

STATE OF MAINE
Department of Health and Human Services
Office of Child and Family Services



RFA# 202608134

Supervised Visitation Services

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Informational Meeting	DATE:	October 6, 2026
	TIME:	2:00 p.m., local time
	LOCATION:	Zoom Meeting Link: WEBLINK FOR RFA 202608134 Meeting ID: 867 9046 5462, or by Phone at +13052241968, using the Meeting ID provided. Passcode: 29780609

Submitted Questions Due Date	October 9, 2026, no later than 4:00 p.m., local time
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Initial Application Submission Deadline	DATE:	October 30, 2026, no later than 4:00 p.m., local time
	TO:	Vendor Self Service System (VSS)

Future Application Submission Periods	BASIS:	Quarterly: January, April, July, October
	TO:	Vendor Self Service System (VSS)

After the initial application submission deadline, the Department anticipates republishing the RFA in VSS on a quarterly basis in order to consider additional vendors for contract award. *See Part III of the RFA for more information on future application submission periods.*

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PUBLIC NOTICE

**State of Maine
Department of Health and Human Services
RFA# 202608134
Supervised Visitation Services**

The State of Maine is seeking applications for Supervised Visitation Services. The Department encourages applications from all agencies/organizations (large and small), including but not limited to grassroots and community-based organizations and non-profits.

A copy of the RFA and all related documents can be obtained through the Vendor Self Service System (VSS): <https://mevss.hostams.com/PRDVSS1X1/AltSelfService>

An Information Meeting will be held on October 6, 2026 at 2:00 p.m., local time via Zoom at: <https://mainestate.zoom.us/j/86790465462?pwd=IVmvtiyWXYhO8q4bbEebPZHhH9cPvH.1> using Meeting ID: 867 9046 5462, or by phone at +13052241968 using the Meeting ID provided.

Applications must be submitted to the Office of State Procurement Services, via the Vendor Self Service System (VSS). Application submissions must be received no later than 4:00 p.m., local time, on October 30, 2026. Applications will be opened the following business day.

RFA TERMS/ACRONYMS with DEFINITIONS

The following terms and acronyms, as referenced in the RFA, have the meanings indicated below:

<u>Term/Acronym</u>	<u>Definition</u>
Child(ren)	As defined in 22 M.R.S.A. §4002(2) .
Child Abuse or Neglect	As defined in 22 M.R.S.A. §4002(1) .
Child(ren) in Care	Children under the age of eighteen (18) who have been court-ordered into the care and legal custody of the Department.
Child Welfare Information System (CWIS)	The Department's data collection system, known as Katahdin, used to collect and record Child welfare information.
Critical Incident	A significant or extraordinary event that presents a serious threat to a child's safety, well-being, or case integrity.
Culturally Competent	The ability to understand and respect the values, beliefs, and attitudes of people from different cultures and respond appropriately to the differences.
Department	Maine's Department of Health and Human Services
District	Includes eight (8) geographic areas throughout the State in which OCFS provides services, refer to Exhibit 1 within this document.
Emergency Protocols	Action(s) taken to address circumstances which jeopardize the Safety of any individual participating in Visitation. Examples include notifying law enforcement or Child protective staff or terminating the Visit.
Family Team Meetings (FTM)	A foundational building block of OCFS' practice, which involves Child welfare staff partnering with families and their formal and informal supports with the purpose of shared decision-making in pursuit of identified family and Child goals.
Family Visitation Plan	A written plan, outlined in the family plan, individualized for each Visitor, that documents: a. OCFS' Safety concerns; b. The level of supervision required; c. Frequency of contact; d. Reasons a Visit may be terminated; e. The Child's needs; f. Any limitation on the Visitor's ability to engage in routine parenting tasks (such as photographs or diaper changes); and g. Specific skills that each Parent will be guided on during Visits with their Child(ren).
Least-Restrictive Environment	The birth Parents' home is considered the Least-Restrictive Environment and the homes of resource parents, relatives, fictive kin that the Children have frequented the second (2 nd) Least-Restrictive Environment.
OCFS	The Department's Office of Child and Family Services
Parent	As defined in 22 M.R.S.A. §4002(7) , and includes "caregivers" as defined in Child and Family Services Policy .

<u>Term/Acronym</u>	<u>Definition</u>
Positive Parenting Techniques	Techniques that are demonstrated to improve the Parent-Child bond, a Child's behavior, and a Child's growth and development. Positive Parenting Techniques include, but are not limited to, shared Parent/Child activities free from abusive behavior, such as reading, playing games, and eating together. Positive Parenting Techniques: a. Increase Parents' competence in promoting healthy development and managing common behavior problems and developmental issues; b. Reduce Parents' use of coercive and punitive methods of disciplining a Child(ren); c. Increase Parents' use of positive parenting strategies in managing their Child(ren)'s behavior; d. Increase Parental confidence in raising their Child(ren); e. Decrease Child behavior problems (for families experiencing difficult Child behavior(s)); f. Improve Parents' co-parenting communication regarding parenting issues; and g. Reduce parenting stress associated with raising a Child(ren).
Pre-Visit Parent Meetings	A meeting between the Provider and Parent(s) to establish ground rules and expectations. All Parents are expected to sign an acknowledgement of the rules and expectations during this Pre-Visit Parent Meeting.
Provider	An Applicant qualified to provide Supervised Visitation Services and who has entered into a contract with the Department.
RFA	Request for Applications
Risk Factor	A combination of individual, relational, community, and societal factors that contribute to having increased potential for maltreatment. Risk Factors are characteristics associated with Child maltreatment that may or may not be direct causes.
Safe/Safety	The protection of Children from harm, Abuse, or Neglect during scheduled Visits with Parents or other designated individuals. Safety encompasses ensuring the Child's physical, emotional, and psychological safety throughout the Visit.
Safety Interventions	Any direct action, delivered by the Provider's staff that is delivered for the purpose of assuring Child Safety.
Small Agency/Organization	Agencies/organizations with five (5) or fewer staff who conduct the Supervised Visits.
State	State of Maine
Supervised Visit/Visitation	A Visit facilitated by a trained Supervised Visitation Provider who is present throughout the entire Visit to ensure the Safety of the Child(ren) and who provides feedback to promote healthy Parental engagement.
Supervised Visitation Provider	A direct service worker who facilitates Safety, provides Supportive Guidance for Positive Parenting Techniques, and monitors engagement between the Parent and Child(ren) during Visitation.
Supervised Visitation Provider Supervisor/ Supervisor	The Provider's staff who provide supervision to the Supervised Visitation Provider and meets the qualifications, duties, and responsibilities under the services outlined in this RFA.

<u>Term/Acronym</u>	<u>Definition</u>
Supportive Guidance	Interactions, prompts, redirection, and/or coaching with Children and Parents designed to provide skills training, guidance, and feedback to assist them in reaching their reunification plan goals. Immediate intervention is necessary when safety concerns or behaviors place the child or others at risk.
Trauma-informed Approach	A practice approach that recognizes and responds to the impact of traumatic stress on the Child, Parents, and service providers. Programs and agencies using such an approach infuse and sustain trauma awareness, knowledge, and skills into their organizational facilities, cultures, practices, and policies. Service providers act in collaboration with all those who are involved using the best available science, to facilitate and support recovery and promote resiliency of the Child and family.
<u>Vendor Self Service System (VSS)</u>	The State's web portal that provides vendors with a single-entry point to register, identify the commodities/services that their company provides, look for business opportunities, and respond to solicitations.
Visit/Visitation	Contact between the Child(ren) and his/her Parent(s) when the Child(ren) has been placed in an out-of-home placement, as described in <u>22 M.R.S.A. § 4034(6)</u> .
Well-being	A measure of a Child's mental, physical, emotional, behavioral, and social health.

State of Maine
Department of Health and Human Services
Office of Child and Family Services
RFA# 202608134
Supervised Visitation Services

PART I INTRODUCTION

A. Purpose and Background

The Department of Health and Human Services (Department) is seeking applications for Supervised Visitation Services as defined in this Request for Applications (RFA) document. This document provides instructions for submitting applications, the procedure and criteria by which the awarded Applicant(s) will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Applicant(s).

The Department encourages applications from all agencies/organizations (large and small), including but not limited to grassroots and community-based organizations and non-profits.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine residents. In addition, the Department recognizes the value of assisting families in providing for the developmental, health, and Safety needs of Children. The Department strives to provide programs and services while respecting the rights and preferences of individuals and families.

The Office of Child and Family Services (OCFS) is responsible to provide Family Visitation Program Services to Parents pursuant to [22 M.R.S.A. §4041\(1-A\)\(A\)\(1\)\(c\)\(v\)](#). Visitation between a Child(ren) placed in an Out-of-home Placement and his/her Parent(s), and family member(s) is a key part of the process of reuniting Children with their families. Regular Visits help strengthen the Parent-Child(ren) relationship and prepare the family for returning home. The Department is obligated to provide Parent and Child(ren) contact when a Child(ren) is removed from Parental custody. The Department is committed to minimizing the impact of the Out-of-home Placement, promoting Visitation in a natural setting, including the birth Parents' home when Safe to do so.

Family Visitation Program Services allows for a schedule of and conditions for Visits between the Child and Parent designed to provide the Parent and Child time together in settings that provide as positive a Parent-Child interaction as can practicably be achieved while ensuring the emotional and physical Well-being of the Child when Visits are not detrimental to the Child's best interests.

Supervised Visitation must take place in a Safe, secure, and Least-Restrictive Environment. The birth Parents' home is considered the Least-Restrictive Environment and the homes of resource parents, relatives, or fictive kin that the Children have frequented is the second (2nd) Least-Restrictive Environment. The community and Visitation centers are the most restrictive.

Supervised Visitation Providers observe and assess the Parent(s) and Child(ren)'s interaction as well as siblings and/or extended family members. Supervised Visitation Providers use Positive Parenting Techniques from an evidenced-informed parenting program to guide, train, and provide feedback to assist Parents in building the Parenting skills needed to meet the goals identified in the Family Visitation Plan and intervene when Safety is potentially compromised. Pre- and post-Visit Parent Meetings are held with the Parents to prepare for the Visit and offer feedback.

Exhibit 1 depicts the total estimated Supervised Visitation Services needs per District.

Exhibit 1: Estimated Supervised Visitation Services Need per District			
District	Counties	OCFS District Offices	Estimated Monthly Supervised Visitation Hours
1/2	York, Cumberland, & Sagadahoc	Biddeford, Sanford, & Portland	1,000
3	Androscoggin, Oxford, & Franklin	Lewiston	1,200
4	Lincoln, Knox, & Waldo	Rockland	500
5	Kennebec & Somerset	Augusta & Skowhegan	1,000
6	Penobscot & Piscataquis	Bangor	900
7	Washington & Hancock	Ellsworth & Machias	600
8	Aroostook	Caribou & Houlton	980

B. General Provisions

1. From the time this RFA is issued until award notification is made, all contact with the State regarding this RFA must be made through the RFA Coordinator identified on the cover page of this RFA. No other person/State employee is empowered to make binding statements regarding this RFA. Violation of this provision may lead to disqualification from the application process, at the State's discretion.
2. Issuance of the RFA does not commit the Department to issue an award or to pay expenses incurred by an Applicant in the preparation of a response to the RFA. This includes attendance at personal interviews or other meetings, where applicable.
3. All applications must adhere to the instructions and format requirements outlined in the RFA and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Applications must follow the format and respond to all questions and instructions specified in Part III of the RFA.
4. Applicants will take careful note that in evaluating an application submitted in response to this RFA, the Department will consider materials provided in the application, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Applicant (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating the Applicant's experience and capabilities.
5. The application must be signed by a person authorized to legally bind the Applicant and must contain a statement that the application and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the submission opening.
6. The RFA and the awarded Applicant's application, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.

7. Following announcement of an award decision, all records and documents regarding this RFA, including bid submissions, will be public records, available for public inspection pursuant to [5 M.R.S. §1825 B \(6 & 15\)](#) and the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](#) et seq.). State contracts and information related to contracts, including all records, documents, supporting documents, and bid submissions, are public records unless otherwise excepted by statute (*Id*).
8. Subject to the above and pursuant to applicable law, in the event that an Applicant believes any information that it submits in response to this RFA is confidential, it must mark that information accordingly, and include citation to legal authority in support of the Applicant's claim of confidentiality. In the event that the Department receives a FOAA request that includes submissions marked as confidential, the Department shall evaluate the information and any legal authority from the Applicant to determine whether the information is an exception to FOAA's definition of public record. If the Department determines to release information that an Applicant has marked confidential, it shall provide advance notice to the Applicant to allow for them to seek legal relief.
9. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in applications received in response to the RFA.
10. If awarded a contract resulting from this RFA, vendors shall be required to disclose, in writing and in accordance with applicable Maine law, any actual or potential conflicts of interest. Such disclosure must include any financial, professional, or personal relationships that could give rise to a conflict of interest or the appearance of a conflict of interest. Failure to disclose a known conflict or appearance of conflict may result in disqualification, contract termination, or other remedies as provided by law.
11. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Applicant's responsibility to determine the applicability and requirements of any such laws and to abide by them.

C. Contract Term

The term of anticipated contract period resulting from this RFA is defined in the table below. The dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFA, the specific project awarded, and the contracting process. The actual contract start date will be established by a completed and approved contract.

	Start Date	End Date
Anticipated Contract Period	1/1/2027	12/31/2028

To ensure sufficient capacity to meet the State's Child welfare needs, the Department anticipates republishing this RFA on a quarterly basis, beginning April 2027, for Applicants interested in applying to provide Supervised Visitation Services in a select District(s).

Qualified Applicants will enter into a 2-year contract with the Department and be required to reapply prior to the 2-year contract end date to demonstrate continued capability of providing Supervised Visitation Services and confirm agreement to the Department's established reimbursement rates.

The reimbursement rates, identified in Exhibit 2, are established by the Department's Office of Child and Family Services at an all-inclusive rate per unit (One (1) Hour = One (1) Unit) and as outlined below.

Exhibit 2: Reimbursement Rates per District

Districts	Related Counties	Reimbursement Rate per Unit
District 1 and 2	York, Cumberland, and Sagadahoc	\$80.00
District 3	Androscoggin, Oxford, and Franklin	\$70.00
District 4	Lincoln, Knox, and Waldo	\$70.00
District 5	Kennebec and Somerset	\$70.00
District 6	Penobscot and Piscataquis	\$70.00
District 7	Washington and Hancock	\$70.00
District 8	Aroostook	\$70.00

D. Awards

The Department anticipates making multiple awards in each of the Districts outlined in Exhibit 1, as a result of this RFA process.

Applicants must indicate on the Application Cover Page which District(s) they are interested in providing Supervised Visitation. Applicants who intend to service multiple District only needs to submit one (1) application identifying each District to be served.

Awards will be issued to qualified Applicants who demonstrate the capability of providing Supervised Visitation Services. The Department anticipates this new approach will ensure families have greater access to Statewide Supervised Visitation.

PART II STANDARD SERVICE CONTRACT ACTIVITIES AND REQUIREMENTS

The Department intends to utilize a Standard Service Contract for all Applicants who are conditionally awarded to provide Supervised Visitation Services. As part of Supervised Visitation Services, Providers will be expected to comply with the requirements outlined below. Small Agencies/ Organizations are not expected/required to provide transportation services if not feasible.

A. Supervised Visitation Service Delivery

1. Ensure each Child is Safe from Child Abuse or Neglect during Visits.
2. Notify the Department within twenty-four (24) hours or before the next Supervised Visit (whichever is sooner) of any Safety Intervention or Critical Incident.
3. Ensure compliance with court orders and/or the Department's Family Visitation Plan regarding Supervised Visitation.
4. Assist the Parent(s) in meeting the goals of the Family Visitation Plan through Supportive Guidance
5. Ensure each Supervised Visitation Provider is trained in positive parenting techniques to incorporate into skill building and feedback for parents as needed during Visitation or as requested by the Department.
6. Ensure the development, implementation, and oversight of the Supervised Visit provides a Culturally Competent, respectful, Strength-based, and Trauma-informed Approach and ensures the family's cultural and linguistic needs are accommodated.
7. Develop a Parent survey to evaluate Parent satisfaction.
 - a. Ensure the Parent survey includes questions, including but not limited to:
 - i. *"Did the Supervised Visitation Provider accommodate the Parent schedule for availability for Visitation?"*;
 - ii. *"Did the Parent feel supported during Visits?"*;
 - iii. *"Did the Parent feel their Child(ren) in Care was Safe during Visits?"*;
 - iv. *"Did the Parent feel he/she acquired increased Parenting skills from Visits?"*;
 - v. *"Did the Parent feel their voice was heard in the Pre- and post-Visit Parent Meetings, and in the planning for and feedback of Visits?"*; and
 - vi. *"Did the Parent feel the Supervised Visitation Provider shared objective feedback with the participants in the Family Team Meeting regarding progress made during the Visits?"*
 - b. Disseminate and collect, quarterly, the Parent survey to measure the quality of the Supervised Visitation services.
8. Collaborate with the Department's Office of Child and Family Services (OCFS) and District staff:
 - a. To streamline and coordinate the Supervised Visitations, including;
 - i. Scheduling and conducting Visits;
 - ii. Assessing travel time for each Child(ren) in Care who is transported to and from Visits;
 - iii. Continuous assessment of the Parent's progress, in relation to participating in the Visits, including, but not limited to:
 - 1) Attendance;
 - 2) Acceptance and effective use of feedback regarding interactions appropriate to Child development; and
 - 3) Goals set for the Parent(s).
 - b. By meeting quarterly with District staff to identify issues within the delivery of Supervised Visitation Services and to address issues that may arise;

- c. By cooperating with the Department and other applicable government agencies in monitoring, investigating, and reporting on compliance with applicable Federal and State laws and regulations;
 - d. By ensuring Supervised Visitation Providers attend Family Team Meeting (FTMs), when invited by OCFS staff, to assist in creating the Family Visitation Plan, which also includes the Parents and foster families in the creation of the Plan;
 - e. Providing comprehensive documentation of Visitation as outlined; and
 - f. By measuring the quality-of-service delivery of Supervised Visitation to improve services based on the results of the Parent survey.
9. Ensure Supervised Visitation services are provided in a setting indicated in the Family Visitation Plan.
- a. Supervised Visitation must occur in the most natural, Least-Restrictive Environment with the birth Parent's home being the first choice.
 - b. Provide an adequate and Safe space when providing Supervised Visitation within the community or a facility when Visits cannot occur within the family's home.
 - c. Meet the Safety needs of the Child(ren).
 - d. Supervised Visits may occur at a District office, only when there is a Safety concern.
 - e. Ensure all Supervised Visitation Providers have cell phones to alert the local police department in the event of a Safety concern that would warrant assistance from local police.
 - i. Ensure the local police department is notified prior to Supervised Visitation if the Department or Provider have concerns regarding weapons, threats, or violence.
10. Provide testimony in Child welfare court proceedings, as mandated by court subpoena. Supervised Visitation Providers may be subpoenaed to testify in court proceedings and therefore must be prepared to provide testimony about the Visits that are supported by the Supervised Visitation Provider.
11. Ensure Supervised Visitation Providers participate in FTMs, as requested by the Department, including:
- 1. Identifying and documenting Safety concerns and strategies to address them;
 - 2. Reviewing Parents' Supervised Visitation attendance;
 - 3. Providing updates to those participating in the FTM regarding observations of Parent-Child(ren) interactions during the Supervised Visitation Visits; and
 - 4. Providing objective feedback to the participants in the FTM, and the Department regarding the progress made during the Supervised Visitation Visits.
12. Ensure Supervised Visitation Providers engage Parent(s):
- 1. During Supervised Visitation and following the session;
 - 2. By debriefing the Parent(s) and discussing strategies to prepare Parents for the next Supervised Visit;
 - 3. By collaborating with Parent(s) regarding the progress towards identified Family Visitation Plan goals; and
 - 4. By incorporating relatives, sibling(s), and pets in the Family Visitation Plan.
 - i. Supervised Visitation Providers must make every effort to include the sibling(s) who are not in Department custody, when requested by the Department.
 - 5. When a parent is not participating (due to cancelling, no showed, or not responded to scheduling calls) in Supervised Visitation.
13. Ensure the delivery of Supervised Visitation meets the family's needs when:
- 1. A Parent is in a treatment facility;
 - 2. A Parent is incarcerated;
 - 3. Domestic or Sexual Abuse is a Risk Factor identified in the Family Visitation Plan; or
 - 4. Parents' rights have been terminated.

14. Assess the family and Child(ren's) progress by;
 1. Assisting the Parent(s) to build on his/her strengths while facilitating the development of Positive Parenting Techniques;
 2. Participating in FTMs to share feedback with the team;
 3. Assisting the Parent(s) to recognize and respond to their Child(ren)'s needs in a developmentally appropriate and positive manner;
 4. Providing feedback to Parent(s), prior to, and after Supervised Visits, to better prepare the Parent(s) to understand how the Child(ren) may be feeling during Supervised Visits and offer feedback on how to support the Child(ren) emotionally and physically during the Supervised Visit;
 5. Reporting all Safety Interventions and Critical Incidents within twenty-four (24) hours to the Department; and
 6. Using Emergency Protocols to provide documentation via the Department's standard incident report form.
15. Each Supervised Visit must be documented by:
 1. Entering all notes into the Department's Child Welfare Information System (CWIS) narrative logs within five (5) business days of the Visit, using the Supervised Visitation Narrative template in the Provider Packet (available in VSS); and
 2. Describing how goals set in the Family Visitation Plan were met, the Child(ren)'s response to the Parent(s) meeting the goal(s), and how the Supervised Visitation Provider responded and/or intervened in the situation.
16. Supervised Visitation Providers must comply with subpoenas compelling appearance and testimony issued by the Department.

B. Supervised Visitation Transportation

Transportation is needed for many children and families to be able to participate in Visitations. If transportation is requested:

1. Ensure all staff providing transportation comply with all applicable laws and rules regarding the operation of a motor vehicle outlined in [Title 29-A of the Maine Revised Statute](#), including but not limited to:
 - a. A valid driver's license;
 - b. A valid vehicle registration and inspection sticker;
 - c. Adequate insurance; and
 - d. Vehicle safety.
2. When transporting infants, toddlers, and Children in Care, ensure they are properly secured in a vehicle Safety system (car seat), pursuant to [29-A M.R.S.A. § 2081](#).
3. Pick-up and drop-off locations will be designated in the Department's referral and may include:
 - a. Picking up a Child(ren) in Care and transporting him/her to the Supervised Visit location; and
 - b. Driving a Child(ren) in Care from the Supervised Visit location to a designated drop-off point (the Child(ren) in Care's school, foster home, daycare center, etc.).
4. Ensure the Child(ren) in Care remain supervised at all times, including when transitioning to and from the vehicle during the Visit.
5. Provide transportation to a birth Parent, as requested by the Department, when the Visit is not in the Parents' home and all other means of transportation have been exhausted.

C. Staff and Training Requirements

1. Ensure all staff receive a background check in compliance with the [Department's Fee for Service Contract template](#), Rider D, Section 13, prior to providing Supervised Visitation.
2. Designate an individual responsible for oversight of Supervised Visitation Services.
3. The ratio of Supervised Visitation Providers to a Supervisor cannot be more than six (6) Supervised Visitation Providers to one (1) Supervisor.
4. Supervised Visitation Manager, minimum qualifications:
 - a. Must be twenty-one (21) years of age or older; and
 - b. Have a bachelor's degree in human services-related field with five (5) years of experience; or
 - c. A master's degree in social work, counseling, or psychology, or related field.
5. Supervised Visitation Provider, minimum qualifications:
 - a. Must be eighteen (18) years of age or older;
 - b. Have at least a high school diploma/GED; and
 - c. Have six (6) months of previously documented experience working with Children and families.
6. Supervised Visitation Provider Supervisor, minimum qualifications:
 - a. Must be twenty-one (21) years of age or older;
 - b. A bachelor's degree in social work or related field;
 - i. Preferred, but not required, for Supervised Visitation Provider Supervisors to have, a Licensed Social Worker (LSW) or Licensed Social Worker-conditional (LSW-conditional); and
 - c. Have twelve (12) months of previously documented experience working with Children and families.
7. For Small Agencies/Organizations and sole Providers only the Supervised Visitation Manager qualification must be met.
8. Supervised Visitation Training Requirements
 - a. Ensure all Supervised Visitation staff receive mandated reporter training prior to providing Visitation services and every two (2) years thereafter.
 - b. Provide training and support (initial and ongoing) regarding the use, maintenance, and proper care of the equipment/software for the CWIS application.
 - c. Provide instructions to all Supervised Visitation staff on the [Department's language access policies and procedures](#), and document how procedures were followed when needed.
 - d. Provide training to Supervised Visitation Providers in a Department approved, evidence-informed parenting program to teach Positive Parenting Techniques to families (e.g., Nurturing Parenting Program, Parents as Teachers, Triple P- Positive Parenting Program).
 - e. Other required trainings include trauma informed care, Child development and attachment, de-escalation and crisis intervention, and confidentiality and privacy requirements.

D. Visitation Location Requirements

In-home Visitation is the preferred location for Supervised Visitation Services. However, some families will require a safe location during Visits. In addition, many families are in need of after school Visiting hours. For Visits occurring outside of the family's home:

1. Ensure Visits occur in a safe location (e.g., office setting, community space (church/ library)) and accommodate the family during reasonable days and hours including weekends and evenings. Ensure adequate space is available to ensure the privacy of families who are Visiting.
 - a. Ensure the designated location has emergency exits which are clearly identified and the family is aware of the location of the emergency exits.

- b. If providing Visitations in the Provider's office location, ensure Emergency Protocols are posted and all State and municipal fire safety-code requirements are met.

E. Referral Requirements

1. Provide Supervised Visitation to all families with a Child in Care of the Department or a Federally Recognized Tribe and review all referrals to ensure there are no conflicts of interest.
 - a. Conflicts of interest include:
 - i. Personal knowledge;
 - ii. Involvement with the Parent;
 - iii. Other information which could place a bias; and/or
 - iv. Presenting a Safety concern as determined by the Provider.
 - b. If there is a questionable conflict of interest, consult with the Department regarding the circumstances and collaborate to develop an alternative plan, if necessary. Document any potential or realized conflicts of interest regarding Visitation program staff, to include how the conflict was recognized and resolved.
2. Ensure the first (1st) visit occurs within seven (7) calendar days of receipt of a referral.
 - a. Contact the family within three (3) business days of receiving the referral.
 - i. If, by day three (3) the family has not been reached, contact the Department caseworker to ensure a Visit is scheduled.
 - b. Notify the Department within three (3) business days receiving the referral to provide at least three (3) available times for the initial Visit.

F. Information Technology Requirements

1. Work with the Department and MaineIT to receive State laptops, Active Directory accounts, and approved two-factor authentication, for staff conducting Family Visitation Program Services.
 - a. Ensure staff utilizing State devices, accounts, authentication methods, virtual private networks, or an information system provisioned by the Department and/or MaineIT, comply with [MaineIT Policies & Standards](#), specifically:
 - i. Access Control Policy;
 - ii. Access Control Procedure for Users;
 - iii. Security Awareness Training;
 - iv. Rules of Behavior Policy;
 - 1) This is not intended to replace or address professional conduct outside the information security context.
 - v. User Device and Commodity Application Policy; and
 - vi. Network Device Management Policy.
 - b. Promptly notify the Department in the event of any staff no longer performing work under the contract resulting from this RFA, so access to State systems may be terminated.
 - i. Return the loaned laptop to the Department or MaineIT within five (5) business days of staff no longer performing work under the contract resulting from this RFA.
2. Obtain and maintain insurance as outlined in the current State of Maine IT-Service Contract (IT-SC), Rider B-IT, Section 19. Insurance Requirements. The current IT-SC may be obtained on the Office of State Procurement Services [Forms & Templates webpage](#).
3. Comply with all State and Federal laws regarding the protection of confidential and/or sensitive information that is collected or maintained by the Provider, including, as applicable, notification to individuals in the event of unauthorized access or disclosure.

4. The State does not consume a Provider application, but the Provider consumes one/more State application(s).
5. Provide annual confirmation regarding compliance with all applicable [MaineIT Policies & Standards](#).
 - a. Implement any substantive change to [MaineIT Policies & Standards](#) within a timeframe negotiated between the Department, MaineIT and the Provider.
6. Comply with the [Health Insurance Portability and Accountability Act \(HIPAA\)](#).
7. Ensure all PHI or other individually identifiable information provided by the Department, accessed via Department systems, or received or acquired from any individual as a part of the Family Visitation Program Services or through any other method, is regarded as confidential information.
8. Ensure all confidential information, in any format, is safeguarded consistent with the terms of the Department's Business Associate Agreement and any other applicable State and Federal confidentiality laws, regulations, and/or rules.
9. Comply with the terms of Maine's Notice of Risk to Personal Data Act, pursuant to [10 M.R.S.A §§ 1346-1350-B](#), and any other applicable privacy and security laws, rules, and regulations.
10. Meet quarterly, either in-person or by telephone conference, with the Department to review PHI compliance and any potential concerns related to confidential information.
11. Notify the Department immediately in the event of a breach or potential breach of confidentiality.
12. Collaborate with the Department to investigate, document, and otherwise respond to any actual or potential breach of confidential information.

G. Recordkeeping, Data Collection/Management, and Supportive Documentation

1. Use feedback from the Department, families, and others involved to improve Supervised Visitation Services, as evidenced by quantitative and qualitative data, provided to the Department.
2. Complete thorough documentation in CWIS, within five (5) business days of each Visit.
3. Collaborate with the Department to streamline and coordinate the Supervised Visitation Services including:
 - a. Scheduling and conducting Visits;
 - b. Assessing travel time for each Child(ren) in Care who is transported to and from Visits;
 - c. Continuous assessment of the Parent's progress, in relation to participating in the Visits including, but not limited to:
 - i. Attendance;
 - ii. Acceptance and effective use of feedback regarding interactions appropriate to Child development; and
 - iii. Goals set for the Parent(s).

H. Performance Measures

1. Perform all services proposed in response to this RFA by achieving all Performance Measures listed in **Table 1**.
 - a. Submit data to support the performance measures utilizing the Department's Supervised Visitation Provider Packet (available in VSS), as indicated within the performance measure data source column of **Table 1**.

Table 1 Mandatory Performance Measures

Performance Measure		Assessment Cycle	Supportive Documentation and Performance Measure Data Source
<i>Office Goal/Initiative: Improve stability, health and Well-being, and quality permanent connections of individual and families.</i>			
a.	Ninety percent (90%) of referrals have the first (1 st) Visit conducted within seven (7) calendar days of the referral.	Quarterly	Provider Packet
b.	Ninety percent (90%) of referrals have at least three (3) available Visitation times offered to the family within three (3) business days of the referral for the first (1 st) Visit.	Quarterly	Provider Packet
c.	One hundred percent (100%) of referrals for Children in Care) must receive services up to the maximum number of authorized Units.	Quarterly	Provider Packet
d.	One hundred percent (100%) of Visits must receive intervention from Visitation staff when Safety is compromised to ensure Visits are emotionally and physically Safe.	Quarterly	Provider Packet
e.	Seventy-five percent (75%) of all Supervised Visitation must be provided in the home (Least-Restrictive Environment).	Quarterly	Provider Packet
f.	One hundred percent (100%) of parents who receive Supervised Visitation receive parent survey and parent responses tracked.	Quarterly	Provider Packet

I. Reports

1. Track and record all data/information necessary to complete the required reports listed in **Table 2:**

Table 2 – Required Reports		
Name of Report or On-Site Visit		Description
a.	Performance Measures Report	Provider Packet
b.	Staff Report	Provider Packet
c.	Supervised Visitation Narrative	Provider Packet
d.	Monthly Invoice Report	Provider Packet
e.	Annual TANF Report	Provider Packet
f.	Parent Survey Report	A narrative summary and compilation of all surveys collected.
g.	Department On-Site Visit	As agreed, between the Department and Provider.

h.	Agreement Closeout Report	Located at the Department's Division of Contract Management website .
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2. Submit all the required reports to the Department in accordance with the timelines established in **Table 3**:

Table 3 – Required Reports Timelines			
Name of Report or On-Site Visit		Period Captured by Report or On-Site Visit	Due Date
a.	Performance Measures Report	Each quarter	Thirty (30) calendar days after each quarter.
b.	Staff Report	Each quarter	Thirty (30) calendar days after each quarter.
c.	Supervised Visitation Narrative	Each Visit	Within five (5) business days of each Visit
d.	Monthly Invoice Report	Monthly	Forty-five (45) calendar days following the end of the month of service.
e.	Annual TANF Report	Annually	Thirty (30) calendar days after Year 1 and Year 2.
f.	Parent Survey Report	Each quarter	Thirty (30) calendar days after each quarter.
g.	Department On-Site Visit	Point-in-time	Annually, at the Department's discretion.
h.	Agreement Closeout Report	Entire contract period	Sixty (60) calendar days following the close of the contract period.

PART III KEY PROCESS EVENTS

A. Vendor Self Service System (VSS)

1. The Office of State Procurement Services Vendor Self Service System website is found at the link below: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/vendor-self-service-system>
2. A copy of the RFA and all associated documents will be published in VSS.
3. Only documents published in VSS will be considered binding.
4. Any interested party may view open solicitations in VSS using the Public Access feature.
5. Vendors must have an active User ID and password in VSS to submit questions and respond to solicitations, including this RFA.
 - a. Vendor registration instructions and User Guide may be found at the link above, which include steps for searching for an existing account/User ID, or registering for a new account/User ID.
 - b. Vendors interested in responding to a solicitation are encouraged to obtain a User ID and password for VSS as soon as possible.
6. Vendors must have an active Vendor Code (VC or VS) to contract with the department.

B. Informational Meeting

The Department will sponsor an Informational Meeting concerning the RFA beginning at the date, time, and location shown on the RFA cover page. The purpose of the Informational Meeting is to answer and/or field questions, clarify for potential Applicants any aspect of the RFA requirements that may be necessary and provide supplemental information to assist potential Applicants in submitting responses to the RFA. Although attendance at the Informational Meeting is not mandatory, it is strongly encouraged that interested Applicants attend.

C. Questions

1. **General Instructions:** It is the responsibility of all Applicants and other interested parties to examine the entire RFA and to seek clarification, in writing, if they do not understand any information or instructions.
 - a. Questions must be submitted in VSS as soon as possible but no later than the date and time published in VSS.
 - b. Questions should be clearly stated and reference the applicable section and/or page number of the RFA.
 - c. The Department assumes no liability for assuring accurate/complete/on time transmission and receipt.
2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and published in VSS no later than seven (7) calendar days prior to the Application Submission Deadline . It is the responsibility of all interested parties to go to VSS to obtain a copy of the Question & Answer Summary. Only those answers issued in VSS will be considered binding.

D. Amendments

All amendments released in regard to this RFA will be published in VSS. Only those amendments published in VSS are considered binding.

E. Application Submission

1. Applications Due

- a. Applications must be received no later than the Application Submission Deadline (closing date) published in VSS.
- b. Any application submissions or any additional or revised application files received after the Application Submission Deadline will be rejected without exception.

2. Future Application Submission Periods

- a. After the initial application submission deadline, the Department anticipates republishing the RFA in VSS on a quarterly basis in order to consider additional vendors for contract award.
- b. The republished RFA will include the same RFA# as this original RFA, with a version number added to the end. The last version number will be open for responses until the close date published in VSS.
- c. Applicants awarded a 2-year contract will be required to reapply prior to the 2-year contract end date to demonstrate continued capability of providing Supervised Visitation Services and confirm agreement to the Department's established reimbursement rates .
- d. Applications will be evaluated by the Department using the same process and criteria as the initial applications received.

2. Delivery Instructions

- a. Application submissions must be submitted to the Office of State Procurement services via VSS.
- b. Only application submissions received via VSS will be considered. The Department assumes no liability for assuring accurate/complete receipt.
- c. Submissions containing links to file sharing sites or online file repositories will not be accepted as submissions. Only application submissions that have the actual requested files attached will be accepted.
- d. Encrypted submissions received which require opening attachments and logging into a proprietary system will not be accepted. Applicants should work with their Information Technology team to ensure that the application submission will not be encrypted due to any security settings.
- e. File size limits are 15MB per file. Applicants may separate their submissions into multiple files, as necessary, due to file size concerns.

3. Submission Format

- a. Applicants must submit at least one (1) file, labeled and including the required information as defined below:

File Name: RFA# 202608134 Application Submission – [Applicant's Name]

- Must contain: Applicant's completed **Application Form** and all required information and attachments as stated in the form.
- b. The Application Form must be submitted as a single, typed file. If including attachments in the same file presents a file size issue, Applicants may submit those attachments as a separate, clearly labeled file.
 - c. Applicants must include any forms provided in the RFA (such as the Application Form) or reproduce those forms as closely as possible.

- d. Applicants are not to provide additional attachments beyond those specified in the RFA or Application Form for the purpose of extending their response. Materials not requested will not be considered part of the application and will not be evaluated.

PART IV APPLICATION EVALUATION AND SELECTION

A. Evaluation Process – General Information

1. An evaluation team, composed of qualified reviewers, will judge the merits of the applications received in accordance with the criteria defined in the RFA.
2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the applications and to ensure that all contracts are awarded to the Applicants that provide the best value to the State of Maine.
3. The Department reserves the right to communicate and/or schedule interviews/presentations with Applicants, if needed, to obtain clarification of information contained in the applications received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
4. Changes to applications, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Applicants must submit applications that present their rates and other requested information as clearly and completely as possible.
5. Failure to respond to all questions and instructions throughout the RFA may result in the application being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFA specifications will result either in disqualification or reduction in scoring of an application.

B. Scoring Weights & Process

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each application meets the following criteria. The information required in each section of the Application Form aligns with the Scoring Criteria defined below.

Preliminary Information	No Points
Organization Qualifications and Experience	30
Activities and Requirements	45
Cost Structure Reimbursement Acknowledgement	25
Total	100

2. **Scoring Process:** The evaluation team will use a consensus approach to evaluate and score all sections listed above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections.

Applicants will receive 25 points for submitting a signed Cost Structure Reimbursement Acknowledgement Form. Applicants who do not submit a signed Cost Structure Reimbursement Acknowledgement Form will receive 0 points and may be disqualified from the evaluation process.

Conditional awards will be issued to Applicants who score at least 75 points or higher. Applicants who do not meet the minimum scoring threshold are encouraged to reapply during a future application submission period.

C. Negotiations

1. The Department reserves the right to negotiate with the awarded Applicant(s) to finalize a contract.
2. The Department reserves the right to terminate contract negotiations with an awarded Applicant who submits a proposed contract significantly different from the application they submitted in response to the advertised RFA.
3. In the event that an acceptable contract cannot be negotiated with an Applicant, the Department may withdraw its award and negotiate with the next-highest ranked Applicant, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFA, at its sole discretion.

D. Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
2. Notification of conditional award selection or non-selection will be made in writing by the Department.
3. Issuance of this RFA in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFA, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel, or any other costs incurred by the Applicant.
4. The Department reserves the right to reject any and all applications or to make multiple awards.

E. Appeal of Contract Awards

Any person aggrieved by the award decision that results from the RFA may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](#) and [18-554 Code of Maine Rules Chapter 120](#). The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within fifteen (15) calendar days of receipt of notification of conditional contract award.

PART V CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Documents

1. The awarded Applicants will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing Department.

All exceptions will be negotiated between the awarded Applicant(s) and the State. The State will not accept any proposed exceptions as part of this RFA process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the [Office of State Procurement Services forms](#) website.

Forms and contract documents commonly used by the Department can be found on the Department's [Division of Contract Management website](#).

The awarded Applicant will be required to provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing its general liability, professional liability, and any other relevant liability insurance policies that might be associated with the services provided as part of the contract resulting from this RFA.

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFA which has an effective date less than fourteen (14) calendar days after award notification to Applicants. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3\(B\)\(i\)](#)).

This provision means that a contract cannot be effective until at least fourteen (14) calendar days after award notification.

3. The State recognizes that the actual contract effective date depends upon completion of the RFA process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFA may need to be adjusted, if necessary, to comply with mandated requirements.
4. In providing services and performing under the contract, the awarded Applicant must act as an independent contractor and not as an agent of the State of Maine.

B. Standard State Contract Provisions

1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Applicant in the finalization of the contract.

PART VI APPLICATION

A. Special Instructions for the Application

1. Applicants may obtain the Application Response Form in VSS.