



**Request for Qualifications (RFQ)
Thrive by Three – Coordinated Entry System Consultant**

The First 5 Santa Cruz County Commission requests applications from qualified individuals or firms to develop a Coordinated Entry System (CES) for home visiting programs in Santa Cruz County. The Commission has authorized **up to \$50,000** for successful completion of phase 1 of this project by June 30, 2018.

The Commission reserves the right to issue an award under this RFQ to a single or multiple individuals or firms, at its sole discretion. If the Commission determines that no applicant meets the requirements of this RFQ, the Commission, at its sole discretion, reserves the right to reject all applications. The Commission may award all, or a portion thereof, of services at its sole discretion.

Timeline

RFQ Released	December 14, 2017
Applications Due to First 5 by 4:00 pm	January 5, 2018
Review of Applications	January 10, 2018
Notification of Intent to Award	January 12, 2018
Commission Authorization	January 17, 2018
Anticipated Contract Start	January 22, 2018

All dates of the Application review process are subject to change. If a significant date is changed, all known recipients of the original RFQ will be notified of the new date.

**First 5 Santa Cruz County
PO Box 1457, Capitola, CA 95010
Telephone: (831) 465-2217**



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SECTION 1: INTRODUCTION

The purpose of the California Children and Families First Act of 1998 (Proposition 10) is to create and implement a comprehensive, integrated system of information and services to promote, support, and optimize early childhood development and school readiness.

First 5 Santa Cruz County's (F5 SCC) vision is that all Santa Cruz County children enter school ready to achieve to their greatest potential. F5 SCC's mission is to help children succeed in school and in life. To accomplish this mission, F5 SCC invests in health, early learning and family support to promote optimal development of Santa Cruz County children.

In March 2015, First 5 SCC adopted its current strategic plan, which describes the Commission's priorities and funding allocations for the 2015/16 through 2019/20 period. One section of the strategic plan states that First 5 SCC will invest in systems change and service integration efforts that will drive improved systems of care in Santa Cruz County.

The purpose of this RFQ is to obtain consulting services to assist First 5 SCC in the development of a Coordinated Entry System (CES) for home visitation services in Santa Cruz County linked to the Santa Cruz County Thrive by Three Fund (described below).

SECTION 2: BACKGROUND

In January 2017, the Santa Cruz County Board of Supervisors (BOS) voted to establish the Thrive by Three Fund, dedicated to achieving improved outcomes for Santa Cruz County's youngest and most vulnerable children, prenatal through age 3, and their families. In subsequent BOS actions the board approved taking a system of care approach, apportioned \$350,000 to the fund in the 2017-2018 fiscal year, approved funding recommendations (see attached "Thrive by Three Funding Recommendations – FY 2017-2018"), and authorized specific activities and service agreements to advance the Thrive by Three initiative.

Working with First 5 SCC and other stakeholders, the BOS identified 6 desired outcomes for the fund:

- Decreased rates of substantiated child maltreatment and entries into foster care among infants and toddlers
- Increased percentage of young mothers getting prenatal care in the first trimester
- Decreased percentage of babies being born preterm and low birthweight
- Decreased percentage of mothers and fathers reporting hardships and emotional distress during pregnancy and the child's first three years of life
- Improved parental confidence, parenting practices, and parent-child relationships

- Increased access to high-quality care and early learning opportunities for infants and toddlers

The county is contracting with First 5 SCC to coordinate the initiative, build capacity of the system that serves young children, and facilitate the evaluation of the initiative. Specifically, First 5 SCC will: 1) convene and staff a Thrive by Three advisory body; 2) develop and facilitate the deployment of a prototype system to coordinate the entry of families into specific services that support the wellbeing of young children; 3) develop and implement a pilot program for infant/toddler care early learning scholarships; and 4) facilitate and oversee the evaluation of the initiative. This RFQ seeks consulting services to assist First 5 SCC with item 2 above.

SECTION 3: TIMELINE AND DELIVERABLES

Contract Timeline

The selected applicant will be notified of First 5 SCC's intent to award a contract by January 12, 2018. The contract will be executed after anticipated First 5 SCC Commission authorization on January 17, 2018, with an anticipated period of performance between January 22nd and June 30, 2018 with the possibility of continuation, pending determination of need and satisfactory contractor performance.

Scope of Work – Phase 1

The selected applicant will:

- Work with First 5 SCC and Encompass Community Services' Families Together home visiting program (Encompass), and their new Prenatal to 3 specialist, to develop a Coordinated Entry System (CES) for home visiting programs in Santa Cruz County.¹ The Phase 1 system shall include, but is not limited to the following system components:
 - Eligibility** – Procedures to determine family eligibility for any of 4 home visiting programs operating in Santa Cruz County: 1) Families Together, 2) Public Health Field Nursing, 3) Nurse Family Partnership and 4) Early Head Start Home Visiting Program;
 - Triage** – Criteria to prioritize and route referrals to said services (establishing best fit between family eligibility, strengths and needs, and program availability);
 - Referral and Follow-up** – Appropriate mechanisms to efficiently refer families to available home visiting services, and document that those families have or have not secured services;
 - Tracking and Reporting** – Capacity to collect and store data elements that will allow aggregate county-wide tracking of home visitation enrollment across all four programs;
 - Other** – Additional system components as mutually agreed upon between First 5 and the selected applicant.

¹ In Phase 1 the CES will be used solely by the 4 home visiting programs referenced above. However, the system should be designed in a manner that facilitates potential future use by other health and human service providers in Santa Cruz County to refer families into home visitation services and eventually other early childhood development services (Phase 2).

- Define and document technical system requirements that can be used to design and/or procure appropriate technology solutions.
- Identify and implement appropriate technology solutions that will facilitate effective and efficient management of the system components described above.
- Prepare written procedures on how to use the CES and provide training to the participating home visiting programs.

SECTION 4: ELIGIBILITY & APPLICATION INSTRUCTIONS

Desired Qualifications

First 5 SCC invites responses from applicants with the following skills, expertise and experience:

- A. Expertise in early childhood development and the issues facing young children and their families;
- B. Experience working with early childhood systems of care and specific experience with inter-agency referral systems;
- C. Experience in defining requirements, and developing and implementing software-based technical solutions in the human services sector;
- D. Familiarity with Santa Cruz County and the organizations serving young children;
- E. Experience building consensus among constituents with varying opinions;
- F. Strong written and oral communication skills;
- G. Demonstrated ability to work collaboratively and on timeline.

Proposal Submission Instructions

- A. Use standard 8.5"x11" letter-sized paper with 1-inch margins for all documents.
- B. Use 12 point font.

Application Elements

- *Cover Letter* – Please submit a cover letter including the name, title and original signature of the person authorized to bind the agreement as well as any other information the applicant deems relevant (maximum 1 page);
- *Summary of Experience and Qualifications* – Summarize relevant experience and qualifications of the applicant (including each individual that will be engaged in the project) (maximum 4 pages);
- *Work Plan/Budget* – A proposed work plan and budget that incorporates the scope of work described above as well as any other tasks deemed relevant by the applicant. Applicant may re-order and/or modify the scope of work described above. Each task should be described with an estimated number of hours necessary to complete the task as well as a proposed hourly rate and total proposed cost not to exceed \$50,000 (maximum 4 pages);

- *Writing Sample* – A writing sample preferably of a project plan, final report or equivalent document that demonstrates the applicant’s written communication skills (no page limit);

SECTION 5: SELECTION PROCESS

All applications will be reviewed by First 5 Santa Cruz County. There is no guarantee that submission of a response to this RFQ will result in a contract award, or that funding will be allocated at the level requested. The Commission reserves the right to fund one applicant, multiple applicants, or none. Final scope of work and budget will be negotiated with the selected applicant.

Waiver of Immaterial Defect

The Commission may waive any immaterial deviation in any application. The determination as to whether a defect or deviation is material or immaterial shall be made by the Commission in its sole discretion. The waiver of any immaterial defect(s) shall not excuse an application from full compliance with the contract terms if a contract is awarded.

Appeals Process

Applicants will be notified of the Commission’s selection following the decision. Notification will be made by posting a Notice of Intent to Award at the Commission’s offices at 4450 Capitola Rd, Capitola, CA 95010, and by sending that notice to all applicants. Individuals, agencies and/or organizations not selected for funding have the right to file an appeal if they believe that a significant material error occurred in the Proposal’s evaluation and/or selection process that had a negative effect on their consideration for funding. The following rules apply to the appeals process:

Appeals will be accepted only from individuals or organizations that submitted applications. No third party complaints will be considered. Appeals must be submitted in writing to the First 5 Santa Cruz County Commission at the address printed on page 1 of this document, before 5:00 p.m. on the fifth (5th) business day following notification.

The appeal must describe the specific alleged violation of process or procedure that serves as the basis for appeal.

The appeal must include the name, address, and telephone number of the individual or the person representing the organization that is making the appeal. Commission staff will issue a final decision within ten (10) business days of receipt of the appeal.

SECTION 6: PROPOSAL SUBMITTAL PROCESS

1. Interested parties must submit proposals by **4:00 pm on January 5, 2018**, in PDF format via email to Barbara Dana at bdana@first5scc.org with a subject line “Thrive by Three – Coordinated Entry System Consultant Application”
2. An email confirmation will be sent within one business day to indicate the proposal was received prior to the deadline. **If an email confirmation is not received within one**

business day of the submission, it is the responsibility of the applicant to contact Ms. Dana via phone at 831-465-2213.

3. Faxed copies will not be accepted.
4. Applicants are responsible for ensuring that proposals are received on time.
- 5. No Proposals, modifications or corrections will be accepted after the deadline.**
6. This RFQ is available at <http://first5scc.org/funding-opportunities>.