

SP-16-0091 – ATTACHMENT B: Performance Standards

Service Criteria	Acceptable Performance	Damages
Insurance Renewal	<ul style="list-style-type: none"> Provide proof of renewal a minimum of ten (10) business days prior to expiration. 	Equal to the amount of the daily cost of the insurance coverage for each day late.
Insurance Coverage	<ul style="list-style-type: none"> Provide proof of coverage on a quarterly basis. 	Equal to the amount of the daily cost of the insurance coverage for each day without coverage.
Monthly Physical Plant Report	<ul style="list-style-type: none"> Submitted on or before the 15th of the following month. 	10% of monthly maintenance cost for each day the report is late.
Daily Census Report	<ul style="list-style-type: none"> Submitted daily. 	The cost of one (1) juvenile per day for each day that is not reported or is reported late
Education Daily Student Counts	<ul style="list-style-type: none"> Submitted daily. 	25% of Quarterly Education Compensation payment for each day that is not reported or is reported late.
Right of Juveniles Handbook	<ul style="list-style-type: none"> Juveniles receive rights handbook within 48 hours of arrival 	DYS shall remove youth from facility or the cost for each juvenile in noncompliance per day.
Monthly Inspections of Facilities	<ul style="list-style-type: none"> Conduct regular monthly inspections of facilities on or before the 10th of each month 	25% of the monthly standard maintenance and repair costs.
Standard Maintenance and Repair	<ul style="list-style-type: none"> Repairs under vendor responsibility are completed within seven (7) days or an agreed upon deadline. 	Equal to the cost of the repair plus 10% if repair is made by DYS.
Room Checks	<ul style="list-style-type: none"> All juveniles shall be visually monitored through room checks (15 minute intervals) 	The cost of one (1) juvenile for each 15 minute interval of undocumented room checks.
Housing Maximum	<ul style="list-style-type: none"> Maintain a maximum of 25 juveniles daily per each housing unit. 	Equal to the cost for each juvenile over the maximum per day.
Major Incidents	<ul style="list-style-type: none"> Major incident occurrences must be within the three (3) year baseline average. 	25% of the total monthly bed rate invoice for each occurrence over the average.
Minor Incidents	<ul style="list-style-type: none"> Minor incident occurrences must not exceed 20% margin (baselined by three year average) 	25% of the total monthly bed rate invoice for each percentage point over 20%
Incident Reporting	<ul style="list-style-type: none"> Reporting of incidents into RiteTrack the day of the occurrence. 	The cost of one (1) juvenile per day for each occurrence that is not reported or is reported late.
Cleaning	<ul style="list-style-type: none"> Facilities must be cleaned daily. 	50% of the amount allocated for sanitation and hygiene.
Education	<ul style="list-style-type: none"> Run an educational program that meets ADE standards 	25% of the education compensation payment for non-compliance
Treatment Authorization	<ul style="list-style-type: none"> All juveniles have written authorization (RS-9) prior to treatment 	The cost of one (1) juvenile per day, per occurrence until resolved
Gender Specific Programming	<ul style="list-style-type: none"> Each designated juvenile provided five (5) hours per week 	The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected juvenile population.
Recreational Activities	<ul style="list-style-type: none"> 90% of juveniles receive indoor and outdoor planned recreation two (2) hours per day per ACA standards; 	The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population.

Chemical/Substance Abuse Treatment	<ul style="list-style-type: none"> All juveniles who require chemical/substance abuse treatment, receive the weekly planned services 	The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population.
Sex Offender Treatment	<ul style="list-style-type: none"> All juveniles who require sex offender treatment, receive the weekly planned services 	The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population.
Emergency Medical Treatment	<ul style="list-style-type: none"> Provide access to emergency medical treatment per RFP. 	Equal to any incurred costs for any occurrence when DYS must intervene to provide emergency services.
Medical Treatment	<ul style="list-style-type: none"> Access to Medical Provider per RFP. 	The costs of one (1) juvenile per day for each occurrence of lack of access to medical provider until resolved.
Training	<ul style="list-style-type: none"> All staff must complete required training per RFP. 	The costs of one (1) juvenile per day per employee for each monthly occurrence that each employee doesn't meet the requirement.
Staffing Levels	<ul style="list-style-type: none"> Direct care security staff to juvenile ratio (1:8 day; 1:10 night) 	DYS may remove youth from facility and the cost of one (1) juvenile for each 24 hour period out of ratio.
Safety and Security Drills	<ul style="list-style-type: none"> Conducted once a month 	25% of the entire annual contract.
Timely Invoicing	<ul style="list-style-type: none"> Monthly invoices are submitted on or before the due date 	25% of the invoice total held after the fourth (4 th) billing cycle that is late within a one (1) year period.
Education Title I Billing	<ul style="list-style-type: none"> must meet ADE standards 	Any disallowed expenditures shall be reimbursed to DYS at the amount of expenditure.
Juvenile Records	<ul style="list-style-type: none"> All juveniles records maintained and available for review 	25% of the quarterly total of payments for each occurrence of a file not being maintained or of a file not available for review.