



**Request for Proposal
for
County of La Crosse, Wisconsin**

June 25, 2018

HUMAN SERVICES DEPARTMENT

**Justice Support Services
Ophelia's House**

Proposals must be received no later than
3 p.m. Friday, July 27

SPECIAL INSTRUCTIONS:

- 1. Place the signed Signature Affidavit as the first page of your proposal.**
- 2. Proposers must submit an original and six (6) copies of all materials**
Label the lower left corner of your sealed submittal envelope as follows:
Proposer's name and address:
Proposal Title: Ophelia's House
- 3. Vendor Conference will be held on:
Wednesday, July 11, 2018 from 9:00 a.m. to 10:00 a.m.
in Room 1615:**
La Crosse County Law Enforcement Center
333 Vine Street
La Crosse, Wisconsin 54601
- 4. Deliver on or before Friday, July 27, by 3:00 p.m. to**
Attn: Paul Medinger
La Crosse County Human Services - Contract Unit
300 4th Street N
La Crosse, Wisconsin 54601
- 5. Final award decision anticipated by September 15, 2018, with an estimated
contract start date of January 1, 2019.**

LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED

TABLE OF CONTENTS

1.0 GENERAL INFORMATION 1

1.1 Introduction and Background 1

 1.1.2 Service Description 2

 1.1.3 Program Goals 5

1.2 Purchasing and Contracting Division/Department 6

1.3 Clarifications and/or Revisions to the Specifications and Requirements 6

1.4 Vendor Conference 6

1.5 Reasonable Accommodations 6

1.6 Calendar of Events..... 7

1.7 Contract Terms and Rate Increases..... 7

2.0 PREPARING AND SUBMITTING A PROPOSAL 8

2.1 General Instructions 8

2.2 Public View of Proposals 8

2.3 Incurring Costs..... 8

2.4 Submitting the Proposal..... 8

2.5 Proposal Organization and Format 9

2.6 Multiple Proposals 9

2.7 Vendor Interviews/Presentations 9

3.0 PROPOSAL SELECTION AND AWARD PROCESS..... 10

3.1 Opening of Bid..... 10

3.2 Preliminary Evaluation 10

3.3 Right to Reject Proposals and Negotiate Contract Terms 10

3.4 Proposal Scoring 10

3.5 Evaluation Criteria 10

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

3.6 Required Forms 12

3.7 Final Offers..... 12

3.8 Notification of Intent to Award will be Shortly Following Final Approval..... 12

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS..... 12

5.0 PURCHASE OF SERVICE CONTRACT 14

6.0 START-UP COSTS 14

6.1 Start-up Costs (if Applicable) 14

7.0 EXPENSES RELATED TO CONTRACTING 14

7.1 Insurance Requirements 14

7.2 Interpreters..... 15

7.3 Audits 15

7.4 Background Checks 15

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

1.0 GENERAL INFORMATION

1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal to provide housing, wraparound services, and evidence based practices to women involved in the criminal justice system who reside at Ophelia’s House or are receiving services provided at Ophelia’s House. This will be a collaborative effort between the contracted agency and La Crosse County Human Services Justice Support Services (JSS) Section. The County intends to use the results of this process to award a contract for Ophelia’s House. The desired relationship between the contracting vendor and La Crosse County is one marked with commitment to consistent quality services with continual improvement.

Ophelia’s House has been in operation since 2008 and is currently located at 127 – 129 South 7th Street. It is a duplex with the capacity to house five (5) women in each unit for a maximum of ten (10) women. This project shall not exceed \$257,000.00 annually.

According to Mc Campbell (2005), women in jails nationally are more likely to be convicted of crimes involving drugs or property, to be victims of past physical and/or sexual abuse, to be single parents of children, and to be low income due to poor employment skills and education. They also have significant histories of substance abuse and multiple physical and mental health needs. Women tend to be lower risk than men, but have higher needs and are over classified (meaning classified as high risk) in prisons and in jails.

From 2015 through 2017, 119 women resided at Ophelia’s House for a total of 146 stays. Since all of the women are under some type of court order or on an Alternative To Revocation, there are circumstances where a participant may violate the conditions of the Court which obliges the judge to revoke the privilege of residing in the community or the Probation Agent to move forward with revocation. Depending on the circumstances the Court or Department of Corrections may allow the participant to resume or re-enter residency at Ophelia’s House after a period of time in jail.

As outlined below, it is easy to demonstrate the importance of utilizing motivational tactics to engage the women in Ophelia’s House. On average, if a woman stays involved for at least three weeks she has a better chance of overall success in completing the program.

<u>2015-2017</u>		
Average Length of Stay	Successful	Unsuccessful
50 Days	62	56

The maximum stay was 154 days and the minimum 1 day.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

The women’s age range from early 20’s to mid-50’s. The average age was 30. Women’s needs range from cognitive-behavioral therapy, substance abuse, and mental health to assistance with bus passes, housing, and budgeting.

1.1.2 Service Description

A. Target Population

The target population for Ophelia’s House is women who are homeless, assessed as moderate to high risk needs and are involved in the criminal justice system with significant needs that cannot be met in any other way.

B. Eligibility

Women are determined eligible by the courts and JSS staff after a risk and needs assessment has been completed.

C. Description of Type of Services to be Rendered

Ophelia’s House is a comprehensive program that can begin at any point with the woman’s involvement in the criminal justice system. The case plan is developed in conjunction with the participant and any community partners involved in the woman’s life. The JSS Case Manager communicates with a multi-disciplinary team that may include medical personnel, treatment specialists, institutional staff, parole/probation officers, community providers, family members, mentors, and the participant. The team is formed when the woman is referred for case management and is required to meet on an as needed basis to monitor progress with the case plan. It is anticipated that “team” membership will change over time and/or if the woman transitions from one setting to another.

The provider for Ophelia’s House is to provide the delivery of gender-responsive case management services for vocational, personal, family/social and life needs to criminal justice involved women following the Women Offender Case Management Model (WOCMM). This model evolved from gender-informed, evidence-based practices and is designed to reduce recidivism, increase the availability of services, and enhance the lives of women. The entire model can be found at <http://nicic.gov/Library/021814>. The provider is required to implement the case plan developed by the referral source who is the team lead. The goal is for the provider to connect each woman to existing community organizations providing the following relevant services. The provider should outline how it intends to provide the services listed:

- **Vocational** – The provider will collaborate with community organizations, each woman, and JSS/Department of Corrections (DOC) in providing *job readiness counseling, education, employment, and literacy training.*
- **Personal** – The provider will collaborate with community organizations, each woman, and JSS/DOC in providing *trauma services, cognitive skills, substance abuse services, spirituality, eating disorders, self-injury, reproductive health, exercise, nutrition, and leisure.*

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

- **Family/Social** – The provider will collaborate with community organizations, each woman, and JSS/DOC in providing *information on custody and access, parent counseling and parenting skills, informal supports, formal supports, visitation access, liaison with child protective services, and healthy relationships.*

- **Life Needs** - The provider will collaborate with community organizations, each woman, and JSS/DOC in providing *hygiene supplies, financial assistance, housing (beds) see below – (estimated 10 beds/day), transportation, food/clothing, screening and application for medical assistance and economic support, medication compliance, and legal assistance.*

Housing – The County owns the property at 127-129 South 7th. It is a duplex with the capacity to house five (5) women in each unit for a maximum of ten (10) women.

The provider shall be committed to providing a program with the objective of reducing recidivism, increasing the availability of services and enhancing the lives of women. It is estimated that 25 –55 women will be referred for these services annually.

D. Performance Records, Program Evaluations and Client Records

The provider will keep requested records on each woman and provide information to conduct program evaluation. At a minimum, the records will include the following:

- Name of the woman.
- Date of birth.
- Admission date.
- Discharge date.
- Referral Source.
- Length of stay.
- Reason for discharge.
- Risk/need score (high, medium, low).
- Track group attendance
- Other information as requested.

Records will be kept in a confidential location. Each file will include the client’s most recent case plan, along with record on the completion of each goal.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

Provider chosen for this RFP will be required to submit quarterly reports to the Vendor Development Supervisor measuring the outcomes achieved.

E. Oversight of Referrals

The House Manager will oversee Department of Corrections Alternative to Revocation referrals to Ophelia’s House. This responsibility will include the following:

1. Emailing a confidential weekly report regarding the resident’s progress for that week.
2. Report any house violations or other violations to the agent of record.
3. Receive and forward all missed and positive tests to the agent for a treatment or behavioral response.
4. Include County supervisor in all email communication.

F. Other Service Requirements

Staffing –

Ophelia’s House is staffed 24 hours/day, 7 days per week. It is acceptable for staff to attend group facilitations and meetings as necessary, leaving the residence unstaffed for short periods of time not to exceed two hours. Expectations of staff will be to provide general maintenance of the house and grounds, volunteer recruitment and support, provide positive interaction with residents, support of the case plan, provide individual meetings to support pro-social activities, provide positive role-modeling, group facilitation if properly trained, provide women with general personal items, and food for the residents.

Enhance Motivation –

While the JSS case manager will provide the information from the individualized risk and needs assessment, the provider will utilize the knowledge of motivational interviewing (MI) to determine the participant’s readiness for change. The provider will utilize MI skills to enhance motivation and readiness for change while taking into account the history of each woman that includes multiple layers of trauma, substance abuse issues, and a probable mental health diagnosis.

Implement the Case Plan –

The provider will participate as needed in the development and implementation of each case plan. Provider staff will conduct a review of the case plan regularly with each participant and document the results of the case plan review.

Review Progress of the Participants –

The provider will reinforce successes, introduce problem solving strategies when obstacles arise, and help develop maintenance strategies. The provider will utilize evidence-based strategies to reinforce behavior. The provider will recognize that all women have strengths that can be mobilized and that it is imperative to involve the women to establish desired outcomes.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

Community Phase –

The provider will encourage women to maintain involvement in the services provided at Ophelia’s House to maintain pro-social attitudes, values, and beliefs learned while residing at Ophelia’s House. Women who have a residence but may benefit from the services will be referred to programs at Ophelia’s House.

1.1.3 Program Goals

Provide a comprehensive program that meets the needs of women involved in the criminal justice system.

1.1.4 Desired Outcomes

	Expected Outcome	Outcome Measures
Ensure staff are engaged in meaningful activities with women residing at Ophelia's House.	Evening & weekend staff will provide at least 40 hours per week engaged in activities.	Engagement form that staff completes for each resident.
Women residing at Ophelia's House participate in the Evidence-Based services provided by the Ophelia's House program and sub-contracted vendors.	Women participate in at least 75% of their required services as outlined by house rules and their individual case plans.	Attendance Records
Ensure successful transition of women from Ophelia's House to their community.	50% of women will leave Ophelia's House successfully (did not abscond, asked to leave, or arrested).	Ophelia’s House staff tracking method

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

1.2 Purchasing and Contracting Division/Department

This Request for Proposal (RFP) process is administered by La Crosse County, Purchasing Division and the person responsible for managing the procurement process is Chris Sander.

The contract resulting from this RFP will be administered by La Crosse County, Human Services Department. The Contract Coordinator will be Paul Medinger.

1.3 Clarifications and/or Revisions to the Specifications and Requirements

Please send any known questions you may have before the Vendor Conference. Any questions concerning this RFP must be received in writing by mail, fax, or e-mail on or before **Friday, July 6**. Send inquiries to:

Paul Medinger, Contract Coordinator
La Crosse County Human Services
300 4th Street N.
La Crosse, Wisconsin 54601
Voice: (608) 785-5520 Fax: (608) 793-6567
E-Mail: pmedinger@lacrossecounty.org

Providers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the process. If a provider discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the provider should immediately notify the above named individual of such error and request modification or clarification of the RFP document.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be provided via the La Crosse County Website and via email to all known interested parties.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

1.4 Vendor Conference

A vendor conference will be held on **Wednesday, July 11 at 9:00 a.m.** at La Crosse County Law Enforcement Center Building at 333 Vine Street, Room 1615 to respond to written questions and to provide additional instruction and information to providers on the submission of proposals. Please note you will pass through metal detectors upon arrival.

1.5 Reasonable Accommodations

La Crosse County will provide reasonable accommodations for the vendor conference upon request. If you need accommodations at the vendor conference, contact Paul Medinger at (608) 785-5520 or pmedinger@lacrossecounty.org.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

1.6 Calendar of Events

June 25, 2018	Release date of Ophelia’s House Program Services RFP
July 6, 2018	Questions on RFP due to County
July 11, 2018	Vendor Conference, Room 2100, La Crosse County HHS Building.
July 27, 2018	Proposals due from providers, receipt by 3:00 p.m.
August 23, 2018	Vendor Interviews/Presentations- please hold this day open for possible vendor interviews/presentations at 10 a.m. and 11 a.m.
September 15, 2018	Anticipated notification of award sent to providers
January 1, 2019	Estimated contract start date

1.7 Contract Terms and Rate Increases

The contract shall be effective from January 1, 2019 until December 31, 2021.

Annual rate adjustments will be made automatically following the July Consumer Price Index for Urban Regions (CPI-U).

1. The rate will be determined from tables from the U.S. Department of Labor-Bureau of Labor Statistics for the Midwest Urban region for areas of 50,000 or more.
2. Should the CPI-U ever be less than 0%, the Provider rates will stay the same as the current year. Should the CPI-U ever be more than 3%, Provider rates will go up 3%.
3. Automatic Rate Adjustments exclude services that are purchased at retail price, Medical Assistance (MA) Rates, and reimbursement rates set by the State (i.e. children’s group homes/residential care centers, autism, etc.). Also excluded are contracted rates that include a total dollar amount not to exceed during the contract period.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

Providers are encouraged to form partnerships with one another and submit proposals together with one “lead” agency that may subcontract with community partners.

The evaluation and selection of a provider and the contract will be based on the information submitted in the provider’s proposal and any required vendor interviews/presentations. Failure to respond to each of the requirements in the RFP may deem the proposer non-responsive.

Elaborate proposals (i.e. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2 Public View of Proposals

To the extent permitted by law, it is the intention of La Crosse County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of La Crosse County. At that time, all proposals will be available for review in accordance with the Wisconsin Public Records Law.

2.3 Incurring Costs

La Crosse County is not liable for any cost incurred by proposers in replying to this RFP.

2.4 Submitting the Proposal

Proposers must submit one original and **six (6) copies** of all materials required for acceptance of their proposal by **3:00 p.m., July 27, 2018** to:

Paul Medinger
La Crosse County Human Services – Contract Unit
300 4th Street N
La Crosse, Wisconsin 54601

Proposals must be received in the above office by the specified time stated above. Proposals must be available electronically if requested by La Crosse County.

All proposals must be packaged, sealed, and show the following information on the outside of the package:

- Proposer’s name and address.
- RFP title: Ophelia’s House

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

2.5 Proposal Organization and Format

Proposals should be typed and submitted on 8.5 x 11 inch paper bound securely. The “original” should be marked as such on the title page. Proposals should include a Table of Contents and be organized and presented in the order assigned in the RFP. Each heading and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are as follows:

- Evaluation Criteria (See Section 3.5 of this RFP)
 - Service Methodology
 - Organizational Capabilities
 - Staff Qualifications
 - Outcomes/Documentation
 - Funding/Price Proposal

- Required Forms
 - Attachment A Signature Affidavit
 - Attachment B Vendor Data Sheet
 - Attachment C Purchase of Service Contract (return only if any requested revisions)
 - Attachment D Budget Packet

Provider(s) must submit a proposal on all of the four (4) parts (separated by tabs within the Service Methodology Section) as listed in Section 1.1.2 and 3.5 (i.e. vocational, personal, family/social, and life needs), a separate section is requested for each part – as well as hours and funding required for each part. The Contract will be awarded to the provider(s)/partnership(s) who scores the highest on the evaluation rating scale in Section 3.5.

2.6 Multiple Proposals

Multiple proposals from a provider will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

2.7 Vendor Interviews/Presentations

Top scoring proposers, based on an evaluation of the written proposal, may be required to participate in interviews/presentations to support and clarify their proposals. **These will be scheduled for August 23, 2018 at 10 a.m. and 11 a.m.**, following an internal meeting on August 8. **Please keep this date open for a possible interview/presentation. Generally, it is appropriate to bring staff familiar with the program and financial aspects of the proposal such that questions can be answered during the interview time.**

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Opening of Bid

Proposals will be opened after 3:00 p.m. on July 27, 2018.

3.2 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met and if additional mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all providers do not meet one or more of the mandatory requirements, La Crosse County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

3.3 Right to Reject Proposals and Negotiate Contract Terms

La Crosse County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, La Crosse County may negotiate a contract with the next highest scoring proposer.

In addition, La Crosse County reserves the right to discontinue the RFP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more providers.

3.4 Proposal Scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The committee will review all proposals and will request interviews/presentations and use the results of those meetings in scoring the proposals.

3.5 Evaluation Criteria

Providers are encouraged to form partnerships with one another and submit proposals together with one “lead” agency that may subcontract with community partners. The enclosed below evaluation criteria and rating scale shows the importance of this to the County.

Description	Points
Service Methodology	100
Provide a demonstrated success and an understanding in the areas of service required in the Scope of Work. Vocational - Describe how the provider will collaborate with community organizations, each woman, and JSS in providing job readiness counseling, education, employment, and literacy training. Personal - Describe how the provider will collaborate with community organizations, each woman, and JSS in providing trauma services, cognitive skills, substance abuse services, spirituality, eating disorders, self-injury, reproductive health, exercise, nutrition, and leisure.	

**Request for Proposal for- Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

<p>Family / Social - Describe how the provider will collaborate with community organizations, each woman, and JSS in providing information on custody and access, parent counseling and parenting skills, informal supports, formal supports, visitation access, liaison with child protective services, and healthy relationships.</p> <p>Life Needs - Describe how the provider will collaborate with community organizations, each woman, and JSS in providing hygiene supplies, financial assistance, housing (beds) see below – (estimated 10 beds/day), transportation, food/clothing, screening and application for medical assistance and economic support, medication compliance, and legal assistance.</p> <p>Describe the organization’s knowledge of services provided by other community organizations.</p>	
<p><u>Organizational Capabilities</u></p>	<p align="center">25</p>
<p>Describe the organization’s experience in collaborating with other community organizations knowledge of services provided by other community organizations. Provide agency interest and experience (including identifying specialties with certain target groups) in providing all parts of the following services including but not limited to vocational, personal, family/social, and life needs. Provide information of how staff schedules will be structured and include the structure of supervisory oversight.</p>	
<p><u>Staff Qualifications</u></p>	<p align="center">25</p>
<p>Describe the educational and background work experience of the direct staff and supervisory staff who will be assigned to provide Ophelia’s House Program services. Give an explanation of what training and ongoing training will be provided to staff and the length of the training.</p>	
<p><u>Outcomes/Documentation</u></p>	<p align="center">25</p>
<p>Describe “how” the proposed outcomes for each service area will be documented and how the results will be measured and analyzed. Include any templates or methods of measuring agency service performance. Provide your organizational approach to document consumer satisfaction with the services and if the services are promoting the desired outcomes as listed in Section 1.1.4.</p>	
<p><u>Funding/Price Proposal</u></p>	<p align="center">25</p>
<p>Please complete the attached budget worksheets.</p> <p>Provide hourly rates for each separate part for vocational, personal and family/social AND a daily rate for each woman for life needs.</p> <p>The provider should include the cost of utilities in the proposal for life needs. The provider should provide any required operational funding.</p>	
<p><u>Vendor History</u></p>	<p align="center">0</p>

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

These services are crucial to the clients served by La Crosse County Human Services. As part of this evaluation, a vendor may have up to 15 points subtracted based on the vendor’s past historical integrity in regards to providing services that meet needs of the clients, comply with program requirements and standards and are financially sound. Vendors with no previous history will be scored at zero.	
<u>Vendor Interviews/Presentations</u>	200
<u>TOTAL</u>	400

3.6 Required Forms

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

- | | |
|--------------|------------------------------------------------------------------------------|
| Attachment A | Signature Affidavit |
| Attachment B | Vendor Data Sheet |
| Attachment C | Purchase of Service Contract (<i>only if you have requested revisions</i>) |
| Attachment D | Budget Packet |

3.7 Final Offers

The final provider is estimated to be decided upon by the Internal Purchasing Approvers by September 15, 2018.

3.8 Notification of Intent to Award will be Shortly Following Final Approval

As a courtesy, La Crosse County may send a notification of award memo to responding providers at the time of award.

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS

La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

La Crosse County reserves the right to re-issue any solicitations. Upon the selection of a finalist provider, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this provider. If La Crosse County, for any reason, is unable to reach a final agreement with this provider; La Crosse County reserves the right to reject such provider and negotiate a final agreement with the provider who has the next most viable proposal or bid. La Crosse County may also elect to reject all proposals and re-issue a RFP.

Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a provider’s proposal or obtain additional information.

La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of La Crosse County.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of La Crosse County.

La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the provider.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

Indemnification

The Provider agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Provider, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

5.0 PURCHASE OF SERVICE CONTRACT

The Purchase of Service Contract “Agreement,” attached hereto on Attachment C, shall be defined by written agreement between the parties and shall be binding when fully executed by the parties. **Supplier responses to the RFP will be incorporated by reference in each written agreement** and will become an integrated part of each final contract.

The proposer should submit as part of the RFP response any comments to the Purchase of Service Contract. It is requested that proposers not re-type or scan the document. Please provide feedback in the form of redline where required. La Crosse County will assume agreement of all contract language unless noted by provider.

6.0 START-UP COSTS

6.1 Start-up Costs (if Applicable)

Start-up costs are allowable for new or expanded services only. This total cost should be reflected under Section BB. Miscellaneous, with detailed proposed expenses attached to the budget packet. Costs incurred should be recovered in the unit price of the product or service. If a vendor feels that they need to bill start-up costs in advance of services being provided, this would need to be justified in the proposal and negotiated prior to contracting. Start-up costs may not be billed prior to services being provided for certain programs

7.0 EXPENSES RELATED TO CONTRACTING

7.1 Insurance Requirements

Provider will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers’ Compensation: minimum amount statutory
- Comprehensive general liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Professional Liability (if applicable): minimum amount \$500,000
- Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability coverages.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

7.2 Interpreters

Providers of services, not goods, are required by contract to sign a Letter of Assurance for Civil Rights Compliance and/or fill out a full Civil Rights Compliance Plan. Both of these documents require a provider of services to provide those services without discrimination, which means that they will need to provide an interpreter/translator at no cost to the client or La Crosse County.

7.3 Audits

Wisconsin Statutes 46.036(4) (c) requires that any Purchase of Service contract vendor with a contract in excess of \$100,000 must provide the County with a certified financial and compliance audit report.

7.4 Background Checks

- A. Provider shall comply with the provisions of DHS 12, Wis. Admin Code.
- B. Provider shall conduct background checks at its own expense of all employees assigned to do work, with direct client contact, for the Purchaser under this contract.
- C. Provider shall conduct background checks with other states where the employee has lived, any time an employee required to have a background check, has lived out of state within the last 3 years.
- D. Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health Services, and the Department of Regulation and Licensing as well as out of State records, tribal court proceedings and military records.
- E. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- F. Provider shall train its staff to immediately report all allegations of misconduct to their immediate supervisor, including abuse and neglect of a client or misappropriation of client’s property. Staff shall also report to their immediate supervisor, as soon as possible, but no later than the next working day, when they have been convicted of any crime or have been, or are being investigated by any government agency for any act or offense (DHS 12.07(1)).
- G. The Provider shall notify the Purchaser, as soon as possible, but no later than the Purchaser’s next business day, when any of the following occurs with regard to its personnel pursuant to DHS 12.07(2):
 - a. The Person has been convicted of any crime
 - b. The person has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client’s property.
 - c. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client’s property.

**Request for Proposal for– Ophelia’s House Program
La Crosse County Human Services –Justice Support Services**

- d. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person’s license has been restricted or otherwise limited.
- H. Upon notification from Provider, Purchaser will follow its internal procedures.
- I. Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. Provider shall complete the form attached as Appendix 7 (Page 2) and return it to the Purchaser. Purchaser may audit Provider Personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Policy.
- J. After the initial background check at the time of employment, licensure or contracting, the Provider must conduct a new Caregiver Background Check every four (4) years, or at any time within that period if the Provider has reason to believe a new check should be obtained.

Plan and budget accordingly for all of these expenses related to contracting with La Crosse County.