**GENERAL INSTRUCTIONS TO AGENCIES APPLYING FOR 2017 FUNDING**

**FROM RACINE COUNTY HUMAN SERVICES**

1. **DEADLINE: Bid and Program Specification proposals are due no later than 12:00** **p.m. (noon) on Wednesday, May 10, 2017.**

Proposals may be mailed or delivered to:

Human Services Department

1717 Taylor Avenue

Racine, Wisconsin 53403

Attention: Contract Services

 If mailed, proposals should be sent registered mail. Proposals delivered to HSD should be left at the 1 South Reception Desk, Human Services Department entrance of the Racine County Dennis Kornwolf Service Center. A dated receipt will be given upon request for all proposals delivered to the Department.

 **Applicants are encouraged to submit proposals on-line to:** HSDProposals@racinecounty.com. You will be mailed a receipt.

Applicants are reminded to carefully examine the proposal and specifications. If the applicant does not fully understand the RFP or is in doubt as to the County’s ideas or intentions concerning any portion of the Proposal, the applicant shall submit any/all questions in writing to Lisa Meyer, Contract Monitor, by Wednesday, April 19, 2017 either by fax or e-mail for interpretation or correction of any of the printed material.

 Fax: (262)638-7007

 E-mail: HSDProposals@racinecounty.com

Answers to all questions will be sent to known respondents by April 24, 2017in the form of an addendum. Any addenda will be posted on Racine County Human Services Department’s website [www.racinecounty.com/government/human-services](http://www.racinecounty.com/government/human-services/) under Contracts and Budget.

Any changes made to the RFP after posting will be issued via addenda to all known respondents and if necessary, an extension will be made to the proposal opening date. The original RFP and any addenda will be posted to the Racine County Human Services Department website [www.racinecounty.com/government/human-services](http://www.racinecounty.com/government/human-services/) under Contracts and Budget. Applicants are responsible for checking this website for any future addenda prior to the deadline. All addenda must be signed and returned with your submitted proposal as specified in the addenda. Applicants who do not return the addenda may have their proposals rejected. If you are unable to access the internet, contact Racine County Human Services Department Contract Services at (262)638-6657 for a hard copy.

1. **Agencies that are submitting competitive bid applications, must submit (4) copies of the application and one original (total 5 application packets).** Applications must be typed on the application form. Additional pages should be typed on white paper not to exceed 8-1/2" x 11". **Binders or folders are not permitted.**
2. Based on what is advantageous to the County, the Racine County Human Services Department reserves the right to accept or reject any or all proposals received; to cancel in part or its entirety the RFP; to rebid any or all parts of the RFP if proposals received are not acceptable.
3. All agencies submitting competitive bids will be notified of HSD's intent to contract by TBD. Unsuccessful agencies will also be notified at this time.
4. Proposals not meeting the deadline indicated above will not be considered. Unless requested by HSD, no additional information will be accepted from an applicant agency after the deadline for submittal.
5. Racine County Human Services operates under specific administration policies that define policies and procedures for contract services. They are the following:
6. All agencies awarded contracts will maintain a double-entry bookkeeping system on a modified-accrual basis. (See Allowable Cost Policy & Provider Agency Audit Guide.)
7. All agencies awarded contracts will be required to submit a certified audit report that shows expenses and revenues for the contract period by major line item and distributed among the services provided.

Exceptions: Contracts under $25,000 may be waived. Hospitals regulated by the rate review process are exempted from meeting this audit requirement. Corporate audits with accompanying statement of expenses and revenues will be accepted when the local agency is an office of a large parent corporation.

1. All agencies awarded contracts must comply with reporting requirements of the Human Services Department; the Contract Administration Manual; State Allowable Cost Policies.
2. All agencies awarded contracts must comply with budget criteria in that Management & General expenses do not exceed 10%.
3. All agencies awarded contracts must comply with the uniform schedule of fees as defined in s.46.03 (18) Wis. Stats. and Administrative Code HSS 1.01-1.06. All agencies awarded contracts for the Comprehensive Older Americans Act Amendments shall comply with the requested donation requirements.
4. All agencies awarded contracts shall keep in force a liability insurance policy issued by a company authorized to do business in the State of Wisconsin and licensed by the Wisconsin Insurance Department. Upon execution of a contract, agency will provide Racine County with written verification of the existence of such insurance. Racine County, and its officers and employees shall be listed as additional named insured.
5. All agencies awarded contracts shall comply with applicable civil rights/affirmative action policies in hiring and promotion of employees and the delivery of services. Upon execution of a contract, the agency will provide Racine County with a current copy of the applicable policy, as well as the Civil Rights Letter of Assurance.
6. If required by State statutes, **new programs** must be licensed or certified within 30 days of issuance of a contract. Exceptions of up to 90 days will be made for CBRF’s, AFH’s or group homes. Licenses and certifications for **current programs** must be up-to-date, and copies **must be attached to the proposal**.
7. It is the intent Racine County Department of Human Services (RCHSD) to execute a one-year contract as a result of this RFP and the selection process as further defined in this RFP. Contracts may be extended for three (3) additional one (1) year periods. Contract renewals are determined solely by Racine County subject to applicable funding requirements and department authorizations, availability of funds, satisfactory contract performance, and when applicable, negotiation of renewal rates. Contracts resulting from this RFP are anticipated to commence on July 1, 2017.
8. RCHSD does not reimburse costs incurred in proposal preparation.
9. As a Federal/State/County funded program, be aware that regulations may change for the program, and the program design may be affected resulting in modification by RCHSD.
10. Contract Reimbursement Policy: It is the intent of RCHSD to reimburse the actual approved costs or units of service provided under this RFP and reported each month. Payments will depend on timeliness, accuracy of reporting, and the achievement of quantitative and qualitative goals specified in the Program Description and Specifications and as otherwise required or negotiated.
11. Conflict of Interest: Contractors awarded contracts under this RFP shall ensure the establishment of written policies and employment rules and other safeguards to prevent, and shall prevent, its employees, consultants, or agents from attempting to influence Racine County officials, employees, or its various committees, commissions, workgroups, departments, authorities, centers, services, consultants, agents, or members of the Racine County Board of Supervisors, from using their public positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others with whom they have family, business, or other ties. Please note that it is a crime under Sec. 946.13 Wis. Stats., if any public official or employee shall, in his private capacity, negotiate or bid for or enter into a contract in which he has private pecuniary interest, direct or indirect, if at the same time he is authorized or required by law to participate in his capacity as such officer or employee in the making of that contract or to perform in regard to that contract some official function requiring the exercise of discretion on his part, nor shall any official or employee, in his official capacity, participate in the making of a contract in which he has a private pecuniary interest, direct or indirect, or perform in regard to that contract some function requiring the exercise of discretion.

**SCHEDULE OF EVENTS**

**Racine County reserves the right to deviate from any timetable related to this RFP.**

**4/8/17**  Public Notice of RFP

**04/19/2017 Deadline for Receipt of Questions**

**04/24/2017** Q & A Summary Posted

**05/10/2017 Due Date for Proposals**

TBD Evaluation Process

TBD Service Implementation and Transition Period

**07/01/2017** Intended Contract Start Date

# specific program proposal Instructions

**This proposal packet and the accompanying program budget worksheets are intended to be used for agencies applying for funding for WIOA One Stop Operator Services.**

Agencies must submit one completed proposal which will include:

1. Proposal Signature Sheet—submit one sheet for your proposal
2. Proposal Narrative Requirements—submit one for your proposal
3. Support Documentation—a separate one must be submitted for each program in your proposal
4. Program Budget-excel spreadsheet *(complete all worksheets)*

Section D Program Budget is a separate Excel Workbook consisting of four (4) spreadsheets. It is available on the HSD web site at <http://racinecounty.com/Home/ShowDocument?id=12521>.If, for any reason, you cannot access it, or you do not have Excel, please contact Lisa Meyer at 638-6657 for a printed copy. **Instructions for completing the Program Budget worksheets are included as part of this document**.

 **Section A. Proposal Signature Sheet**

 The Proposal Signature Sheet is attached to the RFP form and will serve as the cover page of the proposal – Attachment #1

 **Section B. Proposal Narrative Requirements**

1. Organization/Business Description

Provide a concise statement of the mission, goals, and a brief history of the organization. Include information on business formation, size, number of years in business, scope of services and highlights of achievements.

1. Service Plan/Methodology

Describe in detail the service to be provided, client groups, service methodology, and goals. Address and describe the following:

1. Proposed service methodology and how it meets program specifications.
2. Program design and how it addresses service needs of the target population.
3. Service levels and how it addresses service needs of population.
4. Innovative and creative approaches to service.
5. Business Capacity/Staffing/Organizational Structure

Address and describe the following:

1. Administrative and management background (management team, administrative support, staff supervision).
2. Organization’s collaborative and cooperative history and flexibility to meet changing programmatic and administrative requirements.

c) Staff qualifications, staff retention rates and methods of minimizing staff turnover. Staff qualifications to deliver proposed design, key staff members’ length of service, proposed staffing patterns, and staff to participant ratios.

d) List all staffpositions related to proposed services and include the following for each:

1. Position title, responsibilities and duties for proposed service
2. Percentage of FTE assigned to this component
3. Qualifications of staff position (degrees, training, and experience)
4. Knowledge in Field & Program Area and Previous Experience-Similar and Relevant Services

Address and describe the following:

1. Experience with proposed service & target population.
2. An understanding of the service needs of the target population.
3. A record of successful provision of similar services to target population, and achievement of service goals and planned outcomes.
4. Level of experience in managing proposed services.
5. Experience with state and local performance tracking systems, including Automated System Support for Employment and Training (ASSET).
6. Complete RFP Attachment #4. Provide business contact information for most recent business experience, **excluding** any contacts for the Racine County HS-DWD and the SE Workforce Development Board.
7. Program Performance

Address and describe the following:

1. Describe plan/method for meeting the performance requirements, and method for collecting, analyzing, monitoring, measuring, documenting and evaluating service performance and outcomes achieved.
2. Describe how corrective actions will be completed and reported, if necessary based on results of performance monitoring.
3. Budget Narrative / Financial Information
4. Demonstrate that described financial/information systems are adequate to meet the program specifications.
5. If a previous Racine County Human Services provider, demonstrate that data reports have been accurate and timely and that other reporting requirements have been met.
6. Demonstrate that audit report displays acceptable financial practices and reflects a sound financial position.
7. Provide information for reviewers to determine reasonableness of the cost and revenues included in the budget. In this section also indicate the not-to-exceed percentage increase for three (3) succeeding years. Identify the administrative cost and method for the allocation basis. Attach a detailed explanation of allocation method used to the Budget Worksheets.
8. Quality of Proposal

Proposal must be complete, thorough and demonstrate professional organizational and writing abilities. Proposal must address all requirements and specifications of RFP and include all required documentation.

1. RFP Addenda – include all RFP Addenda (signed) as posted on the Racine County Human Services website.

 **Section C.** **Support Documentation:**

## If an item in this list does not apply, be sure to provide a statement of explanation in your proposal. Submit the support document as a separate set of information with the original proposal and provide 5 copies of the set.

1. Assurances - Complete and return related RFP attachment #2.
2. Ethics – Complete and return RFP attachment #3.
3. Excerpts of Personnel Policies to include Employee Benefits relating to time off (vacation, sick, holidays, leave of absence, etc.)
4. Organization Chart - organizational chart.
5. Board of Directors (if applicable) – list the current Board of Directors identified by name with middle initial, position held on Board, address, employer and occupation; and provide a statement that Board members are 18 years of age or older.
6. Evidence of Board Approval (if applicable) - documentation stating that the governing board has given its approval for the submittal of the proposal.
7. Evidence of Insurance Coverage – your current insurance certificate/coverage information. Contracts resulting from this RFP will not be considered authorized until a contract compliant copy of the insurance certificate is received by Racine County Human Services Department. Current Racine County Human Services minimum expectations for contract compliance is as follows: list Racine County as additional insured and as a certificate holder, maintain minimum commercial general liability for personal and bodily injury and property damage against any claim(s) that might occur in carrying out the Contract [including professional malpractice; errors and omissions coverage, if the services being provided are professional services], with minimum liability amount of $300,000 per occurrence/One Million aggregate and minimum $50,000 in property damage, Worker’s Compensation insurance as required by WI Statutes, and minimum $1 Million combined single limit commercial auto/motor vehicle insurance for all owned, non-owned, and hired vehicles used in carrying out the services of the contract.
8. Annual Report – most current annual report.
9. Audit/Financial Report – last completed fiscal year audit completed by an independent auditor, or year-end financial reports if audits are not required and a statement as to why audits are not required.
10. County Employee Disclosure – list all Racine County employees or former employees to whom a wage, a salary, or an independent consultant fee was paid during the preceding one and one half years.
11. Licenses and Accreditations – information on current licenses and accreditations held or required for staff and/or the organization.
12. Racine County Human Services may request additional documentation or information if necessary to adequately review proposals and/or as needed at time of contract award.

###### Section D. Program Budget Guidelines (Excel Workbook – 4 Worksheets)

Contractors must comply with the Wisconsin DHFS Allowable Cost Policy that is available at http://www.dhs.state.wi.us/grants/Administration.

 The budget proposed by the Provider for the selected programs shall include all costs associated with the operation of this component. The information sought in this section is designed to provide detailed information on the proposed program budget(s).

The budget worksheet is available in an EXCEL file labeled Nonresidential Budget Worksheets.xls is located at <http://racinecounty.com/government/human-services/contracts-and-budget/-folder-475>.

If you have any questions regarding the budget worksheets, please contact Lisa Meyer at 638-6657 or email Lisa.Meyer@racinecounty.com.

1. **Budget Worksheet #1 - Time Allocation of Personnel by Program**

 Complete Budget Worksheet #1 to summarize the percent of personnel time allocated to complete each program:

1. Insert a Program Name as the column heading for each program included in the agency’s proposal

 Distribute the percentage of each individual's time across:

 (1) Direct Staff FTE

 (2) Admin/Clerical/Supervision

 Please refer to Appendix B: Line Item Descriptions for definition of salaries to be charged to programs.

1. Insert each employee's name, position title, annual salary and Full-Time Equivalents in the applicable columns of the budget grid. (One Full-Time Equivalent is equal to 2,080 hours of work per year.)
2. This worksheet must be completed
3. **Budget Worksheet #2 – Expense Budget By Program**
4. Enter the total HSD expense and allocate it across the program.
5. Enter the total Management and General expense. The percentage of Management and General Expenses cannot exceed 10%. The percentage will be automatically calculated for you if you are using the EXCEL spreadsheet. If you are not using the EXCEL spreadsheet, you will have to manually calculate the percentage.
6. For definitions of line items, please see Appendix B: Line Item Description.
7. If you currently are contracting with HSD for the same program that you are requesting funding for next year, please complete the **row** labeled “Current Year’s Program Expense”. You need only enter the program expense allocation, not the total. For example, if you have a counseling contract for $100,000 and a case management contract for $50,000, you would enter $100,000 and $50,000 under the columns marked “counseling” and “case management” respectively. You would not enter $150,000 in the column labeled “Total”. Please use the most current program allocation as stated in your contract. If you are using the EXCEL spreadsheet, the percentage of change from this year’s funding to next year’s request will be calculated automatically. If you are not using the EXCEL spreadsheet, please manually calculate.
8. **This Worksheet must be completed**

1. **Worksheet #3 - Budget Detail**

a. For the selected line items of Occupancy, Professional Fees, and Client-Related Services, please provide us with the requested detail concerning the cost.

**b. This Worksheet must be completed**.

1. **Worksheet #4 - Agency Budget Overview**
2. Use Worksheet #4 to provide other revenue sources (United Way, grants, revenue from other counties.) your agency will use to provide services in the proposed program area.
3. Enter the TOTAL AGENCY EXPENSE BUDGET FOR EACH PROGRAM.
4. From Worksheet #2, enter the HSD Expense Budget.
5. The percentage of HSD Expense Budget to your Total Agency Budget will be calculated automatically if you are using the EXCEL spreadsheet. If not, please manually calculate.
6. **This worksheet is completed, only if you have other revenues supporting the same program that HSD is funding.**

**Program Descriptions & Specifications**

See Program Specification #640

**Nonresidential Budget Worksheets**

**LINE ITEM DESCRIPTONS**

a. Salaries

 Salaries and wages earned by an agency's regular employees (full or part-time) and temporary employees, including office temporaries who are directly serving the program for which funding is sought. Management staff may only be included in this category if the management staff is directly supporting the program for which funding is sought, i.e., supervising direct service staff, providing direct counseling. This does not include management staff or management support staff whose primary responsibility is to administer the management, fiscal, or clerical support functions of the total agency; consultants and others engaged on a contractual basis. Include salaries of professional staff, clerical staff, and temporary help who are providing direct services to the program itself. Direct services are defined as services provided to a defined client population and whose work supports the actual delivery of services to that population. All other non-direct service staff shall be incorporated into management and general. Salaries should include all anticipated revenues paid to staff in calendar year as part of salary, bonus, etc.

b. Employee Benefits

 Amounts paid by an agency for health insurance, pension or retirement benefit plans, or other benefits to employees.

c. Payroll Taxes

 Social Security taxes, unemployment and workers' compensation insurance premiums payable by employers under federal, state or local laws.

**If fringe benefits (b & c) exceed 30 per cent of Salary, a detailed schedule must be attached.**

d. Professional Fees

 Fees and expenses of professional practitioners and consultants who are not employees of the agency, but are engaged as independent contractors for specified services on a fee or other contractual basis.

 Professional fees may include:

* Legal fees
* Audit fees (costs associated with the annual audit of agency financial position)
* Electronic data processing (EDP) (costs associated with accounting, data assemblage, etc., using EDP)
* Professional consultants (costs associated with other professional consultants - e.g., medical, psychological, etc.) Vendor shall include description of the professional practitioner and type of service to be provided. This should be incorporated into the program description starting on p. 6.

e. Supplies

 Costs of materials and other supplies used by the agency may include small equipment items that will not be capitalized.

 Supply costs may also include:

* Recreation, craft
* Food, beverage
* Laundry, housekeeping
* Office supplies
* Duplicating expenses

f. Telephone

 Include all telephone, telex, fax and similar expenses.

g. Postage

 Include all postage, parcel post, express mail, trucking, and other delivery expenses, including shipping materials.

h. Occupancy

Costs arising from an agency's occupancy and use of owned, leased, or rented offices, buildings, or land. NOTE: This account does not include salaries paid to agency maintenance and custodial employees or depreciation. Those costs should be included under the management and general category.

 May include:

* Office rent
* Other rent (usually a satellite office or parking space)
* Building insurance (costs arising from insuring physical premises, equipment or public liability; does not include director's or professional liability insurance)
* Electricity
* Heating
* Water/sewer
* Contract maintenance (costs of janitorial service, snow plowing, or grounds maintenance provided by independent contractors)
* Real estate taxes
* Building and grounds supplies (costs related to the normal upkeep of the agency's buildings, offices or properties; should not contain costs for repainting, replastering, etc., which are done at intervals other than annually)
* Miscellaneous occupancy costs (any other maintenance expenses)
* Mortgage principal payments are not allowable expenses; vendor is urged to refer to Allowable Cost Policy, page 12 (space cost), for clarification

i. Rental/Maintenance of Equipment

 Cost of renting and maintaining equipment, such as office and program or physical plant equipment. This does not include the replacement of any equipment or vehicle rental.

j. Travel

 Include travel expenses and transportation for staff and volunteers of the agency. Also includes seminar/conference (local and out-of-town) fees. Personal car mileage may not exceed the federal/IRS rate.

 Expenses may include:

 - Auto allowance (costs include only regular, fixed payment to staff intended as reimbursement for the use of their personal vehicles on agency business)

 - Out-of-town travel (costs include all costs associated with travel for conferences, training seminars, etc. [e.g., air fare, hotel, meals, taxi fare, conference/seminar fees, etc.])

 - Local mileage (costs include reimbursement of a per mile basis, at a fixed rate, to staff for the use of their personal vehicles on agency business)

 - Local meetings (costs include fees for luncheon/dinner meetings held locally, outside the office)

 - Agency vehicle expense (costs include gas, oil, insurance, maintenance, etc., associated with the operation of agency owned vehicles; does not include depreciation)

k. Client Related Costs - Specific Assistance to Individuals

 The cost to the agency of assistance or services for a particular client or patient, including assistance rendered by others at the expense of the reporting agency. This category is also designed to include materials and appliances furnished by the agency when they are purchased for or identifiable with a particular client or patient.

 May include:

* Medical, dental and hospital fees and charges
* Room and board
* Homemaker services
* Client and patient travel
* Food, shelter and clothing

l. Staff Training

 Costs of training agency personnel at local or regional educational institutions, including meetings relating to agency activity.

m. Professional Liability Insurance

 Cost of liability insurance pertaining to malpractice, errors and omissions, director's liability, etc. It pertains to the cost of insuring the actions of agency staff and volunteers.

n. Miscellaneous

 Expenses that do not fit into the expense line items above.

o. Management & General (M & G)

 M & G includes all those costs that contribute to support the program for which you are submitting a proposal. It includes those support staff such as director's salary, support staff and related administration costs that do not directly provide services to clients or program components. The Management & General costs cannot exceed 10% of the total allocation for line items a-n.

p. Management & General %

q. Profit

 For Profit agencies may follow the State's Allowable Cost Policy.