

The Children's Trust

Single Source Procurement Determination #2024-20

Single Source Procurement Determination #2024-20 provides an opportunity for potential entities to identify themselves as eligible to perform the distinct services described below. The description of services is intended to result in one contract. This notice posted on March 11, 2024, by The Children's Trust is for seven (7) business days, through 4:59pm on March 20, 2024.

	SERVICE	DESCRIPTION
1.	Implementation of Reach Out and Read	The Children's Trust seeks to procure the services of an agency to implement the national evidence-based program Reach Out and Read .
2.	Administration of the 211 Call Center	The Children's Trust seeks to procure the services of an agency to administer a 211 Call Center to manage all aspects of the 211 Helpline in Miami-Dade County.

REQUIREMENTS FOR ALL RESPONDENTS

Fiscal Soundness

The Children's Trust seeks to fund projects that will operate in a fiscally sound manner. The Trust will review fiscal solvency utilizing a three-prong ratio test from information included in the audited financial statements for agencies that are not currently funded by The Children's Trust.

The fiscal soundness requirements can be found on The Children's Trust website: <https://www.thechildrenstrust.org/content/general-programmatic-funding-requirements>.

Submission

Responses must be emailed to grants@thechildrenstrust.org using the service name in the subject line.

Responses should include:

- Agency's Federal Employer Identification Number
- Statement describing agency's ability to provide services as described.
- Agency's most current financial statement audit (if not on file)

The Children's Trust shall provide notice of its decision to enter into a single-source contract by responding to the email address on file. All such awards must be approved by the board of The Children's Trust.

Official date and time for availability posted: **March 11, 2024, by 5:01 p.m.**

Official last date and time for receipt of responses: **March 20, 2024., at 4:59 p.m.** Please **submit any questions about this posting to grants@thechildrenstrust.org, using the service name in the subject line, [by March 15, 2024.](#)**

SINGLE SOURCE PROCUREMENT DETERMINATION

Service #1 Reach Out and Read

Funding

Total funding available is **\$700,000.00** for 12 months. Services are contracted for a period of 12 months, commencing October 1, 2024, through September 30, 2025. Annual renewal, based on satisfactory performance of a single source contract, is permitted in which there is no other provider for such a service.

Service Requested

The Children's Trust seeks to procure the services of an agency to implement the national evidence-based program **Reach Out and Read (ROR)**. The ROR model promotes early literacy and school readiness strategies within pediatric offices by giving new books to children and advice to parents from their doctors about the importance of reading aloud with young children. The program builds on the unique relationship between parents and medical providers to develop critical early reading skills in children beginning at birth. Families participating in ROR have been found to read together more often and their children enter kindergarten better prepared to succeed, with larger vocabularies, stronger language skills and a three-to-six-month developmental edge over their peers. This evidence and more are referenced on the ROR website (<http://reachoutandread.org/our-impact/reach-out-and-read-the-evidence/>).

Service Requirements

The selected agency must be the designated ROR affiliate sanctioned and overseen by the ROR National Center, Reach Out and Read Inc. to implement with fidelity all the evidenced-based ROR-required components at program sites throughout Miami-Dade County. These components include but are not limited to the following:

- Maintain a formal partnership with the 67 current pediatric providers who integrate Reach Out and Read into their well child visits with fidelity to the model. Sites will distribute children's books during well-child visits, replacing the existing locations with new sites if an existing provider drops out of the program. Physicians provide anticipatory guidance to parents/ caregivers about the importance of early literacy and reading aloud beginning at birth.
- As applicable, assist sites in the completion of a formal application to the Reach Out and Read National Reach to ensure sustainable growth and expansion of ROR's work across Miami-Dade County and to provide systems to support the implementation of the program at their site.
- Assist medical providers to complete Core Training: ROR 101 (version 3.1) prior to site activation and onboard any new medical providers to access myror.org. Physicians will receive Certified Medical Education (CME) credits and site acceptance into the ROR network.
- Provide appropriate ROR staff and residency training to new and existing sites.

- Order high-quality, culturally, and linguistically appropriate books; identify age and developmental level; and coordinate delivery of books to sites.
- Provide physicians with guidance to enhance waiting rooms that promote literacy. This includes creating literacy rich environments, making a variety of children's books and other materials available, and limiting screen time.
- Provide program staff to assist sites with start-up activities, ongoing activities, submission of reports to the national program center and support for existing site's staff.
- All sites are to be supported at a minimum monthly through program staff visits/contacts using the ROR fidelity checklist to ensure ROR is part of standard pediatric practices in the clinic, to restock book inventory and to offer technical assistance and support to practice leadership/administration and staff.
- Provide anticipatory guidance to parents/caregivers by modeling dialogic read aloud techniques with families and children during sessions conducted in selected physician waiting rooms.
- Gauge the effectiveness of the physician's guidance and recommendations regarding early reading. This is to be done by surveying a percentage of parents on a regular basis to assess their perception of what the physician conveyed about the importance of early literacy and reading with their child, as well as the number of times their child is read to per week.

Qualifications

- The selected agency must be the designated ROR affiliate by Reach Out and Read, Inc., the national center to implement with fidelity all the ROR required components at program sites throughout Miami-Dade County.
- The selected agency must meet The Children's Trust eligibility criteria. The criteria can be found on The Children's Trust website: <https://www.thechildrenstrust.org/content/eligible-applicants>

Service # 2: Administration of the 211 Call Center

Funding

Total funding available is **\$1,374,176.00** for 12 months. Services are contracted for a period of 12 months, commencing October 1, 2024, through September 30, 2025. Annual renewal, based on satisfactory performance of a single source contract, is permitted in which there is no other provider of such a service.

Service Requested

The Children's Trust seeks one provider to administer a 211 Call Center to manage all aspects of the 211 Helpline in Miami-Dade County, which shall serve as the single point of coordination for information and referral for health and human services in Miami-Dade County.

The 211 Helpline provides 24-hour comprehensive helpline and support services for children, youth, parents, and human service providers seeking crisis intervention assistance, empathetic listening support, and or information and referrals to health and

human services located in Miami-Dade County. Additionally, the 211 Helpline provider maintains a web-based Help Pages/Community Resource Directory (CRD) accessible to the public via a searchable database on the Internet. This resource provides information on community-based and government agencies, individual service programs, service sites, client eligibility criteria, and other specifications.

Single Source - Designation as a 211 Call Center:

Florida Statute 408.918 authorizes the planning, development, and, subject to appropriations, the implementation of a statewide Florida 211 Network. The objectives for establishing the Florida 211 Network include to:

- (a) Provide comprehensive and cost-effective access to health and human services information.
- (b) Improve access to accurate information by simplifying and enhancing state and local health and human services information and referral systems and by fostering collaboration among information and referral systems.
- (c) Electronically connect local information and referral systems to each other, to service providers, and to consumers of information and referral services.
- (d) Establish and promote standards for data collection and for distributing information among state and local organizations.
- (e) Promote the use of a common dialing access code and the visibility and public awareness of the availability of information and referral services.

To participate in the Florida 211 Network, a 211 provider must be fully accredited by the national Alliance of Information and Referral Systems, now known as Inform USA, or have received approval to operate, pending accreditation, from its affiliate, the Florida Alliance of Information and Referral Services, now Inform Florida.

For an application to be accepted to administer the 211 Call Center in Miami-Dade County, the applicant must be eligible to participate in the Florida 211 Network.

Service Requirements

All the following components must be provided through the administration of the 211 Helpline for Miami-Dade County. Identify your approach and method to accomplish each of them in your response.

Helpline Services

Helpline services are to be provided by trained information and referral specialists in the following three (3) languages - English, Spanish and Haitian-Creole - to Miami-Dade County callers who dial 2-1-1.

Enhanced Advocacy and Care Coordination

Callers who have a particular need and who are not able to address it on their own due to various impeding factors will be provided with additional assistance. Information and referral specialists help identify callers that may benefit from receiving additional assistance provided by experienced, knowledgeable case managers who will guide them through the social service system and will serve as their connector to appropriate referral sources. Provide follow-up contacts for callers who meet identified criteria for care coordination.

Community Outreach

Provider promotes the 211 Helpline and related service components through grassroots outreach targeting parents and youth, particularly hard-to-reach communities including teenage mothers, new immigrants, teens, migrant workers, grandparent care givers and families of children with disabilities.

Community Resource Directory (CRD) and Provider Technical Assistance Training

Provider ensures all information maintained in the CRD is accurate and up-to-date and regularly solicits new resources to populate the CRD. Additionally, provider trains social service providers in Miami-Dade County on how to establish and maintain current and accurate information using the CRD's web-based software system. This includes an overview of their agency, program and service profiles and instruction on how to access edit and submit updated information.

Database Management, Data Analysis and Reporting

Provider maintains an information and referral database in which callers' basic demographic information and problem/needs are entered and then analyzed to produce monthly reports that inform the community as to service needs; however, calls to the Helpline remain confidential at all times so no identifying or personal information is disclosed. Aggregate reports on inquirer requested information, as well as service availability, are produced in ways that are useful to provider and community partners.

Qualifications

- Applicant must be accredited by the Alliance of Information and Referral Systems (AIRS), now known as Inform USA and have a license for the 211 call number for Miami-Dade County. Provider must be qualified to do business in the State of Florida and be in good standing with the IRS (Internal Revenue Service) and financially stable as determined by The Children's Trust.
- The selected agency must meet The Children's Trust eligibility criteria. The criteria can be found on The Children's Trust website: <https://www.thechildrenstrust.org/content/eligible-applicants>