



**KIDS CENTRAL, INC.**

**A COMMUNITY APPROACH TO THE WELFARE OF CHILDREN**

*Building Better Lives*

Request for Proposals

For  
Electronic File Management Solutions

RFP # KCI2023-004

Kids Central  
901 Industrial Drive, Suite 200  
Wildwood, FL 34785

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## 1.0 Overview

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### 1.1 Statement of Purpose

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Kids Central is seeking proposals from applicants that are qualified to provide electronic file management solutions to move towards a paperless process for case information and case files within the Kids Central system by converting new case documents to an electronic format. Please refer to Section 3.0 of this Request for Proposal (RFP) for a complete description of the services required. This RFP is open to all eligible applicants that meet the qualification requirements specified in this procurement announcement.

### 1.2 Background

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Kids Central is the private, non-profit organization selected by the Florida Department of Children and Families (DCF) as the lead agency responsible for the privatization of child protection services in Citrus, Hernando, Lake, Marion, and Sumter Counties (Circuit 5). The agency develops and manages a comprehensive, community-based system of care for abused, neglected, and abandoned children and their families. Kids Central is committed to promoting the welfare of children through abuse/neglect prevention services, in-home care, foster care, and adoption, as outlined in F.S. Section 409.1671. In order to ensure the safety, security, and well-being of every child, the Kids Central Provider Network will build a continuum of care for Circuit 5 children and families to address the prevention, intervention and treatment of child abuse and neglect.

In 1999 the Florida Legislature enacted section 409.1671 of the Florida Statutes to implement a system redesign in which community-based care organizations would assume child protection services. The Florida legislature mandated that community-based care would promote the safety of children, decrease the time it takes to achieve permanency for all children, promote adoption for children when that is the best permanency option and enhance the state's capacity and accountability for both safety and permanency. In accordance with Florida Statute 409.1671, Kids Central was established as the lead agency for Citrus, Hernando, Lake, Marion, and Sumter Counties to deliver prevention services, foster care and other related services, while ensuring each child's safety, permanency, and well-being. On April 1, 2003, the Department of Children and Families (DCF) executed a contract with Kids Central Kids Central, which has an established local community board comprised of strong community advocates who represent diverse career leadership.

### 1.3 Mission

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Kids Central's, mission statement is "Protecting children. Supporting families. Engaging communities."

## 2.0 PROCUREMENT DETAILS AND QUALIFICATIONS

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### 2.1 Details

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**Authority:** This Request for Proposal (RFP) is issued under the provisions of the Kids Central and the Department of Children and Families contract PJ503, FL Statutes and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal application by a prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

Applicant: In regard to this RFP, an applicant is defined as an agency, group or organization that will provide an Electronic File Management System for Circuit 5.

Submission of Questions: Applicants may submit written questions to the RFP Contact Person(s) identified in Section 4.0 of this RFP.

Discussions with Applicants: Discussions may be conducted with potential applicants to promote understanding of Kids Central's requirements prior to the submittal deadline. Discussions may also be conducted with applicants whose proposals are determined to be reasonably qualified of being selected for award, but proposals may be accepted without discussion.

Certified Minority Business Enterprises: Kids Central encourages Certified Minority Business Enterprises to participate in all aspects related to this RFP.

Multiple or Alternate Proposals: Multiple/alternate proposals are not applicable to this RFP.

Public Inspection: Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

RFP Addenda: Kids Central reserves the right to amend this RFP at any time.

Final Revised Proposals: If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by Kids Central. If a final revised proposal is not submitted, the previous submittal shall be construed as the best and final offer/proposal.

Cancellation of Request for Proposals: The request for proposals may be canceled when it is determined to be in the best interests of Kids Central.

Costs for Proposal Preparation: Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

Prior Service Record: Kids Central reserves the right to consider the applicant's previous service record with Kids Central, DCF or one of its subcontractors when considering a proposal for award.

Rejection of Proposals: Kids Central reserves the right to reject any responses to this RFP for Qualification and/or to withdraw this RFP at any time. Kids Central reserves the right to reject any proposals or to waive minor irregularities when to do so would be in the best interest of Kids Central. A minor irregularity is defined as a variation from the RFP terms and a condition which does not affect the price of the proposal or give the prospective Applicant an advantage or benefit not enjoyed by other prospective Applicants or does not adversely impact the interest of the agency. At its option, Kids Central may correct minor irregularities in any response to this RFP and/or make minor modifications to the requirements of this RFP when to do so would be in the best interest of the child welfare system in Citrus, Hernando, Lake, Marion, and Sumter counties. Kids Central is under no obligation to make any such corrections or modifications and in no instance shall Kids Central assume liability to any respondent to this RFP.

Evaluations of Proposals: All valid proposals received will be evaluated by the Kids Central Proposal Evaluation Committee.

Notice of Award: Decisions shall be posted on the Kids Central, Inc. website, upon completion of the evaluation. Any agreement arising out of this solicitation will be with Kids Central and subject to any approvals required by statute, regulation, rule, order, or other directive. No work is to be undertaken by the awardees prior to the contract commencement date. Kids Central is not liable for any costs incurred prior to the official starting date.

Availability of Funds: The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by Kids Central and subject to the availability of State and/or Federal funds. Only one recipient will be selected.

Wages and Labor Law Compliance: Prior to contract execution for service contract more than \$1.00, the provider shall certify, if applicable, that it complies with all state of Florida labor and wage regulations, “Wages, hours, and working conditions of employees of contractors performing services.”

Compliance with all Applicable State Business and Employment Laws: All providers shall comply with all laws governing entities doing business in the State of Florida and must be in good standing. Prior to contracting, owners of all forms of business doing business in the State except sole proprietorships, charitable organizations, unincorporated associations, and foreign insurance companies shall register and be in good standing with the Florida Department of Corporations, Business Registration Division. Foreign entities/companies must register with the Florida Department of State, Division of Corporations. More information is available at the Florida Department of Corporations website. Under Florida law a foreign corporation is a for profit corporation incorporated under laws outside of Florida (Fla. Stat. 606.01401(12)). “A foreign corporation may not transact business in this state until it obtains a certificate of authority from the Department of State.” (Fla. Stat. 607.1501(1)).

Compliance with all Applicable State Business and Employment Laws: All providers shall comply with all laws governing entities doing business in the State of Florida and must be in good standing. Prior to contracting, owners of all forms of business doing business in the State except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies shall register and be in good standing with the FL Department of Corporations, Business Registration Division. Foreign entities/companies must register with the Florida Department of State, Division of Corporations. More information is available at the Florida Department of Corporations website.

Under Florida law a foreign corporation is a for profit corporation incorporated under laws outside of Florida (Fla. Stat. 606.01401(12)). “A foreign corporation may not transact business in this state until it obtains a certificate of authority from the Department of State.” (Fla. Stat. 607.1501(1)).

Confidentiality of Information: Kids Central reserves the right to retain all copies of applicant proposals submitted in response to this Request for Proposals. You are hereby notified that under FS 119.07, (“Florida’s Sunshine Law”) proposals submitted in response to this solicitation cannot

be granted immunity from public scrutiny. All information submitted must be made available to the public for examination, if so requested. Applicant requests to hold certain submitted materials in confidence cannot be honored. If it is essential to your organization that certain materials are kept confidential, and they are a required element of this Request for Proposal, it is recommended that you decline to respond to this solicitation.

Compliance with Employment Eligibility Laws: U.S. law requires companies to employ only individuals who may legally work in the United States, either U.S. citizens, or foreign citizens who have the necessary authorization. All providers shall enroll and utilize the U.S. Department of Homeland Security's E-Verify system, <https://e-verify.uscis.gov/enroll>, to verify the employment eligibility of all persons employed to perform duties related to this award.

Campaign Contributions by State and County Contractors: Contractors are hereby notified that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, visit the Florida Department of State Website.

Subcontractors: Applicants must describe in the proposal, all responsibilities that applicant anticipates assigning or subcontracting, identify the subcontractor and describe how applicant will manage these subcontractors.

Licenses and Permits: Applicants shall obtain and pay for all necessary licenses, permits, and related documents, required; to comply with the proposal. Applicant shall save and hold harmless Kids Central as a result of any infraction of the aforementioned. Applicant shall provide all applicable licenses as a part of the proposal.

## 2.2 Qualification Requirements

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All Applicants interested in submitting a proposal must acknowledge compliance of or a willingness to meet the following qualification requirements for their proposal to be reviewed and considered for contract. Applicants not able to meet these minimum requirements need not apply.

Failure to have performed any previous contractual or employment obligations with Kids Central or the State of Florida in a manner satisfactory to Kids Central or DCF may be sufficient cause for disqualification. To be disqualified as a Respondent under this provision, the Respondent must have:

- 1) Previously failed to satisfactorily perform in a contract or employment with Kids Central or DCF, been notified by Kids Central or DCF of unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of Kids Central or DCF; or
- 2) Had a contract or employment terminated by Kids Central or DCF.

Per DCF requirements, Kids Central will not intentionally award contracts to any applicants or its Providers and/or sub-providers that:

- 1) Has been barred, suspended, or otherwise prohibited from doing business with any government entity, or has been barred, suspended, or otherwise prohibited from doing business with any government entity within the last five (5) years

- 2) Is under investigation or indictment for criminal conduct or has been convicted of any crime which would adversely reflect on their ability to provide services to vulnerable populations, including, but not limited to, abused or neglected children, or which adversely reflects their ability to properly handle public funds.
- 3) Is currently involved or has been involved within the last five (5) years, with any litigation, regardless of whether as a plaintiff or defendant, which might pose a conflict of interest to the Department, the state or its subdivisions, or a federal entity providing funds to the Department.
- 4) Had a contract or employment terminated by the Department for failure to satisfactorily perform or for cause; or
- 5) Failed to implement a corrective action plan approved by the Department or any other government entity, after having received due notice.
- 6) Has any ownership interest (either directly or by Provider's board members or officers) with Kids Central.
- 7) Has commonality of any board members or officer of Provider with Kids Central.
- 8) Has ownership interests of a third entity (or its board or officers) in both Kids Central and the Provider.
- 9) Has any employment relationship between the Provider and Kids Central board members or officers.
- 10) Has commonality of board members or officers between a third entity and both Kids Central and the Provider.

### 3.0 SCOPE

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#### 3.1 Project

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Kids Central is seeking proposals from applicants that are qualified to provide electronic file management solutions. This RFP is open to all eligible applicants that meet the qualification requirements specified in this procurement announcement.

#### 3.2 Project Requirements

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- 1) Kids Central maintains a case file for each child served. Although much of the case information is entered into Florida Safe Families Network (FSFN), Kids Central's current case file process is highly reliant on paper documents. Kids Central is seeking a file management solution to move towards a paperless process by converting new case documents to electronic format.
- 2) The electronic case file management system must provide a process for scanning paper documents and storing the images within a standardized index. The image-based documents must be easily retrievable through use of the standardized index and searching keywords.

- 3) The system must provide safeguards to effectively limit access to only authorized users including the ability to assign users access limited to their specific function(s) such as document input, document retrieval, system administration, etc. The system must also provide system administrators reporting capability on user activity including the date, time, and records entered or retrieved by each user.
- 4) Respondents must provide an implementation plan that identifies all key tasks, milestones, and time frames required to operationalize the system. Respondents must also provide a plan to train Kids Central's initial system users.
- 5) Respondents must describe the ongoing support available to Kids Central after successful system implementation. What response time is guaranteed for system issues? What is the process for escalating systems issues that are not quickly resolved or reoccur?

### 3.3 Cost Proposal

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Respondents must provide a proposal that is inclusive of all costs for this project. The cost proposal must provide subtotals for costs related to software, hardware, professional services, and any other major cost categories required for the project. The cost proposal must clearly differentiate costs that will be incurred one time from costs that will reoccur. Any costs that are variable must include a description of the variable unit (number of documents, number of users, etc.) and the cost per unit.

### 3.4 Insurance Requirements

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The Provider agrees to maintain adequate and appropriate types of and amounts of insurance, either through commercial insurance or a reasonable self-insurance mechanism, including but not limited to, insurance for workman's compensation, comprehensive general liability insurance, employer's liability insurance, and professional liability insurance, if appropriate. Provider shall submit proof of such insurance upon request of Kids Central, Inc.

## 4.0 PROPOSAL PROCESS, SCHEDULE, FORMAT, EVALUATION

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### 4.1 RFP Process

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Proposals must be received by **5:00PM** on November 30, 2022. Proposals may be hand-delivered, mailed, or emailed to:

EMAILS: [rfp@kidscentralinc.org](mailto:rfp@kidscentralinc.org)

MAIL-INS or HAND DELIVERIES: Kids Central  
Attn: Shelly LaFrance  
901 Industrial Drive, Suite 200  
Wildwood, FL 34785

INQUIRIES & QUESTIONS: Inquiries and questions regarding this RFP must be in writing and must be directed to [rfp@kidscentralinc.org](mailto:rfp@kidscentralinc.org) which will be your primary contact during the proposal stage.



As part of the process, all applicants may submit questions for clarifications of specifications or further information. All questions and answers will be published. Please see schedule in section 4.2 for dates.

Please do not call, or otherwise contact, other members of Kids Central management, staff or Board of Directors. Any Applicant violating this restriction will be disqualified from consideration.

#### 4.2 Tentative Schedule

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Event	Date
Release RFP	November 7, 2022
Question Submission Deadline	November 11, 2022
Post Question & Answers	November 18, 2022
Proposals Due	November 30, 2022
Proposal Evaluation Complete	December 12, 2022
Notice of Intent to Award	December 14, 2022
Award Protests Due	December 19, 2022
Contract & Services Begin	January 3, 2023

#### 4.3 Proposal Format

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Proposals shall be organized as follows:

- Proposal Narrative (maximum length is 10 pages)
- Cost Proposal
- Additional attachments supporting the proposal, if applicable (Resumes, Program Descriptions, Licenses, Certifications, Insurance Coverage, Accreditation Certificates, 501 (c)(3) letter, Referral Letters)

Proposals shall be printed on “8 ½ x 11” paper only, using no less than 12 pitch font with one-inch page margins. Narrative sections should be single-spaced, with each section clearly defined.

##### 4.3.1 Proposal Narrative

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Proposal Narrative, no more than ten (10) pages, shall be submitted to Kids Central following the outline as shown below and as described in Section 2.2 and 3.0 of this RFP. A written response is required for each item. Failure to answer any of the items will impact the applicant’s score. Qualification Requirements – confirmation of compliance of Section 2.2.

- Service Requirements – explanation of compliance with Section 3.0.
- Qualifications
  - Experience
  - Organization
  - Personnel

#### 4.4 Proposal Evaluation

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The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation. An evaluation committee shall review and evaluate proposals; the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for project and financing. A sample of the evaluation sheet that will be used is shown below.

<b>Evaluation Criteria</b>	<b>Possible Score</b>	<b>Score</b>
Qualifications/Experience with similar projects	20	
Approach and Implementation Plan	20	
Software Functionality	20	
Training and Ongoing Support	20	
Pricing	20	
<b>Total</b>	<b>100</b>	

Scoring will not be used as a sole determination of awarding funds to projects(s). Kids Central, Inc. considers awards based on the following:

- 1). Information as presented in the application; and
- 2). Perceived value to the community, and/or competitiveness or duplication compared to other currently proposed projects; and
- 3). Expenditure goals and deadlines of individual funding sources; and
- 4). Which proposal(s), in the opinion of the Review Committee, will best serve the community need and address the community based care strategies.

During the review of the proposals, the Review Committee may, at its discretion, request a telephone or teleconference to further discuss the proposal. Such discussions will provide applicants with an opportunity to answer any questions the committee may have on the applicant's proposal. Not all applicants may be contacted for further discussion. Kids Central will not be liable for any costs incurred by the applicant in connection with these discussions.