

REQUEST FOR PROPOSALS (RFP)
Stabilization and Residential Assessment

Central Alberta Child and Family Services
4826 Ross Street
Red Deer, Alberta
T4N 1X4

RFP No. CENTRAL ALBERTA CFS1401

	<p>RFP Issue Date: April 4, 2014</p> <p>Information Session: April 11, 2014, Alberta Time, 13:30 PM Central Alberta CFS Regional Office 3rd floor, 4826 Ross Street Red Deer, Alberta</p> <p>RFP Closing: 14:00:59 hours Alberta Time May 1, 2014</p> <p>RFP Administrator: Karrie Christie</p> <p>Phone: (403) 755-6167</p> <p>Fax: (403) 755-6120</p> <p>Email: Karrie.Christie@gov.ab.ca</p>
--	---

Proponents may obtain this document directly from the RFP Administrator.

Six (6) print copies of the proposal must be provided. E-mail or faxed copies are not acceptable as official copies. All materials and copies of the Proposal must be received by the RFP Closing prescribed above.

TABLE OF CONTENTS

Section	Page Number
1.0 General	3
2.0 Legislated Requirements	4
3.0 RFP Administration Terms and Definitions (Appendix A)	4
4.0 Project/Services Information	4
4.1. <i>Introduction</i>	4
4.2. <i>Background</i>	4
4.3. <i>Project/Service Objectives</i>	5
4.4. <i>Description of Deliverables</i>	6
4.5. <i>Reporting Requirements</i>	8
4.6. <i>Project/Services Duration</i>	8
4.7. <i>Project/Services Scope</i>	8
4.8. <i>Budget</i>	9
5.0 Tender Process and Submission Guideline	9
5.1. <i>RFP Information Session</i>	9
5.2. <i>Proposal Format</i>	10
5.3. <i>Proposal Submission Requirements</i>	10
5.4. <i>Evaluation Criteria</i>	10
6.0 Evaluation Process and Sequenc	12
6.1. <i>Evaluation Criteria Distribution</i>	13
6.2. <i>Evaluation Process</i>	13
6.3. <i>Interviews</i>	13
7.0 Additional RFP Administration terms and conditions	13
7.1. <i>Additional Stipulations</i>	13
7.2. <i>The Contract</i>	14
7.3. <i>Subcontracting</i>	14
7.4. <i>Insurance</i>	14
7.5. <i>Copyright</i>	14
7.6. <i>Contact Information</i>	14
RFP Administration Terms and Conditions	Appendix A
Central Region Map	Appendix B
Schedule A	Appendix C
Proposal Submission Form	Appendix D
Minimum Qualifications and Previous Experience Statement	Appendix E
Approach to Critical Incidents	Appendix F
Staff Qualifications	Appendix G
Training	Appendix H
Staff Retention	Appendix I
Contract Template	Appendix J
Schedule B Template	Appendix K

1.0 GENERAL

Proponents are invited to submit Proposals for the provision of services as specified in the Request for Proposals (RFP). This RFP will be conducted with the objective of maximizing the benefit to Central Alberta Child and Family Services (Central Alberta CFS), while offering Proponents a fair and equitable opportunity to participate. This is a Negotiated Request for Proposal format, and Central Alberta CFS is not bound to accept the proposal as submitted but will negotiate with the highest ranked proponent to achieve the desired outcome. If, in Central Alberta CFS's sole opinion, it appears that the negotiations will not result in an agreement with the successful Proponent within thirty (30) days, negotiations with other Proponents submitting Proposals may be undertaken.

Proponents are advised to pay careful attention to the wording used throughout this RFP. Failure to satisfy any term or condition of this RFP may deem the Proposal ineligible for consideration by Central Alberta Child and Family Services.

Proposals should be sealed and clearly marked with the RFP number and Closing Date and addressed as follows:

Attention: Danielle Broad
RFP Facilitator
Central Alberta Child and Family Services
3rd floor, 4826 Ross Street
Red Deer, Alberta
T4N 1X4

KEY DATES:

April 4, 2014	Public release of Request for Proposal package
April 11, 2014	RFP Information Session (13:30 hours) Alberta Time
April 25, 2014	Last day for questions about the RFP (14:00:59 hours) MST
May 1, 2014	Proposal Submission Deadline (14:00:59 hours) Alberta Time
May 22/23, 2014	Interviews
June 30, 2014	Notification to Proponents Regarding RFP Award
October 1, 2014	New Contract Service Commencement Date

The dates set out in this section, are subject to change at the sole discretion of Central Alberta Child and Family Services.

2.0 LEGISLATED REQUIREMENTS

Proponents must know and abide by all relevant federal, provincial and municipal laws.

The *Child Youth and Family Enhancement Act*, and associated regulations, is the primary legislation under which these services are to be provided, and must be complied with in the provision of Services.

This legislation is available through the Queen's Printer Bookstore, Main floor, 10611 – 98 Avenue, Edmonton. Phone: (780) 427-4952 or through the website at: qp@gov.ab.ca

3.0 RFP ADMINISTRATION TERMS AND DEFINITIONS

IMPORTANT: The “RFP Administration Terms and Conditions, Alberta Human Services, April 2014” is attached to this RFP document as (Appendix A), and forms an integral part of this RFP document.

All of the “RFP Administration Terms and Conditions, Alberta Human Services, April 2014” are incorporated into this RFP document and attached contract by reference, including all definitions used in this RFP document.

4.0 PROJECT/SERVICES INFORMATION

4.1. Introduction

The intent of this tender package is to outline Central Alberta CFS’s requirements for Residential Assessment and to provide information to assist Proponents in the preparation of Proposals for this RFP. Central Alberta CFS is seeking Residential Assessment services to ensure the survival, security and development of Children and Youth in Care, while maintaining their cultural connection to community. Proposals are sought from Proponents to provide these Residential services for Children who have status under the *Child, Youth and Family Enhancement Act*, or Children who are being served under the Family Support for Children with Disabilities Program.

Please note: The Outcomes Based Service Delivery (“OBSD”) initiative is the next phase of a plan to achieve timely positive outcomes for children served by the Ministry of Human Services (“HS”). Central Alberta CFS has implemented OBSD in its South Zone since May 2010 and expects that the remaining zones in the region will be transitioned incrementally to this service delivery model over the next few years. Contractors providing services to the clients of the Central Alberta CFS during this time will be expected to collaborate with Central Alberta CFS, other contractors and community partners in support of this transition. As a result of this incremental implementation to OBSD, referrals from the Central Alberta CFS to the proponents who are contracted as a result of this RFP may be reduced over time.

4.2. Background

The *Child, Youth and Family Enhancement Act*, provides the legal authority for the provision of Intervention Services to children, youth and families in Alberta. When Child Intervention is working with a child or family, Stabilization or Residential Assessment may be required.

The goals of Stabilization and Residential Assessment will reflect the philosophy of the Enhancement Act, and Regulations and Policy that are the basis of the implementation of that Act.

Stabilization and Residential Assessment facilities provide a placement for youth who, due to their histories of abuse and neglect, and resulting behaviors and emotional states, are unable to maintain placement in less intrusive spaces along the service continuum.

Once placed, the youth are engaged, oriented to the facility, and stabilized. The assessment process, where required, consists of an assessment of current needs,

issues, and indicated diagnoses in order to determine which placement and other resources will best meet the individual youth's needs.

Given the diversity and complexity of needs of Central AB CFS's youth, combined with the vast range of demographics presented across Central AB CFS, the Proponent will require a high degree of expertise in order to provide services.

4.3. Project/Service Objectives

- Central AB CFS is seeking proposals for a 10 bed Residential Assessment facility that will provide stabilization, functional and behavioral assessment, and secure services.
- The residence is designed to meet the needs of youth whose presentation reflects the highest end of the spectrum of complex and difficult needs. As such, Central AB CFS views this placement resource as the placement of last resort and expects that the Contracted Agency will have the ability to meet the intensive needs of these youth.
- The service delivery model will be based on collaboration between the Contracted Agency, Central AB CFS, Alberta Mental Health Services, and Education.
- The Contracted Agency will assist young people to stabilize their behaviours by the creation and maintenance of an environment that is structured, nurturing and adaptive to the individual changing needs of the youth, utilizing professional skill and practice to support the clients in achieving stability.
- The Contracted Agency will provide functional and behavioral assessment services and day-to-day therapeutic support to the youth placed in the facility.
- The Agency will coordinate and complete comprehensive psychological assessments based on the specific needs of the youth referred for the assessment. A Psychiatric Nurse, Addictions Counsellor and Recreation Therapist, employed by Alberta Mental Health, will be part of the Clinical Services Team.
- CFS anticipates that the remainder of the Agency Clinical Services Team will include positions such as:
 - Clinical Manager
 - Psychologist
 - Psychological Assistant
 - Clinical Social Worker – To ensure comprehensive family assessment and engagement.
 - Behavior Specialist – As part of the residential complement, they will assist and mentor other team members in behavior management.
- The Clinical Services Team as a whole will provide treatment and placement recommendations with follow-up occurring at regular intervals. This practice will foster the review of youth's progress and provide the opportunity for re-evaluation of the youth's needs. Adaptations to the recommendations of the Clinical Services Team will occur as necessary to ensure the youth's continued success.
- This resource will uphold a re-evaluative continuing process of care. The team will anticipate and support the inevitability that youth may stumble and require a re-engagement of support that is catered to their current needs.
- The Clinical Services Team will also work to develop capacity within the community so that youth can successfully transition to and function within the larger community.

4.4. Description of Deliverables

The successful Proponent will be able to deliver Residential Assessment, Stabilization, and Secure Services that address the service needs of Children with

status under the *Child, Youth and Family Enhancement Act*, who are referred to the successful Proponent by the Central Alberta CFS.

- The facility will provide 9 block-funded beds for stabilization and assessment and 1 fee-for-service bed for secure services.
- The facility will provide services to youth 13-17 years of age.
- The Contracted Agency will offer a program that supports the placement of difficult to place youth through the provision of a consistent and adaptive residential milieu.
- The Contracted Agency will recognize the importance of relationships, family involvement, and collaboration with community partners. The philosophy, policy, and practices of the Contracted Agency will reflect these priorities within a trauma-informed framework and therapeutic milieu.
- The staffing ratio will be reflective of the intensive needs of the youth who will be placed.
- Staff must work with other involved professionals and agencies to ensure the success of the youth in the program.
- The length of time in the program will be variable, based on the presenting needs of each youth placed, and the recommendations of the Clinical Services Team.

4.4.1 Geographic Area

Clients will be referred to the successful Proponent from all Zones of Central Alberta CFS. Please see the attached map. (Appendix B) Service providers must collaborate with the OBSD Lead Agencies for all zones that have transitioned to that model of service.

4.4.2 Outcomes Measures

The Proponent will be required to report on the achievement of outcomes in the following four domains: Safety, Well-being, Family and Community Supports, and Permanence.

Safety Related Outcomes:

- Youth are protected from harm and abuse while in care.
- Youth show a reduction in high risk behaviors.

Well-Being Related Outcomes:

- Youth's basic needs and access to health services are met.
- Youth will participate in recreational activities.
- Youth demonstrate stability in their behavior, resulting in improved functioning.
- Youth maintain or increase their individual skills and abilities.
- Youth demonstrate improved emotional, psychological, and cultural/spiritual functioning.
- Youth have improved attendance and performance in educational or vocational programs.

Permanence Related Outcomes:

- Youth successfully transition to appropriate placement resources or family based on their presenting needs.
- Youth's identified permanency placement is maintained, whenever appropriate and possible, while the youth is in the program.
- Youth have an increased ability to function in recommended resources as their behavior has stabilized.

- Recommendations specific to the child provide increased insight and guide the treatment team to develop a plan for permanency.

Family and Community Support Related Outcomes:

- Youth and family have increased knowledge of, and access to, community resources specific to their needs.
- Youth have increased knowledge of self-regulation strategies.
- Youth's existing significant relationships will be preserved and strengthened through the assessment process.

The Proponent must demonstrate a sophisticated understanding of measurement and data collection processes.

4.4.3 Referrals

Referrals will be made by the Central Alberta CFS Regional Placement Coordinator and must be accompanied by a Referral and Evaluation for Service form from the child's caseworker before admission of the child occurs.

4.4.4 Administration

Staff members who provide the Services must meet the qualifications outlined in accreditation requirements and be qualified under the appropriate scope of practice of their professional associations in order to provide Services to Clients.

Criminal Record Checks and Intervention Record Checks are required for all Proponent employees, subcontractors, agents, and volunteers prior to the start of services.

4.5. Reporting Requirements

The Proponent will be required to submit all standard financial and Client reports, as indicated in the attached Schedule A. (Appendix C)

The Proponent will be required to provide data to Central Alberta CFS regarding Client outcomes, in a format acceptable to Central Alberta CFS.

Central Alberta CFS will provide support, monitoring, and evaluation of the Services on an ongoing basis and therefore may require further discussions or reports pertaining to these reporting requirements.

4.6. Project/Services Duration

The Agreement, entered into after negotiations with a successful Proponent, will be for a term of three years, from October 1, 2014 to September 30, 2017. Amendments are anticipated as Central Alberta CFS and the Agency refine the working relationship and terms. A further term of two years may be granted if performance and need indicate this as advisable.

Central Alberta CFS is moving to an Outcome Based Delivery Model, where services will be provided by a lead agency. The successful proponent will be expected to work collaboratively with all lead Agencies as well as with the Central Alberta CFS.

4.7. Project/Services Scope

Accreditation Requirements:

The Proponent program must achieve accreditation by one of the following accrediting bodies recognized by Alberta Children and Youth Services within 12 months of signing the contract. Services provided by the Proponent and the Proponent's employees (including relief staff), must meet the standards set out by the following accrediting bodies.

Canadian Accreditation Council of Human Services (CAC)
Contact: (780) 424-4498.

Commission on Accreditation of Rehabilitation Facilities (CARF)
Contact: (780) 429-2538.

Council on Accreditation (COA)
Contact: (866) 262-8088.

4.8. Budget

The maximum budget for this 9 bed block-funded service is \$1,740,000. Proposals will be scored on a price per point basis. The lowest bid will not necessarily be successful.

A detailed budget for the block-funded 9 beds is to be presented in the form of a Schedule B (Appendix K).

Please also provide a per diem rate for the 1 fee-for-service Secure Services bed.

5.0 TENDER PROCESS AND SUBMISSION GUIDELINE

5.1. RFP Information Session

The RFP Information Session will be held at the time and in the location specified on the front page of this RFP. Attendance is optional but encouraged.

The RFP Information Session will be held at Central Alberta CFS's Regional Office - 3rd Floor, 4826 Ross Street, Red Deer, Alberta on April 11, 2014 at 13:30 hours Alberta Time.

The purpose of the RFP Information Session is to respond to questions Proponents may have about the RFP content and process; and to clarify information on the RFP to reduce the chance of misinterpretation.

Questions of a complex nature, or questions where the Proponent requires anonymity, should be forwarded in writing, prior to the meeting, to the RFP Administrator listed on the cover page of this RFP. Meeting notes, and all questions and answers will be posted on Alberta Purchasing Connection (APC) at www.purchasingconnection.ca.

All documents relating to this RFP, including any changes and answers to questions, will also be posted on the APC site.

Additional questions will be accepted until 14:00:59 p.m. Alberta Time, April 25, 2014.

5.2. Proposal Format

The following format and sequence should be followed in order to provide consistency in Proponent's Proposals and to ensure that each Proposal receives full consideration. All pages should be consecutively numbered.

- A. TABLE OF CONTENTS - Show the page numbers of all major headings in the proposal
- B. SIGNED PROPOSAL SUBMISSION FORM (attached as Appendix D)
- C. PROPONENT'S MINIMUM QUALIFICATIONS STATEMENT AND STATEMENT OF PREVIOUS EXPERIENCE (attached as Appendix E)
- D. PROPONENT PROFILE
- E. MODEL OF PROPOSED SERVICE DELIVERY- please provide this in the format of the current Schedule A (attached as Appendix C)

5.3. Proposal Submission Requirements

The following are requirements for the Proposals to be submitted, to provide consistency and to assist in the evaluation process;

- Proposals should use a minimum of 11 point font, on letter size paper with 1 inch margins. All pages of the Proposal and attached Appendices should be consecutively numbered.
- It is recommended that the RFP is accessed through Alberta Purchasing Connection (APC). This is where official documents related to this competition will be posted, including modifications and updates. For more information visit www.purchasingconnection.ca

5.4. Evaluation Criteria

5.4.1 Mandatory Criteria

IMPORTANT: Proposals that do not meet the following mandatory administrative criteria WILL NOT be evaluated.

The following mandatory requirements must be met for Proposals to be considered:

MANDATORY ADMINISTRATIVE CRITERIA
--

- | |
|--|
| <ul style="list-style-type: none"><input type="checkbox"/> Six (6) copies of the complete proposal must be received by the date and time and at the location listed on the cover page of this RFP. Proposals must be in English, received by Central Alberta CFS via courier, mail, or hand delivered in a sealed envelope clearly marked with the APC identifier and RFP number, RFP contact information, and return address. |
|--|

- Proponents must accept the terms and conditions of this RFP document, and must accept the terms and conditions of the attached sample agreement by signing and submitting the Proposal Submission Form.
- Proposal submissions must include the Proponent Minimum Qualifications Statement and Statement of Previous Experience containing three (3) contacts as set out in Appendix E. Any previous experience in the past five (5) years providing Services to a CENTRAL ALBERTA CFS, DFNA or the Ministry **must** be declared. Failure to disclose previous CENTRAL ALBERTA CFS, DFNA, or Ministry experience will result in disqualification of the Proposal as it is a mandatory requirement.

MANDATORY PROGRAM CRITERIA

- Proposal **must** include a Proponent Profile which includes the following headings:
 - Proponent Profile
 - Proponent History
 - Proponent Philosophy of Service, Organization, and Infrastructure.
- Proposal **must** include a detailed model of the proposed Residential Assessment, Stabilization, and Secure Services delivery in the format of the Schedule A as provided. (Appendix C)
- Proposal must include a detailed budget in the format of the Schedule B as provided (Appendix K)
- The maximum budget for the 9 bed block-funded portion of the service is \$1,740,000.00

Proposals submitted after the closing time and date will not be accepted and will be returned unopened to the Proponent.

Proposals must be in hard copy, and not sent by e-mail, facsimile, computer disk, or website link.

5.4.2 Desirable Criteria:

5.4.2.1 Criteria One – Agency Capacity

**Agency Philosophy
Clinical Orientation**

5.4.2.2 Criteria Two - Program Description

**Behaviour Management
Services Offered and Clientele Served
Safety and Working Alone Processes**

5.4.2.3 Criteria Three – Demonstrated Competency

**Approach to Critical Incidents – Appendix F
Staff Qualifications – Appendix G
Training and Retention – Appendix H, Appendix I**

5.4.2.4 Criteria Four – Financial Plan

Substantially Reflects All Requirements

6.0 EVALUATION PROCESS AND SEQUENCE

6.1. Evaluation Criteria Distribution

The evaluation criteria of Proposals will be distributed among the major categories named in section 5.4.2, and given a weighting as a percentage for the following areas:

Criteria One Agency Capacity	Weighting as % of Total
<ul style="list-style-type: none"> • Agency Philosophy • Clinical Orientation 	
Total weighting for Criteria One	15%

Criteria Two Program Description	Weighting as % of Total
<ul style="list-style-type: none"> • Behaviour Management • Services Offered and Clientele Served • Safety and Working Alone Processes 	
Total weighting for Criteria Two	40%

Criteria Three Demonstrated Competency	Weighting as % of Total
<ul style="list-style-type: none"> • Approach to Critical Incidents • Staff Qualifications • Training and Retention 	
Total weighting for Criteria Three	40%

Criteria Four Financial Plan	Weighting as % of Total
<ul style="list-style-type: none"> • Substantially Reflects All Requirements 	
Total weighting for Criteria Three	5%

6.2. Evaluation Process

Proposals will be evaluated in an objective manner by an Evaluation Team, chosen by CENTRAL ALBERTA CFS.

Proposals will be checked against the mandatory criteria listed in section 5.4.1.

Proposals not meeting all mandatory criteria will be rejected without further consideration.

Proposals that meet all mandatory criteria will then be assessed and scored against the desirable criteria in Section 5.4.2. Proposals must achieve a passing mark on each evaluation section, Criteria One, Criteria Two, Criteria Three and Criteria Four, to be considered further.

6.3. Interviews

Based on the Proposal scores, the highest ranking Proponents may be invited for interviews. Interviews will be held on May 22 and 23 2014, please reserve this time.

If you are invited to an interview and are unable to attend on the specified date, your Proposal may be disqualified.

The interview is time limited. Individuals who can best represent the Services described in this Proposal should attend the interview. Interviews are only to clarify the information provided within the Proponent's written Proposal.

7.0 ADDITIONAL RFP ADMINISTRATION TERMS AND CONDITIONS

These RFP Administration Terms and Conditions are in addition to the RFP Administration Terms and Conditions referenced in section 3 of this RFP document, and attached as Appendix A.

7.1 Additional Stipulations

Central Alberta CFS reserves the right to negotiate further with successful candidate(s) in order to ensure that the CFS service needs are met.

Central Alberta CFS reserves the right to negotiate with successful bidders for any term up to five years, and is not bound beyond the negotiated contract.

Central Alberta CFS is not bound to accept the lowest bid.

Central Alberta CFS reserves the right to cancel this RFP at any time and to re-issue it for any reason whatsoever, without incurring any liability and no Proponent will have any claim against Central Alberta CFS as a consequence.

A Proposal submitted in response to the RFP constitutes an offer and will proceed to the signing of an agreement between the two parties, only if CENTRAL ALBERTA CFS accepts the Proposal.

CENTRAL ALBERTA CFS reserves the right to request further information from interested Proponents, as required, and at the Proponent's expense.

7.2 The Contract

The Agreement to be entered into between the successful Proponents and Central Alberta CFS shall be in the format attached to this RFP. This contract will be negotiated between Central Alberta CFS and the successful Proponents. If, in Central Alberta CFS's sole opinion, it appears that the negotiations will not result in an agreement with the successful Proponent within thirty (30) days, negotiations with other Proponents submitting Proposals may be undertaken.

7.3 Subcontracting:

Any intention to use Subcontracted Resources in the delivery of this service must be clearly stated and will be subject to regulations.

7.4 Insurance

The successful Proponent:

- Is required, at its own expense and without limiting its liabilities herein, to insure its operations under a contract of General Liability Insurance, in accordance with the Alberta Insurance Act in an amount not less than \$2,000,000 inclusive per occurrence, insuring against bodily injury, personal injury, and property damage, including loss of use thereof. Evidence of such insurance in a format acceptable to Central Alberta CFS shall be made available to Central Alberta CFS, at Central Alberta CFS's request, as a condition of the contract.
- Is required to maintain automobile liability insurance in an amount not less than \$1,000,000 on each vehicle owned, operated or licensed in the name of the Contractor and ensure that anyone who uses their own vehicle to provide transportation for a Client, in the performance of Services under this Agreement, have at least \$1,000,000 coverage under their own automobile insurance policy,
- Is required to maintain Workers' Compensation Insurance or equivalent private disability and benefits insurance,

as a condition of the Contract.

7.5 Copyright

All deliverables produced by the successful proponent under the contract shall become the property of the crown in right of Alberta. The proponent will also waive all copy or moral right to the deliverables.

7.6 Contact Information

For further information, contact:

Danielle Broad
RFP Facilitator
Central Alberta Child and Family Services
3rd floor, 4826 Ross Street
Red Deer, Alberta T4N 1X4

Telephone: (403) 754-6265
Fax: (403) 755-6120
Email: danielle.broad@gov.ab.ca