



**OFFICE OF INSPECTOR GENERAL
PALM BEACH COUNTY**

**CONTRACT OVERSIGHT OBSERVATION
(2013-O-0004)**

Sheryl G. Steckler
Inspector General

"Enhancing Public Trust in Government"

Date: August 1, 2013
To: Gaetana Ebbola, Chief Executive Officer, CSC
From: Sheryl G. Steckler, Inspector General
Subject: Request for Qualifications #13-005 – Rating Tool & Process Meeting

SUMMARY

The Office of Inspector General observed the Children's Services Council's "RFQ #13-005 Rating Tool & Process Meeting" and determined it was instructive and contained elements consistent with current procurement practices identified in the State of Florida, Department of Management Services', "Guidebook to Public Procurement" document.

By requiring selection team members to attend a pre-selection training meeting, the Children's Services Council has an internal process that assists in safeguarding the integrity of the procurement process.

BACKGROUND

On June 10, 2013, Office of Inspector General (OIG) staff attended the pre-selection training meeting administered by the Children's Services Council (CSC). The selection team members consisted of six individuals: four members ["Request for Qualifications (RFQ) Review team members"] were responsible for reviewing and scoring the proposals in accordance with the solicitation document¹ and two members serving in an administrative capacity.

The following materials were provided to the selection team members:

1. Agenda (Attachment A)
2. Review Team Packet (Attachment B)
3. RFP/RFQ Review Team Guidelines (Attachment C)
4. RFQ 13-005 Rating Tool (Attachment D)
5. Team Pre-Rating Meeting Power Point (Attachment E)
6. After Action Review (Attachment F)

Key Meeting Elements

CSC designated a staff member to facilitate the "RFQ #13-005 Rating Tool & Process Meeting". The following topics were discussed:

¹ Request for #13-005 titled "The Incredible Years[®] Facilitator/Group Leader Qualifications", issued on May 8, 2013.

Dates to Remember – RFQ Review team members were provided with a detailed timeline for the RFQ solicitation. This included a discussion of the submission deadline; date/time for the evaluating the proposals; interview selection/non-selection notifications; contract negotiation; and, finalizing contract terms and conditions.

Sunshine Law – RFQ Review team members were advised “that no discussions, (in person, by phone, by email, etc.) can occur between or among 2 or more Team members regarding a proposal or proposals other than in a publicly noticed meeting.”

Confidentiality – RFQ Review team members were advised “not to discuss or share proposals with any individuals outside of CSC who is not on the RFP/RFQ Team, especially anyone connected with one of the proposers.”

Conflict of Interest – RFQ Review team members were informed that they “shall not participate” in an evaluation when the RFQ Review team member knows that he/she or any member of his/her immediate family is employed or has a financial interest in any of the proposers. They were reminded that it would be unethical to use confidential information for “actual or anticipated personal gain.”

Rating Tool – A review of the rating tool included a discussion of the rating scale, individual questions for rating, weight, reviewer comments and initial score versus final score. The discussion also included the importance of consistency in their evaluation of the proposals. They were advised to not write on the proposals but rather use post-it notes as a marker and write comments in the space provided on the rating tool.

Administrative – RFQ Review team members were reminded to bring the proposals, rating sheets and documents to the evaluation and scoring meeting. They were told when they could expect to receive the proposals and the conflict of interest disclosure forms for their signature. Lastly, they were advised to come to the meeting prepared to discuss and learn.

After Action Review²

The CSC established a process whereby RFQ Review team members attend an “After Action Review” meeting. The purpose of the meeting is to strengthen the competitive solicitation process by incorporating valuable feedback from the team members who were encouraged to evaluate topics such as;

1. “What we do want to do differently (what needs to change)?”
2. “What was the gap from what was planned to what actually happened?”
3. “How can we change (give specific examples)?”

The CSC’s “After Action Review” meeting for “The Incredible Years[®] Facilitator/Group Leader Qualifications”, solicitation is scheduled to occur on August 6, 2013.

² An after action review is a structured review or debriefing process for analyzing what happened, why it happened, and how it can be done better, by the participants and those responsible for the project or event.

GUIDEBOOK TO PUBLIC PROCUREMENT

The State of Florida, Department of Management Services, publishes a "Guidebook to Public Procurement"³ ("Guidebook") that details current procurement practices. The Guidebook contains an array of information; however, of specific interest is Section 3.6, titled "Phase 5: Prepare the Evaluation Team". Contained therein the Guidebook recommends that proposals received pursuant to a competitive solicitation "be evaluated by a team of at least three persons" who are "subject matter experts"⁴. Further, the Guidebook recommends:

"The procurement officer or solicitation team should conduct an evaluation team preparation meeting with all prospective members of the evaluation team. The purpose of the evaluation team preparation meeting is instructive and provides a proper venue for the solicitation team to explain time commitments, statutory requirements and other administrative details. This meeting should also include a discussion and clarification of the evaluation criteria that are to be included as part of the solicitation documents, as well as an explanation of the Timeline of Events."

Moreover, the Guidebook states, "Evaluators should be reminded that they must not discuss the proposals or replies they will receive with each other outside of a public meeting" or "discuss proposals or replies with anyone not on the evaluation team."

The "RFQ #13-005 Rating Tool & Process Meeting" is one approach used by the CSC to promote fair and open competition when awarding contracts.

ACKNOWLEDGEMENT

The Inspector General's Contract Oversight staff would like to extend our appreciation to the Children's Services Council's staff and management for the cooperation and courtesies extended to us during the contract oversight process.

This report is available on the OIG website at: <http://www.pbcgov.com/OIG>. Please address inquiries regarding this report to Joe Doucette, Chief of Operations, by email at inspector@pbcgov.org or by telephone at (561)233-2350.

³ The Guidebook to Public Procurement can be located at: http://www.dms.myflorida.com/business_operations/state_purchasing

⁴ The Guidebook to Public Procurement defines subject matter experts as; "[a] person who has working or expert knowledge about a particular topic or field."

Attachment A

Incredible Years® Facilitator/Group Leader - RFQ #13-005
Rating Tool & Process Meeting

June 10, 2013

2:30 pm – 4:00 pm

Conference Room 250

<i>Agenda Item</i>
Welcome/ Review Agenda
RFQ Background
Overview of Schedule <ul style="list-style-type: none">• RFP Process• Dates to remember
Legal Issues <ul style="list-style-type: none">• Policy & Procedures Information (Sunshine Law & Conflict of Interest)
Wondering What to Expect From Your Experience? <ul style="list-style-type: none">• Review Rating Tool & Process
What You Will Receive
Q&A

Upcoming meeting dates:

Rating Meeting

June 19

1:00 p.m. – 4:30 p.m.

Conference Room 250


The Incredible
Years[®]
Facilitator/Group
Leader RFQ: 13-
005

Review Team
Packet


Facilitator/Reviewer

Review Team Members:

 Reviewer
 Reviewer
 Reviewer


Administrative Assistant IV

WELCOME TO THE INCREDIBLE YEARS® FACILITATOR/GROUP LEADER RFQ TEAM

Enclosed please find the following:

- RFQ Proposed Schedule and Important Team Dates
- RFQ Review Team Guidelines
- Original RFQ
- RFQ Questions and Answers
- Blank rating tools
- Post it notes/Pen/Pencil
- Copies of RFQ submissions for your review.

RFQ Proposed Schedule	
05/08/13	RFQ is available on the CSC website (www.cscpb.org/openprop)
05/16/13	Deadline for submission of questions regarding clarification of RFQ
05/23/13	Final posting of questions and answers and/or clarification or addenda to RFQ (if any) on CSC website (www.cscpb.org/openprop)
06/11/13	Response deadline - All RFQ responses are due by 2 PM at: Children's Services Council of Palm Beach County 2300 High Ridge Road, Boynton Beach, FL 33426 Attention: Reception – RFQ #13-005 Responses will be opened publicly at 2:01 PM CSC technical review of responses; verifies required documentation submitted
06/11/13 -06/21/13	Evaluation of responses by RFQ Selection Team
06/25/13	Notification by email to proposers selected for interviews and list of those selected for interviews posted on CSC website (www.cscpb.org/openprop)
06/26/13 –7/10/13	Interviews at CSC offices, if needed
07/15/13	Notification by email of proposers not selected for further contract discussions;
	notification by email to Proposers selected for contract discussions
07/17/13	Discuss and Finalize Contract

RFQ Team: Important Dates (Note: All Team Members are Required to Attend)	
6/10/13	Pre-RFQ Rating Meeting: Discuss and Review Process and Rating Tool 2:00 pm – 4:00 pm Conference Room 250
6/18/13	Submit Initial Scores by 12:00 pm to Administrative Support Team Member, [REDACTED]
6/19/13	Proposer Rating Meeting 1:00 pm – 4:30 pm Conference Room 250 Note: Time subject to change depending on number of submissions
6/26/13	Proposer Interviews, If Needed 9:00 am – 5:00 pm Barrie A Training Room Note: Time subject to change depending on number of interviewees

Note: Conflict of Interest form will be distributed for signature at the June 19, 2013 RFQ Rating Meeting and collected by [REDACTED]

RATING GUIDELINES:

For each proposal received:

- Review the proposal submission utilizing the rating tool provided. Make sure to include your comments in the space provided.
- Consistency in rating proposers is important. One suggestion is to determine your starting point for an adequate response (i.e. question worth 10 points – adequate response starts at 5 – if the response exceeds adequate, then add points, if the response falls short of an adequate response, deduct points accordingly. **Remember find your method for rating and use it consistently with all proposals.**
- If you have any questions/concerns regarding a proposal for discussion with the Review Team, utilize the Post-It notes provided only to flag items in the proposal, however, write any comments in the space provided on the Rating Tool.
- Do not write in the proposal or on the Post It notes.**
- All rating sheets will be collected and kept on file according to Sunshine State public record laws.
- Document your Initial Scores on the Rating Tool and **submit to [REDACTED] no later than Noon on June 18, 2013 via copy or email.**
- During the Rating Meeting if you change your initial scores, please document rationale for making the changes in the *Reviewer Comments* section of the rating tool
- Pre-Interview Questions: As you review proposals and think about questions that would help you clarify a proposer's answer to an RFP/RFQ question, please make notes on the space provided on the last page of the Rating Tool. All questions will be reviewed and a list of interview questions will be developed from this list.

Attachment C

CHILDREN'S SERVICES COUNCIL OF PALM BEACH COUNTY

RFP/RFQ Review Team Guidelines

1. Sunshine Law

- a. Members of an RFP/RFQ Team are subject to the Sunshine Act requirements of Chapter 286, which provide that any "meeting" must be properly noticed, open to the public, and have minutes kept. Essentially, any discussion between two or more team members concerning any aspect of the proposals or the process for reviewing them is considered a "meeting" and is subject to Chapter 286. A violation of this law is a non-criminal infraction, punishable by a fine; not exceeding \$500, but a knowing violation is a second degree misdemeanor and may be punished accordingly.
- b. For RFP/RFQ Team members this means that **no** discussions, (in person, by phone, by email, etc.) can occur between or among 2 or more Team members regarding a proposal or proposals other than in a publically noticed meeting. An RFP/RFQ Team member may communicate to all other members of the team through an email so long as there is **no** response to that email. This form of communication should be restricted, to the maximum extent possible, to emails from the Team leader. As there may be subsequent requests for any emails concerning the selection process, the Team should agree to using a common subject title for all emails, for example the subject line could read "RFP **Name of RFP/RFQ** – [subject matter of email]".

2. Confidentiality

Team members are not to discuss or share proposals with any individuals outside of CSC who is not on the RFP/RFQ Team, especially anyone connected with one of the proposers. No contact with proposers regarding any aspect of the RFP/RFQ should happen other than during any interviews at a publically noticed meeting or negotiating session.

3. Conflict of Interest

- a. A Team member shall not participate in a RFP/RFQ Evaluation when the Team member knows that he/she or any member of the his/her immediate family (father, mother, brother, sister, child, grandparent, or grandchild of the Team member or his/her spouse) is employed by or has a financial interest in any of the proposers, or the Team member or any member of the Team member's immediate family is negotiating or has an arrangement concerning prospective employment with one of the proposers.
- b. It is unethical for any Team member knowingly to use confidential information for actual or anticipated personal gain, or for the actual or anticipated personal gain of any other person.
- c. It is unethical for any Team member to solicit, accept, or agree to accept from another person a payment, gift, or an offer of employment in return for any decision, approval, disapproval, recommendation or appropriation of any part of a procurement process, influencing the intent of any specification or procurement standard, rendering of advice, investigation, auditing or performing in any other advisory capacity in any RFP/RFQ process or application, related to any solicitation or proposal therefore.

Attachment D

The Incredible Years® Facilitator/Group Leader: RFQ #13-005 Rating Tool

Proposer Name _____

Reviewer Name _____

Rating Scale:

Lowest	1	2	3	4	5	Highest
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Title/Question	Initial Score	Final Score	Weight	Total Score
Previous knowledge (education) and experience with community training initiatives. Reviewer Comments:			10	
Title/Question	Initial Score	Final Score	Weight	Total Score
Describe the proposer's training, background, and/or experience in child development, behavior management, and group process. Reviewer Comments:			15	

The Incredible Years® Facilitator/Group Leader: RFQ #13-005 Rating Tool

Title/Question	Initial Score	Final Score	Weight	Total Score
Describe the proposer's experience working with individuals from diverse socio-economic, cultural and life-style backgrounds.			10	
Reviewer Comments:				
Title/Question	Initial Score	Final Score	Weight	Total Score
Describe the proposer's facilitation experience and knowledge of adult education strategies and techniques for group facilitation.			20	
Reviewer Comments:				

The Incredible Years® Facilitator/Group Leader: RFQ #13-005 Rating Tool

Title/Question	Initial Score	Final Score	Weight	Total Score
Describe the proposer's understanding of a strength-based, family centered approach. Give an example that demonstrates the proposer's use of a strength-based, family centered approach			15	
Reviewer Comments:				
Title/Question	Initial Score	Final Score	Weight	Total Score
Completion of Incredible Years® Baby, Toddlers, and/or Preschool BASIC Parent Program Group Leader Trainings.			10	
Reviewer Comments:				
Title/Question	Initial Score	Final Score	Weight	Total Score
Completion of Brazelton Touchpoints™ Individual Level Training			10	
Reviewer Comments:				

Attachment E



The Incredible Years[®] Facilitator/Group Leader RFQ
Team Pre-Rating Meeting

Agenda

- Welcome/Review Agenda
- RFQ Background
- Review Schedule for RFP Process/Dates to Remember
- Legal/Policy and Procedures Information
- Wondering what to Expect From Your Experience?
 - RFQ Rating Tool (Review of Tool and Scoring)
- What You Will Receive
- Questions/Answers

Team

RFQ Review Team:

- [REDACTED] Provider Professional Development Associate
- [REDACTED] Learning Development Officer
- [REDACTED] Agency Compliance Auditor



Facilitator/Reviewer: [REDACTED]

Program Officer, PPD

Admin Support: [REDACTED]

Administrative Assistant IV

RFQ Background

- The Incredible Years[®] parenting program is a three-part training series for parents, teachers and children, targeting children ages 0-12 who are at risk of developing, or have developed behavior problems.
- The training series has two long-range goals.
 - The first goal is to provide cost-effective, early prevention programs that all families and teachers of young children can use to promote social, emotional and academic competence and to prevent children from developing conduct problems.
 - The second goal is to provide comprehensive interventions for teachers and parents, targeted at treating and reducing the early onset of conduct problems in young children.

RFQ Background

- The goal of this RFQ is to identify Group Leaders/Facilitators for the following Incredible Years[®] programs:
 - Baby
 - Toddlers
 - Preschool BASIC

RFQ Timeline

05/08/13	RFQ is available on the CSC website (www.cscpbcc.org/openprop)
05/16/13	Deadline for submission of questions regarding clarification of RFQ
05/23/13	Final posting of questions and answers and/or clarification or addenda to RFQ (if any) on CSC website (www.cscpbcc.org/openprop)
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06/26/13 –7/10/13	Interviews at CSC offices, if needed
07/15/13	Notification by email of proposers not selected for further contract discussions;
	notification by email to Proposers selected for contract discussions
07/17/13	Discuss and Finalize Contract

RFQ Team: Important Dates

Note: All Team Members are Required to Attend.

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Legal/Policy and Procedures



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Legal/Policy and Procedures

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Legal/Policy and Procedures

Conflict of Interest

- A Team member shall not participate in a RFP Evaluation when the Team member knows that he/she or any member of the his/her immediate family (father, mother, brother, sister, child, grandparent, or grandchild of the Team member or his/her spouse) is employed by or has a financial interest in any of the proposers, or the Team member or any member of the Team member's immediate family is negotiating or has an arrangement concerning prospective employment with one of the proposers.
- It is unethical for any Team member knowingly to use confidential information for actual or anticipated personal gain, or for the actual or anticipated personal gain of any other person.

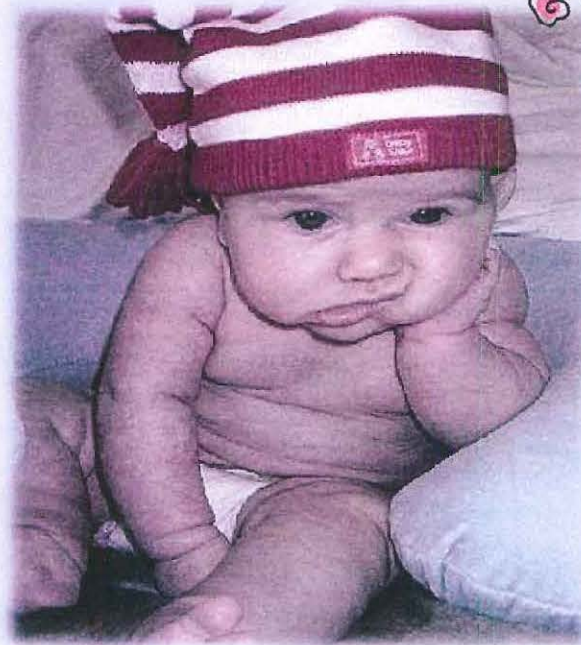
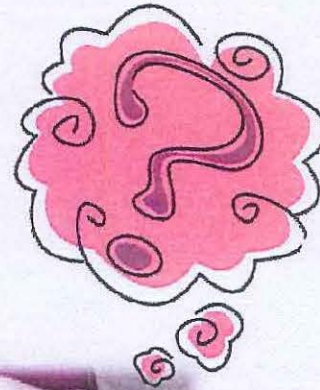
Legal/Policy and Procedures

Conflict of Interest

- It is unethical for any Team member to solicit, accept, or agree to accept from another person a payment, gift, or an offer of employment in return for any decision, approval, disapproval, recommendation or appropriation of any part of a procurement process, influencing the intent of any specification or procurement standard, rendering of advice, investigation, auditing or performing in any other advisory capacity in any RFP process or application, related to any solicitation or proposal therefore.
- Any questions concerning conflicts of interest should be immediately brought to CSC's General Counsel.

Wondering What to Expect?

- Rating Tool
 - Review of Tool
 - Rating Guidelines
 - Reviewer Comments



Rating Guidelines

For each proposal received:

- Review the proposal submission utilizing the rating tool provided. Make sure to include your comments in the space provided.
- Consistency in rating proposers is important. One suggestion is to determine your starting point for an adequate response (i.e. question worth 10 points – adequate response starts at 5 – if the response exceeds adequate, then add points, if the response falls short of an adequate response, deduct points accordingly. **Remember find your method for rating and use it consistently with all proposals.**



Rating Guidelines

- If you have any questions/concerns regarding a proposal for discussion with the Review Team, utilize the Post-It notes provided only to flag items in the proposal, however, write any comments in the space provided on the Rating Tool.
- **Do not write in the proposal or on the Post It notes.**
- All rating sheets will be collected and kept on file according to Sunshine State public record laws.
- Document your Initial Scores on the Rating Tool and submit to [REDACTED] [REDACTED] no later than Noon on June 18, 2013 via copy or email.



Rating Guidelines

- During the Rating Meeting if you change your initial scores, please document rationale for making the changes in the *Reviewer Comments* section of the rating tool

Note Regarding Pre-Interview Questions: *As you review proposals and think about questions that would help you clarify a proposer's answer to an RFP question, please make notes on the space provided on the last page of the Rating Tool. All questions will be reviewed and a list of interview questions will be developed from this list.*



What You Will Need

- Review Team Members will receive:
 - RFQ (Please become familiar with this proposal)
 - RFQ Proposer Questions/Answers
 - Copy of Proposals for Review
 - Blank rating tools for each Proposal
 - Conflict of Interest Form (to be distributed prior to the start of the Rating Meeting).

Questions and Answers



You are ready to review!

- Thanks again for agreeing to be a part of The Incredible Years[®] Facilitator/Group Leader RFQ Review Team!
- Don't forget to bring all of your proposals, documentation, and rating sheets to the rating meeting.
- Come prepared to discuss, learn, and enjoy each other's company.

