



*State of Delaware*

*The Department of Services for  
Children, Youth and Their Families*

# RFP# CYF19-11

**Request for Proposals  
For Professional Services  
Bid under Title 29 Chapter 69 Section 6981**

**SERVICE COMPONENTS**

**Post Adoption/Post Permanent Guardianship Program  
Support Navigator**

**INFORMATIONAL BIDDERS CONFERENCE: NONE**

**PROPOSALS DUE: Wednesday, June 26, 2019 by 2 pm ET**

**The RFP schedule is as follows:**

Submit questions to H. Ryan Bolles, DSCYF Procurement Administrator, at [herbert.bolles@Delaware.gov](mailto:herbert.bolles@Delaware.gov) **by COB June 17, 2019** to ensure a response prior to proposal due date.

**None** There is **no** bidders' conference scheduled for this RFP.

**Wednesday,  
June 26,  
2019  
by 2:00 PM  
ET** Please submit 1 original proposal marked "ORIGINAL". Please submit 6 copies of your proposal marked "COPY". Please submit **1 electronic copy of your proposal on CD, DVD or flash drive.**  
Proposals **must** be **delivered by Wednesday, June 26, 2019 by 2:00 PM ET.**

**Proposals arriving after 2:00pm ET will not be accepted.**

**You are encouraged to double-side copy/print your proposals. Binders are not necessary unless a staple or binder clip isn't possible.**

Express Courier or hand deliver the sealed bids as follows:

**PROPOSAL  
DELIVERY:**

State of Delaware  
RFP CYF#19-11  
Ryan Bolles, Grants and Contracts  
1825 Faulkland Road  
Wilmington, DE 19805

Although it is not recommended to ship by the US Postal Service, if this is your preferred delivery method, please address as follows:

State of Delaware  
RFP CYF#19-11  
Ryan Bolles, Grants & Contracts  
1825 Faulkland Road  
Wilmington, DE 19805

The proposing firm bears the risk of delays in delivery. The contents of any proposal shall not be disclosed to competing entities during the negotiation process.

As soon as possible The Department will work diligently to complete the proposal review and selection process in an expeditious fashion. While DSCYF reserves the right to contact bidders for additional information proposals are expected to be able to stand alone based upon the written information submitted.

As soon as possible Decisions are expected to be made and awards announced as soon as possible. Initial notification to all bidders will be by email.

## REQUEST FOR PROPOSALS

### **Service Overview**

The State of Delaware's Department of Services for Children, Youth & Their Families (DSCYF), Division of Family Services (DFS), is seeking proposals for a Post Adoption/Post Permanent Guardianship Program Support Navigator to provide a variety of supports and assistance to families who are transitioning children out of foster care through adoption or permanent guardianship. The Support Navigator will assist in a wide variety of tasks including: guidance with requesting new birth certificates, new social security cards, coordinating with the Medicaid office to assist in maintaining proper coverage by clarifying and providing any necessary documentation that would impact a break in coverage, identifying and solving issues around payments to adoptive families, answering questions about services eligible for reimbursement to adoptive families under the annual psychological subsidy as well as the routine assessments and determinations of subsidy and assistance amounts. Adoptive family agreements are reviewed and renewed annually. Timely and satisfactory customer service are essential for this service. This service is frequently the first responder for adoptive families facing post permanency disruptions and helps navigate the available services.

Contractor duties include:

- Providing support in the Adoption/Permanency Program Area, specifically with all things related to post adopt/post permanent guardianship
- Assist in gathering, analyzing and determining the monetary amount of subsidy or assistance eligible for each child referred to the program within 5 working days of receipt of the completed referral form (request assistance event in the DSCYF case management program called "FOCUS")
- Assist in obtaining a signed Initial Adoption or Permanent Guardianship Agreement or Subsidy agreement from the pre-adoptive parents or permanent guardians of each child prior to the filing of the adoption petition or permanent guardianship petition
- Coordinate with permanency staff on all adoption and permanent guardianship cases regarding assistance and subsidy requests within 7 working days of receipt of the adoption certificate, adoption or permanent guardianship order
- Assist in reviewing 100% of the children active in the program annually
- Maintain an accurate case record containing all case related correspondence, bills, and agreements, etc. for 100% of the children active in the program
- Coordinate with the Division of Management Support Services Client Payments Unit to ensure that adoptive family payments are handled in the most efficient and appropriate manner
- Consult with DFS regional staff as necessary regarding the program, initial adoption/permanent guardianship agreements, adoption certificates, court orders, etc.
- Provide information as necessary to DFS staff, adoptive parents, permanent guardians and service providers regarding the appropriate use of the psychological subsidy program
- Authorize reimbursement for receipts submitted by the adoptive family under the psychological subsidy program within 5 working days of their receipt and forward for approval to DCYF for payment
- Problem solve as necessary with the adoptive parents, permanent guardians and service providers to ensure that each child receives maximum benefit from the parents' use of the psychological subsidy program
- Identify problems in the FOCUS system that have an impact on the Adoption and Permanent Guardianship Assistance/Subsidy program, i.e. the computer data system, other agencies, etc. (most recently this has been researching payment issues and coordinating with client payments to ensure payment due to families will be sent and underlying FOCUS issues corrected)

- Provide appropriate case status information to Medicaid on 100% of the children active in the program to ensure they receive the appropriate Medicaid coverage
- Assist in closing cases in the program when they are no longer eligible to receive services and notify all appropriate parties as needed; i.e. adoptive families, ICPC, Medicaid, etc.
- Notify ICPC, DE Medicaid office, and Client Payments when there are any changes in the family structure (e.g. divorce, separation, child leaving the home, etc), address, phone number, marital status change, etc.
- Provide appropriate and accurate information and referrals to all families inquiring about the adoption and permanent guardianship program
- Provide support and assistance to the overall DFS adoption/permanent guardianship program, i.e.: payments, referrals to services, family stability programs, support and resources for the child/family, etc.
- Advise adoptive and permanent guardianship families of post-adoptive and post-permanent guardianship services and coordinate when necessary
- Participate in trainings and conferences, when appropriate, remain up to date on adoption and permanent guardianship trends and issues
- Maintain active case files and closed case files
- Assist in the identification of “IV-E applicable children” in FOCUS per guidelines provided in the Family First Prevention Services Act
- Work with DFS regions on any issue identified as a safety or quality issue. The focus of the work is on collaboration and problem solving
- Practice effective written and oral communication with team members, DFS regional staff, other agency representatives and national advocates
- Effectively articulate and advocate programming and practice priorities in balance with competing office, divisional and departmental priorities
- Participate in workgroup meetings to advise supervisors and administrators of changes/issues as they develop, evaluate practice standards and strengthen compliance with agency mandates and policies
- Assure quality programming and policy for families served by the Division of Family Services
- Promote child safety, permanency and well-being
- Assist in the review and revision of divisional policies and procedures as needed to promote best practice standards
- Assist in ensuring that all programming meets requirements set by Federal and State mandates
- Maintain and communicate data on permanency and post permanency
- Assist and process requests for searches of siblings, birth parents adoptive parents, etc.
- If/when appropriate, attend Permanency Planning Committee Meetings
- Participate on monitoring team in review and evaluation of contracted agencies. This includes reviewing client records and program documentation to determine if contract goals have been met and are appropriate for client’s needs
- Represent the contractor agency professionally by presenting accurate information and responding in a timely and courteous manner
- Communicate effectively to create a positive atmosphere

**DSCYF will accept proposals from either individuals or agencies** however it is one full time professional we seek to provide this contracted service. Office supplies, computers, mobile phone, travel arrangements, are all the responsibility of the bidder and should be considered before submitting a proposal. DSCYF will not dedicate any permanent space for this contractor.

It is anticipated that the contractual agreement with the successful bidder will begin in July 2019 and extend through September 2020, with optional extensions pending satisfactory performance and continued needs for up to a five-year period.

The contract is for a maximum of \$95,000 per year based services being delivered over a traditional work week at \$50.67 per hour. While services are anticipated being provided based on a typical work week, service hours will be based on the needs of the program. The hours generally are daytime hours, but may occasionally require outside normal business hours due to the needs of the program and support needed. The contractor will be authorized to invoice monthly at the hourly rate for service hours provided during the month.

All successful bidders are responsible for payment of all federal, state, or local taxes that may apply. The successful bidders must accept full payment by conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

**Independent or Individual Contractors:**

To be eligible, independent contractors must have experience in the field of child welfare, specifically with adoptions, hold a minimum of a bachelor's degree in behavioral science, human services, psychology, or other related degree.

A **Delaware Business License** is required of each independent contractor at the time of contract execution, but not at the time of proposal. Successful bidders must obtain and maintain a Delaware Business License for the period for the contract. The successful bidder also must obtain liability insurance coverage for the period of the contract. The contractor is NOT a State of Delaware employee, but rather an independent contracted provider.

**Agency Contractors:**

To be eligible, agencies must be a licensed adoption agency **in the state of Delaware**.

**Location of Services:**

Services are needed in all (3) three counties: NCC, Kent, and Sussex. The successful bidder will work remotely but would be required to have regular meetings at the New Castle County, Faulkland Road Administration Building and maintain ongoing communication via e-mail, phone, etc. However, DSCYF will NOT provide dedicated office space for this contractor.

**FOR ANY FORMER OR CURRENT STATE EMPLOYEE WHO IS INTERESTED IN COMPETING FOR THESE CONTRACTS:**

To ensure compliance with the State's Code of Conduct post-employment law (which provides that former State employees may not work on State projects if they were directly and materially related to their work as State employees), it is required that current State of Delaware employees who respond to this RFP, also contact Deborah Weaver, Esq (302-739-2399), attorney for the Delaware Public Integrity Commission. Ms. Weaver will assist such individuals in reviewing their situation, determining if a request to the Commission for advice is needed, and in drafting an appropriate letter to the Commission if necessary. Where such a letter is indicated, it must be submitted for consideration by the Commission at its regularly scheduled monthly meeting.

Individuals wishing to submit a proposal in response to this RFP who receive a pension benefit from the State Employee's Pension Plan are required to complete a Form-SS-8 "Determination of Worker Status" with the Internal Revenue Service. The application and findings from the Internal Revenue Service must be reported to the Delaware Board of Pension Trustees for determination of the individual meeting the definition of employee within the Plan. For more information visit <http://delawarepensions.com>.

**Criminal Background Check:**

Pursuant to 31 Del.C. Section 309, the Support Navigator providing this service resulting from this RFP is required to pass a criminal background check (state and federal) and a Child Abuse Registry check. All information required by Delaware Code shall be forwarded to DSCYF, which will assess the information and make a determination of suitability based on the type of offenses, how recent, record since the offenses, and responsibilities of the bidder. In addition, the bidder awarded a contract will be required to obtain certification from DSCYF as to whether the individual is named in the Central Register as the perpetrator of a report of child abuse.

## **Contract Service Summary and Requirements**

### **CONTRACTOR FUNCTION:**

The Post Adoption/Post Permanent Guardianship Program Support Navigator is responsible for providing support to families who are transitioning children out of foster care through adoption or permanent guardianship. The Support Navigator will assist in a wide variety of tasks including: answering questions about subsidy and assistance payments, identifying and addressing any issues or problems with payments, coordinating with the Medicaid office to assist in maintaining proper coverage by clarifying and providing any necessary documentation that would impact a break in coverage, helping families determine what services are eligible for psychological reimbursement subsidies available annually, assisting in subsidy and assistance redetermination reviews and renewals, listening and supporting adoptive families and permanent guardians in order to problem solve a myriad of challenging issues that often face children and families as they move away from the support and involvement they once had with DFS. Other specific contractor duties are captured in the Contract Duties section of this RFP above.

### **Objectives**

1. Aid DFS in supporting and strengthening families who adopt or gain permanent guardianship from DFS.
2. Be a point of contact for families and individuals to receive timely and helpful responses when experiencing payment issues, Medicaid issues, providing answers to questions about post-adopt/permanent guardianship supports and services, and any other need or question that arises
3. Assist in delivering a smooth transition for families and individuals caring for a child or children in DFS custody who will be or have moved on to finalize an adoption or permanent guardianship
4. Refer and coordinate post adopt/post permanent guardianship services
5. Report to the Adoption Program Manager through e-mail, written reports, and other requested methods to determine the volume of work being accomplished

### **Scope of Work**

- Provide ongoing support to adoptive and permanent guardianship families
- Follow up to provide solutions in a timely manner
- Coordinate with the Adoption Program Manager and Adoption Subsidy Case Manager as needed to collaborate on solutions when necessary
- Learn to identify payment issues within FOCUS and communicate regularly with the client payments department to remedy payment problems as quickly as possible
- Follow up with FOCUS liaisons as needed to correct information in FOCUS to insure corrective action moving forward
- Provide support when necessary to families in creative ways by meeting them at the office of vital statistics, Medicaid office, social security office, or in the home depending on the need
- Listen and communicate with families to determine what their needs are and how we can support those needs
- Promote support to families overall in an effort to strengthen and lift the confidence individuals and families have in the adoption and permanent guardianship programs

## **Support Navigator Requirements:**

### **Knowledge of**

- The child welfare system
- Adoption and permanent guardianship process
- Post adoption and post permanent guardianship supports and services available
- Mental health services within Delaware
- Trauma Informed Care

### **Ability to**

- Work and problem solve independently
- Communicate effectively both in writing and oral communications
- Engage families
- Be child centered and family focused
- Learn to navigate FOCUS (automated client data base)
- Culturally Competent
- Resourceful
- Resilient

### **Education and Experience**

- Bachelor's degree or higher in behavioral science, psychology, organizational leadership, or other related area (**Required**)
- Experience working with families involved with a state child welfare agency (e.g DFS)
- Experience and knowledge of the adoption process and permanent guardianship process
- Basic computer skill for working in a digital world

**Questions** (a response to every question element for the proposed Support Navigator is required to complete the proposal. If you will hire a Support Navigator please describe your hiring requirements to address these questions.)

1. Training and Experience to deliver support services.

Please include in your answer:

- What is your experience in working with families who have had involvement with a child welfare agency such as DFS? Please provide and highlight any specific challenges and how solutions were found.
- What is your experience or knowledge of the adoption and/or permanent guardianship process?
- Do you have knowledge or experience in post adoption or post permanent guardianship services? If so, please detail.
- How do you handle difficult individuals who become upset and angry? Please explain a strategy you use that has proven to be effective for you.
- Can you detail any additional experience you have with other Departments or Divisions such as DHSS, Medicaid, Social Security, DPBHS, and/or DDDS in Delaware or otherwise? If you have experience coordinating or collaborating with any of the above, please explain.
- Please explain what would make you a strong Support Navigator.

2. Experience being culturally competent. Please include in your answer:

- Discuss how you or your agency shows cultural competency
- Outline what training you or your agency has had regarding cultural competency

**SPECIAL NOTE:**

Preference will be given to an individual contractor or agency who has experience in working with families involved with a state child welfare agency like the Division of Family Services and to individuals and agencies in Delaware. Experience/reputation of DSCYF or other state agencies with the bidder will be considered by the panel. Additionally, feedback from references also will be considered.

**Professional References:** Provide the names and contact information for three (3) sources who may be contacted by DSCYF/DFS for a reference who can attest to your ability to perform the work of Support Navigator.

**Evaluation Criteria**

1. Education and Licensure
  - Bachelor's degree or higher in behavioral science, psychology, organizational leadership, or other related area (**Required**)
2. Demonstrated experience working with families who have had involvement with a child welfare agency such as DFS. [30 points]
3. Demonstrated experience or knowledge of the adoption and/or permanent guardianship process [30 points]
4. Demonstrated experience providing adoption and/or permanent guardianship services [30 points]
5. Demonstrated experience working with families exposed to and experiencing trauma including DFS involved families [20 points]
6. Demonstrated experience working with a diverse population [20 points]
7. Reputation, demonstrated ability and experience of DSCYF or other state agencies with the bidder [20 points]

**How to Respond to this RFP:**

A complete response to this RFP is required for consideration by reviewers. Along with a cover letter, all items submitted with the proposal are described in the Proposal Content Requirements section below.

**Proposal Content Requirements**

- a. Cover Letter
- b. Copy of resume or Vita outlining the education/experience of the proposed Support Navigator as part of the proposal for individual or agency proposed staff.
- c. Response to **all question elements** in the previous section
- d. 3 Professional References
- e. Bidder Fact Sheet found in Appendix A **and online with this RFP in MS Word format for typing**
- f. Signed “Assurances” document found in Appendix A
- g. Assurances Signed “Certifications, Representation, and Acknowledgements” document found in Appendix A
- h. Completed “Employing Delawareans Report” document found in Appendix A **and online with this RFP in MS Word format for typing**

## **APPENDIX A – Bidder Forms and Instructions**

### ***Submission Instructions***

*Failure to follow Departmental procedures may disqualify a bidder's organization.*

#### **I. FORMAT**

Proposals should be printed on 8 1/2" x 11" paper. To be considered all proposals must be submitted in writing and respond to the items outlined in this RFP. Videos will not be presented to the panel. **Binders, color graphics and extensive attachments** are unnecessary. **Double-side copying** is strongly encouraged.

To be considered, bidders must submit a complete response to this RFP. An official authorized to bind the bidder to the proposal must sign proposal documents. The successful bidder must be in compliance with all licensing requirements of the State of Delaware at time of contract execution.

Bidders may be called, only at the discretion of the Department, for an interview concerning their proposal. The State reserves the right to reject any non-responsive or non-conforming proposals.

#### **II. QUESTIONS**

All questions regarding this request should be directed to H. Ryan Bolles at [Herbert.Bolles@Delaware.gov](mailto:Herbert.Bolles@Delaware.gov) or 302-633-2701. Questions will be forwarded to the appropriate DSCYF program administrators. Updates and answers to significant content questions will be posted on the State's solicitation web site [www.bids.delaware.gov](http://www.bids.delaware.gov) **It is the bidder's responsibility to check the website for updates to this RFP.**

#### **III. ETHICS LAW RESTRICTIONS**

Neither the Contractor, including its parent company and its subsidiaries, nor any subcontractor, including its parent company and subsidiaries, may engage, directly or indirectly, any person who, while employed by the State of Delaware during two years immediately preceding the date any Contract entered into as a result of this request for proposals, gave an opinion, conducted an investigation, was directly involved in, or whom otherwise was directly and materially responsible for said service described herein in this request for proposal in the course of official duties as a state employee, officer or official. The Department shall determine, at its sole discretion, whether a person was directly and materially responsible for said program, project, or contract or any other program, project, or contract related to the service described in any contract entered into as a result of this request for proposals.

#### **IV. PROPOSALS BECOME STATE PROPERTY**

All proposals become the property of the State of Delaware and will not be returned to the contractor. Proposals to the State may be reviewed and evaluated by any person other than competing vendors at the discretion of the State. The State has the right to use any or all ideas presented in reply to this RFP. Selection or rejection of the proposal does not affect this right.

#### **V. RFP AND FINAL CONTRACT**

The contents of the RFP may be incorporated into the final contract and become binding upon the successful bidder. If the bidder is unwilling to comply with the requirements, terms, and conditions of the RFP, objections must be clearly stated in the proposal. Objections will be considered and may be subject to negotiation at the discretion of the State.

## **VI. PROPOSAL AND FINAL CONTRACT**

The content of each proposal will be considered binding on the bidder and subject to subsequent contract confirmation if selected. The content of the successful proposal may be included by reference in any resulting contract. All prices, terms, and conditions contained in the proposal shall remain fixed and valid for ninety (90) days after the proposal due date. Contract negotiations will include price re-verification if the price guarantee period has expired.

## **VII. MODIFICATIONS TO PROPOSALS**

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

## **VIII. COST OF PROPOSAL PREPARATION**

All costs of proposal preparation will be borne by the bidding contractor. All necessary permits, licenses, insurance policies, etc., required by local, state or federal laws shall be provided by the contractor at his/her own expense.

## **IX. EVALUATION REQUIREMENTS AND PROCESS**

The Proposal Review Committee shall determine the firms that meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 Del. C. §§ 6981, 6982. The Committee may interview at least one of the qualified firms. The Committee may negotiate with one or more firms during the same period and may, at its discretion, terminate negotiations with any or all firms. The Committee shall make a recommendation regarding the award to the contracting Division Director of this RFP, who shall have final authority, subject to the provisions of this RFP and 29 Del. C. § 6982 to award a contract to the successful firm in the best interests of the State of Delaware. The Proposal Review Committee reserves the right to award to one or more than one firm, in accordance to 29 Del. C. § 6986.

The Proposal Review Committee shall assign up to the maximum percentage of points as stated previously in this RFP. All assignments of points shall be at the sole discretion of the Proposal Review Committee.

The Proposal Review Committee reserves the right to:

- Select for contract or for negotiations, a proposal other than that with the lowest costs.
- Accept/Reject any and all proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all contractors during the review and negotiation.
- Negotiate any aspect of the proposal with any firm and negotiate with more than one firm at the same time. The Department reserves the right to contract with more than one vendor.

All proposals shall be evaluated using the same criteria and scoring process. Bidders may be scheduled to make oral presentations in support of their written proposals. However, proposals are expected to stand on their own merits as written. The Review Panel will assess the strength and clarity of any oral presentation and combine the evaluations of both written and oral presentations (when applicable) in determining the overall evaluation of the proposal and in making recommendations. A summary of the Panel's recommendations will be available for review upon request.

## **X. REJECTION OF PROPOSALS**

DSCYF reserves the right to reject any/all proposals received in response to this RFP. Any information obtained will be used in determining suitability of proposed support.

Any proposal called "not accepted" will mean that another proposal was deemed more advantageous or that all proposals were not accepted. Respondents whose proposals were not accepted will be notified as soon as a selection is made, or if it is decided, that all proposals are not accepted.

Any proposal failing to respond to all requirements may be eliminated from consideration and declared not accepted.

The proposal must conform to the requirements as stated in the RFP. The State specifically reserves the right to waive any informalities or irregularities in the proposal format.

## **XI. RESERVED RIGHTS OF THE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

- Notwithstanding anything to the contrary, the Department reserves the right to:
- Reject any and all proposals received in response to this RFP
- Select for contract or for negotiations a proposal other than that with the lowest costs
- Waive or modify any information, irregularities, or inconsistencies in proposals received
- Consider a late modification of a proposal if the proposal itself was submitted on time; and, if the modifications make the terms of the proposal more favorable to the Department, accept such proposal as modified
- Negotiate as to any aspect of the proposal with any proposer and negotiate with more than one proposer at the same time
- If negotiations fail to result in an agreement within a reasonable period of time, terminate negotiations and select the next most responsive proposer, prepare and release a new RFP, or take such other action as the Department may deem appropriate
- Negotiate a renewal of the contract resulting from this RFP with appropriate modifications.

## **XII. STANDARDS FOR SUBCONTRACTORS**

The prime contract with the contractor will bind sub or co-contractors to the terms, specifications, and standards of this RFP, resulting prime contracts, and any subsequent proposals and contracts. All such terms, specifications, and standards shall preserve and protect the rights of the Department under this RFP with respect to the services to be performed by the sub or co-contractor. Nothing in the RFP shall create any contractual relation between any sub or co-contractor and the Department of Services for Children, Youth and Their Families.

All sub or co-contractors must be identified in the Contractor's proposal. The proposal's work plan must also state which tasks the sub or co-contractor will perform. Approval of all sub and/or co-contractors must be received from the Department prior to the contract negotiation.

The prime bidder will be the State's primary contractor.

### **XIII. CONTRACT TERMINATION CONDITIONS**

The State may terminate the contract resulting from this RFP at any time that the Contractor fails to carry out its provisions or to make substantial progress under the terms specified in this request and the resulting proposal.

The State shall provide the Contractor with 15 days notice of conditions which would warrant termination. If after such notice the Contractor fails to remedy the conditions contained in the notice, the State shall issue the Contractor an order to stop work immediately and deliver all work and work in progress to the State. The State shall be obligated only for those services rendered and accepted prior to the date of notice of termination.

With the mutual agreement of both parties, upon receipt and acceptance of not less than 30 days written notice, the contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.

Notwithstanding any other provisions of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, through the failure of the State of Delaware to appropriate funds or through discontinuance of appropriations from any source, the State of Delaware shall have the right to terminate this contract without penalty by giving not less than 30 days written notice documenting the lack of funding.

### **XIV. NON-APPROPRIATION**

In the event that the State fails to appropriate the specific funds necessary to continue the contractual agreement, in whole or in part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available, at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

### **XV. FORMAL CONTRACT AND PURCHASE ORDER**

The successful firm shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after the award of the contract. No bidder is to begin any service prior to approval of a State of Delaware Purchase Order by the Secretary of the Department of Finance. The Purchase Order shall serve as the authorization to proceed in accordance with the bid specifications, any special instructions and the Contract terms and conditions.

### **XVI. INDEMNIFICATION**

By submitting a proposal, the proposing firm agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, DSCYF, its agents, and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the firm, its agents and employees' performance of work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or in part, to the State, its employees or agents.

### **XII. LICENSES AND PERMITS**

In performance of this contract, the firm is required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful firm. The firm shall be properly licensed and authorized to transact business in the State of Delaware as defined in Delaware Code Title 30, Sec. 2502.

### **XIII. INSURANCE**

Bidder recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the bidder's

negligent performance under any resulting contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the bidder in its negligent performance under any resulting contract.

The bidder shall maintain at its own cost for the term of any resulting contract and all extensions such insurance as will protect against claims under Worker’s Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the Department of Services for Children, Youth and Their Families.

During the term of any resulting contract, the successful bidder will, at its own expense, also carry insurance minimum limits as follows:

a.	Commercial General Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
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And at least one of the following, as outlined below:

b.	Medical or Professional Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
c.	Misc. Errors and Omissions	\$1,000,000 per occurrence / \$3,000,000 aggregate
d.	Product Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate

The successful bidder must carry (a) and at least one of (b), (c), or (d) above, depending on the type of Service or Product being delivered.

If the contractual service requires the transportation of DSCYF clients or staff, the successful bidder shall, in addition to the above coverages, secure at its own expense the following coverage:

a.	Automotive Liability (Bodily Injury)	\$1,000,000 per occurrence / \$3,000,000 aggregate
b.	Automotive Property Damage (to others)	\$25,000

The bidder shall provide a Certificate of Insurance (COI) as proof that the bidder has the required insurance. The COI shall be provided prior to DSCYF prior to any work being completed by the awarded bidders(s).

The Department of Services for Children, Youth & Their Families shall be named as an additional insured.

Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provision.

**XIX. NON-DISCRIMINATION**

In performing the services subject to this RFP, the firm agrees that it will not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin. The successful firm shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

**XX. COVENANT AGAINST CONTINGENT FEES**

The successful firm warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or

contingent fee excepting bona-fide employees and/or bona-fide established commercial or selling agencies maintained by the bidder for the purpose of securing business. For breach or violation of this warranty, the State shall have the right to annul the contract without liability or at its discretion and/or to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

**XXI. CONTRACT DOCUMENTS**

The RFP, the Purchase Order, and the executed Contract between the State and the successful firm shall constitute the Contract between the State and the firm. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: Contract, Contract Amendments, RFP, Purchase Order and Vendor Proposal. No other documents shall be considered. These documents contain the entire agreement between the State and the firm.

**XXII. APPLICABLE LAW**

The Laws of the State of Delaware shall apply, except where Federal law has precedence. The successful firm consents to jurisdiction and venue in the State of Delaware.

**XXIII. SCOPE OF AGREEMENT**

If the scope of any provision of this Contract is too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

**XXIV CONFIDENTIALITY**

The successful bidder agrees to be responsible for full, current, and detailed knowledge of and compliance with published Federal and State laws, regulations, and guidelines (e.g., Confidentiality, Health Insurance Portability and Accountability Act (HIPAA) of 1996, etc.) pertinent to discharging the CONTRACTOR's duties and responsibilities hereunder.

**BIDDER FACT SHEET**

Place as Top Page of Proposal

RFP Title: **CYF 19-11 Post Adoption/Post Permanent Guardianship Program Support Navigator**

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Check the box acknowledging the state hourly rate:

<input type="checkbox"/>	\$50.67 per hour - \$95,000 max per year
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<b>CORPORATE INFORMATION</b>		
Indicate the type of business bidder is or proposes to be if yet to be formed:		
<input type="checkbox"/> Corporation	<input type="checkbox"/> Partnership	<input type="checkbox"/> Individual
Bidder Name:	_____	
Office Address:	_____	
	_____	
Contact Person:	_____	
Office Phone #:	_____	
Cell Phone #:	_____	
E-mail Address:	_____	

	Certification type(s)	Circle all that apply
<b>COMPANY CLASSIFICATIONS:</b>  Del. CERT. NO.: _____	Minority Business Enterprise (MBE)	Yes No
	Woman Business Enterprise (WBE)	Yes No
	Disadvantaged Business Enterprise (DBE)	Yes No
	Veteran Owned Business Enterprise (VOBE)	Yes No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes No

Vendor FEIN: \_\_\_\_\_ Delaware Business License#: \_\_\_\_\_

(Not required to bid)

A Delaware Business License is not required to bid, but is required before the time of contract signing if the contractor operates within the State of Delaware. This requirement is waived for non-profits.

**PLEASE SIGN THIS AND SUBMIT WITH THE PROPOSAL**

**ASSURANCES**

The bidder represents and certifies as a part of this offer that:

The organization will complete or provide any information necessary for enrollment in Medicaid requested by the Department, concerning, but not limited to, such areas as licensure and accreditation, Medicaid rates paid by other states for services provided by the organization, the usual and customary charges for medical services, and/or past sanctioning by the Centers for Medicare and Medicaid Services (CMS).

The organization will maintain records, documents, and other required evidence to adequately reflect the service under contract.

The organization agrees to maintain or to make available at a location within the State, such records as are necessary or deemed necessary by the Department to fully disclose and substantiate the nature and extent of items and services rendered to the Department clients, including all records necessary to verify the usual and customary charges for such items and services. Organizations that show cause may be exempted from maintaining records or from making such records available within the State.

The organization understands that all records shall be made available at once and without notice to authorized federal and state representatives, including but not limited to Delaware's Medicaid Fraud Control Unit, for the purpose of conducting audits to substantiate claims, costs, etc., and to determine compliance with federal and state regulations and statutes.

The organization shall retain medical, financial, and other supporting records relating to each claim for not less than five (5) years after the claim is submitted.

The organization will maintain accurate accounts, books, documents, and other evidentiary, accounting, and fiscal records in accordance with established methods of accounting.

In the event that the Contract with the organization is terminated, the organization's records shall remain subject to the Department's regulations.

The organization will physically secure and safeguard all sensitive and confidential information related to the service given. This includes service activities and case record materials.

The organization shall comply with the requirements for client confidentiality in accordance with 42 U.S.C. 290 and/or 290 cc-3.

The organization will cooperate with designated program monitors, consultants, or auditors from the Department of Services for Children, Youth and Their Families or the Criminal Justice Council in connection with reviewing the services offered under contract.

The organization will comply with all applicable State and Federal licensing, certification, and accreditation standards, including the Department's Generic Program Standards, and it will submit documentation of annual renewals of applicable licenses/certifications at whatever point they are renewed during the contract year.

The organization will not let subcontracts without prior approval from the contracting Division.

The organization will attempt to obtain all supplies and materials at the lowest practicable cost and to contain its total cost where possible by competitive bidding whenever feasible.

The organization will, upon signature of the contract, provide written assurance to the Department from its corporate counsel that the organization is qualified to do business in Delaware.

The organization agrees to comply with all requirements and provisions of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Federal Equal Employment Opportunity and Non-Discrimination regulations, and any other federal, state, or local anti-discriminatory act, law, statute, regulation, or policy along with all amendments and revisions of these laws, in the performance of the contract. It will not discriminate against any bidder or employee or service recipient because of race, creed or religion, age, sex, color, national or ethnic origin, handicap, or any other discriminatory basis or criteria.

The organization shall comply with: the Uniform Alcoholism and Intoxication Treatment Act (16 Del.C., Chapter 22 as amended; Licensing of Drug Abuse Prevention, Control, Treatment, and Education Programs (16 Del.C., Chapter 48 as amended); Drug Free Work Place Act of 1988.

The organization shall comply, when applicable, with the Methadone Regulations (21 CFR, Part III), which prohibit use of methadone for children and youth.

The organization will establish a system through which clients receiving the service under contract may present grievances. Clients will be advised of their appeal rights by the organization.

The organization agrees that it is operating as an independent contractor and as such, it agrees to save and hold harmless the State from any liability which may arise as a result of the organization's negligence.

The organization will abide by the policies and procedures of the Department and will comply with all of the terms, conditions, and requirements as set forth in the contract. The organization understands that failure to comply with any of the terms, conditions, and provisions of the contract may result in delay, reduction, or denial of payment or in sanctions against the organization. The organization also understands that penalties may be imposed for failure to observe the terms of Section 1909, Title XIX of the Social Security Act.

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Name of Organization's Authorized Administrator

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Signature of Authorized Administrator

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Date

**PLEASE SIGN THIS FORM AND SUBMIT WITH THE PROPOSAL**

**CERTIFICATION, REPRESENTATION, AND ACKNOWLEDGEMENTS**

By signing below, bidder certifies that:

- They are an established vendor in the services being procured
- They have the ability to fulfill all requirements specified for development within this RFP
- They have neither directly nor indirectly entered into an agreement, participated in any collusion, nor otherwise taken any action in restraint of free competitive bidding in connection with this proposal
- They are accurately representing their type of business and affiliations
- They are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency

The following conditions are understood and agreed to:

- No charges, other than those negotiated into a final contract are to be levied upon the State as a result of a contract.
- The State will have exclusive ownership of all products of this contract unless mutually agreed to in writing at the time a binding contract is executed.

\_\_\_\_\_  
Name of Organization's Authorized Administrator

\_\_\_\_\_  
Signature of Authorized Administrator

\_\_\_\_\_  
Date

**PLEASE COMPLETE AND SUBMIT WITH THE PROPOSAL**

RFP Title: CYF 19-11 Post Adoption/Post Permanent Guardianship Program  
Support Navigator

Bidder Name:	
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**EMPLOYING DELAWAREANS REPORT**

As required by House Bill # 410 (Bond Bill) of the 146<sup>th</sup> General Assembly and under Section 30, No bid for any public works or professional services contract shall be responsive unless the prospective bidder discloses its reasonable, good-faith determination of:

1.	Number of employees reasonable anticipated to be employed on the project:	
2.	Number and percentage of such employees who are bona fide legal residents of Delaware:	
3.	Percentage of such employees who are bona fide legal residents of Delaware:	
4.	Total number of employees of the bidder:	
5.	Total percentage of employees who are bona fide resident of Delaware:	
If subcontractors are to be used:		
1.	Number of employees who are residents of Delaware:	
2.	Percentage of employees who are residents of Delaware:	

“Bona fide legal resident of this State” shall mean any resident who has established residence of at least 90 days in the State.