

RFA: #8

Interpretation



Saint Francis
MINISTRIES

TABLE OF CONTENTS

SECTION I

Introduction..... Pg. 2

- A. Introduction**
- B. Evaluation**

SECTION II

Instructions and Procedures..... Pg. 3

- A. Necessary Documents**
- B. Specifications**
- C. Questions**
- D. Provider Certification**
- E. Preparation of the Response**
- F. Response Requirements**

SECTION III

Response Criteria..... Pg. 5

SECTION IV

Timeline/Submittal Documents..... Pg. 6

SECTION V

Service Definition..... Pg. 8

SECTION I

A. **Introduction**

SFM is dedicated to providing services to children and families involved in the child welfare system in the least intrusive and least restrictive manner possible. Services offered are based on family voice and choice and designed to give children and families the opportunity to safely preserve their family whenever possible, engage with both formal and informal community resources, strengthen parents' protective capacity in order to keep children safe from harm, meet the needs of children and families as identified through the assessment process, be culturally humble, and include parents, siblings, and extended family.

SFM continuum of services includes prevention activities, coordination and services that focus on the safety, health and wellbeing of the child, parental and sibling engagement, family voice and choice in service provision, respite, independent living, adoption, domestic violence, safety, mental health, substance abuse and treatment services, as well as educational initiatives. These services are provided to children and families by Saint Francis personnel or through sub-contracted vendors. Specifically, Saint Francis is seeking providers whom are able and/or willing to provide services through the provision Well-Supported, Supported, and Promising Practice evidence-based models that strengthen families and build protective factors in families, in compliance with the federal Families First Prevention Services Act (FFPSA), part of the Bipartisan Budget Act of 2018 (H.R. 1892). Additionally, the Subrecipients will ensure services are culturally humble, trauma-informed, and engage and support the biological/legal parents in the process of family preservation or reunification.

Saint Francis is issuing this Request for Application (RFA) in order to qualify Providers to deliver **Interpretation** throughout the Eastern Service Area. The Service Description detailed in this RFA contains the mandatory minimum requirements Providers must meet in order to provide this service.

The subaward will be for the initial period of July 1, 2021 through February 28, 2023. Saint Francis reserves the right to extend the period of this subaward beyond the termination date when mutually agreeable to the Parties. The resulting subaward may not be an exclusive subaward as Saint Francis reserves the right to subaward for the same or similar services from other sources now or in the future. Under federal law, the resulting contract awarded will also be a "subaward", and the Contractor will also be a "subrecipient".

B. **Evaluation**

Responses will be evaluated based upon the criteria outlined in Section 3 of this document and scored accordingly. Providers' scores must meet the minimum standards set by Saint Francis to be considered for an offer to join the Saint Francis Provider Network.

Contracts may be entered into with those Applicants whose submissions meet the minimum requirements set forth by Saint Francis. Saint Francis reserves the right to contact individual references and to consider other sources of information to determine eligibility.

Saint Francis may reject any or all responses or parts thereof and/or cancel this RFA and re-solicit, if such an action is in Saint Francis' best interest. Saint Francis may waive informalities and minor irregularities on responses received. This RFA does not commit Saint Francis to award any contract or to pay any costs incurred in the preparation of responses.

SECTION II

A. Necessary Documents

Providers who wish to submit a response shall complete all necessary documentation as identified in Section 4 of this RFA.

B. Specifications

The specifications included in this RFA provide adequate information as to whether or not Provider can meet the needs of Saint Francis. Deviations from the specifications may result in lower scores or be grounds for disqualification.

C. Questions

Saint Francis believes this RFA contains sufficient information to respond however will allow Providers to submit questions according to the Procurement Schedule in Section 5.

D. Provider Certification

By submission of a response, Provider certifies that Provider has neither paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.

E. Preparation of the Response

Providers are expected to examine all service requirements, rules, documents, forms, specifications, standard provisions, instructions, and review its response for accuracy before submitting its response: Failure to do so may result in lower scores or be grounds for disqualification.

F. Response Requirements

Responses should be completed and submitted electronically to ProviderRelationsNEESA@saintfrancisministries.org, hand delivered, or sent via certified mail Addressed to Saint Francis 9218 Bedford Ave Omaha, NE 68134 for Appendix A, Appendix B, and Letters of Recommendation.

Copies of the forms for Appendix A and Appendix B can be found on the Saint Francis Website.

SECTION III
RESPONSE EVALUATION CRITERIA

Responses will be evaluated through in depth analysis and will be based on the following criteria:

- (1) Provider's demonstration of understanding the Service Description requirements.
 - Provider's demonstration of experience, knowledge and education (or a combination thereof) in the following:
 - Family engagement
 - Wraparound principles
 - Trauma informed care
 - Skill training with directed practice
 - Engaging ongoing support in natural communities
 - Community resources and ability to collaborate
 - Child development
 - Skill building
 - Ability to incorporate FFPSA models
- (2) Provider's demonstration of experience with child welfare-involved youth and coaching and skill building in order to effect positive outcomes for youth and families.
- (3) Provider's Letters of Recommendation, reputation, professionalism, and completeness of response to this RFA.

Subcontractors must meet the above requirements to be considered for contract issuance.

SECTION IV

TIMELINE/SUBMITTAL DOCUMENTS

A. Timeline

- 1) Provider Submittal Documents are due no later than 4:00 p.m. Central Standard Time ~~April 23, 2021~~ **May 14, 2021**.
- 2) Responses will be evaluated from ~~April 26, 2021~~ **May 14, 2021** through ~~May 7, 2021~~ **May 21 2021**. During this time, Saint Francis may require Provider to accommodate further discussions with evaluation team. Provider will be notified in writing or by phone if this is requested.
- 3) Discussion may be conducted with Provider(s) for the purpose of clarifying responses to ensure the evaluation team has a full understanding of the responses to this RFA. In conducting discussions, there shall be no disclosure of any information derived from responses submitted by competing Providers. However, once this competitive procurement process is complete, all records and associated contracts are considered public record and may be released to third parties upon appropriately submitted public records request(s). Saint Francis reserves the right to conduct discussion if determined necessary. Discussions shall not constitute a contract award nor shall they confer any property rights on a Provider. Ward may be made without discussions, therefore, offers shall be submitted complete and on most favorable terms.
- 4) Providers selected to provide **Interpretation** will be contacted by end of business on ~~May 4, 2021~~ **May 21, 2021**.
- 5) Providers not selected to provide the services, but that meet the minimum score threshold, are put on the Qualified Provider Listing and will remain on that Listing for the full RFA cycle. Should there be a need for additional Providers to provide **Interpretation** a Qualified Provider will be contacted, unless a Qualified Provider is unavailable for that service in ESA.

B. **Submittal Documents**

- a. Appendix A – Submittal Letter and Provider Profile
 - i. Appendix A is required by each provider. Provider will include a list of all services provider is seeking a contract for. This document is only required once per provider regardless of the amount of services the provider is seeking to contract for.
- b. Appendix B – Services Response Form
 - i. Appendix B is required for each individual service provider is seeking a contract for.
- c. Letters of Recommendation
 - i. Each provider requires three letters of recommendation. No specific format is required however the response should support the provider's ability to provide the service(s).

C. **Responses must utilize the printed Submittal Forms (do not submit handwritten forms) located on the Saint Francis website.**

1. Email submittal documents with the following attachments to:
 - a. Electronic submissions must be sent in the pdf. Format.
 - b. The Subject Line in the email for submissions must include the name of the Organization and Procurement April 2021. (e.g. ABC Company – Procurement April 2021.

- c. Submittal documents should be attached to the email and named pursuant to the naming conversations listed below.
 - Appendix A Submittal Letter and Profile: Providername-AppendixA.pdf
 - Appendix B-Service Response Form(s): Providername-AppendixB.pdf
 - 3 References: Providername-References.pdf

Example: When ABC Company responds to this RFA, the Provider shall attach the following submittal documents to the email:

1. ABCCounseling-AppendixA.pdf
 2. ABCCounseling-AppendixB.pdf
 3. ABCCounseling-Recommendations.pdf
- 2. If submitting documents via hand delivery or certified mail, utilize the following instructions:
 - a. Ensure all documents are in the following order
 - i. Appendix A Provider Submittal Letter and Profile
 - ii. Appendix B-Service Response Form(s)
 - iii. Three (3) Professional Letters of Recommendation
 - b. Ensure all documents are submitted at the same time.

SECTION V

Interpretation Service Appendix

DEFINITION

The Interpreter/Translator Service is designed to assist with family permanency and/or reunification. An interpreter is responsible for listening to, understanding, and translating spoken or written statements from one language to another.

The Contractor will give Saint Francis access to Interpreter / Translation services. If requested by Saint Francis, the Contractor will be available to review and discuss safety plan needs prior to service initiation. The Contractor will adhere to any plan written by Saint Francis and/or the Nebraska Department of Health and Human Services (DHHS).

Interpreters will interpret in person. Interpreters will interpret over the phone when applicable (via conference call and Saint Francis staff and client of Saint Francis in attendance). If staff of Saint Francis or the client of Saint Francis does not arrive to scheduled appointments, interpreters will wait for 15 minutes at the agreed meeting location before leaving. Interpreters will perform sight translation when applicable. Interpreters will interpret ALL that is said – not add, omit, or change any information. Interpreters will keep ALL information confidential. Interpreters will not perform summary interpretation. Interpreters will use consecutive or simultaneous modes of interpretation when applicable. The interpreter advises parties that everything said will be interpreted. Interpreters will not partake in side conversations with Limited English Proficient (LEP) individual(s) or Saint Francis staff. Interpreters will interpret in first person, unless LEP individual is not able to understand the interpretation due to a disability. Saint Francis does not reimburse for travel time and/or mileage. The interpreter discloses potential conflicts of interest, withdrawing from assignments if necessary. In regard to Deaf or hard of hearing person, interpretation is to be completed by a Licensed interpreter.

The service shall be provided in a location approved and determined suitable by Saint Francis to include, but not limited to a family home or community or a placement residence such as a group home or foster home.

TARGET POPULATION

Any client or family receiving services by Saint Francis who is in need of interpretation/translation services due to a language barrier.

LENGTH OF SERVICE

Length of service is determined by the need for the individual client based upon the referral.

ACCEPTING & RESPONDING TO REFERRALS

The Contractor shall be available to accept referrals Monday through Friday 8am to 5pm, except Federally recognized holidays. The Contractor will have initial phone contact with the family/client within 48 hours of referral assignment.

DISCHARGE

If a family or client requires an unsuccessful discharge due to lack of engagement or any other inability of the Contractor to fulfill the service, the referring Case Manager and Utilization Management will be notified prior to discharge.

MINIMUM REPORTING REQUIREMENTS

The Contractor will document all interactions and attempts at interactions with the parents. The Contractor shall render Saint Francis with at least 14 days written notice for youth or families being discharged from service(s) and send the notification via email to Saint Francis.

STAFF CREDENTIALS

- Direct Client Staff Requirements: Native-level proficiency in English and at least one other language.
- Deaf or hard of hearing interpretation requires a licensed interpreter. Licensed interpreter is defined as a person who demonstrates proficiencies in interpretation or transliteration as required by the rules and regulations adopted and promulgated by the Commission for the Deaf and Hard of Hearing pursuant to subsection (2) of section 20-150 and who holds a license issued by the commission pursuant to section 20-156 of the Nebraska Legislature.

PERFORMANCE OUTCOME MEASURES

Contractors are responsible for reporting outcome data to Saint Francis Ministries via the current identified process by the 10th calendar day of the following month.

- Interpreter documents 100% of interactions and attempts at interactions with the parents.

ESTABLISHED RATE

1. Saint Francis shall pay for Interpreter/Translation Services at rate of 1) \$40.00 per hour to an untrained Contractor, billable in 15 minute increments with a 1 hour minimum 2) \$50.00 per hour to a registered/certified/trained Contractor, billable in 15 minute increments with a 1 hour minimum, or 3) \$60.00 per hour to a licensed American Sign Language Contractor, billable in 15 minute increments with a 2 hour minimum.
2. No additional costs will be paid by Saint Francis without written approval from Saint Francis.