

Big Bend Community Based Care
Request for Proposals
Consulting Services for Network Accreditation

Big Bend Community Based Care, Inc. (BBCBC) will accept proposals for consulting services to achieve child welfare agency Network Accreditation through the *Council on Accreditation*.

A. Introduction

Statement of Need:

Big Bend Community Based Care serves as the lead agency for child welfare services in twelve Florida panhandle counties and partners with numerous child-serving agencies and professionals. BBCBC is seeking child welfare lead agency Network Accreditation through the nationally recognized *Council on Accreditation*.

B. RFP Process

(1) Contact Person:

Big Bend Community Bases Care, Inc.
Shannon Piotrowski, Contract Administrator
525 North Martin Luther King, Jr. Blvd.
Tallahassee, Florida 32301

(2) Schedule of events and Timeline:

- RFP release: November 5, 2008
- RFP closes: November 26, 2008
- Announcement of winning bidder: December 11, 2008

(3) Inquiries:

Copies of the responses to all inquiries, and clarifications and/or addenda if made to the RFP, will be made available through electronic posting on the BBCBC website at www.bigbendcbc.org.

(4) Withdrawal of proposals:

a. Acceptance/Rejection of proposals:

Proposal Deadline. Proposals not received at either the specified place, or by the specified date and time, or both, will be rejected and returned unopened to the vendor by BBCBC. BBCBC will retain one unopened original for use in the event of a dispute.

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(5) Notice of service agreement award:

The service agreement shall be awarded to the responsible and responsive vendor whose proposal is determined in writing to be the most advantageous to BBCBC, taking into consideration the price and the other criteria set forth in the request for proposals.

(6) Protests and disputes:

Any persons who is adversely affected by the terms, conditions and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding service agreements, reserving rights of further negotiation, or modifying or amending any service agreement shall file a notice of protest in writing within 72 hours (Saturdays, Sundays and State holidays excluded) after the posting on the BBCBC website of the solicitation or decision or intended decision.

C. Minimum Programmatic Requirements

(1) Authority for the Solicitation:

The successful vendor must comply with all applicable Federal and state laws, regulations, action transmittals, program instructions, review guides and similar documentation.

(2) Task List

The successful vendor is not authorized by BBCBC to perform any tasks related to the project other than those described in the Task List without the express written consent of BBCBC.

Consulting services will assist BBCBC to:

- a. Complete a compliance assessment and organizational guidance document to direct the accreditation process.
- b. Complete the application to COA and negotiate agreements with COA.
- c. Direct and organize the development and implementation of a single set of organizational policies and procedures designed to meet agency needs and to meet accreditation requirements and standards.
- d. Develop manuals, brochures, handbooks or other materials designed to support compliance with COA standards.
- e. Organize internal planning necessary to achieve COA accreditation across multiple sites, staff and departments within BBCBC.

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- f. Provide necessary staff training, assistance, guidance and coaching designed to support the development, implementation and maintenance of policies and procedures that demonstrate compliance with COA Standards.
- g. Guide, organize, coordinate and develop the Self-Study Document in collaboration with appropriate BBCBC staff.
- h. Guide the distribution of questionnaires in accordance with COA requirements.
- i. Prepare and provide comprehensive training to board members, administration, and staff in preparation for the COA site visit.
- j. Assist BBCBC Staff in all aspects of organizing the site visit.
- k. Participate in the site visit as appropriate.
- l. Assist with the development of any agency response to specific findings reported by COA after the site visit.
- m. Provide regular process updates to administration and to the Board of Directors.

(3) Professional Qualifications

- a. Comprehensive working knowledge of the Community Based Care System within the State of Florida.
- b. Comprehensive understanding of the Network Accreditation requirements, practices and procedures.
- c. Comprehensive, working knowledge of nationally accepted child welfare and non-profit management best practices.
- d. Bidders with a proven track-record of assisting similar organizations in becoming accredited are preferred.

(5) Staffing Changes

The successful vendor shall staff the project with key personnel identified in the vendor's proposal which are considered by BBCBC to be essential to this project. Prior to substituting any of the proposed individuals the successful vendor shall notify and obtain written approval from BBCBC of the proposed substitution.

(6) Subcontracting: This agreement does not allow subcontracting.

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(7) Changes in Location:

The successful vendor shall notify BBCBC in writing a minimum of 7 days prior to making changes in location which will affect BBCBC's ability to contact the successful vendor by telephone or facsimile transmission.

(8) Equipment:

The selected vendor will be responsible for supplying, at its own expense, all equipment necessary to perform under, conduct and complete the service agreement including but not limited to computers, telephones, copier and fax machine including supplies and maintenance, as well as needed office supplies.

(9) Service Unit

(10) Records and Documentation

The successful vendor shall maintain all records required to be maintained pursuant to the resulting agreement in such a manner as to be accessible by BBCBC upon demand. Where required by applicable law, access by the public shall be permitted without delay.

(11) Reports

Where the resulting service agreement requires the delivery of reports to BBCBC mere receipt by BBCBC shall not be construed to mean or imply acceptance of those reports.

D. Instructions to Vendors

(1) General Instructions to Respondents:

All proposals should be in a sealed envelope marked "Bid for Consulting Services for Network Accreditation" and must be received by 3:00 p.m. (ET), on November 21, 2008. Any proposals received after this date and time will be disqualified.

(2) Number of Copies Required:

Please provide 3 copies sealed individually.

(3) Other Required Information

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- a. Proposed timeline for completion of implementation of items listed in Section C.2. Task List
- b. Description of service provider's capability and expertise in providing the required services.
- c. Three customer and/or business references.
- d. Cost proposal