

***Caregiver Training Services***

***STATEMENT OF NEED***

***January 10th, 2022***

**Caregiver Training Services**

**General Information and Instructions**

The schedule of events set out herein represents the Division of Family & Children Services’ (DFCS) best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the Statement of Need will be publicly posted prior to the closing date. After the close of the Statement of Need, DFCS reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, award and the contract term on an as needed basis with or without notice.

**Schedule of Events**

|  |  |  |
| --- | --- | --- |
| **Description** | **Date** | **Time** |
| Release of Application | 2/17/2022 | N/A |
| Microsoft Teams Meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjBmY2E0MDgtYTRmNy00ZGIzLWEzMmYtZDFmZDNkYjlkMTA5%40thread.v2/0?context=%7b%22Tid%22%3a%22512da10d-071b-4b94-8abc-9ec4044d1516%22%2c%22Oid%22%3a%22f0c5829c-1e95-4692-8fdf-d85766a0a939%22%7d)  **Or call in (audio only)**  [+1 470-344-9228,,923958662#](tel:+14703449228,,923958662# )   United States, Atlanta  Phone Conference ID: 923 958 662# | 2/21/2022 | 10 -11:30 a.m. EST |
| Deadline for written questions sent via email to [crrucontract.submit@dhs.ga.gov](mailto:crrucontract.submit@dhs.ga.gov) | 2/28/2022 | 5 p.m. EST |
| Responses to Written Questions | 3/4/2022 | 5 p.m. EST |
| Proposals Due/Close Date and Time | 3/18/2022 | 5 p.m. EST |
| Proposal Evaluation Completed (on or about) | 3 to 4 weeks after closing | N/A |
| Final Evaluation (on or about) | 3 to 4 weeks after closing | N/A |
| Notice of Award [NOA] (on or about) | 6 to 8 weeks after closing | N/A |

**Submitting Questions**

All questions concerning this Statement of Need must be submitted in writing via email to [**crrucontract.submit@dhs.ga.gov**](mailto:crrucontract.submit@dhs.ga.gov)**.** No questions other than written will be accepted. No response other than written will be binding upon the State. All suppliers must submit questions by the deadline identified in the Schedule of Events. Suppliers are cautioned that the Division of Family & Children Services (DFCS) will not entertain late questions or questions submitted by any other method than as directed in this section. All questions about this Statement of Need must be submitted in the following format:

Supplier Name

Question #1 Question, Reference to the relevant section of the Statement of Need

Question #2 Question, Reference to the relevant section of the Statement of Need

**Restrictions on Communicating with Staff**

From the issue date of this Statement of Need until the final award is announced (or the Statement of Need is officially cancelled), Suppliers are not allowed to communicate for any reason with any DFCS staff except through the individual identified in this Statement of Need as the point of contact. Prohibited communication includes all contact or interaction, including but not limited to, telephonic communications, emails, faxes, letters or personal meetings, such as lunch, entertainment or otherwise. DFCS reserves the right to reject the response of any supplier violating this provision.

**State’s Right to Request Additional Information – Supplier’s Responsibility**

Prior to contract award, DFCS must be assured that the selected Supplier has all of the resources to successfully perform under the contract. This includes, but is not limited to, adequate number of personnel with required skills, availability of appropriate equipment in sufficient quantity to meet the on-going needs of DFCS, financial resources sufficient to complete performance under the contract and experience in similar endeavors. If, during the evaluation process, DFCS is unable to assure itself of the Supplier’s ability to perform, if awarded, DFCS has the option of requesting from the Supplier any information deemed necessary to determine the Supplier’s responsibility. If such information is required, the supplier will be notified and will be permitted approximately seven business days to submit the information requested.

**Failing to Comply with Submission Instructions**

Responses received after the identified due date and time or submitted by any other means than those expressly permitted by the Statement of Need will not be considered. Suppliers’ responses must be complete in all respects, as required in each section of this Statement of Need.

**State’s Right to Amend and/or Cancel the Statement of Need**

The State Entity reserves the right to amend this Statement of Need. Any revisions must be made in writing prior to the closing date and time. By submitting a response, the Supplier shall be deemed to have accepted all terms and agreed to all requirements of the Statement of Need (including any revisions/additions made in writing prior to the close of the Statement of Need whether or not such revision occurred prior to the time the supplier submitted its response) unless expressly stated otherwise in the Supplier’s response. THEREFORE, EACH SUPPLIER IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED STATEMENT OF NEED AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER’S RESPONSE PRIOR TO THE CLOSE OF THE STATEMENT OF NEED. Suppliers are encouraged to frequently check the Statement of Need for additional information. Finally, DFCS reserves the right to cancel this Statement of Need at any time.

**Protest Process**

Suppliers should be aware that this Statement of Need is **not** governed by the Georgia Department of Administrative Services (DOAS) protest process outlined in the Georgia Procurement Manual. Therefore, Suppliers will not be able to protest any award made pursuant to this Statement of Need to DOAS. Any protest of an award made pursuant to this Statement of Need must be made to the DFCS Caregiver Recruitment and Retention Unit Director. The protest must be specific as to the nature of the protest. DFCS will not consider any general protest of this Statement of Need process.

Interested suppliers may file a written protest challenging the Division of Family & Children Services (DFCS) compliance with applicable procurement procedures subject to the interested supplier’s compliance with the protest provisions. Supplier protests can be filed by sending an email request to **[crrucontract.submit@dhs.ga.gov](mailto:crrucontract.submit@dhs.ga.gov)**

**Protest Period**

Suppliers must submit any protest to the application process no later than 5 p.m. on February 21, 2022.

Once the contract has been awarded, the supplier will have 10 business days from the award date to protest.

**Supplier protest must follow the following procedures**.

• The name and address of the protestor.

* The email request subject title must be listed as “**Protest**” in the subject line.

• Appropriate identification of the Application solicitation.

• A statement of reasons for the protest.

• Supporting exhibits, evidence, or documents to substantiate the protest. All protests must be properly submitted within the identified filing period.

• The desired remedy.

**Standard Insurance Requirements**

If awarded a contract, the Supplier shall procure and maintain insurance which shall protect the supplier and the State of Georgia (as an additional insured) from any claims for bodily injury, property damage or personal injury covered by the indemnification obligations set forth in the contract attached to this solicitation throughout the duration of the contract. The supplier shall procure and maintain the insurance policies described below at the supplier’s own expense and shall furnish the State Entity an insurance certificate listing the State of Georgia as certificate holder and as an additional insured. The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the supplier includes contractual liability coverage applicable to the contract. In addition, the insurance certificate must provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; the name of the insurance company (authorized to operate in Georgia); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements); and an acknowledgment of notice of cancellation to DFCS.

The supplier is required to maintain the following insurance coverage during the term of the contract:

A. Workers Compensation Insurance (Occurrence) in the amounts of the statutory limits established by the General Assembly of the State of Georgia in Title 34, Chapter 9 of the O.C.G.A. (A self-insurer must submit a certificate from the Georgia Board of Workers Compensation stating that Contractor qualifies to pay its own workers compensation claims). Contractor shall require all Subcontractors that are required by statute to hold workers compensation insurance and that occupy the premises or perform work under this Contract to obtain an insurance certificate showing proof of Workers Compensation Coverage.

B. Commercial General Liability Policy (Occurrence) to include contractual liability. $1 million per occurrence/$3 million aggregate policy limits.

C. Business Auto Policy (Occurrence) to include but not be limited to liability coverage on any owned, non-owned and hired vehicle used by Contractor or Contractor’s personnel in the performance of this Contract. $1 million per occurrence/$3 million aggregate policy limits.

D. Malpractice/Professional Liability Policy (Claims Based) with EDP, Errors and Omissions Coverage. $1 million per occurrence/$3 million aggregate policy limits.

E. Commercial Umbrella Policy (Occurrence). An umbrella policy may cover the aggregate policy limits required herein. There must be no gap between the $1 million- and $3 million policy limits and the umbrella policy must follow the form of the underlying $1 million primary policy.

The Contractor’s policy containing coverage amounts with higher limits than stated above will satisfy the requirements of this paragraph.

The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed or allowed to lapse for any reason until at least ten (10) days prior written notice has been given to the Department. Certificates of Insurance showing such coverage to be in force shall be filed with the Department prior to commencement of any work under this Contract. The foregoing policies shall be obtained from insurance companies licensed to do business in Georgia and shall be with companies acceptable to the Department. All such coverage shall remain in full force and effect during the initial term of the Contract and any renewal or extension thereof. At all times, coverage shall be within limits acceptable to the Department.

**Evaluating Proposal Factors**

The Supplier’s response to Proposal Factors will be submitted to the DFCS Evaluation Team for evaluation.

**Review of Mandatory and Mandatory Scored Questions**

The DFCS Evaluation Team will review each proposal in detail to determine its compliance with mandatory requirements. Responses to “Mandatory” questions will be evaluated on a pass/fail basis. If the Supplier cannot meet the mandatory requirements, its response will not be considered or evaluated. If a proposal fails to meet a mandatory scored Statement of Need requirement, DFCS will determine if the deviation is material. A material deviation will be cause for rejection of the proposal. An immaterial deviation will be processed as if no deviation had occurred. All proposals which meet the requirements of the “Mandatory” and “Mandatory Scored” questions are considered “Responsive Proposals” at this point in time and will be scored in accordance with the point allocation in Scoring Criteria.

**Scoring Criteria**

The evaluation is comprised of the following:

|  |  |  |
| --- | --- | --- |
| **Category** | **Criteria** | **Points** |
| Technical/Proposal Factors | Mandatory Requirements | Pass/Fail |
| Technical/Proposal Factors | Mandatory Scored Responses | 500 points |
| **Total** | N/A | **500 points** |

**Selection and Award**

DFCS reserves the right to award a contract to a single Supplier or multiple Suppliers.

**Caregiver Training Services**

**Section 1 – Introduction**

The Georgia Department of Human Services (DHS) is the agency responsible for the delivery of health, human/social and related regulatory services for the state of Georgia. The major service divisions within DHS are Aging Services, Child Support Services and Family & Children Services. In partnership with local communities, DHS assists individuals and families in achieving safe, healthy, independent and self-sufficient lives. Please refer to the DHS website at <http://dhs.georgia.gov> for more information about the Department, its responsibilities/functions and organizational structure.

**Section 2 – Background**

Caregivers are required to participate in pre-service training as well as ongoing continued parent development training once approved. Pre-service training is used to prepare prospective foster, adoptive and kinship caregivers for their role and to expose them to the basic skills and competencies needed to begin providing care to children in need of out-of-home placement. After approval, caregivers are required to obtain annual continued parent development relevant to the type of child(ren) placed in the home. Continued Parent Development is used to increase the caregiver’s skillset, parental capacity and offer ongoing support to caregivers.

## **Section 3 – Purpose**

The Department of Human Services Caregiver Recruitment and Retention Unit is requesting proposals to plan, manage and implement a statewide Caregiver Training program during the period of July 1, 2022, to June 30, 2023. Caregiver training plays a critical role in supporting caregivers during their years of service with the Division.

**Section 4 – Scope of Work**

1. The Contractor will agree to:
   1. Provide and manage a statewide comprehensive training program for foster, adoptive and kinship caregivers in Georgia.
   2. Have capacity to provide pre-service and continued parent development training throughout the state of Georgia.
   3. Have the capacity to facilitate all modules or training materials resulting in a certificate of completion or attendance for each participant.
   4. Have the capacity to facilitate the pre-service training according to the fidelity of the model(s).
   5. Consult with each of the 14 regions to coordinate logistics and execution of each area of facilitation of pre-service and continued parent development training.
   6. Ensure that the in-person or virtual training setting is conducive to learning and can comfortably accommodate a maximum of 25 participants.
   7. Manage all logistics and registration processes, to include a participant self-registration component.
   8. Complete pre-service training, in accordance with the curriculum standards. Pre-service training must be completed within 10 weeks of initiation, but no fewer than **6 weeks**. Completion of pre-service training during a weekend is strictly prohibited.
   9. Provide all handouts and any other materials needed to facilitate trainings.
   10. Follow best practice guidance when conducting training via a virtual format to ensure participants are fully engaged.
   11. Utilize foster/adoptive/kinship parent co-facilitators for pre-service training classes.
   12. Develop a process to ensure that all slots are filled for the training, to include communicating with Child Placing Agencies.
   13. Provide a reliable, user-friendly virtual training platform for caregivers for both pre-service and continued parent development courses.
   14. Provide an individual written feedback report form for each pre-service training participant.
   15. Develop continued parent development training schedule relevant to caregiver needs, including but not limited to, training related to trauma-informed parenting.
   16. Utilize trainers with professional experience or knowledge related to the training topic.
   17. Provide a written training evaluation summary for each training conducted.
   18. Develop a client satisfaction survey to be provided to all continued parent development training participants for feedback and evaluation.
   19. Ensure that the client satisfaction survey is administered, tracked and followed up on, as appropriate, after each continued parent development training.
   20. Ensure pre-approval of all training schedules by the Division contract manager.
   21. Provide initial notification to DFCS staff at least thirty (30) days prior to the training event.
   22. Provider a reminder to registered participants at least two business days prior to the training event.
   23. Maintain:
2. Procedures for hiring staff/contractors
3. Appropriate trainer certifications

v. Procedures to communicate with local County Department of Family & Children Services Offices, Caregivers and DFCS Caregiver Recruitment and Retention Unit:

* 1. Attend required/requested meetings and submit status reports/monthly invoices by the 10th working day of the month, with the following documents:
     1. Original sign-in sheets, electronic registration sheets are also acceptable
     2. Evaluation summaries
     3. Client satisfaction survey summaries
  2. Submit an annual written report which is compiled for the entire contract year that includes outcome measures of program success and challenges for all deliverables. This report is to be submitted no later than July 31st following the end of the contract year.

**Section 5 – Educational Qualifications**

Will ensure that parent co-leaders and co-facilitators of pre-service trainings:

* Are an approved, active caregiver
* Have at least three years of experience as a caregiver
* Have a positive working relationship with the contractor
* Have no active CPS investigations, in accordance with DHS Policy 14.08
* Experience training or overseeing group discussions, support groups, etc. is preferred

Will ensure and verify all professional trainers (full-time, part-time employees or sub-contractors):

**Minimum qualifications:**

* A related degree or appropriate certification related to the training topic
* At least three (3) years of lived experience related to the training topic

**Preferred qualifications:**

* BSW or other related degree (i.e., marriage & family counseling, psychology, public administration and education) and five (5) years of child welfare or child/adolescent programmatic experience or
* MSW or other related degree (i.e., marriage & family counseling, psychology, public administration and education) and five (5) years of child welfare or child adolescent programmatic experience or
* An unrelated degree and ten (10) years of child welfare or child/adolescent programmatic experience

Resumes must be submitted to the Caregiver Recruitment and Retention Unit to verify qualifications.

**Section 6 – Performance Measurement**

Some of the key performance measures that will be used to determine the effectiveness of this program will include:

1. Number of trainings held
2. Number of in-person trainings held
3. Number of virtual trainings held
4. Number of registered participants
5. Number of actual participants
6. Number of client satisfaction surveys distributed
7. Number of client satisfaction surveys returned

**Section 7 – Submission of Proposal**

Proposals must be drafted in Microsoft Word and submitted via email to [crrucontract.submit@dhs.ga.gov](mailto:crrucontract.submit@dhs.ga.gov).

**Section 8 – Contract Term**

The initial term of the contract(s) shall be from July 1st, 2022, through June 30th, 2023. The State entity shall possess four (4) one (1) year option(s) to renew, which options shall be exercisable at the sole discretion of the State entity.

**Section 9 – Contract Award**

Upon receipt of the proposal from the Caregiver Recruitment and Retention Unit, DHS will review the proposal and arrange a meeting or telephone conference for clarification, questions and answers and contract kick-off as necessary. The sample contract to be signed is attached, as **Appendix A**.

**Section 10 - Supplier Information**

The following questions seek information regarding the Supplier’s business operations, including its company structure, staff qualifications and financial viability. If applicable, please attach any documentation supporting your responses to the questions below to your proposal.

**Company Structure**

A. The Supplier must include in the application the legal form of its business organization (for profit, non-profit, partnership, etc.), the state in which the organization is incorporated and the office location that will be the point of contact during the term of any resulting contract.

B. Supplier must attach a copy of its organizational chart identifying the individuals currently holding the positions and the reporting relationships as they relate to this Statement of Need.

**Business Litigation**

The Supplier must disclose any involvement by organization or any of its officers or principals in any material business litigation within the last five (5) years. The disclosure will include an explanation, as well as the current status and/or disposition. Failure to disclose this information may lead to disqualification of the Supplier’s proposal or cancellation of contract if it is subsequently discovered that the Supplier failed to truthfully disclose this information.

**Criminal Background**

Supplier must describe in detail how it will ensure that its staff will have a completed background investigation per Department of Human Services standards prior to delivery of service and submit verification to the Social Services Administration Unit within 30 days of contract award.

**Staff Qualifications & Experience**

Staff must meet the qualifications and experience as outlined in Section 5. The Department has the final discretion to approve or disapprove any staff and/or sub-contracted provider. Offeror must attach a hiring protocol for all levels of its staff and submit resumes to the Caregiver Recruitment and Retention Unit prior to offer of employment of work under this contract.

**Financial Stability**

Any contract awarded as a result of this Statement of Need will be on a reimbursement basis in accordance with the established rate schedule. Therefore, it is important that an awarded Supplier be able to demonstrate its financial viability. To that end, Supplier must provide sufficient detailed financial information to allow DFCS to evaluate its financial stability as follows:

Supplier should identify its entity type, A or B. An Authenticity Statement is required for the entity type chosen.

A. If a public company/entity:

* Supplier must provide its most recent audited financial reports/statements (must be within 12 months of application).

B. If a private company/entity, the Supplier must provide either:

* A copy of its most recent annual audited financial reports/statements (must be within 12 months)

**or**

* Authenticity Statement. (All financial documents must include or be accompanied by a notarized certification statement signed by the CFO, President/CEO or other authorized senior officer that all documents represent a true and accurate reflection of the entity's financial condition.) The Authenticity Statement must be accompanied by a copy of the Service Provider’s internal financial reports/statements including at minimum:

i. Balance Sheet (i.e. cash, property, any cash owed or due)

1. Profit & Loss Statement (i.e. all income and expenses for last year, money made and paid out)
2. Cash Flow Statement (i.e. the total amount of money the business has brought in and spent over the last year)

iv. Bank Statements (for past 12 months as verification of Cash Flow Statement)