must be received by DCS by the close of business within five (5) business days (as defined by the State work calendar) after the date of the Award Recommendation Letter.

Additional details as to the required content in the letter and the steps involved in a protest can be found in the **Procurement Protest Policy**.

SECTION TWO 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. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent’s proposal.
- **Transmittal Letter:** The transmittal letter must be in the form of a letter and address each component under Section 2.2. The Respondent must indicate in their Transmittal Letter in which count(ies) their proposed CAC(s) are physically located. Only one Transmittal Letter should be completed regardless of how many CAC locations the Respondent is proposing.
- **Business Proposal:** The Business Proposal template must be followed (**Attachment C**). Only one Business Proposal should be completed regardless of how many CAC locations the Respondent is proposing. This portion of the proposal allows the applicant to provide specific information regarding the history and structure of the organization.
- **Technical Proposal:** The Technical Proposal template must be followed (**Attachment D**). The Respondent must indicate in their Technical Proposal in which count(ies) their proposed CAC(s) are physically located. Additionally, the Respondent must identify any other counties they are proposing to serve in addition to the count(ies) that their proposed CAC(s) are located in. Only one Technical Proposal should be completed regardless of how many CAC locations the Respondent is proposing. However, the Respondent must submit a separate answer regarding location-specific information in the Technical Proposal for each proposed CAC location. This portion of the proposal allows the applicant to provide specific information regarding each CAC location.
- **Budget & Budget Narrative:** The Budget Worksheet (**Attachment N**) must be used. Budget Narratives may be submitted using any file format. One Budget Worksheet and Budget Narrative should be completed for each proposed CAC location.
- Each item, i.e., Transmittal Letter, Business Proposal, Technical Proposal, Budget Template, etc., must be separate standalone electronic files.
- Whenever possible, please submit all attachments in their original format.
- Confidential Information must also be clearly marked on any files uploaded with the RFP response.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as “optional.”

2.2.1 Statement of Agreement

Statement of Agreement must identify which count(ies) the Respondent is proposing to physically locate their CAC(s) and must include a statement confirming they will comply with the requirements described in DCS Service Standard (Attachment B), Sample Contract (Attachment A), Principles of Child Welfare (Attachment E), Assurances (Attachment F),

Purpose of RFP as described in Section 1.3 and Scope of Work as described in Section 1.4 for the proposed locations. The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

2.2.2 Summary of Ability and Desire to Supply CAC Services

The Transmittal Letter must briefly summarize the Respondent's ability to supply CAC services that meet the requirements defined in this RFP for all locations the statement indicating the Respondent's willingness to provide CAC services for, subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2: Proposal Preparation Instructions, must sign the Transmittal Letter. In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone, and e-mail address, if that contact is different than the individual authorized for signature.

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Deputy Director of the Child Welfare Services Division of any changes in any address that may have occurred since the origination of this solicitation. The Child Welfare Services Division will not be held responsible for incorrect vendor/contractor/respondent addresses.

2.2.4 Secretary of State

The Respondent shall indicate their status with respect to the Office of the Indiana Secretary of State.

2.2.5 Assurances

The Respondent shall indicate that they have read, understood and agree to the assurances contained within Attachment F.

2.2.6 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as “optional.” **The Business Proposal Template is Attachment C.**

2.3.1 Respondent Business Information

Each Respondent must enter your company’s general information including contact information.

2.3.2 General

This optional section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

Each Respondent must list and provide documentation of all applicable accreditations, certifications and affiliations. All items for this section response should be in one PDF and loaded to the Supporting Documentation section of this RFP.

2.3.3 Respondent’s Company Structure and Financial Information

The legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

This section must include the Respondent’s financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent’s financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each

subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

2.3.5 Experience Serving State Governments or Similar Clients

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.6 Business Capacity and Risk

Respondent will discuss their company's technology and process for securing any State information that is maintained by your company.

Respondent will provide a copy of their current formal disaster recovery plan if available. If no plan is available provide any alternative solution your company has

to offer.

Respondent will confirm if the company has any current pending litigation regarding contract disputes.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. 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. 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, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 References

The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

2.3.10 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in **Attachment A**. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in **Attachment A**.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section, please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms, please include them in this section. To reiterate it is the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Ownership of Documents and Materials
- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract.

2.3.11 Respondent's Diversity, Equity and Inclusion Information

With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the State. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondent's Executive Staff and Board Members, if applicable.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described below. Every point made in this section must be addressed in the order given. The same outline must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment D.**

- 2.4.1 Highlight the Service Standard and include description of the intake/referral process. Description of the intake process should include the average time elapsed from when an agency receives a request from DCS or Probation to the initiation of the forensic interview. Please identify key positions that ensure the initiation timeframes of referrals and forensic interviews will be met as outlined in DCS Service Standard (e.g., how is the referral email address monitored, timeframes to when interviews will take place, FCM or Probation Officer first contact, family contact, service initiation for the forensic interview, etc.). Please describe how the center's staff will obtain parental consent for services and sharing of information within the multidisciplinary team.
- 2.4.2 Respondents will describe your agency's ability to deliver forensic interviews for at-risk children and their families. This section should document your agency's history of collaboration and work with DCS, Probation, law enforcement, prosecutors, and/or other community agencies. Information should be specific to the counties for which the agency is proposing services.
- 2.4.3 Respondent must create and promote a culture of diversity, equity, and inclusion within their agency and in their work with families. Respondent should describe how they will meet this requirement.

- 2.4.4 Respondent will describe the capacity of your agency to provide services within your proposed counties. Please indicate any specialized populations you are able to serve or specialized staff expertise (e.g., clients suffering from substance use disorders, mental health issues, multilingual staff availability, special training or credentials). Describe your agency's ability to serve diverse cultural populations, including your staff's ability to understand cultural perspectives, know how to work with different cultures, realize how culture influences behaviors, recognize one's own prejudices/biases and stereotypes, and be familiar with DCS policy regarding cultural awareness.
- 2.4.5 Respondent will describe the training that staff will receive to be certified as a forensic interviewer that will be utilized in delivering the proposed service as well as additional training to be provided for the local Multidisciplinary Team (MDT) members. Describe your agency's experience related to the service delivery model and standards for each CAC location that will be followed. Please attach a copy of your staff members' certification and/or your CAC location's accreditation(s), if applicable. Describe how the standards or practices used at all your agency's CAC locations are implemented and followed.
- 2.4.6 Respondent will describe the agency's outcomes from prior years related to serving the proposed target population in the proposed counties. If the agency has not served the proposed target population and/or the proposed counties, then outcomes from prior years related to serving the similar target population(s) and/or similar count(ies) should be described. Please provide information on how the agency will ensure the forensic interviews are tracked and the quarterly reports are completed as well as the response to interview requests, timeliness of forensic interviews, and the impact of the agency on the community. Describe the agency's plan to measure the agency's service delivery to clients. Description should also include specific quality improvement/assurance plans that the agency has implemented to ensure quality service delivery such as the role of the peer reviews and/or MDTs in improving the quality of the forensic interviews. Provide an example of when your agency has used data to make decisions about the program.
- 2.4.7 For each CAC location proposed by the agency, respondent will provide a description of how that proposed CAC location, the proposing agency, and the proposed service delivery model best meets the specific needs of the counties proposed for each CAC location given local needs, challenges, geography, and demographics. What are the operating hours of each CAC location, and what are the hours of availability of CAC staff to complete forensic interviews at each CAC location? The agency should explain why they are particularly well suited to provide services at each proposed CAC location.

2.5 BUDGET

2.5.1 Funding Sources

The main source of funding for CAC services provision will be from the Social Services Block Grant (SSBG).

2.4.2 Budget Worksheet and Budget Narratives

The Budget Worksheet (Attachment N) must be used. There is no standard format for the Budget Narrative. Respondents must submit one Budget Worksheet and one Budget Narrative for each proposed CAC location. Respondents shall submit a budget that reflects the cost for one (1) year of service. Federal Selected Disallowed Expenses (<https://www.govinfo.gov/content/pkg/CFR-2014-title2-vol1/pdf/CFR-2014-title2-vol1-part200.pdf>) list all expenses that cannot be included in the budget.

Each county will be allocated a specific amount of funder per year based on DCS assessment numbers as well as the identified need for services in the past.

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected 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. Proposals will be evaluated by county, with each county's evaluations occurring independently. The Director of the Indiana Department of Child Services or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

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

- 3.1.1 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.
- 3.1.2 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.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price if applicable.
- 3.1.3 Based on the results of this evaluation, the qualifying proposals determined to be the most advantageous to the State independently by county, 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. 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(s) or determine that no such alternate proposal exists.

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. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 108). Negative points may be assigned in the cost score. Additionally, there is an opportunity for a bonus of five points if certain criteria are met. For further information, please reference Section 3.2.3 below. 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.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (MAQ) (Business and Technical Proposal)	100 available points
3. Total	100

All proposals will be evaluated using the following approach.

Step 1

In this step, proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 (MAQ) and 3 (Cost) (if applicable). The combined maximum scoring for criteria 2 and 3 will have a maximum possible score of 100 points. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short-listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – **Pass/Fail**

Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

3.2.2 Management Assessment / Quality – **100** available points

- *Respondent's Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 25*

SECTION FOUR REPORTS

4.1 REPORTS

Providers will be required to prepare, maintain, and provide any statistical reports, program reports, other reports, or other information as requested by DCS relating to the services provided.

4.2 QUARTERLY REPORTS

CACs are to use the DCS template for reporting on each quarter's interviews and training opportunities. See Attachment J for the DCS template to be completed by the 10th of the month following the quarter. All reports should be submitted electronically to childwelfareplan@dcs.in.gov and if the reports are not submitted, the invoices for the agency may not be honored. Therefore, monthly invoices submitted by providers are dependent upon the quarterly reports.