

AMENDMENT ONE (1) TO Parent Aide Services, RFP # 24-SFY-05

The following sections of the Parent Aide Request for Proposals, RFP # 24-SFY-05, have been modified as identified in **red**. Except for those provisions that are revised as a result of this Amendment, the original RFP document remains in full force and effect. A complete RFP document and related forms that incorporates the amended sections is included below.

Format for Organization of the Proposal Section of the RFP has been amended as follows:

3.1.B Scope of Work

Proposer must use the format listed below in order to submit a technical proposal.

Program Overview, Solution, Project Narrative

Proposers must address all requirements in Section 2.1, including:

1. Tell us how you will:
 - a. Provide the Parent Aide Services described in Section 2.1.
 - ~~b. Provide the Homemaker Service to Adults described in Section 2.1.~~
 - c. Meet the Department's Expectations listed in 2.1.

Additional Documents and Clauses Section of the RFP has been amended as follows:

7.4. Contractual Requirements

Any contract resulting from the issuance of this RFP is subject to the terms and conditions as provided in the sample contract, which can be found on the website dedicated to this RFP.

Many of the terms and conditions contained in the sample contract are required by state and federal law; however, the vendor may propose changes to the sample contract during the contract negotiation period (after the Letter of Intent is issued). Any changes are subject to Board review and approval.

Payments for any and all services provided pursuant to an awarded contract are contingent upon the availability of state and federal funds.

All aspects of the contract apply equally to work performed by any and all subcontractors.

Per the Code of Federal Regulations (CFR), 2 CFR section 200.313(e) and 200.41, all fixed assets purchased with funds provided through Contract or any other restricted funding sources remain the property of Board. Upon termination of Contract/Subgrant, vendor may be asked to return equipment and other fixed assets purchased with federal funds to Board or Department.

A full and complete Amended RFP document and related forms begins on the following page.



**Clark County Department of Job and Family Services
By and through the authority of the
Board of Clark County Commissioners**

REQUEST FOR PROPOSALS

RFP: 24-SFY-05

FOR: Parent Aide Services

PROGRAM DATES: January 1, 2024 through December 31, 2025

Offered By:

**Clark County Department of Job and Family Services
1345 Lagonda Avenue
Springfield, Ohio 45503
(937) 327-1700**

PROPOSAL DUE DATE:

**October 13, 2023
10:00 a.m.**

FUNDS AVAILABLE:

\$200,000.00 per year

PROPOSALS SUBMITTED TO:

Clark_Contract_Development@jfs.ohio.gov

**1345 Lagonda Avenue
Springfield, Ohio 45503
Building C, 4th Floor
Attn: Contract Development**

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1. Purpose, Project Information, and General Procedures

1.1. Purpose

The Board of Clark County Commissioners (“Board”) intends to award a contract(s)/sub-grant agreement(s) to one or more provider(s), as appropriate in the judgment of the Board for its Department of Job and Family Services (Department). “Provider” means any person or organization capable of providing the services described herein. For the purposes of this RFP document, the Board and the Department will sometimes be collectively referred to as “County.” The potential provider will sometimes be referred to as “bidder” “provider” “proposer” “contractor” and “applicant” interchangeable throughout this RFP and related documents.

Board releases this Request for Proposals (RFP) to for the purpose of obtaining a provider(s) of parent aide services for customers of the Department’s Family & Children Services (“FCS”) Division.

The objective of the parent aide program is to provide services in the home to (a) remedy or prevent child abuse and neglect and (b) prevent removal or promote reunification. Parent aide services are specialized because they provide services in the family environment. This enables problems to be addressed immediately and actively with assistance. By providing services in the home it stabilizes many situations that might otherwise prevent the child from being there safely. This is the most familiar setting to the family and therefore encourages and supports the family during times of crisis. Parent aide services are seen as a teaching/helping model.

1.2. Agency Mission and Services

Department mission statement is: To promote safety, strengthen families, and empower people.

The Department is considered a quadruple-combined agency consisting of: Family & Children Services (FCS), Child Support (CSEA), OhioMeansJobs (OMJ), and BenefitsPlus (BP).

Our Family & Children Services (FCS) division strives to protect our community’s most vulnerable citizens: children and senior citizens. FCS investigates reports of senior and child abuse, neglect, dependency, and exploitation, and in partnership with other local agencies, we find solutions to ensure children and the elderly are in safe, supportive living environments.

FCS is responsible for the investigation of reported allegations of child abuse and neglect and if deemed necessary, provides ongoing services to stabilize the family. Parent aide services can be used during the initial phase of case management by helping to prevent removal by addressing safety concerns. During the ongoing stages of the case, parent aide services are provided to assist with parenting skills, budgeting, housekeeping, and securing stable housing and employment. They can also be used throughout the case and near the termination stage of case management by assisting supervision of in-home visitation of children who have been removed from their parent’s care. This is a very important step in the reunification process as it gives the agency the most realistic view of a parent’s ability to provide care on a daily basis in their own home; not a superficial setting.

In 2022, FCS served monthly averages of approximately 210 children in their own home, approximately 213 children were served in kinship care, and approximately 134 children were served in a substitute care setting, for a total of 557 children served. At any point in time there are approximately 120 ongoing cases, including 170 adults that may be eligible to receive parent aide/homemaker services depending on the specific case needs.

2. Scope of Work

2.1. Program Overview

2.1.A. Purpose of the Proposed Program

Board seeks to fund one or more contractors to provide:

1. Parent Aide Services to Children and Families

A parent aide services provider assists parents to fulfill their responsibilities when parental abilities are impaired, or at risk of being impaired. The provider works to strengthen or restore parental family functioning and otherwise assure that the child(ren) obtains the nurturing and care required to thrive. Parent aide services are delivered in accordance with the case plan developed by Department and a care plan developed by the provider and approved by Department.

Parent aide service providers model desired behaviors. They assist with the following: budgeting, meal planning and preparation, discipline techniques, basic childcare, and housekeeping. They also monitor visitation, provide transportation, and model appropriate behavior both in the home and in community settings. While parent aide service providers must be empathetic and caring, they also must maintain professional boundaries and are not permitted to fraternize with the families they serve. The parent aide service providers must demonstrate respect for the family by keeping scheduled appointments, communicating any change in the schedule with a minimum one-hour advanced notice, and receive confirmation from the family that the change is agreeable.

Along with the social worker and parent aide services supervisor, parent aide service providers participate as a member of the treatment team to plan, monitor, and assure the delivery of services for each family. Parent aide service providers are expected to attend monthly Department team meetings for the families, periodic meetings of the Family Stability Team, and may be called upon to testify in court. It is imperative that parent aide service providers demonstrate good documentation skills and have insight into family dynamics.

Parent aide service providers work with families on average two times per week and generally provide services in two-hour increments. The number of hours is based on the safety concerns and level of assistance the family requires. Parent aide services can range from 1-12 hours a week. A parent aide service provider remains involved with the family for at least two months, but often much longer. Services are provided between the hours of 6:00 a.m. and 9:00 p.m., seven days a week, excluding federal holidays.

Department Expectations for Selected Providers

1. Maintain a pool of trained staff to be available days, evenings and weekends throughout the duration of the contract, specifically 6 a.m.-9 p.m., 7 days a week.
2. Provider has up to 3 business days to accept or decline a Department referral. Provider will reply to Department with name of parent aide provider or reason for decline of referral.
3. Provide the number of hours of direct service with family as deemed necessary in the Department case plan in order for client to meet goals.
4. Supervised Visitation Reports will be completed with 95% accuracy and provided by the 10th of each month for services provided in the preceding month as defined in the reporting requirements (See Section 3.1.B.).
5. Attend a minimum of 90% monthly team meetings when at least one week notice of the meeting is provided by Department.
6. Notify the Department worker/supervisor of any safety concerns no more than one (1) hour following the critical incident via telephone and by submitting the Critical Incident Reporting Form to Department within 24 hours.

7. All suspected abuse and/or neglect must be reported to the Department- Family and Children Services hotline by the end of shift or immediately if child is at serious risk of harm. No child is to be left until responders have arrived (e.g., law officers, EMS, or FCS staff).
8. Attend 100% of court hearings when at least one hour notice is given by Department of the request to testify.
9. Provide transportation to individuals and families in order to assist them to meet case plan goals.

2.1.B. Target Population and Why Selected

1. Families Being Served by Parent Aide Services

Parent aide services are provided to families with the following characteristics:

- a. Families at risk of a child being removed from the home due to maltreatment;
- b. Families in which the parents are unable to perform parenting functions because of physical or mental illness, disabilities, convalescence, substance abuse, or complications of pregnancy;
- c. Families in which the parents are worried or preoccupied with the care of a parent, another child, or other members of the family;
- d. Families in which the parents have a positive relationship with their children but do not know how to care for them due to lack of knowledge, emotional immaturity, or overwhelming responsibility for many children;
- e. Families in which one or more children are receiving specialized health or mental health treatment and this special care can be provided only if the parents have some relief or respite from regular household duties and care of other children in the family;
- f. Families in which a child's treatment for an emotional or physical condition can only be facilitated through observation of the child's intimate living experiences;
- g. Families for whom an alternative plan, such as out-of-home placement, is pending;
- h. Families in which the children have special needs that are overwhelming to the parents;
- i. Families whose children are being returned to the home and who require temporary support until the reintegration is complete; and/or
- j. Families in which a parent or child is either disabled or has a terminal illness.

Proposals must identify the targeted population(s) the proposer believes would best be served by their proposed program(s) and explain why that population(s) was chosen. Proposers are strongly encouraged to provide a concise, well-organized summary with examples and evidence that fully explain how their program relates to one or more of the target populations outlined above.

Proposers must confirm that it will develop, maintain, and update an individual case file for each direct-service program participant. Case files cannot be destroyed without the express, written permission of Department.

2.2. Contract Agreement Period and Funds Availability

Board is seeking, at their discretion, to award contract(s) to be effective January 1, 2024 and to conclude December 31, 2025 with the option to extend the contract(s) for one additional year effective January 1, 2026, at the Board's discretion.

This RFP is seeking to fund one, or multiple contracts/sub-grants and will be funded utilizing, as appropriate:

-TANF funds (ALN 93.558) to achieve at least one of the following:

1. Purpose #1- Assisting needy families so that children may be cared for in their own homes;
2. Purpose #2- Reducing the dependency of needy parents by promoting job preparation, work, and marriage;

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3. Purpose #3- Preventing out-of-wedlock pregnancies;
4. Purpose #4- Encouraging and promoting the formation of two-parent families.

-Title XX funds (ALN 93.667) to achieve at least one of the following:

1. To prevent, reduce, or eliminate dependency;
2. To achieve or maintain self-sufficiency;
3. To prevent neglect, abuse, or exploitation of children and adults;

-Children's Services Levy funds

-Or other funding sources determined by Department to be appropriate provided Department receives sufficient allocations from the State.

In no instance may the selected proposers' administrative costs exceed 15% of the total cost of their contract/sub-grant agreement or sub-contract.

Additionally, regardless of funding source, the contractor/sub-grantee and its sub-contractors will be responsible for developing and maintaining case files for each participant in accordance with agency specifications in the awarded contract or sub-grant agreement.

This RFP and all agency contracts are contingent on the availability of funds. If, during the RFP process, funds are not available for the proposed services, the RFP process will be canceled. Proposers will be notified at the earliest possible time. Board is not required to compensate any proposers for any expenses incurred as a result of the RFP process.

2.3. Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
September 15, 2023	Board releases RFP. Q&A period opens. <ul style="list-style-type: none">- RFP becomes active.- Proposers may submit inquiries for RFP clarification.
September 29, 2023	Bidders' Conference at 10:00 a.m. at Clark County Department of Job and Family Services campus in the Reid/Snyder Conference Room, located in Building B.
October 4, 2023	Q&A Period Closes 2:00 p.m. (for inquiries for RFP clarification). <ul style="list-style-type: none">- No further inquiries for RFP clarification will be accepted.
October 10, 2023	Department provides Final Question & Answer document.
October 13, 2023	Deadline for Proposers to Submit Proposals to Department (10:00 a.m.). <ul style="list-style-type: none">- This is the proposal opening date, beginning of the Department process of review.
November 8, 2023	Letter of intent to award contract(s)/Sub-grant agreements issued by Department. <ul style="list-style-type: none">- All Proposers notified.
December 20, 2023	Contract(s)/Sub-grant agreements submitted to Board for approval.
January 1, 2024	Service provision begins.

IMPORTANT: Board reserves the right to revise, with reasonable notice given, this schedule in the best interest of Department and/or to comply with any applicable County, State, or Federal procurement procedures and regulations. Board has the sole authority to bind Department into contract. The letter of intent to award is not binding. Since the letter of intent to award is not binding, any costs incurred by proposer prior to Board's award may not be recovered.

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2.4. Bidders' Conference

A "Bidders' Conference" has been scheduled for September 29, 2023, at 10:00 a.m., at the Clark County Department of Job and Family Services campus, 1345 Lagonda Avenue, Springfield, Ohio 45503. The Bidder's Conference will be held in the Reid/Snyder Conference Room, located in Building B. Department staff will respond to questions regarding the requirements of the RFP. Questions asked at the conference and the **final** responses will be included in the Q&A document. The Q&A period closes at 2:00 p.m. on Wednesday, October 4, 2023.

While attendance is not mandatory, Board strongly encourages potential proposers to attend this conference. **Please bring your copy of the RFP.**

2.5. Internet Question and Answer Period; RFP Clarification Opportunity

Should Proposer experience technical difficulties accessing Department's website where the RFP and its related documents are published, they may contact Contract Developers at Clark_Contract_Development@jfs.ohio.gov.

Who may ask questions?	Potential proposers may ask clarifying questions regarding this RFP.
When and how can I ask a question?	Potential proposers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 2.3.
To whom do I address the question?	A potential proposer must submit all questions in writing, via email to Clark_Contract_Development@jfs.ohio.gov . Questions must be received prior to the closing time and date for the Question & Answer Period.
How do I correctly ask a question? ¹	<p>To ensure timely receipt of all questions, "Parent Aide RFP- Request for Clarification" must be written in the subject line of emailed questions.</p> <p>Questions about this RFP must reference the relevant part of this RFP.² Please provide the heading and provision section under question, and the page number of the RFP where the provision can be found.</p> <p>The potential proposer must include the name of a representative to contact, the company/organization name, and business phone number and email address of representative</p>
How will my answer be returned?	<p><i>Potential proposers will not receive personalized or individual email responses</i> to their properly submitted individual questions.</p> <p>Board responses to all questions asked via email will be posted on the Internet website dedicated to this RFP or mailed (if properly requested by the potential proposer), for reference by all potential proposers. Clarifying questions asked and Board responses to such questions comprise the "Q&A Document" for this RFP</p> <p>Responses will include the relevant page number, heading, and provision in question. Proposals in response to this RFP are to take into account any information communicated by Board in the Final Q&A Document for the RFP.</p>

¹ Board reserves the right to disregard any questions that are not properly titled.

² Board will disregard any questions which do not appropriately reference a RFP provision or location, or which do not include identification for the originator of the question. If Board determines that a question cannot be resolved by reference to any section of the RFP, Board may, at its discretion, make necessary additions or changes to the RFP by addendum or amendment. Board will not respond to any questions received after 9:00 a.m. on the date the Q&A period closes. (See Section 1.3 for closing date.)

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Can I view previous RFP's and Proposals for this Program?	Yes. Requests from potential proposers for copies of previous RFPs, past proposals, score sheets, or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with Department policy (available upon request or online [click for Public Records Notice and Public Records Policy]) will be honored. The posted time frames for Board responses to email questions for RFP clarification do not apply to PRRs. Potential proposers who choose to rely on responses to public records requests when preparing their proposals do so at their own risk.
IMPORTANT	There is an established time period for the Q&A process (see Section 2.3.). "Department Q&A document" will only answer those questions properly submitted within the stated time frame for submission of potential proposers' questions, and which pertain to issues of RFP clarity, and which are not requests for public records. Board is under no obligation to acknowledge incorrectly submitted questions.

2.6. Communication Prohibitions

From the issuance date of this RFP until the date Board awards a contract there may be no communications concerning the RFP between any potential proposer and any employee of Clark County, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of Contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 2.4., Bidders' Conference, and Section 2.5., Q&A Period;
2. For the purpose of conducting necessary business arising from a pre-existing or on-going business relationship with Board;
3. As part of any proposer interview process initiated by Board, which Board deems necessary in order to make a final selection;
4. Potential proposers may request that the RFP and all posted RFP documents be sent via U.S. mail;
5. Any Public Records Request (PRR) made through Department;
6. Notification of any changes or announcements related to this RFP through Department vendor notification list; and
7. A public meeting of The Board of Clark County Commissioners at which the award of a contract(s), pursuant to this RFP has been placed on the agenda for discussion.

***Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested potential proposers through the original web page established for the RFP. All interested potential proposers must refer to that web page regularly for amendments or other announcements. Board may not specifically notify any potential proposer of changes or announcements related to this RFP except as provided in Section 2.5. It is the affirmative responsibility of interested potential proposers to be aware of and fully respond to all updated information posted on this web page or provided by U.S. Mail when previously requested by proposer. Potential proposers without access to the web page established for the RFP may request that amendments to the RFP or related documents be sent to them by via email by contacting Clark_Contract_Development@jfs.ohio.gov.

Board is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source not authorized for this RFP. **Any attempts at prohibited communications by potential proposers shall result in the disqualification of those providers' proposals and shall prohibit the potential provider from entering into any contractual relationship with Board for services requested through this RFP for the duration of the RFP period. A proposer may also be disqualified for failing to take reasonable steps to prevent its employees, agents, and business**

associates from making communications that would be prohibited if made directly by that provider's authorized representatives.

2.7. Attachments

1. Letters from proposed subcontractors are required if subcontractors will be used.
2. Proposers are required to submit three **(3) letters of reference** for similar projects it has completed.
3. Letters are required to include: **the name and telephone number** of an individual who can provide additional information about the similar projects completed. There is a limit of one (1) total reference from any Clark County government agency (including Board of County Commissioners and other appointing authorities [e.g. Courts, Sheriff, Prosecutor, etc.]). NOTE* Department may NOT be used as a reference.
4. Proposals are required to provide a chart which outlines the project schedule including all project activities and deliverables and the timeframes for completion of each.

Any other information thought to be relevant to the Technical Proposal, but not applicable to a specific RFP section number/letter may be provided as an attachment to the proposal. Department reserves the right not to review submitted attachments which include information or materials not required in the RFP.

3. Format for Organization of the Proposal

In order for Board to conduct a fair and complete evaluation of proposals, proposers must follow the required format (listed below). If specifically requested, proposer must provide Board with additional information. The proposer's technical proposal must contain the following components, at minimum. It is mandatory that proposals be organized in the following order and that wherever appropriate, sections/portions of the proposal make reference by section number to those RFP requirements to which they correspond. A sample technical proposal score sheet for this RFP can be found on the dedicated website. **Proposers are strongly encouraged to use the score sheet to check their proposals for quality, compliance, and completeness prior to submission.**

3.1. Technical Proposal

Proposer must use the format listed below in order to submit a technical proposal.

3.1.A. Required Vendor Information and Certifications

Cover Page

This must include:

1. RFP number;
2. Title;
3. The complete vendor name and mailing address, and;
4. The amount of funding requested by the vendor under this RFP.

Cover Letter

Cover Letter must include:

1. Telephone number;
2. Name and title of the person Department should contact regarding the proposal.

Must indicate the proposer will comply with all requirements of the RFP.

An authorized representative capable of binding the organization must sign the Cover Letter.

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1. Provide sufficient detail so PRT members can locate all the important elements of your document readily;
2. Identify each section of your response as outlined in the proposal package.

Conflict of Interest

Each proposer shall include a statement indicating whether or not their organization or any of the individuals performing work for their organization has any possible conflict of interest or perceived conflict of interest and, if so, the nature of that conflict.

Board reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program.

Board's determination is final.

Mandatory Disclosures

Proposer must disclose whether its performance, or the performance of any proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project (which is the subject of this RFP) has resulted in any "formal claims" for breach of those contracts within the past five years. For purposes of this disclosure, "formal claims" include but are not limited to any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), assigned to mediation, or any claims that resulted in termination of a contract. If any such claims are disclosed, proposer shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. If no such claims have been experienced by proposer within the past five years, so indicate.

Proposer must indicate whether it or any of its proposed subcontractor(s) have been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to proposer's performance of services similar to those described in this RFP. If any such instances are disclosed, proposer must fully explain, in detail, the nature of the government action, the allegations that led to the government action, and the results of the governmental action including any legal action that was taken against proposer by any governmental agency. If no such governmental actions have been experienced by proposer, so indicate.

Financial Statement

1. Proposer shall submit a copy of its most recent audit as part of the Single Audit Act, if required, or audited and compiled financial statements to confirm Proposer is fiscally solvent. Either must have been completed by a Certified Public Accountant (CPA);
2. Proposer shall also submit the name, address, and telephone number of a contact at the company's principal financing or banking organization.

Executive Summary

1. Proposer must provide a brief description of the organization. This brief description must include:
 - a. History of organization;
 - b. Number of years the organization has been in business;
 - c. Type of services provided;
 - d. Legal status of vendor organization (i.e., corporation, partnership, sole proprietor) and;
 - e. Federal Tax ID number.

Proposer should provide a high-level overview of its approach, the distinguishing characteristics of its proposal, and the importance of this project to proposer's overall operation.

Required Forms

Proposer must complete and sign all of the following:

1. Contractor Assurances Form;

2. Campaign Contribution Form;
3. Personal Property Tax Form;
4. Independent Contractor Worker Acknowledgment (if required³);
5. Certification of Compliance with County Insurance Requirements, and;
6. Non-Collusion Affidavit.

Forms can be found on Department website under “[RFP-Related Documents](#)” section.

3.1.B Scope of Work

Proposer must use the format listed below in order to submit a technical proposal.

Program Overview, Solution, Project Narrative

Proposers must address all requirements in Section 2.1, including:

1. Tell us how you will:
 - a. Provide the Parent Aide Services described in Section 2.1.
 - b. Meet the Department’s Expectations listed in 2.1.
2. Tell us how the referred target population will be served and monitored for progress;
3. Describe how your program contributes to the accomplishment of any of the Department division’s mission and work;
4. Describe how your program will provide services in the home to meet the following objectives (a) remedy or prevent child abuse and neglect, (b) prevent removal or promote reunification, and/or (c) provide assistance to older adults so that they can continue to live independently.

Demonstration of Experience

Proposers are required to describe their history of successfully completing similar or related programs with the target population(s). Identify the program, its target population, location, and explain why it is a similar or related to the proposed program. Whenever possible, express success in terms of deliverables and outcomes for the prior program. However, demonstrations of success are not limited to Deliverables and Outcomes.

Board is seeking Proposers who possess the experience listed below.

1. The capacity to undertake the scope of work (see 2.0) based on demonstrated history of 3 or more years of successfully completing similar or related work with the targeted service populations.
2. The capacity to undertake the scope of work (see 2.0) based on organizational structure with adequate facilities, fiscal controls, and other resources.
3. Demonstrate a minimum of 3 years of experience working with families, with a preferred emphasis on providing in-home parent aide services and/or homemaker services to adults.

Proposers must demonstrate that the following requirements will be met:

Personnel Requirements

The provider must ensure that:

1. Staff possesses the appropriate skills and qualifications to perform the job;
2. A drug-free workplace will be maintained.
3. BCII (Bureau of Criminal Identification and Investigations) and FBI (Federal Bureau of Investigation) background checks are completed on all workers who provide services to clients, including direct service workers and supervisory personnel, regardless of hire date demonstrating their ability to work with seniors/children in accordance with the OAC 173-9-01 through 173-9-10.

³ Form is only required if the proposer is a sole-proprietor, corporation, or organization with less than five (5) full-time employees.

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4. Information on every staff member (including volunteers and contract workers) who provides direct service to Department clients is maintained. This file shall include:
 - a. Resume or employment application that includes work history.
 - b. Written verification of license(s) and/or certification and valid drivers' license, if applicable.
 - c. Evidence of current, valid, State of Ohio licenses for those persons performing acts of service which require licensure.
 - d. Copies of yearly performance appraisals signed by the staff member.
 - e. Results of BCII/FBI background checks.
 - f. Results of annual drivers check required for vehicle operators.
 - g. Responsibility of parent aide worker to provide any updates regarding driving infractions.
 - h. Evidence of successful completion of mandatory training requirements.
5. Documentation is signed and dated by the staff member, which indicates completion of an orientation prior to serving a Department client including:
 - a. Employee position description.
 - b. Agency personnel policies.
 - c. Reporting procedures and policies.
 - d. Agency table of organization.
 - e. Lines of communication.

The provider must also ensure that staff who transport clients in their personal vehicles:

1. Has access to a vehicle that is properly maintained and in safe running condition.
 - a. Car will be inspected quarterly and documented on some form of checklist. Completed checklists would be made available should Department request verification of car safety inspections.
2. Has access to a vehicle that has working seatbelts for all parties.
 - b. Transport all children in car seats according to Ohio State Law:
 - c. Any child younger than four (4) years of age or forty (40) pounds must use a child safety seat.
 - d. Children under the age of eight (8) must use a booster seat unless they are a minimum of four (4) feet, nine (9) inches in height. All children from eight (8) to fifteen (15) years of age must use a safety belt or a child safety seat.
3. All must have a signed waiver from parent/custodian authorizing transport when the children transported without parent/custodian present. It is the provider's responsibility to ensure and track if authorizations are obtained and current. Signed waivers must be made available should Department request verification of authorizations.

This chart details past usage in order for bidders to be able to estimate personnel needed to fulfill the Departments' need.

	Total # Families	Average # of Families/ Mo.	Total Units (hourly)	Maximum Units/Mo.	Minimum Units/Mo.
CY 2021	49	18.67	2,369.71	273.07	1.75
CY 2022	42	14.42	1,650.58	173.50	4

Outcomes and Deliverables

Proposers must address the following:

Deliverables

Selected proposer(s) must define the number of deliverables necessary to provide quality, reasonable outcomes related to their proposed program.

Deliverables are the specification of how much of the program will be delivered. The Deliverables should be what the proposer considers to be the primary or key elements of delivering their services.

Whenever possible the Deliverables should be quantified. The preference is that the Deliverables specify the number of participants to be served. Department recognizes this is not always possible. When it is not possible, the proposer must provide an alternative(s) that will provide the basis for assessing program performance during Department monitoring and in Department Quarterly Reports.

It is required that the proposal also specify how data or other information will be collected and compiled for each Deliverable. Department will review during monitoring whether procedures for Deliverables data collection and compilation are being followed.

Outcomes

1. 80% of families served through parent aide or homemaker services will receive continuity through the life of their case by receiving services from the same parent aide provider.
2. 50% of parent aide provider service goals will be accomplished by end of service as evidenced by goal status on provider's Service Reviews/Department Case Reviews/Semi-Annual Reviews.
3. Parent aide provider in collaboration with family will create, establish, and maintain at least two (2) community connections during the parent aide's involvement with the case. Community connections created should assist the family in sustaining their family stability.

It is required that the proposal also specify how data or other information will be collected and compiled for each Outcome. Department will review during monitoring whether procedures for Outcomes data collection and compilation are being followed.

Program Administration and Resources

Proposers are required to describe their management approach and project management organizational structure, including reporting levels and lines of authority.

Administrative structure

Proposers are required to describe their management approach and project management organizational structure, including reporting levels and lines of authority.

Project Control

Proposers are required to provide a description of their approach to project control, including:

1. Details of the methods used in controlling project activities;
2. Description of status reporting methodology, including details of written and oral progress reporting, and;
3. Fiscal controls.

Risk Management and Mitigation

Proposers are required to describe their plans for risk management and risk mitigation, including:

1. Identify the pertinent issues as well as the potential risks and problems, which in the proposer's experience occur in projects of this type;
2. Identify steps that can be taken to avoid or mitigate potential risk and problems and steps to be taken should problems occur, and;

3. Describe activities included in the program to reduce the occurrence, severity and impact events or situation that can compromise the attainment of any project objective.

Personnel and their qualifications for the program

In general, proposers must provide a description of the key positions and the work each performs and the credentials/resume(s) of the people filling key positions. Specifically, proposers are required to:

1. Provide a position description for each of the key positions, the work each position performs, and the name of the individual(s) filling each position. All proposed key project personnel must be identified in the proposal. Each person's role is to be identified and documented in the following format:
 - a. Name
 - b. Position with company
 - c. Role in the project (Including accountability for completion of components or deliverables of the proposal)
 - d. Experience with the specific tasks being proposed
 - e. Work history on similar projects
 - f. Relevant Education, Licenses and/or Certifications
 - g. Legal Relationship with the Prime Contractor (Such as full-time employee, part time employee, volunteer, or subcontractor)
2. Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal.

Designate and identify the person responsible and accountable for the completion of each component and deliverable of the proposal.

Physical and other resources

Proposers are required to ensure that they have adequate facilities, equipment, research tools, administrative and other resources. Other resources may include coordination or collaboration with other service providers in the community.

Reporting Requirements

Funded contractor(s) will have reporting finalized in the contract. At a minimum, each contractor will report status of work to Department quarterly. Details should be given as to the number of customers served, status of deliverables, status of specified outcome measures, and program effectiveness. The specific number of reports, the data elements to be included, and the frequency of reports is at the discretion of Department.

In addition to the above, all case notes will be submitted by the 10th of the following month. For example, all customer contact notes for January will be submitted by February 10th in full. Service reviews are to be completed every 90 days and at time of closure and submitted with case notes. Critical incidents are reported verbally immediately to Department and the critical incident forms must be submitted within 24 hours.

Subcontractor Identification and Participation Information

If subcontractors will be used, proposers must address all Requirements specified here.

Proposers are required to clearly identify the subcontractor(s) that will be used if subcontractors will be used in the program. Additionally, Proposers are required to highlight the subcontractors' tasks in the submitted proposal with sufficient detail to decipher their exact role in the proposed program. The subcontractors provided are under the same legal obligations outlined in this RFP that the Proposer is subject to. Proposals are required to also include a

letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, Federal Tax ID number, and principal business address;
2. The name, phone number, email address, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the provider is selected;
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

Letters submitted in response to this provision should be included as an appendix following the technical proposal.

Attachments

Proposers must include all relevant Attachments in Section 2.7.

3.2. Cost Proposal

Estimated proposal costs are not acceptable. Proposer must use the format listed below in order to submit a cost proposal.

Submittals

Proposers must complete, sign, and submit Submittals A1, A2 and A3. The template for Submittals A1-A3 can be found on the Department website in the "[RFP-Related Documents](#)" section.

Narrative on Related Costs

1. Proposers must submit a detailed narrative, which demonstrates how costs are related and why they are necessary to the proposed program:
 - a. The narrative must detail the amount of money being requested from Department;
 - b. The narrative should also describe the reasoning behind percentages of expenses allocated to this program, and the percentage allocations to the Administrative, Direct, and Support categories for each expense;
 - c. If proposer is requesting to be reimbursed on a unit rate basis, the narrative should clearly articulate the desired unit rate and the methodology used in calculating the unit rate;

Payment Schedule

1. Proposer must include a proposed schedule of payments;
2. Proposer must indicate payment method either by check or electronic fund transfer (EFT);
3. The trigger for payment for each cost must be identified (e.g., timing, deliverable).

Narrative Describing Non-Department Funding Streams

1. Proposers shall submit a detailed narrative describing all non-Department funding received from any source that funds any part of the proposed project;
2. Proposer must include the percentage of the total project cost of each funding source.

3.2.A Unallowable Costs

Proposers must not include any expenses in Cost Proposals which are unallowable under laws or regulations relating to the funding source to be used. If there is a dispute regarding whether a certain item of cost is unallowable, Board's decision is final.

For the purposes of this RFP, "allowable" and "unallowable" program costs are itemized in the following:

1. For Non-Profit Organizations:

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OMB Circular A-122, "Cost Principles for Non-Profit Organizations"

2. For State, Local, and Indian Tribal Governments:
OMB Circular A-87, "Cost Principles for State, Local, and Indian Tribal Governments"
3. For Colleges and Universities:
OMB Circular A-21, "Cost Principles for Educational Institutions"

Proposer must take note that "profit" will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Contractor is a for-profit organization.

4. Proposal Submission

Board requires proposal submissions in both paper and electronic format. The submission of the electronically formatted version may be waived, at the discretion of Board, when requested in writing by proposer at least twenty-four (24) hours prior to the submission deadline. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

Paper Copies of Proposal	1 Original Technical Proposal Signed 6 Copies of Original Technical Proposal Signed ⁴ 1 Original Cost Proposal Signed 6 Copies of Original Cost Proposal Signed
Electronic Copy of Proposal (disregard if waived)	The electronic copy shall be submitted via e-mail. The electronic copy can be PDF, Word, or Excel format, or other formats that are compatible with Microsoft Office. <u>It is preferred that proposers submit Budget Submittals A1-A3 in Microsoft Excel format, the Technical Proposal in Microsoft Word format, and all other documents in PDF format.</u>

1. The paper format original and copies can be submitted via hand delivery or U.S. Mail (preferably certified) to Clark County Department of Job and Family Services, Attn: Contract Development, 1345 Lagonda Avenue, Building C, Springfield, Ohio 45503.
2. The original and all copies of the Technical and Cost Proposals shall be submitted in a separate, sealed envelope, and labeled: "PROPOSAL ENCLOSED FOR RFP # 24-SFY-05 SUBMITTED BY [PROPOSER'S NAME HERE]."
3. The electronic format copy of the proposals must be submitted via email to Clark_Contract_Development@jfs.ohio.gov.
4. Proposals must be submitted no later than 10:00 a.m. on October 13, 2023, regardless of submission method. Faxed submissions will not be accepted. Board will not consider a proposal to be submitted until the time at which the proposal is actually received by Board in both the paper and electronic formats. There are no exceptions to this deadline, and proposals received after the deadline will be immediately rejected.
5. Board is not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the address specified on the cover sheet of this RFP.

⁴ It is the Proposers affirmative responsibility to ensure that all copies and all formats of the proposal are identical. Any pages or documents omitted from any or all copies can negatively affect the Proposer's score and possibly result in the Proposers disqualification. In the event of any discrepancies or variations between copies, Department is under no obligation to resolve the inconsistencies and may make its scoring and proposal selection decisions accordingly, including the decision to disqualify Proposer.

6. For hand delivery on the due date, proposers are to deliver the proposals to the address specified above, Building C Lobby. When hand delivering on the due date, proposers should allow sufficient time for traffic delays, accidents, any lobby waiting time, and parking.
7. Vendors who choose to mail their proposals do so at their own risk. There will be no exceptions for proposals that are received late due to delays in postal service.
8. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Board and the proposer selected.

5. Proposal Review, Scoring, and Contract Award

Board will contract on behalf of Department with proposer(s) that best demonstrates the ability to meet requirements as specified in this RFP. Proposers will be evaluated based on the capacity and experience demonstrated in their technical and cost proposal. All qualifying proposals will be reviewed and scored by a Proposal Review Team (PRT) comprised of Department staff. Vendors should not assume that the review team members are familiar with any past or current work activities with Department, Board, or any other County agency. Proposals containing assumptions, lack of detail, poor organization, lack of proofreading, and unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will be required to sign disclosure forms to establish they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Board's selection of proposal(s) for contract will be based on Department's evaluation and scoring. Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The PRT may waive minor defects that are not material when the intent is not unreasonably obscured.

5.1. Scoring of Proposals

In scoring the proposals, Department will score in three phases. Once proposals enter into Phase I they are considered, for the purposes of this RFP, to be in the "review process."

Phase I. Review – Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted must pass Phase I review. Any "no" for the following Phase I criteria triggers a Board elimination of proposal from further consideration:

1. Was the proposal received by the deadline?
2. Did the proposer submit six paper copies and one original copy of their technical proposal?
3. Did proposer submit one electronic copy? (Disregard if requirement is properly waived.)
4. Does the technical proposal include all required certifications and forms required by Section 3.1.A. of the RFP?
5. Does proposer affirmatively indicate that it is not on the federal debarment list, and it is fiscally solvent?
6. Does Department's review of the Auditor of State and SAM.gov websites verify that proposer is not excluded from contracting with Board?

Phase II. Review – Criteria for Scoring the Technical and Cost Proposal:

The PRT will then score qualifying technical and cost proposals not eliminated by Board in Phase I. The PRT will assess how well proposer meets the requirements as specified in Section 3.1. of this RFP. Using the Technical and Cost Proposal Scoring Sheet for Phase II scoring, the PRT will read, review, and discuss the proposals and reach consensus on the final score for each qualifying proposal.

Phase III. Review by Department Director

See Section 5.3 Final Selection

5.2. Review Process Caveats

Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. Board may waive minor defects in the RFP that are not material when no prejudice will result to the rights of any proposer or to the public. Board may, at its sole discretion, waive minor errors or omissions in proposers' proposals/forms when those errors do not unreasonably obscure the meaning of the content.

Board reserves the right to request clarifications from proposers regarding any information in their proposals/forms and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by Board, and proposers' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.6 of this RFP. Such communications are expressly permitted when initiated by Board but will be initiated at the sole discretion of Board.

Should Board determine a need for interviewing proposers prior to making a final selection, notwithstanding the fact that no two proposals have received substantially similar scoring in accordance with Section 5.1, Board may exercise its discretion to interview proposers, and results to interview questions shall be scored in a manner similar to the process described in Section 5.1, Scoring of Proposals Phase II Review, above. Such scored results may be either added to those proposers' proposal scores, or will replace certain criteria scores, at the discretion of Board. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all proposers participating in the interview process for that RFP.

Board reserves the right to negotiate with proposers for adjustments to their proposals should Board determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by Board, but are at the sole discretion of Board.

In Board's sole discretion, any proposer deemed not responsible, or any proposer(s) submitting a proposal deemed non-responsive to the terms of this RFP, shall not be awarded the contract.

5.3. Final Selection

The Contract Development unit will provide a cumulative score sheet to the Director. Director will make a final selection of contractor(s) to be recommended to Board. To make the final selection, Director may consider scoring, proposal quality, reasonableness and appropriateness of proposed budget, funding available, and past contract performance. Board maintains the right to accept or reject Director's recommendation.

6. Protests

Any potential or actual proposer may file a protest on any matter relating to the process of soliciting the proposals or on the belief that Department has not followed procedures outlined in this RFP.

Such a protest must comply with the following guidelines:

1. Protests shall be in writing and shall contain the following information:
 - a. The name, address, and telephone number of the protester;
 - b. The program name and number of the RFP being protested;

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- c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - d. A request for a ruling by Department;
 - e. A statement as to the form of relief requested from Department; and
 - f. Any other information the protester believes to be essential to the determination of the factual and legal questions at issue in the written protest.
2. A protest shall be considered timely if received within the following periods:
 - a. A protest based on alleged improprieties or events about which the protester knew or could have reasonably discovered, prior to the closing date for receipt of proposals, shall be filed no later than the deadline for receipt of proposals.
 - b. If the protest relates to the PRT's or the Director's recommendation to award a contract or to reject any or all proposals, the protest shall be filed no later than 9 a.m. of the seventh (7th) calendar day after the issuance of the notification of an Award or Non-Award of the contract or the notification of Intent to Reject all proposals, whichever is applicable.
3. An untimely protest may be considered by Department if it determines that the protest raises issues significant to Department's procurement system. An untimely protest is one received by Department after the time periods set forth in Item 2 of this section.
4. All protest must be filed at the following location via email to: Virginia.Martycz@jfs.ohio.gov.
5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless Board determines that a delay will severely disadvantage Board. Proposer(s) who would have been awarded the contract(s) shall be notified of the receipt of the protest.
6. Board shall issue a written decision on all timely protests and shall notify any provider who filed an untimely protest as to whether the protest will be considered.
7. Proposers who choose to rely on responses to public records requests when preparing their protests do so at their own risk.

7. Additional Documents and Clauses

7.1. Changes to the RFP

Material changes to this RFP will be provided via the agency website. Proposers are responsible for obtaining any such changes without further notice by Board.

7.2. Proposal Costs

Costs incurred in the preparation of this proposal are to be borne solely by proposer. Board will not contribute in any way to the costs of the preparation of the proposal, associated documents, or any other items/documents related to this RFP. Any costs associated with interviews will also be borne by proposer and will not be Board's responsibility.

7.3. Proposal Submissions as Public Record

Following submission of a proposal to Department, all proposals submitted may become part of the public record. It is the responsibility of the proposer to remove all personal confidential information (such as home addresses and social security numbers) of proposer's staff and/or of any subcontractor and subcontractor staff from the proposal package. Department reserves the right to disqualify any proposer whose proposal is found to contain personal confidential information. The proposer shall be responsible for any and all information disclosed in the proposal submission and any or all information released by Department in any public records requests.

7.4. Contractual Requirements

Any contract resulting from the issuance of this RFP is subject to the terms and conditions as provided in the sample contract, which can be found on the website dedicated to this RFP.

Many of the terms and conditions contained in the sample contract are required by state and federal law; however, the vendor may propose changes to the sample contract during the contract negotiation period (after the Letter of Intent is issued). Any changes are subject to Board review and approval.

Payments for any and all services provided pursuant to an awarded contract are contingent upon the availability of state and federal funds.

All aspects of the contract apply equally to work performed by any and all subcontractors.

Per the Code of Federal Regulations (CFR), [2 CFR section 200.313\(e\)](#) and [200.41](#), all fixed assets purchased with funds provided through Contract or any other restricted funding sources remain the property of Board. Upon termination of Contract/Subgrant, vendor may be asked to return equipment and other fixed assets purchased with federal funds to Board or Department.

Contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. Contractor, and any subcontractor(s), agrees to be bound by all of the confidentiality, disclosure and safeguarding requirements of the Ohio Revised Code and the Ohio Department of Job & Family Services, including, but not limited to those stated in the Ohio Revised Code Sections 5101.26, 5101.27, 5101.272, 5101.28, 5160.45, 42 Code of Federal Regulations Sections 431.300 through 431.307 and Ohio Administrative Code Section 5101:1-1-03 and 5160:1-1-01.1. . Disclosure of information in a manner not in accordance with all applicable federal and state laws and regulations is deemed a breach of the contract and subject to the imposition of penalties, including, but not limited to, the penalties found in Revised Code Section 5101.99.

Contractor must maintain the required insurance coverage throughout the entirety of the contract period.

No employee designated in a proposal as “key personnel” or any employee identified as critical to the success of the project can be removed without reasonable notice to Board, and replacements will not be made without Board approval.

Contractor will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with whom they have family, business or other ties.

7.5. Limitations

The award of a contract(s) is contingent upon the approval of Board. No contract shall be valid and legal until it has been approved and executed, in signature, by Board.

This RFP does not commit Board to award a contract or to pay any cost incurred in the preparation of a proposal. Board reserves the right to accept or reject any or all proposals received, to negotiate services and cost with proposers, and to cancel in part or in its entirety this RFP.

Board will review each proposal with respect to price, proposer’s administrative and programmatic capabilities, and conformance to the RFP criteria. Board may reject all responses if proposed rates are unreasonable or if proposers do not meet the RFP acceptance criteria. All proposals submitted in response to the RFP will become the property of Board.

Proposal selection does not guarantee that a contract for services will be awarded. Board reserves the right to terminate the negotiation process in the event that negotiations fail with proposer whose proposal is selected and/or issues arise during negotiations that prevent Board from entering into a contract with that proposer. If this happens,

Board, in its sole discretion, reserves the right to: (1) select the next highest rated proposer that responded to the RFP or (2) cancel and/or reissue the RFP.

Proposer(s) selected will be required to agree to the terms of the Sample Contract included on the website dedicated to RFP related documents. These terms cannot be modified without authorization from Board.

7.6. Compensation Structure

Board agrees that reimbursement of all costs will be dependent upon the contractor's/sub-grantee's performance in the delivery of services specified in the approved budget, once the contract/sub-grant agreement is awarded. Payment shall be made by the Clark County Auditor upon proper presentation of request, when approved by Department and the contractor/sub-grantee. Payment shall be made in one of two ways:

1. Direct Cost: Payment shall be made on a direct cost reimbursement basis. Department recognizes only those expenses that have actually occurred; invoices must be submitted as a request for reimbursement of actual cash expenditures.
- OR**
2. Unit Cost: Payment shall be made on a unit cost, fee for service, reimbursement basis. The unit cost represents a true measure of the actual cost of providing the contracted number of units of service. Unit cost contractors may be asked to reconcile revenue against the total actual expenditures and reimburse Department for over-budgeted expenses on a quarterly basis.

Proposers must define their preferred payment method in their proposal.

Board recognizes only those expenses that have actually occurred; invoices must be submitted as a request for reimbursement of actual cash expenditures. Additionally, the contractor/sub-grantee must submit copies of paid sub-contractor invoices in order to be reimbursed for those service costs.

8. Forms

The forms listed below can be accessed online. To view these forms, [click here](#).

1. Contractor Assurances Form
2. Campaign Contribution Declaration
3. Personal Property Tax Statement
4. Independent Contractor/Worker Acknowledgement
5. Certification of Compliance with County Insurance Requirements
6. Non-Collusion Affidavit
7. Submittals A1-A3 Instructions
8. Submittals A1-A3 Forms

9. Sample Contract

These are comprehensive documents that include clauses and funding requirements. The sample contract will indicate the funding stream and requirements that specific clauses apply to. Not all clauses will apply to each awarded contract.

To access these documents, [click here](#).