

MARATHON COUNTY DEPARTMENT OF SOCIAL SERVICES

REQUEST FOR PROPOSALS

REPORT CENTER SERVICES

I. PURPOSE

The Marathon County Department of Social Services (Purchaser) is requesting proposals to provide services to youth who have engaged in delinquent or pre-delinquent behaviors. Services purchased will include:

Report Center

- Day
- Evening
- Weekend

Descriptions of services requested are found in the general definition section.

The Purchaser further intends to offer a contract for the period beginning on or about January 1, 2021. Upon mutual agreement of the parties, this contract may be extended annually through December 31, 2023.

The respondent must be able to provide all of the services.

The respondent is required, as part of the proposal, to submit a statement of unit cost for each year and for each service. A unit is an hour of direct service staff time spent on program activities that is inclusive of all other non-direct service activities such as overhead, training, staff meetings, and staffing the case. The proposal should also indicate how units will be calculated if the full unit is not used. A separate budget sheet is required for each service and for **each of the three years** covered by the proposal.

II. PROGRAM GOALS AND REQUIREMENTS

A. Program Eligibility and Authorization

Eligibility criteria determination and authorization of this service will be at the sole discretion of the Purchaser.

B. General Definition

1. Report Center Services

- a) Purpose: To provide structure and accountability for juvenile offenders who demonstrate an assessed need for situational or continued monitoring. The long-term goal is to reduce delinquent behavior in youth and for youth to learn to make different choices from those that led to placement at the Report Center.
- b) Description: The Report Center consists of three (3) components; each component can serve up to ten (10) youth at a time.
 - i. Day Report Center: Services are provided to youth that are either

suspended, expelled, receiving home bound schooling, or are not in school due to holidays. These youth need their day to be structured. Minimum services to be provided include a portion of the day to academics, pro-social activities, and social-skill development. The youth will be expected to complete a “Thinking Report” for each referral to the programming. The Provider should review the report and discuss alternative actions for the future and a commitment to making different choices

- ii. Evening Report Center: The evening report center is utilized as either a consequence for a violation of a youth’s court order in place of formal court sanctioning or it can be used as a way to structure a youth’s time after school based on the youth’s current functioning. The minimum services included homework time, pro-social activities and social skill development. The youth will be expected to complete a “Thinking Report” for each referral to the programming. The Provider should review the report and discuss alternative actions for the future and a commitment to making different choices.
- iii. Truancy Service: Schools have the opportunity to refer youth for homework time or as a consequence for truancy. This service can be offered twice during the week and one time on the weekend. Low risk youth must be kept separate from moderate and high risk youth.
- iv. Weekend Report Center: The weekend report center is utilized as a sanction for youth that have violated their court order or who have violated their truancy citation court order. Youth are expected to focus on homework and may be involved in pro-social activities or social-skill development. The youth will be expected to complete a “Thinking Report” for each referral to the programming. The Provider should review the report and discuss alternative actions for the future and a commitment to making different choices.
- v. Anger Management: Each of the three components listed above should include Anger Management Programming to teach youth appropriate anger management techniques and reduce further inappropriate actions and behaviors related to anger.
 - i. Programming must be evidence based and provides anger management training.
- vi. Provider should identify the framework/curriculum that will be utilized for pro-social activities, social skill development, and addressing thinking errors.

2. Service Duration

- a) Youth can be referred for one (1) day or up to 60 days.
- b) The Purchaser may end services for a specific referral immediately upon notice for causes determined by the Purchaser to be in the best interest of the youth.

3. Referral Criteria

- a) All youth who are receiving services from the Purchaser can be served by the Report Center. For Weekend Report Center, youth may also be referred from truancy citation court or by the school directly if the school is participating in the truancy reform pilot.
- b) Projected annual number of unduplicated offenders participating in the program: **150**
- c) On any given day programming can serve up to ten (10) youth per program.

4. Expected Outcomes

a) Day Report Center:

- i. 100% of youth attending Day Report Center will complete a "Thinking Report" each time a new referral is made to the Report Center
- ii. 85% of daily attendants will show compliance with the daily expectations of the program
- iii. 85% of daily participants will participate in homework time and complete required assignments
- iv. 100% of the time a juvenile is being non-compliant with the program expectations, efforts will be made to process the choices that the juvenile is making through a formatted script/report prior to calling the Purchaser's Social Worker.

b) Evening Report Center:

- i. 80% of the youth attending will remain law enforcement free for 60 days after being sanctioned to the Report Center
- ii. Less than 75% of youth attending will be sent to Secure or Shelter within 21 days of their previous sanction to the Report Center.

c) Weekend Report Center:

- i. No outcomes listed

5. Outputs

- a) The Provider will be able to respond to referrals within two (2) working days
- b) The Provider may be requested to respond to same day service needs
- c) The Provider will provide a summary of progress within 48 hours of completing the programming
- d) The Provider will provide violation notices within 24 hours
- e) Number of unduplicated youth who participated in one of the programs offered by the Report Center
- f) Number of days each unduplicated youth spends at the Report Center
- g) Number of unduplicated youth who participated in the Weekend Report Center in lieu of sanctions
- h) Number of duplicated youth who participated in the After School Report Center
- i) Number of duplicated youth who participate in the Day Report Center
- j) Number of Thinking Reports completed.

III. DETAILED PROGRAM NARRATIVE

In this section of the proposal, Respondents are to give detailed information about their proposal. The proposal must be consistent with the requirements enumerated in the RFP. Precise language, as opposed to jargon, should be used. **Please respond to each capital lettered item in order.**

A. Qualifications

1. Describe your agency's qualifications as they relate to delivering Report Center Services.
2. Describe your agency's experience in providing Report Center or comparable services.
3. Provide any data available demonstrating your ability to achieve the Purchaser's desired outcomes.

B. Staffing

1. Describe your staffing pattern including the number of Full Time Equivalent positions necessary to provide each service. It is required that Respondents provide an organizational chart(s) that indicates positions proposed to implement this project and copies of position descriptions.
2. Include a functional description of the responsibilities of all relevant positions that are involved in this project.
3. Describe the qualifications of all personnel who are to be assigned or are proposed for this project. Information about education, training, experience and certifications must be included.
4. Describe how you intend to meet the needs of a culturally diverse population.
5. Indicate the amount of startup time necessary to fully implement each of the services.

C. Program Components

1. In narrative form, describe the tasks, activities and procedures in a logical progression that will be used to provide the services and their components.
2. The methods identified should:
 - a) Be clearly stated, and should be accompanied by an explanation of the rationale underlying your choice of them. Explain how the activities are to be carried out, where, and by whom.
 - b) Be consistent with objectives, staffing pattern and budget. Applications should not propose to do more than available resources will allow.
 - c) Describe in chronological sequence your implementation design, process, projects tasks and time lines necessary for the accomplishment of objectives, including documentation of visits.
 - d) Include how referrals are processed and what records are kept relative to referrals. Identify what information will be collected, how it is to be collected and how it will be used. Be sure to coordinate this information with your evaluation.

D. Budget

1. Complete the required budget forms, available for download in excel format at the Marathon County website, Work, Bids/RFP at www.co.marathon.wi.us for the service components listed for each calendar year 2021-2023. Include printouts of all tabs with the submitted proposal for each respective year.
2. Complete the required budget forms to calculate a separate unit rate for professional and for para-professional services if necessary.
3. All direct and indirect activities must be calculated into one unit rate that is inclusive of all of the costs based on case management activities (direct face to face, collateral contacts, transportation and report writing / paperwork) with the client. Note that this will be part of the unit rate and the proposer will not be allowed to bill separately for non-case management activities such as clerical support, overhead, training, staff meetings and staff supervision.
4. Estimated need of services for 2021 is 3,744 hours annually.

Purchaser may use the unit rate from the selected proposal to determine the quantity of units of service it will purchase in each of the contracted years.

E. Evaluation

Propose a method by which the expected outcomes and outputs (See above II.B.4-5) of services will be evaluated. Include all significant outcomes. At a minimum, address the following areas:

1. Target population and actual recipients of service (including referral, and coordination strategies). Include whom you were unable to serve due to the project limitations (monies, definitions, etc.).
2. Were the project activities and tasks implemented as planned? Minimally include percentages of referrals responded to timely and numbers of home visits completed as requested.
3. Were the services successful or not? Include reflection on program. Recipients of service must have the opportunities to provide a subjective evaluation of the project as they experience it.
4. Describe in what fashion this will be provided with the purchaser and the frequency that this information will be shared.

F. Coordination

Provide a full statement of how you will coordinate the project within the Purchaser's system and with any other community resources that are providing related supportive or complimentary services.

G. Assurances and Attachments

Respondents are also required to answer the numbered items that follow:

1. If you have not contracted with the Purchaser within the past three years, provide documentation of your ability to successfully contract with a public agency.
2. Indicate a willingness to accept the conditions of a Marathon County Purchase of Services contract available at www.co.marathon.wi.us
3. Include a budget establishing the basis for a required rate for each of the three (3) contract periods (1/1/21-12/31/21 and 1/1/22-12/31/22, 1/1/23-12/31/23)

IV. ISSUING AGENCY

This Request for Proposal (RFP) is issued for the County of Marathon by the Purchaser. The Purchaser is the sole point of contact for this RFP.

V. MARATHON COUNTY PROCUREMENT POLICY; WISCONSIN STATUTES, CHAPTER 46; WISCONSIN ADMINISTRATIVE CODE

All aspects of this Request for Proposal will be in accordance with the Marathon County Procurement Policy, Sections 3.01 through 3.16 of the General Code of the County of Marathon. A copy of the Procurement Policy is available at the office of the Marathon County Clerk, Marathon County Courthouse, at 500 Forest Street, Wausau, Wisconsin 54403. This Procurement will also be in accordance with Wisconsin Statutes, Chapter 46, and the provisions of the Wisconsin Administrative Code referenced herein.

VI. INCURRING COSTS

The Purchaser is not liable for any costs incurred by any Respondent in replying to this RFP.

VII. CANCELLATION

The Purchaser reserves the right to cancel this solicitation; any or all proposals may be accepted, modified or rejected in whole or in part, and Marathon County further reserves the right to accept the proposal most advantageous to the Purchaser.

VIII. RESPONSES TO THE RFP SPECIFICATIONS

Proposals submitted in reply to the RFP shall respond to the specifications stated herein. Failure to respond to the specifications may be a basis for a Respondent being eliminated from consideration during the selection process.

The Purchaser reserves the right to reject any or all proposals and any part of a given proposal.

IX. PROPOSALS CONTENT/CONTRACTUAL OBLIGATIONS

All aspects of the proposal from a successful Respondent will become a contractual obligation. A sample contract is available at www.co.marathon.wi.us. The Purchaser reserves the right to negotiate the award amount and budget items with the selected Respondent prior to entering into a contract.

The contract may be modified only by written amendment duly executed by all parties. Justifiable modifications may be made in the course of the contract only through prior consultations with and written approval from the Purchaser. Failure of the successful Respondent to accept these obligations in the contractual agreement may result in cancellation of the contract.

X. REPORT & CORRESPONDENCE DISSEMINATION

- A. The Respondent shall, at the option of the Purchaser, appear before Administrators of the Purchaser to clarify findings and to answer any questions at any time during the contract or after the contract is completed. The Respondent must be willing to appear before any county governmental committee, if so requested.
- B. Reports of both programmatic and fiscal activities will be required for documenting the satisfactory meeting of service outcomes in accordance with the work plan.
- C. Reports must contain information in a format to be prescribed by the Purchaser. The Respondent should submit a recommended report format describing the specific data content. The actual reporting forms will be negotiated prior to contracting and modified during the life of the contract by mutual consent.
- D. Individual case monthly status and quarterly reports must contain documentation on the achievement of the child and project's specific objectives and outcomes (i.e., what has been done, how successful has it been). The Respondent may be expected to participate in an independent outside evaluation of their program.

XI. NON-DISCRIMINATION LANGUAGE

All reports and correspondence written under the auspices of the Respondent shall not imply language that could be construed as discriminatory based on age, race, color, creed, religion,

handicap, sex, sexual preference or national origin.

XII. FUNDING FOR CALENDAR YEARS 2021 – 2023

Continuation of funding for the program for calendar years 2021 - 2023 shall be based upon the Respondents successful or non-successful achievement of the program objectives outlined in the proposal and the availability of federal, state, and local funding.

XIII. PROPOSAL PROCESS

A. Number of Copies

The Respondent must submit five (5) copies of the sealed proposal in the envelope provided to:

Marathon County Department of Social Services
Attn: Report Center
400 E. Thomas Street
Wausau, Wisconsin 54403

B. Closing Date

The closing date for the receipt of all proposals is **November 18, 2020.**

C. Proposals

Proposals may be mailed or hand delivered. Proposals received after **4:00 PM on November 18, 2020** will not be accepted and will be returned to the Respondent. Actual receipt is required. Deposit in the mail is not sufficient. There will be no exceptions allowed.

Proposals will be opened and recorded in a register on November 18, 2020 after 4:00 PM. The opening, recording, evaluation and award procedures will be carried out in accordance with Section 3.05(2) (d-f) of the Procurement Code.

D. Clarifications and /or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be submitted to: Christa Jensen, Child Welfare Manager at dssfinancialservices@co.marathon.wi.us.

Written questions must be submitted prior to 4 p.m. on November 1, 2020.

Responses to questions received from Respondents will be posted to the Marathon County website, Work, Bids/RFP at www.co.marathon.wi.us on November 6, 2020.

E. Timeline of RFP Process

RFP Packet Issue Date: October 26, 2020
Receive Questions from Respondents until: November 1, 2020
Purchaser responses to Questions: November 6, 2020
Deadline for Proposal Submission: November 18, 2020
Anticipated Award Date: December 18, 2020

XIV. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn prior to opening by written notice. The Respondent or his/her authorized representative may withdraw proposals in person, providing that his/her identity is made known and he/she signs the receipt for the proposal.

XV. SUPPLEMENTAL & CLARIFYING INFORMATION

Unless requested by the Purchaser, no additional information will be accepted from the Respondents after the deadline for submission of the proposal.

XVI. REVIEW CRITERIA

Proposals received will be reviewed on a competitive basis by the Purchaser's staff and ranked accordingly.

All proposals will be reviewed and rated using the following "RFP Evaluation Format and Rating Scale" with the maximum points identified in each category as below:

- Respondent's ability to meet all of the needs indicated in the RFP (50)
- Budget (20)
- Program Evaluation (20)
- Quality and Content of proposal (10)

XVII. AWARD PROCEDURE

The Purchaser's Director acts on staff recommendations and is the final approval authority for awarding contracts.

The Purchaser reserves the right to reject any or all proposals, any part of a given proposal and to negotiate the award amount, authorized budget line items and specific programmatic goals with the selected Respondents prior to entering into a contract.

XVIII. PROPRIETARY RIGHTS

The Request for Proposals and all responses thereto shall become public record after the award of the contract.

XIX. NOTIFICATION OF APPROVAL OR NON-APPROVAL

Each Respondent whose proposal is reviewed by the Purchaser shall receive written notice of the determination of the funding or non-funding of the proposed project

Each Respondent whose proposal was not funded shall be given the opportunity to discuss with the staff of the Purchaser the reason for non-funding or may write the Purchaser requesting the reasons for their decision.

XX. APPEAL PROCESS

All appeals must be made in writing pursuant to Section 3.12 (1) of the Procurement Code, and all appeals must fully identify any contested issues. Subjective interpretations by the Purchaser are not subject to protest or appeal.

Written notice of appeal must be postmarked or received by the Purchaser Director within five (5) business days after the notice of awards.