



## Request for Proposal

### Credible Messengers

### Program # 422

Direct all replies to:

Dannetta Payne  
Contract Compliance Monitor  
1717 Taylor Avenue  
Racine WI 53403  
262.638.6671

**SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN:**

Wednesday, October 6, 2021 at 4 pm

At the Racine County Human Services Department

1717 Taylor Avenue – One North Receptionist

Racine WI 53403

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Racine County Human Services  
Request for Proposal: Credible Messengers  
Program #422

**Section I. Specifications**

**1. Introduction and Objectives:**

The Provider will provide the ability of youth to engage in and connect with community supports that help to build social capital and support economic and social-emotional stability is minimized if those presenting the message are not credible. Credibility lies in the ability to create a relationship based on similarities, an understanding of where youth come from, an understanding of involvement with the justice system that youth can appreciate and the ability of the messenger to communicate with the youth. The Credible Messenger program partners with the youth, families and the case manager to serve as a guide, mediator and mentor, and assist youth in becoming capable of functioning within the community without further involvement in the justice system, support the youth's well-being, help youth to change or break generational cycles and alter challenging life circumstances.

**2. Scope of Services:**

The **target population** for this project includes youth residing in specific geographical areas within Racine County that are serviced by the Racine Unified School District (RUSD) and concomitantly involved in the Youth Justice System. Youth who are eligible to participate in this program will meet the following criteria:

1. Have been adjudicated delinquent and are currently on Juvenile Court orders.
2. Live within the boundaries of the Racine Unified School District.
3. Have a Youth Assessment Screening Instrument (YASI) score of medium or high.
4. Chronically involved in the justice system, including CHIPs crossover youth.
5. Youth disconnected from positive supports and are not amenable to traditional social service systems.
6. Youth who are resistant to change.
7. Youth who are gang-involved.
8. Youth returning to the community from State Corrections or the Racine County Alternatives to Corrections through Education Program may be given priority.

This program is based on the Arches *Credible Messenger Program* in New York City. New York has eliminated its youth prison population by bringing services to the youth and their families into the neighborhoods. They recruited and hired staff living in these neighborhoods who have credibility within the neighborhoods, an understanding of past involvement with either the juvenile justice or criminal justice systems and can partner with the youth and their families to promote change and accountability.

This is a curriculum-based group and individual mentoring intervention that assists justice-involved youth transform the attitudes and behaviors that have led to criminal activity. The program goes beyond the traditional mentoring approach. Credible Messengers work with youth in both group sessions and individually to promote positive behaviors. This is achieved by mentoring youth who are involved in the juvenile system, ensuring youth have the resources and support to make the positive changes needed to avoid further interaction with the youth justice system. The objective is not to just prevent subsequent criminal behavior but to build skills in youth so they can be successful in school and work and develop the core competencies needed to be successful within the community. This is accomplished by utilizing a mentoring intervention that includes:

1. A group process where participants become an important support system for each other;
2. A curriculum based on cognitive behavioral principles delivered by culturally appropriate mentors;
3. 24/7 on-call availability for support, advice and guidance;
4. Incorporation of positive youth development values, principles and practices;
5. Case management services provided by the RCHSD Youth Justice staff.

The focus of this effort is on the achievement of developmental outcomes such as the ability to seek help in a crisis, get along with others, show up on time, etc. that can prepare a person for education, employment and civic participation. Our Credible Messenger Program will utilize the evidence-based curricula, "**Thinking for a Change**", developed by the US Department of Justice, National Institute for Corrections; and "**Interactive Journaling**", an evidence-based program that uses journaling to assess a youth's readiness to change and provides strategies that lead an individual successfully through the process of change, action and maintenance of prosocial behavior.

This program is designed with the assumption that some youth may continue to display negative attitudes and behaviors during the program period. There will be no expulsion or rejection of youth who might continue to engage in negative behavior during their participation. The premise of this program is not attendance and compliance with a rule structure. In the event a youth doesn't attend planned meetings or groups; the Messenger will seek the youth partner out in the community and continue to engage him/her in the program. Patience and understanding are required, as are clear expectations.

We propose to serve approximately 70 to 75 youth annually. Credible Messengers will be available to the youth primarily in later afternoons, early evenings and weekends and on an as needed basis to support youth who are in crisis situations or who simply need to talk with their Messenger.

The program will work to stabilize youth functioning by increasing the number of formal and informal supports and mitigating barriers to services. Services provided include:

- Assessment and goal setting with the youth as the focus.
- Referrals to community service agencies as needed
- Advocacy and/or mediation services
- Weekly check-ins to monitor youth progress in accessing both formal and informal supports and services
- Group meetings held in neighborhoods to encourage development of informal/peer support
- Youth enrichment activities, both individual and group

Youth often find themselves in less than stable situations which can divert attention from day-to-day functioning and reduce their ability to participate in programming. To address this issue, wrap around funds will be made available to assist in stabilizing their home environments to reduce stress and direct attention back to programming. These funds can also assist in the payment of fees for extra-curricular activities, enrichment programs, sports and family enrichment activities. “Breaking bread” is an essential function of the program and promotes youth engagement. Food will be provided for group sessions and transportation will be arranged for all youth. Rewards will be provided to youth who successfully complete milestones within the program and upon successful completion of the program.

For this program to be successful, staff must be reflective of the community served. Messengers would include a mix of people who have been justice-involved, who work in the private and nonprofit sectors and are respected residents of the community. Qualifications and skills required for Messengers include: culturally appropriate; responsive to the needs of minority individuals; knowledge or experience with the justice system; an understanding of and credible presence within the targeted neighborhood; experience working with youth and families; demonstrated capacity to establish trusting relationships; ability to accept individual differences; experience and willingness to work with culturally diverse populations; familiarity with the unique challenges faced by youth who live in the identified neighborhoods; ability to promote positive attitudes and philosophies; knowledge of community services; ability to reduce youth isolation by connecting youth to informal and formal support systems and resources; ability to assist youth in recognizing and developing their own strengths; ability to assist parents/guardians in developing their advocacy skills and demonstrate their own transformation and ongoing integrity.

The program will work to stabilize youth functioning by increasing the number of formal and informal supports and mitigating barriers to services. The focus of this effort is on the achievement of developmental outcomes such as the ability to seek help in a crisis, get along with others, show up on time, etc. that can prepare a person for education, employment and civic participation. The goals of this project are –(1) provide meaningful mentoring that promotes positive social-emotional well-being (2) promote academic achievement, personal development and wellness, cultural enrichment, and career development, (3) increase positive youth personal skills, and (4) provide youth the needed tools to remain free of the youth justice and criminal justice systems. Outcomes for this project include: reduction in high risk behaviors; obtainment or maintenance of any needed services; strengthened

protective/resiliency factors; development of sustainable life skills; development of skills and behaviors that lead to positive/healthier lifestyle choices; reduction in recidivism, especially for felonies and violent crimes; reduction in time in secure detention; reduction of out-of-home placement rates; improvement in pro-social attitudes; Improvement in family engagement; stronger community connections; better engagement in school and work; increased hope among participants; reduction of penetration into the adult criminal justice system.

RCHSD and the contract provider will locate and recruit Messengers through contacts with community centers, churches, local activists, COP Houses and others within the targeted neighborhoods. Reliance on these entities within the community to assist in identifying individuals who are credible and have a positive skill set, is imperative to the success of this program. Services would be delivered in the community setting where the highest level of need is evident. This may include the school, at home or in a community center or church. Continuing to partner with these entities for space and localized services and support increases the likelihood of success for the youth in this program. Additionally, Messengers and youth will partner with the youth's assigned school, youth justice case manager, family and other support systems. All entities will regularly give input on the progress and successes noted with each youth and will create a formal support system for success.

The evidence-based, structured and experiential writing approach, "Interactive Journaling", goes beyond standard educational materials and resources to make the individuals the center of their own change process. This approach helps participants understand that change is possible and they are responsible for making it happen; reinforces and sustains what is provided in program settings and the commitment to the process of self-change; gives the youth the opportunity to tell their own story in their own words; keeps youth engaged, motivated and organized in their change efforts; provides a permanent resource; moves participants from being information gatherers to owners of the change process; gives practical techniques to move participants along the stages and processes of change; engages participants in the creation of a tool for healthy living. Modules include: *My Substance Use, My Feelings, My Family, Relationships and Communication Skills, How We Think, How We Change, Building Strong Values, Moving Forward*, etc.

With the combination of real world mentors and strong curriculum, youth will gain a sense of themselves, sense of community, responsibility, decision making, long-term planning, educational and work goals, self-sufficiency, etc. Connecting youth to resources, positive activities and a support system where they live will promote positive change and accountability. It is expected that all youth involved in the Credible Messenger program will receive 8 contacts per month. Youth will not be discharged from the program for non-compliance or sporadic non-compliance.

### **3. Successful Proposal Requirements:**

- 3.1** Demonstrate competence in the industry and provide any experience serving similar populations
- 3.2** Provide an agency description to include:
  - 3.2.1 Years in operation, agency growth, and historical milestones
  - 3.2.2 Primary headquarters and areas served

- 3.2.3 Mission and vision statements
- 3.2.4 Areas of specialty
- 3.2.5 Organizational chart
- 3.2.6 Employee screening, recruitment and training process
- 3.2.7 Scheduling process and guarantee of coverage
- 3.2.8 Any other pertinent agency specifics that would provide the evaluation committee with a sense how your company operates

**4. Evaluation Outcomes:**

- 4.1 90% of youth will show a reduction in high risk behaviors; development of skills and behaviors that lead to positive/healthier lifestyle choices; improvement in pro-social attitudes; improved family engagement; as demonstrated by YASI and CAFAS scores.
- 4.2 90% of youth will obtain and maintain needed services;
- 4.3 85% of youth will not be adjudicated delinquent or have additional adult court contact for a year after discharge.
- 4.4 85% of youth will not be placed in secure detention for sanctions during their involvement with the program.
- 4.5 85% of youth will maintain regular attendance and participation in their educational and/or work programs.
- 4.6 90% of youth will attend all group and mentoring sessions

**5. Contract Period:**

Contract will commence January 1, 2022, upon acceptance of the terms described and execution of the contract by both parties. The initial contract period shall continue in effect for one year. Thereafter, it may renew for two additional one year periods at Purchaser's discretion based on Provider performance and funding available.

**6. Cost:**

Cost listed by proposer must be complete and inclusive of all charges at the time of submission. Proposer certifies that prices, terms and conditions in the proposal will be firm for acceptance for a period of ninety (90) days from the date of opening unless otherwise stated by Racine County. Proposal may not be withdrawn before the expiration of ninety (90) days. Prices shall be firm with no escalator clauses unless specified by Racine County. Proposals may be withdrawn after ninety (90) days only upon written notification to Racine County.

**7. Contract:**

The contract for this project will consist of this Request for Proposals document, the specification documents and any associated exhibits or documents, the proposer's response with all required forms, addenda, any negotiated terms and conditions and a standard Racine County contract.

**8. Calendar of Events:**

This calendar is subject to change at the sole discretion of Racine County. All attempts will be made to adhere to this calendar however circumstances may require modification of dates and/or times.

Event	Date
RFP issued, posted on website and newspaper	9/10/21
Written questions/requests for clarification due to Racine County	9/17/21 by 4 pm. <b>Questions submitted later will not be considered.</b>
Racine County written responses to questions/clarifications posted on website	9/24/21
Proposals due at Racine County, and dropped off at the One North Receptionist	10/06/21 by 4 pm. <b>Late proposals will not be accepted</b>
Public Opening of Sealed Proposals	10/07/21 at 3 pm Three North Conference Room
Proposal Evaluations Completed by...	10/14/21
Face-to-Face interviews scheduled, if needed	TBD, but no later than 10/14/21
Contract Awarded	TBD, but no later than 10/21/21
Contract Start Date	1/1/22

**9. Right of Rejection:**

Racine County, through its duly authorized agents, reserves the right to reject any or all proposals, any portion of a proposal, waive all technicalities, and to accept the proposal considered most advantageous to Racine County following final negotiations, evaluations and reviews. Racine County does not warrant or guarantee that a contract will be awarded as a result of this Request for Proposals.

**10. Instructions to Proposers:**

- 10.1** Thoroughly examine the scope of work, schedule, instructions and all other Solicitation documents and make all investigations necessary to be familiar with conditions that affect the proposal. No pleas of ignorance by the proposer as a result of failure to investigate or examine conditions or failure to fulfill details of the contractual documents will be accepted as a basis for varying the requirements of the County or changing the compensation due.
- 10.2** Racine County contracts are subject to all legal requirements of Racine County, State of Wisconsin or Federal statutes and regulations, as applicable. Laws of the State of Wisconsin apply.
- 10.3** Provide all required information on the forms furnished in this document. Print or type your name and that of your agency on the Proposal Cover Sheet. **Do not Include your name or the name of your agency in the body of the proposal!** If you obtained this solicitation electronically, you may complete your responses on the electronic forms however a hardcopy of the proposal must be submitted with your signature on the Proposal Cover Sheet. Do not alter the solicitation



documents when completing the forms. Submission of the proposal affirms that you did not alter the original documents beyond filling in the required information.

- 10.4** Note that there are two separate packets of documents to complete. One will contain an original plus four (4) copies of your proposal and the other your original plus four (4) copies of your budget information. When submitting your hardcopy proposals, seal each packet in a separate envelope.
- 10.5** All proposals must be current and final at the time of opening to be considered responsive. No proposal will be accepted for consideration, and no award will be made if, at the time of opening, anything contained therein is contingent upon or subject to any outstanding review, certification or approval by any party that has not been received.
- 10.6** The following chart illustrates the required proposal documents and specifies the minimum content of the proposal sections. **Proposals should be organized in tabbed sections following this chart and each point listed below should be addressed in your proposal.**

Appendix	Title	Contents
A	Proposal Cover Sheet	Complete this form for each packet of the proposal...the program and the budget documents
B	Vendor Acceptance Form	Complete this form and attach it to the proposal.
C	Reference Document	On the form included in this packet, list three (3) references who are familiar with your work and your ability to fulfill the requirements of this proposal. Racine County may also consider reference responses from agencies or individuals not listed in your proposal.  All information provided must be current and correct. Racine County will not attempt to search for current information that is not provided.
D	Agency Narrative	Describe your agency and how your mission relates to the need listed in the RFP.
E	Program Criteria	Provide detailed information in response to each specific criterion listed.
F	Past Performance	Provide any past experience you have with Racine County.
		<b>In a separate sealed envelope:</b>
G	Budget Worksheet	Provide a written description of the costs requested.

**11. Submission of Proposals:**

Submit one original master copy (so marked) and four photocopies (so marked) of your proposal. On the front of the envelope containing your proposal and copies, indicate the following:

Name & Address of Bidder  
Due Date of Bid  
Proposal Number & Title

All proposals must be manually signed by an authorized official of the agency.

Telegraphic, fax, email and on-line responses WILL NOT BE ACCEPTED. The original, signed proposal must be delivered to the address indicated below:

Dannetta Payne  
Contract Compliance Monitor  
Racine County Human Services Department  
1717 Taylor Avenue  
Racine WI 53403  
HSDProposals@racinecounty.com

Proposals can also be dropped off at the ONE NORTH Receptionist at the Racine County Human Services Department between 9 am and 4 pm Monday through Friday. Late proposals will not be accepted and will be returned unopened.

**12. Contact Person:**

- 14.1** The Racine County Human Services Contract and Compliance Monitor will act as the County representative in the issuance and administration of this RFP and contract, and shall issue and receive all documents, notices and correspondence pertaining to this RFP. Such documents, notices, and correspondence not issued by or received by the Contract Compliance Monitor shall be null and void.
- 14.2** Questions related to this Request for Proposal shall be delivered in writing (email, postal delivery or hand delivered) to the Contract Compliance Monitor. **Final date for questions is listed in the Calendar of Events.** No questions will be accepted over the phone and no other Racine County representative is authorized to interpret any portion of this RFP.
- 14.3** All questions received by the Contract and Compliance Monitor will be researched and responded to on the date listed in the Calendar of Events and posted on the Racine County Human Services website which can be accessed by the following link:

<http://racinecounty.com/government/human-services/contracts-and-budget>

No verbal or written information, which is obtained other than through this Request for Proposals or its addenda, shall be binding upon Racine County. Proposers are expected to raise any questions, exceptions or additions they have

concerning this document as soon as possible during the RFP process.

**13. Confidentiality/Non-Disclosure:**

- 13.1** It is the intent of the County that all proposals received will remain sealed and confidential until reviewed by the Proposal Evaluating Committee.
- 13.2** Once the process is complete, no information submitted as part of this RFP process shall be considered proprietary or confidential.
- 13.3** By submitting a proposal, vendors acknowledge that the County may be required under the law to make its records available for public inspection at any time during this RFP process. All vendors acknowledge and agree that the County will have no obligation or any liability to the vendor if the County must disclose these materials.

**14. Errors or Omissions:**

- 14.1** If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this bid, the vendor should immediately notify the above-named individual of such error and request modification or clarification of the RFP document.
- 14.2** Racine County reserves the right to permit cure of, or waive as an informality, any irregularities or technicalities contained in any proposal submitted, at the sole discretion of Racine County provided such waiver does not substantially change the offer or provide a competitive advantage to any other vendor. Contracts will be awarded in the best interests of Racine County.

**15. Addenda:**

Changes to this RFP will be made only by formal, written addendum issued by Racine County's Contract Compliance Monitor and posted on the Racine County Human Services Website. All addenda issued as part of this RFP shall become part of the specifications of this RFP and will be made part of the contract. It is the vendor's responsibility to check and assure receipt of all addenda.

**16. RFP Evaluation Process:**

- 18.1** Racine County will receive proposals from interested vendors having relevant experience, resources and qualifications in the proposed scope of work. Proposals for this project must contain evidence of the vendor's experience and abilities in the applicable field.
- 18.2** All proposals received will be evaluated by a selection team that consists of Racine County representatives. The team will review and evaluate all detailed proposals submitted and may conduct in-person interviews with proposers if deemed necessary. The selection team will have only the response to this solicitation to review for selection of a finalist. It is therefore important that proposers emphasize specific information considered pertinent to the services provided.

Racine County reserves the right to request clarification of any portion of any submittal.

**18.3** Racine County will be under no requirement to complete the evaluation by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County. It is anticipated, however, that the review/evaluation process will be completed in a timely manner.

**18.4** A Proposal Evaluation Committee will be established to review and evaluate all proposals submitted in response to this RFP. The Contract Compliance Monitor will be a non-voting member and, as such, will prepare the proposals for the committee so that no vendor identifying information will be available to the evaluators. The Committee will conduct a preliminary evaluation of all proposals based upon the information provided and other evaluation criteria as set forth in this RFP. The contract will be awarded to the most qualified contractor per the evaluation criteria listed below.

EVALUATION CRITERIA	WEIGHT
Agency Experience and Competency	35%
Proposal Criteria	25%
Overall Cost to the County	40%
Total	100%
<p>Past Performance</p> <ul style="list-style-type: none"> <li>• There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.</li> <li>• For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.</li> <li>• This section represents scores obtained from three officials within Racine County who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.</li> </ul>	15 points maximum

**18.5** Refer to the accompanying “Program Criteria” document (Appendix E) for specific information to include in your proposal.

**17. Interviews:**

If requested, proposers may be required to participate in an interview at the site of the proposed program or in the offices of the Racine County Human Services Department.

Proposers should be prepared to discuss and substantiate any of the areas of the proposal submitted, as well as its qualifications to furnish the specified program. The interviews will be scored by the Evaluation Committee.

**18. RFP Preparation Expense**

Racine County shall not be liable for any expense incurred in replying to any request for proposal or invitation to bid.

**19. County RFP Notice of Rights:**

Racine County reserves the following rights to:

- 19.1** Conduct pre-award discussion and/or pre-award/contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award; conduct personal interviews or require presentations of any or all proposers prior to selection; and make investigations of the qualifications of proposers as it deems appropriate, including but not limited to a background investigation conducted by the County or its agents.
- 19.2** Request that proposer(s) modify its proposal to more fully meet the needs of the County or to furnish additional information as the County may reasonably require.
- 19.3** Accord fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. Such revisions may be permitted after submission of proposals and prior to award.
- 19.4** Process the selection of the successful proposer without further discussion.
- 19.5** Request Best and Final Offers from any or all proposers at the sole discretion of the County.

**20. Indemnity and Insurance Requirements:**

- 20.1** Upon execution of a contract, contractor agrees to indemnify, hold harmless and defend Racine County, its officers, agents and employees from all liability including claims, demands, losses, costs, damages and expenses of every kind and description or damage to persons or property arising out of or in connection with or occurring during the course of this agreement where such liability is founded upon or occurring out of the acts or omissions of the contractor, its agents or employees.
- 20.2** Contractor agrees to protect itself and Racine County under the Indemnity Agreement set forth in the above paragraph. Contractor will at all times during the term of this contract keep in force and effect commercial general liability, professional liability, automobile liability, worker's compensation insurance policies issued by a company or companies rated A-VII or better by AM Best and authorized to do business in the State of Wisconsin with the following minimum limits of coverage:
  - 20.3** General Liability
    - 20.3.1** \$1,000,000 each occurrence
    - 20.3.2** \$1,000,000 personal and advertising injury

- 20.3.3 \$1,000,000 general aggregate
- 20.3.4 \$1,000,000 products and completed operations
- 20.3.5 There shall be no exclusion for abuse or molestation
- 20.4 Auto Liability Insurance**
  - 20.4.1 \$1,000,000 Combined Single Limit
- 20.5 Umbrella Liability Insurance on a following form basis**
  - 20.5.1 \$4,000,000 each occurrence
  - 20.5.2 \$4,000,000 aggregate
    - 20.5.2.1 Any combination of underlying coverage and umbrella equaling \$5,000,000 shall be acceptable
    - 20.5.2.2 There shall be no exclusion for abuse or molestation
- 20.6 Workers Compensation Statutory Limits plus:**
  - 20.6.1 \$100,000 E.L. Each Accident
  - 20.6.2 \$100,000 E.L. Disease Each Employee
  - 20.6.3 \$500,000 E.L. Disease Policy Limit
- 20.7 Professional Liability**
  - 20.7.1 \$1,000,000 each occurrence
- 20.8 Purchaser, acting at its sole option, may waive any and all insurance requirements. Waiver is not effective unless in writing. Such waiver may include or be limited to a reduction in the amount of coverage required above. The extent of waiver shall be determined solely by Purchaser's risk manager taking into account the nature of the work and other factors relevant to Purchaser's exposure, if any, under this agreement.**
- 20.9 Upon execution of a contract and at any other time if requested by Racine County, contractor shall furnish Racine County with written verification of the existence of such insurance.**

**21. Background Checks:**

Upon execution of a contract, contractor will conduct criminal, caregiver background, and driver's license checks through the State of Wisconsin and drug screens on all employees who will provide these services. No employee may serve under this contract without a successful caregiver background check. Documentation of these background checks must be maintained and made available to Racine County Human Services upon request. For existing agency staff, background checks must be current within 90 days.

**22. Audit Requirements:**

Unless waived by Racine County, contractors must submit an annual audit to Racine County if the total amount of annual funding provided by Racine County (from any and all of its Divisions taken collectively) for all contracts is \$100,000 or more.

**23. Racine County Standard Terms and Conditions:**

Proposer must agree to comply with the following terms and conditions:

- 23.1** Standard contract language

- 23.2** Certification standards where applicable
- 23.3** Fiscal and program reporting criteria
- 23.4** Allowable Cost Policy
- 23.5** Audit criteria
- 23.6** Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- 23.7** Maintain adequate liability coverage
- 23.8** Civil Rights/Affirmative Action Policies
- 23.9** Criminal and caregiver background checks for staff
- 23.10** Drug screening, driver's license checks and reference checks
- 23.11** Fair Labor Standards Act
- 23.12** Recognize that authorization for services is approved by Racine County Human Services Department.
- 23.13** All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- 23.14** The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

**END OF PROPOSAL INSTRUCTIONS—  
PROCEED TO APPENDICES TO COMPLETE  
THE PROPOSAL**

**APPENDIX A**

Proposal Code Letter: \_\_\_\_\_

(for Racine County use only)

# Racine County Human Services

## Request for Proposal Cover Sheet

### **Credible Messengers**

RFP #422

Company Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Authorized Printed Name: \_\_\_\_\_ Date Submitted: \_\_\_\_\_

**NOTE: Complete one Cover Sheet for your proposal and a separate Cover Sheet for your Budget Worksheet.**

Documents Included (check all you are attaching):

\_\_\_\_\_ Vendor Acceptance Form (Appendix B)

\_\_\_\_\_ Reference List (Appendix C)

\_\_\_\_\_ Agency Narrative (Appendix D)

\_\_\_\_\_ Proposal Criteria (Appendix E)

\_\_\_\_\_ Past Performance (Appendix F)

\_\_\_\_\_ Budget Worksheet (Appendix G)



Proposal Code Letter: \_\_\_\_\_

(for Racine County use only)

## APPENDIX B

### Vendor Acceptance Form

Program Name: Credible Messengers

Program #: 422 Date of Issue: September 10, 2021

By signing and submitting this Proposal, I \_\_\_\_\_ hereby  
(Print Name)

certify and swear that I am a duly authorized agent of this company, I have examined and carefully prepared this proposal from the written specifications and information of Racine County and have checked the same in detail before submitting said proposal to Racine County. I have full authority to make such statements and submit this proposal, and all statements submitted are true and correct.

I FURTHER CERTIFY that no agreement has been entered into to prevent competition for said work. I have carefully examined all materials related to this proposal.

I FURTHER CERTIFY that any data sheets and descriptive literature attached hereto are true and correct and are intended to be made part of this bid/proposal response.

I FURTHER CERTIFY that neither this company nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. I certify that this company/agency will provide immediate written notice to the County if, at any time, it is learned that this certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

I acknowledge that Racine County reserves the right to reject any and all bids and to select the vendor considered by Racine County to be most advantageous, at the sole discretion of Racine County.

In compliance with this Request for Proposals and subject to all the terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish any or all of the items, deliverables or services herein at the prices, terms and delivery stated.

All signatures **MUST** be original. No facsimile, stamped or copied signature will be accepted and is cause for rejection of the proposal. **By signing this form, I affirm that the original Request for Proposals documents have not been altered in any way.**

Authorized Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Business: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_ City/State Zip: \_\_\_\_\_

**APPENDIX C**

# Racine County Human Services

## Request for Proposal Reference List

### **Credible Messenger**

### RFP #422

It is important to provide accurate contact information for each reference listed. Racine County will not attempt to locate incomplete or inaccurate information in names, location or phone numbers. Prior experience on previous Racine County projects may be considered by the County, even if not listed here as a reference.

1. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

2. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

3. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

# Racine County Human Services

## Request for Proposal Agency Overview Sheet

### **Credible Messengers**

#### **Program # 422**

Present a clear and concise description of your agency. Points you may want to address include:

**1. Agency Overview:**

- a. What is the location of your primary headquarters and what areas do you serve?
- b. What are your agency's mission and vision statements? How do they relate to this RFP?
- c. What is your organizational structure? Please provide your organizational chart.
- d. Are you a legally incorporated, licensed business, registered to work in the State of Wisconsin?
- e. Do you carry the required insurance coverage listed in the RFP or are you able to obtain it prior to the start of this contract?
- f. What other pertinent agency specifics would provide the evaluation committee with a sense how your company operates?

**2. Experience and Competency:**

- a. How long has your agency been in operation? Please specify agency growth and historical milestones.
- b. What are your agency's areas of specialty?
- c. Please describe any prior relevant experience as it relates to this project scope.

# Racine County Human Services

## Request for Proposal Criteria Sheet

### Credible Messengers

#### Program # 422

All proposals must address each of the following criteria. **You must clearly identify which question each of your answers pertains to** by labeling it with the number of the specific question. **Failure to include all the criteria listed will disqualify the entire proposal.**

**1. Employees**

- a) How many employees do you have on staff?
- b) What are your recruitment, screening, and hiring practices?
- c) What experience and qualifications will be required of the employees working under this contract?
- d) How are new employees trained? Provide a copy of your training program.

**2. Scheduling**

- a) What is your scheduling process?
- b) How will you ensure shifts are covered in the event an employee is absent?
- c) How much notice will you require for extended hours outside of the core hours?

**3. Additional Information**

- a) What challenges you foresee and how will you address those challenges?
- b) Why do you believe your agency is better able to operate this program than others?
- c) Any additional information that will help evaluators understand your proposal.

# Racine County Human Services

## Request for Proposal Past Performance

### Credible Messengers

#### RFP #422

What previous experience have you had with Racine County Human Services?

***\*Please note, this section must be answered on a separate document.***

- There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.
- For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.
- To maintain the blind evaluation process, this section represents scores obtained from other officials within Racine County, who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.

## APPENDIX G

Proposal Code Letter: \_\_\_\_\_

(for Racine County use only)

# Racine County Human Services

## Request for Proposal Budget Sheet

### Credible Messengers

#### Program # 422

All proposals must address each of the following criteria. **This information must be submitted in a separate envelope.**

1. Provide a detail listing of costs to include:
  - a. Annual cost broken down into an hourly rate for services within core hours
  - b. Hourly cost for extended service hours outside of core hours
  
2. List any "Value Added" services that your agency may include at no additional charge.