

STATE OF NEW YORK

JUDICIARY

—REQUEST FOR BID—

NEW YORK STATE  
OFFICE OF COURT ADMINISTRATION  
DIVISION OF COURT OPERATIONS  
98 NIVER STREET, COHOES, NY 12047

(Agency Name and Address)

Direct Inquiries to: AMELIA HERSHBERGER, SR. COURT ANALYST

Telephone No.: (518) 238-4357

(This is not an order)  
**BID MUST BE MADE ON THIS SHEET  
OR AS OTHERWISE SPECIFIED**

<b>Bid/Proposal Number:</b> OCA/CPA RFP 336 <b>Issue date:</b> 2/8/10	<b>Commodity Group:</b>
<b>Opening date:</b> March 11, 2010 2PM	<b>Commodity Name:</b> COURT APPOINTED SPECIAL ADVOCATES SERVICES

Price to include delivery to (describe exact location and method of delivery)

PER ATTACHED RFP/SPECIFICATIONS

OFFICE OF GENERAL SERVICES "GENERAL SPECIFICATIONS" (DECEMBER 1998) ARE FULLY INCORPORATED HEREIN.

Agency's Specification of item(s) Required (include quantities)	Bidder's Quotation and Specific Description of Item Offered
<b><u>UCS ATTACHMENT I, ATTACHMENT III AND ATTACHMENT IV ATTACHED &amp; INCORPORATED HEREIN.</u></b>	<b>BIDDERS ARE TO SUBMIT ALL REQUIRED DOCUMENTATION AND PRICING IN THE FORMAT PRESCRIBED BY THE ATTACHED RFP SPECIFICATIONS.</b>
THE UCS IS SEEKING PROPOSALS FOR THE OPERATION OF COURT APPOINTED SPECIAL ADVOCATES PROGRAMS IN ERIE COUNTY	
<b>TERM:</b> April 1, 2010 – March 31, 1015	

**NOTICE TO BIDDERS**

Pursuant to the Rules and Regulations of the Chief Administrator for the Courts, sealed bids for furnishing the item(s) in this Request for Bid will be received at the above address. When submitting a bid, you must:

- 1) Complete this form and all required attachments and appendices in their entirety using ink or computer/typewriter and return with all other documents.
- 2) Explain any deviations or qualifications if your bid deviates from the specifications. If necessary, attach a separate sheet setting forth such explanations.

BIDDER HEREBY CERTIFIES THAT THE ABOVE QUOTED (OR OTHERWISE NOTED) PRICES ARE APPLICABLE TO ALL CUSTOMERS FOR COMPARABLE QUANTITIES, QUALITY, STYLES OR SERVICES.

3) Sign the bid. The bid must be completed in the name of the bidder (corporate or other) and must be fully and properly executed by an authorized person.

4) INDICATE THE BID NUMBER, THE BID OPENING DATE AND TIME ON THE ENVELOPE CONTAINING THE SEALED BID.

5) Mail the bid to the above agency address in sufficient time for it to be received before the specified bid opening.  
**LATE BIDS WILL BE REJECTED.**

**BIDS MUST BE SIGNED**

Bidder's Firm Name:	Employer's Federal Identification Number		
Address Street	City	State	Zip
Bidder's Signature	Official Title		
Printed or Typed Copy of Signature	Area Code/ Telephone Number		

**COURT APPOINTED SPECIAL ADVOCATES  
GENERAL SPECIFICATIONS**

In addition to such other terms, conditions and provisions presented herein, the NYS Unified Court System Standard Request For Bid Clauses & Forms - Attachment I, Vendor Responsibility - Attachment III and UCS Attachment IV are attached and incorporated herein.

**Background:**

This Request For Proposals ("RFP") has been developed in collaboration with the Office of Court Administration's Office of Alternative Dispute Resolution and Court Improvement Programs (hereinafter "Office of ADR/CIP").

**Purpose & Scope:**

This Request for Proposals is for the continuation and/or development of a Court Appointed Special Advocates (CASA) program in Erie County to provide assistance to the state's Family Courts, following regulations outlined in Part 44 of the Administrative Order of the Chief Judge of the State of New York (<http://www.nycourts.gov/rules/chiefjudge/44.shtml>) and Part 117 of the Administrative Order of the Chief Administrative Judge of the Courts (<http://www.nycourts.gov/rules/chiefadmin/117.shtml> )

CASA programs provide staff and recruit, train and supervise volunteers who are appointed by the Family Court to provide unbiased, independent information to the court in child abuse and neglect cases. CASA volunteers may meet with the child, family members, foster parents, and service providers and review reports to compile timely and thorough information about children's health, safety, well-being and permanency plans, and to monitor the implementation of court ordered service and visiting plans. CASA volunteers work collaboratively with legal, social service, and treatment providers toward the goal of securing or maintaining safe, stable, permanent homes for children in the child welfare system. For more information, please visit the NYS UCS CASA Assistance Website at [www.nycourts.gov/ip/casa](http://www.nycourts.gov/ip/casa)

**Proposal due date:**

All proposals must be received **on or before Thursday, March 11, at 2:00 pm,** to receive consideration.

**Contract term:**

The term of any awarded contract shall be for a period of FIVE YEARS (60 MONTHS) commencing APRIL 1, 2010 – MARCH 31, 2015.

**Method of Award:**

Award shall be made to the responsible proposer in each county funded in this RFP who receives the highest point value as indicated in **Award Criteria**. "Responsible" shall be defined to include, but not be limited to, compliance with these specifications, references, bidder's performance history, financial stability, resources, cost factors and experience with comparable awards/contracts.

**Paperwork:**

Complete the paperwork with this solicitation unless otherwise specified herein. **Do not amend any portion of this solicitation.** Failure to comply may result in disqualification of proposer's response.

**Copies:**

In addition to one (1) complete, original blue ink-signature proposal with all required appendices, bidders **must** include FIVE (5) complete copies of same. Failure to do so may result in rejection of proposal.

**Please Note:** Original may be bound or contained in a three ring binder, however all copies of the proposal should not be submitted in a three-ring binder, or in any other bound fashion. Please submit the copies bound only by rubber bands, staples, clips or similar devices.

**Submission of Paperwork:**

Proposals must be submitted on bidder's letterhead and be clearly marked, "RFP# OCA/CPA-336" in the top left or right of the first page. **Original signature proposals and all required copies must be contained in a sealed envelope or carton and the statement clearly marked on the exterior: "SEALED PROPOSAL - DELIVER IMMEDIATELY - DO NOT OPEN. RFP#OCA/CPA-336 DUE DATE MARCH 11, 2010, 2:00 PM".**

**Implied Requirements:**

Products and services that are not specifically requested in the RFP, but which are necessary to provide the functional capabilities proposed by the bidder, shall be included in the offer.

**Silence of the Specifications:**

The apparent silence of the specifications contained as a part of this package as to any detail or to the apparent omission of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

**Unacceptable Bids/Proposals:**

The UCS may reject any proposals from bidders who previously defaulted on contract obligations, as surety or otherwise, upon any obligation to the state of New York; who have been declared not responsible, or disqualified, by any agency of the State of New York; or have any proceeding pending relating to the responsibility or qualifications of the bidders to receive public contracts.

**Pre-Bid Conference**

A Pre-Bid Conference will be held on **February 23, 2010 from 10:30AM-12:00PM** with both an in-person and telephone conference/internet option. If you intend to participate, you must email Amelia Hershberger at [ahershbe@courts.state.ny.us](mailto:ahershbe@courts.state.ny.us) prior to **February 19th.**

Bidders can attend the conference in person at:  
Office of Court Administration, 98 Niver Street, Cohoes, New York 12047

**Or** attend via conference call and internet through "Meeting Place." To attend, call 1-888-795-5787 (US Toll-free) and enter meeting ID 9321**and** sign online to <https://mp.nycourts.gov/a/49fb49d4d55962bca8dbd42e70d6629c>

Immediately prior to participating in the conference online, you **MUST** email Amelia Hershberger at [ahershbe@courts.state.ny.us](mailto:ahershbe@courts.state.ny.us) and indicate the names, titles, and affiliations of all attendees at your location.

While participation in either the in-person or internet bidders' conference is not mandatory, it is strongly recommended.

**Questions:**

Prospective bidders are to direct any inquiries regarding this solicitation **in writing by February 23, 2010** and solely to the attention of:

Amelia Hershberger  
Senior Court Analyst  
Office of Alternative Dispute Resolution and Court Improvement Programs  
98 Niver Street, Cohoes, NY 12047  
E-mail: [ahershbe@courts.state.ny.us](mailto:ahershbe@courts.state.ny.us)

**The bid number must be indicated on the subject line.**

All questions and responses will be uploaded to the web site  
<http://www.nycourts.gov/admin/bids>

**Letters of Intent**

A Letter of Intent indicating the prospective bidder's interest in submitting a proposal is **required** to be received by our office no later than 5:00 p.m. on **February 19, 2010**. This letter, which may be mailed or emailed, **must** include the name of the organization that intends to apply, and the counties for which they intend to submit proposals, and should be mailed to:

Amelia Hershberger  
ERIE COUNTY CASA RFP LETTER OF INTENT  
Senior Court Analyst  
Office of Alternative Dispute Resolution and Court Improvement Programs  
98 Niver Street, Cohoes, NY 12047

**OR**

Emailed to Amelia Hershberger at [ahershbe@courts.state.ny.us](mailto:ahershbe@courts.state.ny.us)

**Failure to comply MAY result in disqualification of proposer's response.**

**Notice to parties accessing solicitations or bid documents issued by the New York State Unified Court System via the internet**

The electronic versions of such solicitations & bid documents are intended solely as a convenience to the bidder and vendor community.

Any and all individuals, firms or organizations accessing any Request for Bid(s) (RFB), Requests for Proposal(s)(RFP), Specifications or any related documents from this website shall remain solely and wholly responsible for reviewing the respective solicitation & bid documents on the internet regularly, **up to the scheduled date and time of the bid/proposal due date**, to ensure their knowledge of any amendments, addenda, modifications or other information affecting the solicitation or bid documents in question. The New York State Unified Court System (UCS) - Office of Court Administration (OCA) shall have no responsibility or liability with respect to any party or submission which does not address any and all such amendments, addenda, modifications or other information posted on this website or which purports to respond to any solicitation/bid change not issued by UCS - OCA. Further, UCS - OCA shall not be responsible or liable for any losses or damages caused by any party's failure or inability to access such data for any reason whatsoever, including, but not limited to, power failures, system failures, inaccessibility of on-line service providers, or log-on or transmission delays.

Please ensure all Attachments and/or Appendices are downloaded from the web site.

**All times indicated are E.S.T. or E.D.S.T.(Eastern Standard Time or Eastern Daylight Savings Time)**

**All responses are to be in English.**

**DETAILED SPECIFICATIONS**

**Funding:**

Available funding for this program is \$70,000 for the budget period April 1, 2010 – March 31, 2011.

**Eligibility of bidders:**

UCS will consider proposals submitted by not-for-profit organizations.

**Award selection criteria:**

Award shall be made to the responsible proposer who receives the highest point value by county until funding is exhausted as indicated in **Award Criteria**. Responsible shall be defined to include, but not be limited to, compliance with these specifications, references, bidder’s performance history, financial stability, resources, cost factors and experience with comparable awards/contracts.

**Proposals will be evaluated on the following criteria:**

Demonstrated organizational ability and experience.	<b>Point Value 20 (33%)</b>
Appropriateness and quality of proposed program.	<b>Point Value 23 (38%)</b>
Reasonableness of cost	<b>Point Value 17 (29%)</b>
<b>TOTAL POSSIBLE POINTS</b>	<b>60 (100%)</b>

**A minimum score of 40 is required for a contract to be awarded.**

The following documents must also be completed, executed with original signature in blue ink and attached:

- Attachment I**      Cover Sheet, Pages 3 of 10 (Non-Collusive Bidding Certification) and 4 of 10 (Acknowledgment Form).
- Attachment III**    Vendor Responsibility
- Attachment IV**    UCS Attachment IV
- Appendix C**      Completed budget worksheets (Appendix C is a multi-tab Excel workbook and all tabs must be completed, including narrative portion.)

**Appendix D** Required Attachments

- Charity Registration Number (not-for-profit bidders)
- IRS Correspondence indicating applicant's tax- exempt status (if applicable)
- Current Listing of Board of Directors with external affiliation
- Certificate of Incorporation
- Organizational Chart

**Appendix E** Two (2) letters of support from Erie County-based entities, **excluding** the judiciary and any employees of the Unified Court System.

**Budget:**

The budget should cover the 12 month period April 1, 2010-March 31, 2011. Funding requests must be submitted on the worksheets and budget summary forms in Appendix C. **The budget requests must include a brief narrative providing explanation of each non-personnel item, including the breakdown of UCS and other funding.**

**Awarded contracts:**

This request for proposal (RFP), bidder's proposal and required appendices shall serve as the basis of a contract with the UCS. Such proposed agreements are subject to the review and approval of the offices of the New York State Attorney General and Comptroller.

The applicant may be required to submit a clarified program description and budget and may also be asked to address specific questions or recommendations of the UCS evaluation committee before contract award.

**Compliance with laws:**

Contractors shall be compliant with all applicable federal, state and local laws, rules and regulations including, but not limited to the Americans with Disabilities Act.

**Confidentiality:**

Proposer acknowledges that any and all information, records, files, documents or reports contained in any media format accessible to the proposer, employees, servants, contractors, agents or volunteers (hereafter Agents) by the court, or which may be otherwise encountered by Agents shall be considered extremely confidential and shall be handled accordingly at all times. Neither the proposer, nor any of its Agents shall at any time be permitted to utilize such confidential information for the any purpose outside

the scope of any resulting agreement without the express prior written authorization of the UCS. Any breach of this confidentiality by the proposer or any of its Agents may result in the immediate termination of the contract and may subject the proposer to further legal penalties.

**Program Narrative**

Please submit the narrative **single-sided and double-spaced, retyping each question and including its number**. The program narrative must include a separate response to each question specified below and should include the full text of the question being answered. **Character counts follow each question and are purely suggested totals and should not be interpreted as restrictive minimums or maximums**. There is no penalty for exceeding the character counts indicated after each question, and providing clarification of your answer is helpful. Skipping questions or not answering questions completely will result in a lower score.

The following Attachments are provided for informational purposes only:

- Attachment V**      Proposed contract
  
- Attachment VI**    Part 44 of the Rules of the Chief Judge  
<http://www.nycourts.gov/rules/chiefjudge/44.shtml>  
  
Part 117 of the Rules of the Chief Administrative Judge  
[www.courts.state.ny.us/rules/chiefadmin/117.shtml](http://www.courts.state.ny.us/rules/chiefadmin/117.shtml)
  
- Attachment VII**    Proposal Rating Tool
  
- Attachment IX**    Summary of Budget Categories for use in completing Appendix C

Please note there is no Attachment VIII associated with this procurement.

**Organizational Capacity:** (Character counts are suggestions; there is no penalty for exceeding the character counts indicated after each question.)

1. Describe your agency’s mission and how the administration of a CASA program would align with that mission. (2125 characters)
  
2. Describe any services that your agency provides to children and families, particularly children and families who are involved with the Family Court or child welfare systems.

Describe how you would maintain the independence of the CASA program, and avoid conflict of interest with other programs administered by your agency. (4250 characters)

3. Describe the facilities (i.e., physical spaces) that are available for the operation of the proposed CASA program in Erie County, identifying the following: (a) The proposed location of the CASA staff work station(s); (b) the availability of training facilities; (c) the degree to which the organization will need to furnish the proposed office; and (d) the accessibility of the office to individuals with disabilities. (2125 characters)
4. Discuss (a) how the organization will use technological components – computers, internet and website – to adequately support the CASA program; (b) the organization's capacity to resolve computer related issues; and (c) the organization's data backup protocols. (2125 characters)
5. Describe your agency's current involvement in child welfare-related collaboratives, the general membership of those collaboratives, and their intended purpose. If your agency participates in child-welfare collaboratives at the regional or state level, please include. If your agency does not participate in formal collaboratives, describe other efforts that indicate ability to work in partnership with local child welfare stakeholders. (2125 characters)
6. Describe your agency's governing Board of Directors. Attach (Appendix D) a list of all members and their external affiliations. Provide the following information: (a) the number of times that your Board met in calendar year 2009 and dates of those meetings; (b) the number of those meetings during which a quorum was present; (c) the mechanisms the board uses to recruit and maintain diversity in its membership; (d) the percentage of the board that annually contributes financially to support the agency's mission; (e) the mechanism the board uses to evaluate performance of the executive director/ chief executive officer; and (f) the process by which the board monitors the operation and quality of programs within your agency. (4250 characters)
7. Describe the practice by which your agency will recruit, hire, train and supervise staff to administer the CASA program. Describe how that staff will be supervised, and what role CASA staff will play in the development, implementation and oversight of the CASA's program's budget and strategic planning. Include an agency organizational chart, showing the intended supervisory path for CASA staff (Appendix D) (4250 characters)
8. Describe in detail your plan to recruit, train, utilize, supervise, develop and retain a panel of CASA volunteers. (4250 characters)

9. Please indicate the number of volunteers you expect to assign during the first three calendar years of the proposed contract period, 2010-11 through 2012-13, as well as their proposed hours and the number of children you expect to serve.

	2010-11	2011-12	2012-13
Active Volunteers			
Volunteer Hours			
Children Served			

10. Please complete the grid with information about the CASA volunteers you expect to assign during 2010-11. For each box, please include both total numbers and percentages.

Gender		Ethnicity		Age	
Male	/ %	African American	/ %	Under 20	/ %
Female	/ %	Asian American		20-29	/ %
Total	/100%	Caucasian	/ %	30-39	/ %
		Hispanic/Latino	/ %	40-49	/ %
		Native American	/ %	50-59	/ %
		Multi or Bi-racial	/ %	60	/ %
		Other			
		Total	/100%	Total	/100%

11. Describe your agency’s commitment to maintaining diversity on your staff and among your volunteers, and your efforts to have that diversity reflect the populations you serve. Describe your agency’s commitment to cultural competence, to include what ongoing training you offer to staff and volunteers. (4250 characters)
12. Describe the mechanisms your agency will use to monitor the effectiveness of the CASA program in Erie County during the contract period. These can include, but are not limited to: volunteer and stakeholder surveys, focus groups, regular meetings with court staff to assess program effectiveness, and other mechanisms. Reference how you maintain the quality of other programs within your agency and monitor their effectiveness. (4250 characters)
13. Describe how the confidentiality of case files will be maintained within your agency, including both paper and electronic files. Describe how staff and volunteers will be made aware of confidentiality requirements regarding discussing case specifics with individuals involved in the case and with external entities. (2125 characters)

**Budget.** This series of questions corresponds to Appendix C, an Excel chart in which proposers are required to submit a proposed budget and accompanying narrative for the CASA program for the first 12 months of the contract term (April 1, 2010 through March 31, 2011). (Appendix C).

B1. If indirect / administrative cost percentages are included, please describe the method or basis for allocation. (Indirect costs are those that benefit more than one program and, therefore, are shared. They include general maintenance and operation expenses, general office and administrative expenses, general overhead, etc. Some common methods of allocating indirect costs are based upon time, space, units of service, or percentage of funding. ) If no indirect / administrative cost percentages are included, please indicate that is the case and if those charges are integrated into the budget you have submitted. (2125 characters)

B2. Describe your agency's internal controls procedure. (Internal controls procedures are systematic methods such as reviews, checks and balances instituted by an organization to conduct its business in an orderly and efficient manner; safeguard its assets and resources; deter and detect errors, fraud and theft; ensure accuracy and completeness of accounting data; produce reliable and timely financial and management information; and ensure adherence to agency policies and plans.) (2125 characters)

B3. Complete the chart on the following page indicating the mix of revenue sources intended to supplement UCS funding for the CASA program over the first three fiscal years of the contract period and detail plans to help to financially sustain and grow the CASA program.

**OCA/CPA RFP336**

**BID OPENING  
03/11/10  
2:00PM**

	2010-11	2011-12	2012-13
United Way			
Interest on Lawyer Account			
County Funding			
Federal Funding <i>Please specify source:</i>			
Other (non-UCS) State Funding <i>Please specify source:</i>			
Private Foundation Grants: <i>Please specify source:</i>			
Individual Donations			
Other Fundraising Efforts <i>Please give examples:</i>			
Total			