

## RFP DCM Panelist and Program Lead Roles

**DCM Panelist:** Ensure that panelist follow consistent rules and regulations and only discuss information written in the actual RFP. Keep panelist focused on RFP information and do not allow for personal history between Panelist Reviewers and Bidder to be shared during the review. Ensure that all Score Sheets are fully completed in the heading and are initialed on each page in right hand corner. Double check scores and give score sheet back to program lead.

**Program Lead:** collects all materials, Bidder's RFPs and score sheets. Program Lead ensure that all Ethics and Confidentiality Forms are completed and notarized.

## INSTRUCTIONS FOR COMPETITIVE PROCUREMENT REVIEWERS

Step 1. **Review the RFP/RFA/RFQ** that was released. You should also review the Questions and Answers that were posted by the Department with respect to this procurement. This additional information will aid in your comprehension of the Department's expectations for each service.

Step 2. **Read each application through once** before completing a "Review Sheet".  
When reviewing and scoring each application, ask yourself: "Is the information provided answering the questions asked?" Also ask: "How acceptable is the information presented from your perspective?" **It is important that your methods of and standards for review and scoring are consistent and fair across all respondents and applications.**

While the score forms may contain an area in which comments are to be written, it is at your discretion as to whether you wish to do so. It is imperative, however, that a preliminary **score is provided for each section of the Review Sheet and a preliminary total score is available for all applications.**

Step 3. **Budget:** DCF staff will closely review the budgets; but your review and/or comments will also be helpful. Some budgets can be confusing so do the best you can. As you review the budget, pay attention to the proportion of the budget that would not be going into direct services (e.g., rent, administrative costs, etc.) All other things being equal, the proposals with lower percentages for non-direct costs are typically scored higher. Also, pay attention to the agency's projection of additional resources to support the program (e.g., other grants, donations, insurance, in-kind, etc.) All other things being equal, proposals with higher projected additional revenues score higher (assuming the projections are credible)

Step 4. Please call **{Insert name of RFP/RFA/RFQ Lead}**, at **{860. RFP/RFA/RFQ Lead Number}** if you have any questions either about the review process or a specific application.

Step 5. **Please plan to attend the review meeting(s)** scheduled for these applications. It is your opportunity to discuss your findings with others who have reviewed these applications; and to reach consensus regarding the **revisions and/or changes DCF will request from the successful applicant(s)**.

Also, it is required that you sign the review sheet and initial each page in the corner.. By signing the review sheet, you attest to the fact that you have read the competitive procurement guidance material (e.g., RFP, RFP questions and answers) and the reviewer's instructions; and read, reviewed and scored each application prior to the review team meeting. You may wish to preliminarily score each application in pencil. While you must decide your preliminary scores for each application before the review team meeting, this does not preclude you from re-scoring sections of the applications, should you reconsider the points you have awarded during the review team process.

**Please know, the review form signature, the initials, final comments and final scores must be written in ink.**

**Key Points:** Competitive procurement reviews are confidential processes<sup>1</sup>. Therefore, the applications' content, scores, reviewers' comments, recommendations, and the identities of the applicants should not be discussed outside of the review team meeting.

Reviewers must also understand that the Review Team is only making a recommendation for award. The team's recommendations are sent to the DCF Commissioner for final determination. Therefore, the review team may not engage in discussions and/or negotiations about/with prospective awardees or prospective non-awardees unless or until authorized by the Director of the DCF Division of Grants Development and Contract Management.

Also, please ensure that you have read and bring to the review meeting the Ethics and Confidentiality Agreement (if this has not been completed at the review orientation). This form requires that your execution of it be notarized. The Procurement's Lead will arrange for the availability of a notary. Should you believe that you have a conflict of interest related to your participation in the review process, you must immediately bring that concern to the attention of the Procurement's Lead. He or she can advise you as to the appropriate course of action.

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<sup>1</sup> Pursuant to the Freedom of Information (FOI) Act, however, the Department may be required to disclosure certain information and/or materials pertaining to the procurement.

## SAMPLE REVIEW SHEET

**(criteria must be tailored to the specific procurement)**

Name of Applicant Agency: \_\_\_\_\_

Service Type:  Therapeutic Group Home (girls)     Therapeutic Group Home (boys)

Name of Reviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Application Score
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### Bidder Qualifications (Point Value=15)

- Applicant has provided an overview of their agency and service areas including years in operation, mission, philosophy, vision, activities to support DCF and KidCare objectives, current range of services that they provide and the resources they would bring to the service.
- This overview supports the Applicant's ability to successfully administer the TGH set forth in the RFP.
- The agency demonstrates a history of providing service to low income, vulnerable populations.
- Respondent has described an approach to treatment that effectively supports children and their families. This is supported by an example that typifies the culture, treatment/services and outcomes that the agency can produce.
- Applicant has demonstrated experience and success in delivering behavioral health services to children and their families. The description is sufficient to clarify the agency's experience with children representing both the full age range (infants to young adults) as well as the full clinical risk spectrum.
- Agency evidences experience in working with systems representing the other mandates of the Department including prevention, substance abuse, juvenile justice and child welfare services.
- Respondent has articulated their organizational structure. They have submitted an organizational chart that identifies key managers by names and attached resumes of identified managers.

Comments: \_\_\_\_\_

Points awarded: \_\_\_\_\_

### Cultural Competency (Total Point Value = 15)

- Applicant has an effective, appropriate and satisfactory current policy and process to recruit, hire and retain staff who represent the cultural and linguistic needs of the populations to be served.
- The Board of Directors reflects the cultural diversity of the clients to be served
- The Respondent has described an effective and appropriate internal quality improvement process that they will utilize to evaluate the cultural competence of services that they will provide.
- The proposal clearly articulates appropriate and satisfactory means to infuse cultural and linguistic competency into the service approach and daily programming. Respondent has detailed how multi-cultural competence will be appropriately and adequately included in treatment/service planning, discharge planning, case reviews, analysis and review of program data, and staff supervision.
- The Applicant has described how they will ensure that children's cultural and linguistic needs will be addressed within the TGH service elements; particularly as it relates to the daily and routine hair and skin care needs of racially diverse children and youth.
- Applicant has set forth a means to effectively meet the linguistic needs of children and families that may be served by the program
- \_\_\_\_\_ INITIALS \_\_\_\_\_
- The Applicant's program design, service elements and budget addresses and articulates a recognition and understanding of the cultural, ethnic and linguistic needs of the children and families to be served, including dietary considerations, significant holidays, culturally relevant traditions/customs and personal care requirements.

- The applicant has demonstrated the ability to provide effective services to diverse populations. This might include evidence of collaboration with non-traditional, grass root organizations, an agency's current staffing, the agencies development and administration of specialized or targeted programs.

Comments:

Points awarded: \_\_\_\_\_

**Family Participation and Community Linkages: (Total Point Value = 15)**

- The Applicant has effectively described how they will facilitate meaningful family involvement in the treatment plan development and care approach for the children/youth to be served. The proposed context, role, and frequency of family participation in the TGH program is detailed, and the articulated family participation is appropriate and congruent with the tenets of the TGH program as set forth in the RFP.
- Respondent has described a comprehensive and population/client informed plan for providing assistance to families. This includes effective mechanisms for fostering communication and coordination between families, service providers, community supports and DCF.
- Applicant has included formal letters of agreement, even if there is not a fiscal subcontracting, to support the linkages set forth in the RFP section titled **LINKAGES**.
- Applicant has detailed a thorough and satisfactory plan to facilitate linkage and connection with traditional and non-traditional services and support systems.
- Respondent has evidenced that they are or will be membership(s) in local systems of care or community collaboratives. They have included the duration, frequency, and the nature of their participation. The submitted information is of sufficient detail to illustrate the agency's experience in fostering collaboration.

Comments:

Points awarded: \_\_\_\_\_

**Program Specific: (Total Point Value = 35)**

- Applicant has identified the location and proposed capacity of their program. They have included, if available, existing floor plans and/or architectural plans of your proposed program site. The Applicant has clearly identified all sleeping quarters, community spaces, and staff offices.
- The successful Applicant has articulated a program structure and activities that emphasize engagement in the process of learning and positive exploration through meaningful and useful outlets.
- The Respondent has included a proposed schedule (both week day and weekend) of daily activities that will be provided to the children and youth.
- Respondent has adequately and satisfactorily addressed each of the components in the **SERVICE ELEMENTS** section, setting forth how they will provide and integrate these elements into the daily therapeutic milieu.
- The Applicant has effectively detailed their plan to ensure and/or provide safe transportation for children/youth served in the program. Plans for assisting families, as appropriate and necessary, with transportation to support their active involvement in the program have been provided and is appropriate, realistic and adequate.
- Respondent has submitted a satisfactory proposed plan and structure to support visitation at their site.
- The Applicant proposed an acceptable best practice strategy for serving the targeted population, including defining the proposed approaches, intensity and frequency of the identified treatment model(s), and rationale for selecting said model(s). Evidence of the approaches' effectiveness (e.g., literature/research citations) for the target population is to be included.
- The successful Applicant has demonstrated the ability to serve children and youth within the target population who have experienced physical abuse, sexual abuse, neglect, loss, separation, and significant trauma, predicated upon a principle of no unilateral "no reject – no eject."

- The Applicant has articulated a clinical model that is comprehensive, age and developmentally appropriate treatment to the target population.
- Applicant has detailed how they will effectively provide and/or contract for the supports and services identified in the **CLINICAL SERVICES** section.

INITIALS \_\_\_\_\_

- Respondent has articulated an appropriate clinical and therapeutic approach that is specific to the gender of the target population to be served. Applicant has adequately addressed how they will meet the gender specific needs of the children/youth as it pertains to the issues presented in the **CLINICAL SERVICES** section.
- Applicant has satisfactorily described how they will ensure the development and execution of treatment plans congruent with the expectations set forth in the RFP.
- The Respondent has detailed a successful and realistic plan to include DCF, the family, providers, schools, DMR, DMHAS and other relevant parties in all stages of treatment and discharge planning.
- Respondent has detailed an appropriate, client informed plan to transition children/youth into the TGH setting.

Comments

Points awarded:

**Staffing and Staff Development: (Total Point Value = 10)**

- The Applicant has set forth an appropriate and effective plan to recruit and retain professional and para-professional staff, including those who are culturally and linguistically competent and diverse.
- Applicant has identified a credible staffing model that includes all proposed direct, health, and clinical care personnel and administrative structure.
- The Applicant has included staff identified as case managers who are full time employees.
- The Applicant has detailed an effective and appropriate supervisory structure for the TGH program and has included a plan for direct and clinical supervision of program staff.
- Respondent has included a realistic plan to bolster staffing ratios in response to extra-ordinary and crisis events.
- The Applicant has detailed how they will provide 2 hours of psychiatric time per week and nursing services in the amount of a .5 FTE APRN position.
- Respondent has detailed a thorough, realistic and appropriate plan to provide pre-service training, as required by the RFP, to all direct service employees, interns or volunteers during their orientation period and prior to the provision of any direct service.
- Applicant has detailed the types and frequency of in-service training that will be provided to the TGH staff and the proposed training will successfully support staffs' provision of effective care to the children/youth and families to be served.

Comments:

Points awarded: \_\_\_\_\_

**Data Management (Total Point Value = 5)**

- The Applicant demonstrates that they have computer capacity that is sufficient to run the Microsoft Windows 98 © operating system or higher. In addition, the Applicant indicates that they have an "office suite" software package that allows for word processing, spreadsheet creation, and database development and analysis. In addition, the Applicant indicates that they have email and Internet capabilities within their agency.

- The Applicant has set forth their computerized data collection and reporting capabilities. They have articulated the ability to satisfactorily comply with all DCF required statistical, financial and programmatic data/report submissions, including Performance Based Contracting (“PBC”) and service utilization and outcome data as, using the data management/reporting system required by DCF.
- Applicant has detailed effective internal quality assurance structures and protocols including data collection, utilization review and evaluation of current programming.
- Applicant indicates that they will collect, submit and report on the Data Reporting Categories and Elements required by the DCF, as set forth in the RFP.
- Respondent has detailed an appropriate and effective mechanism to collect and formally address substantive issues that may be revealed and to measure both client and family satisfaction with the program.
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- INITIALS \_\_\_\_\_
- The contractor has set forth the willingness and ability to use a data collection system that provides an accurate, unduplicated count<sup>2</sup> of the youth and families receiving, utilizing a unique identifier in conformance with the Department’s direction.

**Comments:**

**Points awarded:** \_\_\_\_\_

**Fiscal Management: (Total Point Value = 5)**

- The applicant has demonstrated their ability to soundly manage private and public contract and grant funds. (e.g., there is not evidence of fiscal mismanagement, the program has not been de-funded for cause or audits finding material financial weakness)
- The applicant has demonstrated fiscal stability
- Applicant has demonstrated sufficient resources to engage in such activities related to revenue maximization and capacity to leverage other resources to benefit the program (e.g., insurance, in-kind, philanthropic, etc.)
- Respondent’s budget demonstrates a nexus service components articulated in the RFP for the TGH program.
- The applicant provides an appropriate and reasonable budget and budget narrative
- It appears that the funds used will be used to supplement and not supplant funds otherwise available.

**Comments:**

**Points awarded:** \_\_\_\_\_

**Total Points Available: 100**                      **Total Points Awarded (Score):** \_\_\_\_\_

**Name of Reviewer:**

\_\_\_\_\_

**Signature :** <sup>\*</sup>

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<sup>2</sup> *Unduplicated Count:* Counting a client/patient and their services uniquely.

\* By signing this document, the reviewer attests to the fact that he or she has read the RFP and the reviewer's instructions; and read, reviewed and scored each application prior to the review team meeting. While reviewers must have decided their preliminary scores for each application before the review team meeting, this does not preclude reviewers from re-scoring sections of the applications, should they reconsider the points they have awarded during the review team process. The review form signature, final comments, and final scores must be written in ink.

NOTE: The review form signature, final comments, and final scores are to be written in ink.

**SEE COMPETITIVE PROCUREMENT REVIEWER RESPONSIBILITIES BELOW**

## COMPETITIVE PROCUREMENT REVIEWER RESPONSIBILITIES

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1. Attend the review team orientation, if convened
2. Immediately exam the review materials you receive. You will want to ensure that you have received all the applications and that those applications appear complete. You should inspect your review packet to ensure that you have received a copy of the procurement solicitation, the questions and answers, sufficient copies of the score sheets, and other materials that are indicated to have been provided. Should your review materials appear to be incomplete, it is important that you contact the Review Team Leader as soon as possible.
3. Review the Ethics and Confidentiality document. You should familiarize yourself with the identified conflicts of interest and understand your ethical obligations. Should you have an actual or potential conflict of interest it is imperative that you alert the Review Team Leader well in advance of your participation in the review meeting.
4. Read all applications received. You should allocate your time appropriately. Dependent upon the complexity of an application, a review could easily require 2 or more hours to thoroughly review a submission. If you do not believe that you can meet the commitment and obligations related to the review, you should alert the Review Team Lead as soon as possible.
5. Do not contact any applicant with respect to their submission.
6. Use a thorough, fair and consistent approach in reviewing each application. Remember to base your score on the information presented in the application, not on past experience with the applicant or information from a third party. It is strongly recommended that you read all four applications before beginning to score them. Then re-read each application and score it.
7. Complete a score/review sheet for each application before the review team meeting. Record your scores in pencil on the forms, and bring the forms to the review. The forms are signed and collected at the end of the meeting
8. Remember, all documents associated with the procurement can be requested under Freedom of Information. Since that includes your score sheet, you may want to make notes separate from those documents.
9. Plan to attend the Review Team Meeting in its entirety.

At the review meeting:

10. Submit a signed and notarized Ethics and Confidentiality Affidavit
11. Have a recorder note major strengths and weaknesses for every section of the review sheet for each application.
12. Consider the discussion and your team members viewpoints and adjust your score, if you have new perspective or information after the discussion
13. Sign all your score/review sheets in ink. Competitive procurements are formal processes that are a part of the business of the State. Therefore, it is important that as a reviewer you provide properly executed documentation.

14. Check the “math” of your score/review sheet before turning it into the Review Team Leader. Errors on your score sheet can impact the results of the procurement process.
15. Do not discuss any application or information from or about the review outside of the Review Team Meeting.

## RECOMMENDATION SUMMARY OVERVIEW

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A General Recommendation Summary outlining the recommendations from the review panel, as well **as one for EACH applicant/application must be written.** The General Recommendation Summary should be no more than 2 pages in length. The individual Applicant/Application Summary should be no more than 1 page.

These documents should be sent electronically to Judi Jordan who forwards the recommendation(s) to the DCF Commissioner for final determination. These summaries should outline the following key elements of the procurement’s review:

- Name of the procurement and DCF annual funding level
  
- Date of the review meeting
  
- Name, title and bureau/division/area office or affiliation (e.g., parent) of the reviewers
  
- Procurement’s applicant(s)
  
- Score for each application
  
- Major strengths and weaknesses for every section of the review sheet for each application.

Recommended applicant(s). The commissioner must be sent at least the top three scoring applicants. If there are multiple services and/or locations within the procurement, set forth the specific service(s) and location(s) for which each applicant is being recommended for the right to negotiate a contract.

Other critical issues. This might include the need to re-procure for the service or re-procure a specific service location.

**SEE ETHICS AND CONFIDENTIALTY FORM BELOW**

*Department of Children and Families*  
ETHICS AND CONFIDENTIALITY AGREEMENT

REQUEST FOR PROPOSAL NAME: \_\_\_\_\_

I, \_\_\_\_\_ (*Print Full Name*), by my signature below, declare and attest that neither I nor any member of my immediate family, as defined by C.G.S. § 1-79(f), has any personal or financial interests in the outcome of this Request For Proposal (RFP) process.

I believe in good faith that my participation in this RFP process shall not raise any question of conflict of interest or breach of ethics under the provisions of the State's Code of Ethics (C.G.S. § 1-84 and § 1-85).

Should my participation in this RFP process include the review and rating of proposals, I declare that I have not been and shall not be subject to any undue influence that would affect my fair and objective review and rating of the proposals submitted in response to this RFP.

I agree not to accept any gifts, gratuities, meals, or reimbursements in any form or value from any Proposer who responds to this RFP or from any other party having a personal, professional, or financial interest in the outcome of this RFP process.

I also agree not to participate in any *ex parte* communications with any Proposer who responds to this RFP or with any other party having a personal, professional, or financial interest in the outcome of this RFP process, except as provided by this RFP and its approved evaluation plan.

Finally, I agree to maintain the confidentiality of all information and materials that I receive as a result of my participation in this RFP process.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Subscribed and sworn to,  
Before me, this \_\_\_ day of  
\_\_\_\_\_

\_\_\_\_\_  
Notary Public  
Commissioner of Superior Court

Commission Expires \_\_\_\_\_  
Date

ENDORSEMENT [completed after proposals are opened]:

I declare and affirm that, to the best of my knowledge, neither I nor any member of my immediate family, as defined by C.G.S. § 1-79(f), has any personal, professional, or financial interest in any Proposer that has responded to the above noted RFP.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Subscribed and sworn to,  
Before me, this \_\_\_ day of  
\_\_\_\_\_

\_\_\_\_\_  
Notary Public  
Commissioner of Superior Court

Commission Expires \_\_\_\_\_  
Date