

MARATHON COUNTY DEPARTMENT OF SOCIAL SERVICES

REQUEST FOR PROPOSALS

RESTORATIVE JUSTICE PROGRAMS

I. PURPOSE

The Marathon County Department of Social Services (Purchaser) is requesting proposals to provide services to Marathon County residents. The primary purpose of this service is to provide youth engaged in delinquent or pre-delinquent behaviors with the following:

- Victim Offender Conferencing (VOC)
- Restitution Project

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 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. Restorative Justice Programming

- a) Purpose: Restorative justice is an approach to justice that focuses on the needs of the victims, as well as the involved youth who committed the illegal act. This approach provides an alternative to the punitive approaches where the main aim is to punish the offender. The purpose of the program is to increase offender accountability, empathy, diverting youth from further involvement in the youth justice system and building protective factors, along with providing important assistance and restitution to crime victims.

- b) Description:

The Restorative Justice Program will focus on intervention services with an

emphasis on building resiliency within the youth, calling upon support of the family, and assistance from community resources. Service for many of the youth should include mentorship during the restitution phase of their case.

The program will also provide for opportunities for the youth to earn money to meet restitution obligation through victim offender conferencing or due to a court order. This component requires the Provider to seek donations from the community or provide fund raising opportunities to help fund the restitution project.

- i. Victim Offender Conferencing (VOC): A process that provides victims of crime the opportunity to meet the offender in a safe and structured setting. The main goal is to hold the offender directly accountable while providing assistance to the victim with the opportunity to discuss the impact of the crime to the victim and how the youth can restore the damages that have been done, both physical and emotional. With the assistance of a trained facilitator, the victims are able to communicate to the offender how the crime affected them, to receive answers to the questions they may have and be directly involved in developing a restitution plan to hold the offender accountable for the losses incurred. The offenders are able to take direct responsibility for their behavior, to learn the full impact of what they did, and develop a plan for making amends to the person(s) they violated. If the victim does not want face to face contact, written apologies are encouraged.
- ii. Restitution Project: Provides an opportunity for teens without the resources to pay back their victims, the ability to work for compensation. This money is then paid to the victim.
- iii. Program Coordination: The Provider is responsible for:
 - a. Establishing, coordinating, and maintaining a comprehensive Victim Offender Conferencing program for the effective delivery of services including information and referral, intake, evaluation, case management and consumer satisfaction.
 - b. Seek additional funding and support, both financially and in-kind, for the future sustainability of the program.
- iv. Screening: The Provider is responsible for assessing the suitability of all participants to the conferencing process. All victim participation is voluntary. Participants' goals must be consistent with those of the specific conferencing program.
- v. Conference Coordination and Facilitation: The Provider is responsible for developing conferencing sites. The Provider must arrange for supervision appropriate to the youth. The Provider evaluates and arranges for an evaluation of the process by the Youth offender and the victim. Additionally, Provider will be responsible for:
 - a. Correspondence and direct communication with participant and families
 - b. Providing all participants with a full explanation of the philosophy and objectives of conferencing
 - c. Obtaining necessary releases of information
 - d. Maintaining confidentiality of records
 - e. Preparing participants for the Restorative Justice program experience
 - f. Documenting and disseminating the results of each conference to appropriate participants and referral agents
 - g. Issuing and collecting Conferencing evaluation forms
 - h. Develop and implement a Victim Satisfaction Survey Process

2. Service Duration

- a) Victim Offender Conferencing may take several meetings to facilitate a completed conference, closure for the victim, and a completed plan for compensation.
- b) Restitution Project is an ongoing function of the program.
- c) 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) Youths with multiple risk factors who are alleged or adjudicated delinquent and not involved in *Serious Delinquent Acts* as defined in §983.208.
- b) Youths and their family agree to participate in VOC and sign all necessary releases.
- c) Youths and their families agree to comply with conditions of the agreement resulting from Victim Offender Conference.
- d) Youth who owe less than \$200.00 and are under the age of 16 (Restitution program only)
- e) Referrals from the Purchaser will be given priority. However, within the limits of program resources, referrals may be accepted from law enforcement, county child serving agencies, schools as well as parents of children who may be both victims and offenders of youth crime.

4. Expected Outcomes

a) Victim Offender Conferencing:

- i. At least 75% of Youth will successfully complete their VOC process. The contracting agency and the purchaser will define successful completion.
- ii. At least 80% of victims involved in VOC express high to very high level of satisfaction with the process.
- iii. At least 75% of Youth will satisfy the conditions of the VOC agreement.
- iv. 75 % of Youth will remain free of any new delinquency referrals during the twelve-month period beginning with the date of the conference.

b) Restitution Project:

- i. The provider will continue to seek and establish resources to fund the Victim Assistance Trust Fund.

5. Outputs

- a) The Provider will make contact with the youth and his/her family within five (5) working days of receipt of a referral.
- b) Victim Offender Conferencing:
 - i. Providing the victim with an opportunity to be directly involved in discussion of the offense and in decisions regarding appropriate sanctions to be placed on the offender.
 - ii. Increasing the offender's awareness of the impact of their behavior and providing the offender with the opportunity to take full responsibility of it.
 - iii. Engaging the collective responsibility of the offender's support system for making amends and shaping the offender's future behavior.
- c) Restitution Project:
 - i. Provide for teens without resources to pay back their victims.
 - ii. Establish community service sites for the youth to work at.
 - iii. Establish parameters for supervising youth involved in community service and encouraging parents to be part of the supervision process whenever possible.

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 Victim Offender Conferencing and Restitution services.
2. Describe your agency's experience in providing Victim Offender Conferencing and Restitution services 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 1,000 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 yearly. 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? Provide examples of activities or task that were not implemented as planned and why you believe this occurred.
3. Were the services successful or not according to the victims and offenders? 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 to 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 **Friday, September 18, 2020**

C. Proposals

Proposals may be mailed or hand delivered. Proposals received after **4:00 PM on Friday, September 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 Friday, September 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: Danielle Wagner, Accounting

Specialist at dssfinancialservices@co.marathon.wi.us.

Written questions must be submitted prior to 4 p.m. on Monday, August 24, 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 Friday, September 4, 2020.

E. Timeline of RFP Process

RFP Packet Issue Date: Monday, August 17, 2020

Receive Questions from Respondents until: Monday, August 24, 2020

Purchaser responses to Questions: Friday, September 4, 2020

Deadline for Proposal Submission: Friday, September 18, 2020

Anticipated Award Date: November 13, 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.