



Request for Proposal

RFP # 22-010

Request for Proposals for

Peer Recovery Specialist Services

For Wake County Health & Human Services (WCHHS), Child Welfare Division

Wake County, North Carolina
P.O. Box 550
Raleigh, North Carolina 27602

Proposals are due January 27, 2022 before
2:00 pm local time.

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1 Introduction

1.1 Introduction

Wake County, North Carolina (“the County”) is seeking Proposals from qualified companies for the provision and management of Peer Recovery Specialist Services for Wake County Health & Human Services (WCHHS), Child Welfare Division. Throughout this Request for Proposals (“RFP”), the “Proposer” refers to the company that submits Proposals and the “Provider” refers to the Proposer who is selected to provide the services described within this RFP.

1.2 Project Overview

1.2.1 County Overview

Wake County: Wake County is the most populous county in North Carolina. The County consists of 12 municipalities and includes Raleigh, the County seat and State capitol. The County’s population is estimated at over one million residents.

1.2.2 Program Services

Wake County recognizes that many of the parents/caregivers served by the child welfare system have challenges related to substance use. These challenges can easily go undetected, yet often impact caregivers’ ability to safely care for their children. In 2017, parental substance abuse was a contributing factor in the removal of 42% of children in North Carolina who entered foster care (U.S. Dept of HHS, 2018). This number may be higher based on the lack of protocols for screening and assessment, variation in data collection, and point in time when substance abuse is identified in systems (CWIG, 2014). Child welfare-involved parents often face barriers to engaging in and completing substance abuse treatment. Barriers may include concrete needs such as access to services, cost, or transportation. Additionally, they often experience a range of emotions including fear, anger, and hopelessness. Many parents have their own histories of trauma and may be distrustful of treatment providers and child welfare workers. Despite these barriers, the recovery process often takes longer than allowed under ASFA timelines for permanency. Therefore, it is imperative that parents become engaged in substance abuse treatment as early as possible to prevent the need for their children to enter care or increase the likelihood for successful reunification if they do.

Peer Support Services

To improve outcomes, a growing number of child welfare agencies provide or contract with agencies to provide peer support services. Peer support services are an evidence-based model of care which consists of a qualified peer support specialists assisting individuals with their recovery from mental illness and substance use disorders. Services provided by Peer Recovery Specialists (PRS) are unique in that it provides assertive outreach and support from a person in recovery who has lived experience and has successfully navigated common barriers that child-welfare involved parents’ experience.

1.3 Scope of Services

1.3.1. Program Description:

The Provider will provide two (2) Peer Recovery Specialists (PRS) positions (one targeting mothers and the other fathers) that will provide assertive outreach and support to parents involved with Child Welfare and substance abuse has been identified as a contributing factor in their involvement. The PRS's will work in partnership with the Child Welfare Substance Abuse Clinicians and Child Welfare Social Workers to assist parents with early engagement in recommended treatment services and recovery supports.

1.3.2. Focus Population:

Biological parents/removal caretakers involved with Child Welfare, and substance abuse has been identified as a contributing factor in their involvement.

1.3.3. Desired Outcomes:

Goals for this project may include:

1. Reduction in concrete and psychological barriers to parent engagement in treatment services and recovery supports
2. Reduction in time children spend in safety resources or out of home
3. Reduction in recurrent maltreatment.

An evaluation planning process may include:

1. Reach to target population
2. Reduction in time children spend in safety resources or out of home
3. Effectiveness of intervention
4. Adoption by child welfare
5. Implementation—consistency to intervention
6. Maintenance of intervention effects by parent's overtime.

Additionally, the costs (expenses) and benefits (savings) overtime may be considered.

1.3.4. Referrals & Admission:

WCHHS Child Welfare Division will refer parents involved with Child Welfare and substance abuse has been identified as a contributing factor in their involvement. Parents/Caregivers appropriate for peer support services will be identified through the existing WCHHS-Child Welfare substance abuse assessment process.

Referral Criteria:

1. The WCHHS Substance Abuse Clinician has completed a clinical assessment and determined the Parent may benefit from the service OR has determined that the individual may benefit from the service to assist with parent engagement in the assessment process; and
2. There is no evidence to support that alternative interventions would be more effective based on North Carolina community practice standards; and

3. The Parent has documented identified needs, in at least ONE or more of the following areas (related to diagnosis):
 - a. Ambivalence or resistance to engagement in recommended treatment or recovery supports
 - b. Acquisition of skills needed to manage symptoms and utilize community resources
 - c. Assistance needed to develop self-advocacy skills
 - d. Peer modeling needed to take increased responsibilities for his or her own recovery
 - e. Assistance to address concrete barriers to service engagement or recovery supports

1.3.5. Peer Recovery Specialist:

The Peer Recovery Specialist will work in partnership with WCHHS and the Child and Family Team to assist parents with early engagement in recommended treatment services and recovery supports by:

- Helping parents identify their ambivalence and resistance to engagement in treatment
- Instilling hope that recovery is possible and provide support that fosters resiliency
- Using appropriate self-disclosure to the utility and effectiveness of treatment and self-care
- Helping identify and work with the Child and Family Team to address concrete barriers to service engagement, to include overcoming transportation barriers (i.e. by means of public transportation, bus tickets, gas cards, or providing transportation to an initial session, self-help group or CFT while addressing any ambivalence or resistance)
- Providing psychoeducation to help develop recovery capital (the internal and external resources necessary to begin and maintain recovery) such as self-management, developing natural supports, coping skills, and self-advocacy skills
- Fostering parent's development of healthy relationships and support network by encouraging participation in sober community activities
- Helping counteract stigma and feelings of shame related to their substance use and child welfare involvement, which often keeps parents demobilized from making steps towards recovery
- Providing culturally competent services. Additionally, the PRS providing services to males be involved in the delivery of father-focused intervention and advocacy strategies, as developed by the WCHHS Father Engagement Services.
- Assisting in monitoring parents' initial stage of treatment attendance and participation in self-help groups
- Participate in regularly scheduled case reviews with the WCHHS-CW Substance Abuse Clinicians and Supervisor
- Submit documentation to the WCHHS-CW Social Worker

1.3.6. Termination of Participation:

As part of the informed consent process when beginning work with a parent, Peer Recovery Specialists will inform the parent that services are time-limited and will end based on a variety of conditions:

1. Highlighting transition from peer support services to ongoing treatment services or natural community supports as an accomplishment that is part of the recovery process
2. Parent has accomplished one or more goals and is evidencing a commitment to action in their recovery process
3. The Parent is not making progress or is regressing and all reasonable strategies and interventions have been exhausted, indicating a need for more intensive services
4. The Parent is no longer willing to engage in services

Wake County, at its sole discretion, reserves the right to terminate, or make changes to, services for a participating client.

1.3.7. Key Personnel Required:

The following personnel are essential to the work being performed under this Agreement. The Provider must provide:

1. Two (2) FTE Peer Recovery Specialists under the clinical supervision of provider agency.
 - a. The ideal candidate is a NC Certified Peer Support Specialist
 - b. Has lived experience, is well established in their own substance abuse recovery and has past involvement in the Child Welfare system with a positive outcome
 - c. High School Diploma or GED or equivalent
 - d. 1 year of experience working with persons with the population supported
 - e. Valid drivers' license and automotive insurance
 - f. Ability to pass background check and drug screen
 - g. CPR, first aid, NCI and/or role related certification, a plus
 - h. In North Carolina, the Certified Peer Support Specialist Training includes an approved 40-hour Peer Academy training, and an additional 20 hours of continuing professional development training, which consists of Mental Health First Aid, The Challenge of Opioids, and Using Harm Reduction in the Treatment of Substance Use Disorders.

The Provider's staff will be available for occasional testimony if requested by Wake County Health & Human Services.

1.3.8. Wake County Health & Human Services Responsibilities:

1. The County will provide the program parameters.
2. A planning meeting will be held with the successful Proposer to establish communications, payment processes and any programmatic changes that may be required.

3. An identified WCHHS Child Welfare Staff Member will attend the Provider Team Meetings (when applicable) to continue collaboration and address concerns.

1.3.9. Reporting:

To support WCHHS's evaluation of the Provider's performance, the Provider will be required to submit monthly reports summarizing services in a format mutually agreed upon between and for the following:

1. Electronically submit a "Program Monthly Report" to identified WCHHS designee.
2. Submit any other related information and documentation to designated WCHHS Child Welfare Social Worker and Supervisor.
3. Provide any and all documentation to biological parent, caretaker, legal representative and Guardian Ad Litem upon receipt of signed court order, subpoena or legal document that allows said parties to acquire information.

1.3.10. Location:

Services will be provided at Client's Home, community visits, Wake County office buildings, provider agencies, and via Telehealth (or another HIPAA-compliant platform).

1.3.11. Hours of Operation:

The Provider will offer services to meet the needs of the client population and will include evening and weekend hours.

1.3.12. Employee Background Checks:

Each Proposer should clearly identify in their Proposal

1. Any/all background checks and drug screens performed on Provider employees and the frequency of such checks.
2. How your organization identifies and assures that peer recover specialist have lived experience relevant to the role.

1.3.13. Employee Supervision and Training:

Each Proposer shall submit a description of its staff clinical supervision and training plan with their Proposal. Provider is to provide trained staff competent to service the needs of WCHHS.

Each Proposer shall describe how your organization promotes self-care and provides specific accommodations when necessary.

1.3.14. Request for Removal of Employee:

Promptly upon the written demand of the County, the Provider shall remove from activities associated with this Contract and timely replace any Provider staff that the County considers unsuitable for such work based on documented performance under this Contract, for example and not by way of limitation, unacceptable behavior that jeopardizes the safety and well-being of employees and citizens/visitors of Wake County. Provider's employees will present a positive customer service attitude at all times. Nothing herein shall make the County responsible for the activities of Provider staff.

1.3.15. Tobacco Free and Drug Free Work Environment:

The Provider shall operate a drug-free workplace.

1.3.16. Nondiscrimination:

The Proposer certifies that it will comply with all Federal statutes relating to nondiscrimination.

1.3.17. Reporting:

To support the County's evaluation of the Provider's performance, the Provider is required to submit from time-to-time programmatic reports in a format mutually agreed upon between the Provider and the County.

1.3.18. Operating Costs and Pricing:

Each Proposer shall include in their Proposal, in their own standard reporting form, a detailed description of all proposed operating costs. Wake County retains the right to examine and/or audit all records pertaining to Provider's operations on Wake County premises.

1.4 General Proposal Requirements

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration

By submitting a proposal, Proposers acknowledge that:

- 1.4.1 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.
- 1.4.2 Proposals will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.

Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

2 General Submittal Requirements

2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Director, as outlined below. In regards to this RFP and subsequent procurement process, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Proposer to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Proposer from award for items or services on this RFP.***

Proposal Contact:
Melissa England
Wake County Procurement Services
Email: Melissa.England@wakegov.com
919-856-6327

2.2 Proposal Submittal Requirements

Proposers are required to prepare their Proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. In lieu of hard copies, proposers should submit an email response to the following email address Bids@wakegov.com and enter RFP #22-101 in the subject line. By virtue of submitting an electronic response, you agree to the following:

- Response to be submitted to: Bids@wakegov.com
- Acceptable file types are: PDF, Word, Excel, and like. Zip files will be rejected.
- All files will be submitted for virus scan. Any files containing such will be rejected with no automatic re-submittal.
- Files submitted are to be directly related to the subject RFP. No promotional type material will be considered.
- Vendors should submit their responses via email to the mailbox listed above.
- File size limits are limited, the default maximum size supported for the entire email would be 35MB.
- Any failure of a file to be received, for any reason, will be totally a vendor/submitter responsibility.

Mailing Address:
Attn: Melissa England
Wake County Procurement Services
Wake County Justice Center, 2nd Floor – Ste 2900
301 S. McDowell Street
Raleigh, NC 27601

The County must receive Proposals BEFORE **2:00 PM, January 27, 2022. Late Proposals will not be accepted.** The time of receipt shall be determined by the time in the email message. The County will not be held responsible for the failure of any file to be received prior to the stated Proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they

have all required and necessary information, documents and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Failure to respond to all questions and follow the instructions may result in immediate elimination from further consideration.

2.3 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

2.4 Interpretations, Discrepancies, and Omissions

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer must at once request in writing an interpretation from proposal contact listed in Section 2.1. The deadline for submitting questions is January 14, 2022 by 5:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available the day following the question deadline. All written requests for clarification should be addressed to the attention of the Procurement Manager.

Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after January 21, 2022.

2.5 Tentative Schedule

| Date | Event |
|------------------------------|-----------------------------------|
| December 30, 2021 | RFP issued |
| January 14, 2022, 5pm | Deadline for submitting questions |
| January 21, 2022 | Issue addendum (if necessary) |
| January 27, 2022, 2pm | Submission Due by 2pm |
| February 2022 (Mid) | Contract Awarded |
| April 1, 2022 | Services Begin |

2.6 General Clarifications and Questions

The County will also make a good faith effort to provide other data or attachments, if the request will further clarify the project's scope. All requests for further information shall be received by the County by January 14, 2022 before 5:00 PM EST. A copy of all answers and further clarifications provided by the County to those making inquiries will be posted as an addendum to the RFP on the County's website by January 21, 2022.

2.7 Award

Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

The contract for peer recovery specialist services will be for a period of one (1) year, renewable for two (2) additional one (2) year periods by mutual agreement of both parties. Any subsequent contract will contain cancellation clauses, with and without cause.

2.8 Non-disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.9 Retention of Proposer Material

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

3 General Terms and Conditions

3.1 Certification

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

3.2 Conflict of Interest

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

3.3 Assignment

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

3.4 Indemnification

The Proposer will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Proposer, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Proposer prompt, written notice of any such claim or suit. The County shall cooperate with Proposer in its defense or settlement of such claim or suit. This section sets forth the full extent of the Proposer's general indemnification of the County from liabilities that are in any way related to Proposer's performance under this Agreement.

3.5 Independent Contractor

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

3.6 Insurance Requirements

The Provider shall obtain, at its sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Office. If any required insurance policy expires during the term of this agreement, Provider must provide a certificate of insurance to the Wake County Finance Office as evidence of policy renewal prior to such policy expiration.

Provider's signature on the agreement indicates that Provider agrees to the terms of this insurance section and understands that failure to comply may result in cancellation of this agreement at Wake County's option.

Workers' Compensation Insurance, with limits for Coverage A Statutory- for State of North Carolina and Coverage B - Employers Liability \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability - with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate, including contractual liability.

Commercial Automobile Liability, with limits no less than \$1,000,000 per occurrence for bodily injury and property damage for any vehicle used during performance of contract services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under this Agreement.

Professional Liability Insurance, applicable to any professional services provided under this Contract with limits of no less than \$1,000,000 per claim and \$2,000,000 aggregate.

Cyber Liability Insurance, with limits not less than \$3,000,000 per claim. Coverage shall be sufficiently broad to respond to the duties and obligations undertaken by Provider in this Agreement regarding sensitive information in any form in Provider's care, custody, or control, or for which Provider is legally responsible, and shall include but not be limited to third party liability coverage for loss resulting from denial of service, unauthorized access, security failure, system failure, extortion, or any failure to prevent disclosure of sensitive information, including but not limited to personal identifying information or protected health information. Breach/crisis response cost coverage must include actions required by federal and/or state statutes, and include but not be limited to notification, call center costs, regulatory fines and penalties, investigation, and identity theft and credit monitoring services, with limits sufficient to respond to these obligations

Abuse/Molestation Coverage, including sexual as well as other abuse, with limits no less than \$1,000,000.

If any coverage is on a claims-made basis, Provider agrees to maintain a retroactive date prior to or equal to the effective date of this Agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' with a minimum reporting period of not less than three (3) years if the policy expires or is cancelled or non-renewed. If coverage is replaced, the new policy must include full prior acts coverage or a retroactive date to cover the effective dates of this Agreement. Provider shall provide a Certificate of Insurance annually to Wake County indicating any claims made coverage and respective retroactive date. The duty to provide extended coverage as set forth herein survives the effective dates of the Agreement.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of the County's Finance Office. Proof of rating shall be provided to the county upon request.

Insurance with limits no less than those specified above shall be evidenced by a Certificate of Insurance issued by a duly authorized representative of the insurer and dated no more than thirty (30) days prior to the start date of this agreement. In the case of self-insurance, a letter of explanation must be provided to and approved by Wake County Risk Management.

The Provider shall be responsible for providing immediate notice of policy cancellation or non-renewal during the term of this Agreement to the Wake County Finance Office and for three years subsequent for any claims made coverage.

If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any requests for consideration of alternate coverage must be presented by Provider PRIOR TO provision of any services associated with this Agreement.

In the event that Provider uses subcontractors to perform any of the services under this Agreement, then and in that event, Provider shall contractually require such subcontractor(s) to meet all of the requirements of this section.

3.7 Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

3.8 Confidential Information/Public Records Law

The County assumes no responsibility for confidentiality of information offered in a proposal. The RFP does not intend to elicit proprietary information. However, if proprietary information is submitted as part of the proposal, the information is to be labeled as such. Proposals are not subject to public inspection until after the contract award. Wake County reserves the right to share any information submitted in response to this RFP or process with any person(s) or firm(s) involved in the review and evaluation process. **Proprietary or confidential information must be clearly labeled as such at the time of initial submission and to the extent provided by N.C.G.S. Chapter 132, will not be made available for public inspection.**

In the event that a request for inspection is made under public records law, the Proposer will be notified of the request and may participate in any subsequent civil action to compel disclosure of confidential information.

3.9 Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

3.10 Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

3.11 Additional Services

From time to time during the period of work outlined in the RFP and afterward, the County may elect to have the Proposer perform services that are not specifically described in the RFP but are related to the contracted services (the "New Services"), in which event the Proposer shall perform such New Services on a time-and-materials basis, and at rates that do not exceed the rates negotiated in this contract. This will be accomplished through an amendment to the contract.

3.12 E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

3.13 Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State

Treasurer pursuant to *NCGS 147 Article 6E, Iran Divestment Act*, Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

3.14 Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland “Anti-Kickback” Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

4 Submittal Requirements

4.0 Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer’s capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections with tabs for each section:

| <u>Proposal Section</u> | <u>Title</u> |
|-------------------------|--------------------------------------------|
| | Title Page (Attachment A) |
| | Table of Contents |
| A | Executive Summary |
| B. | Scope of Services |
| C. | Company Background and Relevant Experience |
| D. | Cost Proposal |
| E. | Client References for Similar Assignments |

Instructions relative to each part of the response to this RFP are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

4.1 Executive Summary

(Proposal Section A) This section of the response should be limited to a brief narrative summarizing the Proposer's proposal. The executive summary shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. This section should highlight aspects of the proposal that make it superior or unique in addressing the needs of the County. Please note that the executive summary should identify the primary engagement contact. Contact information should include a valid e-mail address, fax number, and a telephone number.

4.2 Scope of Services

(Proposal Section B) This section of the response should include a general discussion of the Proposer's overall understanding of the project and the scope of work proposed as outlined in Sections 1.3.1 to 1.3.18.

Proposer should outline a recommended approach, critical tasks and timeline for achieving the County's objectives in Sections 1.3.1 to 1.3.18 based on the Proposer's experience with organizations similar to the County.

Proposers are encouraged to provide examples of services provided to their clients and the impact of those services.

- Describe how you will incorporate evidence-based practices into your service approach.
- Describe your organization's plan for establishing rapport and engaging with people seeking services, especially how you will address caregivers who are unwilling or unable to participate in services.

4.3 Company Background and Proposer Team Relevant Experience

(Proposal Section C) Each proposal must provide the following information about the submitting Proposer's company, so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a Proposer to provide additional support or clarify requested information.

4.3.1 Company Background

- How long the company has been in business. In what state(s) has the company worked?
- A brief description of the company size and organizational structure.
- How long the company has been providing services to clients similar to the County.
- Any material (including letters of support or endorsement from clients) indicative of the Proposer's capabilities.
- Identify any litigation or governmental or regulatory action pending against your organization that might have a bearing on your ability to provide services to the County.

- Describe your contractual relationships, if any, with other organizations that will provide services described in your proposal.

4.3.2 Proposer Team Experience

- Identify your proposed team indicating who is responsible for the key roles; provide an organizational chart showing lines of communication and levels of authority;
- Include the résumés of staff who will work on the engagement. If they are working on only certain portions of the project, please indicate this on their résumé;
- Given that the County will be evaluating several proposals, describe why you feel that your services, from a professional and technical perspective, are the best fit for the County environment. Describe the distinguishing features the County should know about your services and company.

4.4 Cost Proposal

(Proposal Section D) Proposers should submit an estimate of costs.

The County reserves the right to contact Proposers on cost and scope clarification at any time throughout the selection process and negotiation process. The County is asking Proposers to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Items that should be included in this cost section include:

- Cost of Services. Please state your fees for the key areas outlined in the Scope of Services.
- Provide your procedures for billing and collection of your fees. How do you reconcile the fee to the services received? Specify whether this is on a monthly, quarterly or as performed basis.
- Provide a listing of hourly rates by Proposer team members which could be used as a basis for additional services.

4.5 Client References for Similar Assignments

(Proposal Section E) The County considers references to be important in its decision to award a contract. Failure to provide this information will result in the proposal being considered non-responsive.

Please provide a comprehensive client listing with year(s) in which your firm provided services. Also provide at least three current clients who we may contact. References should be clients similar in size to the County. Please give their company name and mailing address, telephone, and email of the contact person.

| | Reference #1 | Reference #2 | Reference #3 |
|---------------|--------------|--------------|--------------|
| COMPANY | | | |
| Contact Name | | | |
| Contact Title | | | |
| Contact Phone | | | |

| | Reference #1 | Reference #2 | Reference #3 |
|-----------------|--------------|--------------|--------------|
| Mailing Address | | | |
| Email | | | |

5 Evaluation Criteria

5.1 Selection Participants

The County has established a team of staff to evaluate vendor responses. This team of employees will be responsible for the evaluation and rating of the proposals and conducting interviews.

5.2 Evaluation of Proposals

Responses will be evaluated based on the following criteria:

1. Compliance to the RFP requirements; quality, clarity and completeness of services proposed in relation the scope of work the response
2. Respondent's Proven, Knowledge, and Experience
3. Cost effectiveness and value of proposal
4. Client References
5. Other criteria deemed appropriated by the County Project Team



**ATTACHMENT A
PROPOSAL COVER PAGE**

Request for Proposals

RFP # 22-010

| | |
|-------------------------------------------------------------|--|
| Name of Organization: | |
| Name and Title of Proposal Contact: | |
| Mailing Address: | |
| Phone Number: | |
| E-Mail Address: | |
| Name and Title of Person Authorized to sign Contract | |
| Mailing Address: | |
| Phone Number: | |
| E-Mail Address: | |

By signing below, I acknowledge that all information included in the attached Proposal Package is accurate and that all appropriate forms, attachments, and documents have been provided as requested.

Chief Executive Officer

Date