

Request for Proposal

JUVENILE HOUSE ARREST/ELECTRONIC MONITORING PROGRAM

LUZERNE COUNTY
CHILDREN AND YOUTH SERVICES
JUVENILE PROBATION SERVICES

LUZERNE COUNTY PENNSYLVANIA
For the Fiscal Year Beginning 7/1/10 Ending 6/30/11

DUE DATE: Noon May 17, 2010
Luzerne County Children and Youth Services
111 North Pennsylvania Boulevard, Suite 110
Wilkes-Barre, Pennsylvania 18701-7355

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Luzerne County Children and Youth/Juvenile Probation Services

REQUEST FOR PROPOSAL

LUZERNE COUNTY, PENNSYLVANIA

I. INTRODUCTION

A. General Information

Notice of Invitation – Luzerne County Children and Youth/Juvenile Probation Services invites qualified agencies to submit a proposal to provide juvenile house arrest/electronic monitoring program for the fiscal year July 1, 2010 – June 30, 2011. There is no expressed or implied obligation for LCCYS/JPO to reimburse responding agencies for any expenses incurred in preparing proposals in response to this request.

1. Proposal Submission – Prospective providers should submit detailed proposals on or before May 17, 2010 by noon. Envelopes must be marked “**Sealed Proposal – Do Not Open**”. Proposals should be mailed or delivered to:

Director
Luzerne County Children and Youth Services
111 North Pennsylvania Boulevard, Suite 110
Wilkes-Barre, Pennsylvania 18701-7355

Proposal cover letters should designate who can answer questions concerning the submitted proposals. An officer empowered to bind the agency submitting the proposal must sign the proposal.

2. Proposal Format – One original and two copies of proposals should be submitted in the format outlined in Section III, ‘Proposal Document Instructions.’”

3. Contract Terms – The contract term is from July 1, 2010 to June 30, 2011. All agencies submitting a proposal shall agree to not include a provision into a contract or agreement with LCCYS/JPO requiring LCCYS/JPO to hold harmless or indemnify any person, partnership, association, corporation or other form of entity. By responding to the RFP, the agency is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the firm's written submission.

4. Schedule of key dates.

a. 5/17/10 Submit sealed proposals by noon.

b. 5/20/10 After this date provider will be notified when services will initiate.

5. The RFP is not to be construed as creating a contractual relationship between LCCYS/JPO and any agency submitting a response to this RFP.

6. LCCYS/JPO shall have no obligation or liability to any agency responding to this RFP. All costs associated with responding to this RFP are borne solely by the respondent.

7. LCCYS/JPO may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.

8. LCCYS/JPO reserves the right to reject any or all responses, to modify the scope with one or more of the respondents, and to waive any/all requirements which LCCYS/JPO deems to be in its or its employees' best interest.

9. By submitting this information the agency represents that it has examined and understands this RFP and has become fully informed of all the requirements of the RFP. All terms and conditions set forth in this document are accepted and must be incorporated in the submission unless explicit exception is made to individual items and accepted by LCCYS.

10. By submitting a response, the agency represents that it has the ability to meet the requirements outlined herein.

11. After evaluation of the responses, LCCYS/JPO will make its selection based on the response which best meets the needs of LCCYS/JPO, in the sole discretion of LCCYS/JPO. The Request for Proposals is not intended to create a public bidding process, and the proposal with the lowest quoted fees will not necessarily be accepted, nor will any reason for the rejection of any proposal be indicated. LCCYS/JPO reserves the right to privately negotiate with any firm with respect to the requirements outlined in this Request for Proposals.

B. Evaluation and Selection of Proposals

LCCYS/JPO will perform the evaluation of proposals in accordance with the criteria set forth at Appendix A. The following criteria will also be considered in the evaluation:

1. The agency has no conflicts of interest with regard to any other work performed for the County.
2. The agency adheres to the instructions in this request for proposal on preparing and submitting the proposal.
3. The agency's past experience and performance on comparable engagements.
4. The quality of the agency's professional personnel to be assigned to the engagement and the quality of the agency's management support personnel to be available for consultation.
5. Expertise with similar federal and/or state financial awards.
6. Other criteria as deemed prudent.
7. The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

C. Subcontracting

Agencies are not permitted to subcontract or assign any part of the work covered under the scope of the agreement, without the express prior written consent of LCCYS/JPO.

D. Minority and Women-Owned Businesses

Minority-owned firms and women's business enterprises are encouraged to apply.

II. NATURE OF SERVICES REQUIRED

A. Scope of Work

A House Arrest Electronic Monitoring Program. The services include providing RF (Radio Frequency) and GPS (Global Positioning System) equipment and 24/7 monitoring as well as the enrollment, installation and daily scheduling for all offenders enrolled in the program. A program designed to electronically monitor juvenile offenders on RF (Radio Frequency) or GPS (Global Positioning System) as designated by Court order or Juvenile Probation Services. The Program will enable designated juvenile offenders to be electronically monitored verifying compliance with the terms of a House Arrest/Home Confinement sentence. Services include but are not limited to juvenile offender enrollment, equipment installation, daily scheduling. Contracted vendor must provide both RF (Radio Frequency Monitoring) and GPS (Global Positioning System) monitoring equipment. A 24 HR/7Day monitoring center staffed by trained professionals to forward alerts to Juvenile Probation Staff as per the terms of the agency notification agreement.

All services as outlined above will be provided for juvenile offenders at a per diem rate to be billed to Juvenile Probation Services on a monthly basis.

B. Standards to be Followed

Successful vendor will shelf a sufficient stock of Electronic Monitoring equipment and supplies to provide for immediate installation as directed by court order or Juvenile Probation Services. Units will be maintained and guaranteed by the provider, and will be updated at no cost, as technology improves performance.

- Product Installation without specialized tools.
- Transmitter must operate on non-commercially available frequencies.
- Field replaceable battery. (able to be replaced without removal of monitor)
- Inline transformer. (plug/transformer combo may cause false power fails)
- Internet based program accessible by JPO for real time data entry and status review.
- Dual tamper technology (ability to detect removal of device both cut and non-cut from offender)
- Dual monitoring centers in different geographic locations to insure continuous monitoring in event of power outage or natural disaster at one location.
- Vendor to provide juvenile offender population statistics as designated and requested by Juvenile Probation Services.

CERTIFICATION, STANDARDS & SAFETY

All RF and GPS Units installed shall be certified as meeting standards for safety and use, as may be promulgated by any governing body, including any electrical, communications, consumer or other standards, rules or regulations that may apply.

INSTALLATION

It shall be the vendor's responsibility to install each RF and GPS System on designated juvenile offenders and also to complete installation of home units.

Juvenile Probation Services will notify the provider by phone/fax of an order for installation. The vendor shall provide office hours consistent with the regular business hours of Juvenile Probation Services and have sufficient staff available during these hours to complete installations immediately upon order.

- The vendor shall notify Juvenile Probation Services of successful enrollment and the commencement of monitoring service as soon as home installation completed by juvenile offender.
- The vendor shall immediately notify Juvenile Probation Services if it is unable to complete an installation within the established time frame.
- The vendor shall provide all parts and equipment necessary for installing an electronic monitoring unit into a functioning telephone system.
- The vendor shall assist Juvenile Probation Service officers in trouble shooting a faulty connection and if necessary provide support in the field to rectify connection/monitoring issues.

If any applicable regulatory, industry, or manufacturer standards are changed, resulting in improvements or updating of equipment, Juvenile Probation Services shall be notified and each on-line juvenile offender shall immediately be provided with said new equipment.

MAINTENANCE OF EQUIPMENT & SERVICE

Vendor shall maintain all installed RF and GPS equipment in proper working order.

- The vendor shall make provision to insure that each installed RF and GPS unit is operating properly at least once every 24 hours.

- The vendor shall immediately notify Juvenile Probation Services of any RF and GPS unit that is not operating properly. Malfunctioning equipment shall be repaired or replaced within 24 hours of notification or identification.

Vendor shall maintain a 24-hour Monitoring Center staffed with trained response operators. The Monitoring Center shall perform the activities that follow:

- The Monitoring Center will immediately notify Juvenile Probation Services of all alerts following pre-established protocols.
- The Monitoring Center will be capable of receiving and notifying Juvenile Probation Services of multiple alert signals simultaneously.
- The Monitoring Center terminal operator will continuously monitor the status of the alert until they receive notification from Juvenile Probation Services that alert has been resolved and cleared.
- The Monitoring Center will verify resolution of the alert status, document the incident for future reference, and notify Juvenile Probation Services of the incident via email and fax within 24 hours or the next business day.
- Lost and Damaged: Provider will pay for the cost associated with replacing lost, stolen, or damaged units.

SUSPENSION & TERMINATION OF SERVICE

The decision to terminate monitoring services is at the sole discretion of Juvenile Probation Services. For all RF and GPS equipment removals, notification will be by telephone from the authorized Juvenile Probation Officer. Written authorization to terminate monitoring service will be sent to the vendor on the same day as the telephone notification.

When monitoring services are suspended because of the juvenile offender's admission to the correctional facility or rehabilitation

center, the Juvenile Probation Officer will notify and/or authorize the vendor to take the unit off-line. Equipment will be returned to the vendor by the Juvenile Probation Officer when possible. Juvenile Probation Services will make reasonable efforts to retrieve all outstanding equipment but is in no way financially responsible for the equipment or its return.

STAFFING & QUALIFICATIONS

Vendor Line Staff employees shall possess:

- A bachelor's degree is preferred
- Clean criminal history

GENERAL

The vendor will maintain sound personnel policies to minimize personnel turnover which would adversely affect the delivery or service.

TRAINING

In-service training sessions must be offered to all Juvenile Probation Services employees. Subject areas covered should relate to relevant aspects of Electronic Monitoring service delivery. It may include new software and equipment familiarization as well as trends or advances in the field. Training may also include programs on provider policies and procedures which will be beneficial in the training of new Juvenile Probation Services employees.

The provider will use and have on file, written training materials to include all pertinent procedural policies.

C. Reports to be Issues

The following reports are required to be timely issued:

1. Agency will be responsible to provide reports on positive outcomes achieved in the program as well as keep data on families/children served.

III. PROPOSAL DOCUMENT INSTRUCTIONS

A. General Requirements

Proposals should include the following:

1. Title page, including:
 - a. The name, address, and phone number of the bidder's contact person.
 - b. The name and address of the agency.
2. Table of contents
3. A cover letter, including:
 - a. A brief statement as to the proposers understanding of the work to be performed, the commitment to perform the work and a statement as to why the agency believes it to be the best qualified to perform the engagement.
 - b. A signature of the person authorized to commit the agency.
 - c. Program outcomes.
 - d. Program budget.
 - e. Itemization of staff salaries and equipment.
4. Body of proposal – see below

B. Body of Proposal

The purpose of the proposal is to demonstrate the qualifications, competence, and capacity of the agencies seeking to undertake the juvenile house arrest/electronic monitoring program services for LCCYS/JPO in conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation.

The proposal should demonstrate the qualifications of the agency and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposal.

1. Licensed in Pennsylvania

An affirmative statement should be included indicating that the agency is properly registered/licensed to operate in Pennsylvania.

2. Agency Qualifications and Experience

The proposal should state the size of the agency, how many staff it employs and location of the office from which the agency conducts business.

The proposal should also discuss how long the agency has been in business and its capabilities to provide services for juvenile house arrest/electronic monitoring program.

The proposal should also include organizations for which the agency provides similar services and three references from those organizations. It should also describe any experiences as a subcontractor that would be pertinent to potentially working for LCCYS/JPO.

3. Cost

The proposal should contain all pricing information relative to performing the duties as described in this request for proposals.

C. Other Expenses

LCCYS/JPO will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

IV. SPECIAL PROVISIONS

A. Prerogatives

LCCYS/JPO reserves the following prerogatives.

1. To reject any or all proposals.
2. To terminate the contract following 30 days written notification to the agency.

B. Contract Period

The purchase of professional services contract shall apply to the fiscal year July 1, 2010 to the period ending June 30, 2011.

C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of professional services contract with Luzerne County either in whole or in part, without the expressed written permission and written consent of the County Controller and County Commissioners.

D. Payment

Payment for services rendered based upon receipt of an itemized statement from the agency for units of service for the prior month.

A per diem rate will be available for Juvenile Division Offenders.

E. Ownership

All proposals and reports become the property of Luzerne County upon submission, for use as deemed appropriate. Work papers must be available for references and reproduction by the Commissioner's, Controller's Office, and LCCYS/JPO for a period of three years from submission of the reports.

F. Confidentiality

All proposals, for the purpose of bidding, will be kept in strict confidence by the Commissioner's Office and LCCYS/JPO. The invitees and subsequently selected agency may not issue news releases or other public notification regarding this project without prior approval from the Commissioner's Office.

Appendix A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by LCCYS/JPO to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service.

Luzerne County reserves the right to consider historic information and fact, whether gained from the proposer's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The proposer is cautioned that it is the proposer's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the proposer's proposal. Failure of the proposer to submit such information may cause an adverse impact on the evaluation of the proposer's proposal.

A. Proposal Evaluation Criteria and Rating

1. Soundness of Approach – **Point Value 0-35**

(7 points max for each item)

- a. Project Description
- b. Description of Target Population
- c. Statement of Need
- d. Project Outcomes
- e. Potential for Success

2. Overall Qualification of the Agency – **Point Value 0-20**

(5points max for each item)

- a. Experience with this Service
- b. Experience Working with Proposed Population
- c. Experience Coordinating Community Resources
- d. Current Valid License or Certification

3. Qualifications of Individuals Performing the Service –**Point Value 0-15**

4. Budget – **Point Value 0-30**