

**Cornerstone's Proposal,**

**Part 5, pages 1 to 30,**

**are redacted because they are marked**

**CONFIDENTIAL**

# **Tab 9 Quality Control Plan/Measures of Performance and Quality of Services**

## **Table of Contents**

- A.** Detail of Quality Control Plan
- B.** Acceptance to Allow TJJJ to conduct monitoring and to full cooperation in the process
- C.** Understanding TJJJ Contract Care Performance and Quality of Services Measures
- D.** Take Appropriate Action to Correct Findings and Deficiencies
- E.** Monitor Day-To-Day Operations
- F.** Monitor Activities of Consultants, Subcontractors, Subcontractor's Employees and Volunteer Workers

## **MEASURES OF PERFORMANCE AND QUALITY OF SERVICES**

### **A. Detail of Quality control Plan:**

Cornerstone understands it will be required to submit a detailed Quality Control Plan upon award. Regular facility visits will be made by Denver Service Center (DSC) staff to observe/monitor program operations. Additionally, the facility will be required to submit monthly performance measure data to the DSC for their analysis and follow up when necessary. The program also has an internal quality assurance plan that addresses all physical plant, safety, and treatment program components.

### **B. Acceptance to allow TJJD to conduct monitoring:**

Cornerstone agrees to allow TJJD to conduct monitoring and program performance evaluation and will fully cooperate with the agency in all such processes. In addition, should a monitoring result in the finding of a deficient area, the program will respond promptly with the development and implementation of a corrective action plan.

### **C. Understanding of TJJD Contract Care Performance and Quality of Services**

#### **Measurers:**

Cornerstone recognizes that should a contract be awarded, TJJD is contracting with the program to deliver the services specified in this RFP. As such, Cornerstone understands it will be required to meet a minimum AQL and will also be required to submit a detailed Quality Control Plan. In addition cornerstone conducts an annual and/or as needed, Staff Assistance Visit (SAV) program audit during, which all areas of the program are measured for quality assurance by the corporate team. The areas that are monitored include; Youth Rights, Safety and Security, Youth Discipline, Training/ Human Resources, Policy and Procedure and Facility Physical Plant. In addition, the program

also adheres to a daily, weekly, and monthly comprehensive inspection schedule, as well as a monthly comprehensive goals and outcomes report, which are set and updated annually.

**D. Take appropriate action to correct findings and deficiencies:**

Cornerstone will take appropriate actions within specified time periods (as required by TJJD) to correct all findings and deficiencies identified during monitoring visits.

**E. Monitor day to day operations:**

Cornerstone understands and accepts its responsibility for the day to day monitoring of program operations and for the correction of deficiencies as they occur.

**F. Monitor activities of consultants, subcontractors, subcontractor's employees and volunteer workers:**

Cornerstone accepts responsibility and is willing to monitor the activities of all consultants, sub-contractors, sub-contractors employees and volunteers so as to insure compliance with applicable requirements and achievement of performance goals. Regular facility visits made by DSC staff to observe/monitor program operations will also review the activities of all of the above.

# **Tab 10 Compliance**

## **Table of Contents**

- A.** RFP TJJJ 644-3-12112 Amendments
- B.** Local Government Code Acknowledgment

The **60-day notification requirements** do not apply to those Offerors exempt under Local Government Code, Chapter 244, Section 244.006.

**RESPONDENT MUST CHECK ONE BELOW**

YES \_\_\_\_\_ NO  Proposed facility is within 1,000 feet of a residential area, a primary or secondary school, property designated as a public park or public recreation area by the state or political subdivision of the state, or a church, synagogue, or other place of worship.

**RESPONDENT MUST CHECK ONE BELOW**

YES  NO \_\_\_\_\_ Proposed facility is an existing fully licensed and operational facility currently in use by the Respondent.

**XIII. SCREENING AND EVALUATION OF PROPOSALS**

Proposals will be evaluated using the following process:

| <b>EVALUATION OF PROPOSALS PROCESS</b> |   |
|--|---|
| Phase I                                | <p>All proposals submitted by the deadline will be screened to verify the minimum qualifications stated in the RFP have been provided. Proposals not meeting these requirements will not be considered and the Respondent will be so informed.</p> <p>All qualified proposals will be validated by the Contract Specialist prior to submission to the technical review committee for evaluation. TJJD reserves the right to conduct reference or background checks including, but not limited to, Respondent's former employers or community agency personnel who have knowledge of the Respondent's work performance and the professional reputation in the community.</p>   |
| Phase II                               | <p>A technical review committee of TJJD program and administrative staff will evaluate and score each qualified proposal. Each member of the committee shall rank order each proposal using the evaluation scores.</p>  |
| Phase III                              | <p>On-site visits will be made to Respondents' facilities with the most highly evaluated and ranked proposals. The primary focus of the on-site visit is to have an opportunity to tour the proposed facility. The Respondent's representatives should expect to respond during the on-site visit to questions TJJD staff. These On-site visits will be evaluated, scored and ranked as to meeting the needs and requirements of TJJD.</p> <p>Those Respondents' facilities being evaluated and ranked most highly and meeting TJJD requirements may be asked to make an oral presentation. The presentation will provide an overview of the proposed program of no more than one hour in length. The Respondents should expect to respond to questions from TJJD staff.</p> <p>At any point in the evaluation process Respondents may be asked to provide written responses to questions from TJJD staff. Answers will become part of Respondent's proposal.</p> |
| Phase IV                               | <p>All information summarized and submitted to the Executive Director of the Texas Juvenile Justice Department for a final decision.</p>  |
| Phase V                                | <p>A final Contract is executed with the approval of the Executive Director of the Texas Juvenile Justice Department. Award is posted to State of Texas Electronic State Business Daily (ESBD) and notifications are sent to unsuccessful Respondents.</p>  |

**Minor irregularities:** To be considered responsive, a proposal must set forth full, accurate, and complete information and all forms must be signed as indicated and as required by this request for proposal. If the requirement that is not met is considered a minor irregularity or an inconsequential variation, an exception may be made at the discretion of TJJD and the offer considered responsive. This may occur only if the variation has negligible significance to price, quality, quantity, or delivery of services and does not affect the competitiveness of other offers. Not signing in the required places and answering "no" to any of the assurances is **not** considered a minor irregularity

**AMENDMENT OF SOLICITATION**

|   |                                  |  |
|---|----------------------------------|--|
| <b>1. SOLICITATION NO.</b><br>Secure Residential<br>RFP # 644-3-12112 | <b>2. AMENDMENT NO.</b><br>A-001 | <b>3. EFFECTIVE DATE</b><br>January 14, 2013 |
|---|----------------------------------|--|

**4. ISSUED BY**

Texas Juvenile Justice Department  
Central Office Building  
Contracts Group – Patrick McReynolds, Contract Specialist IV  
4900 North Lamar  
Austin, Texas 78751

**5. NAME AND ADDRESS OF CONTRACTOR**

Cornerstone Programs Corporation  
Tyrene Green  
800 N. Ave F  
Post, Texas 79356

6. The above numbered solicitation is amended as set forth in Item 7. The hour and date specified for receipt of Offers  is extended,  is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 5 and 8, and returning 1 copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**7. DESCRIPTION OF AMENDMENT**

The comments listed below revise and modify RFP # 644-3-12112. Acknowledgement of receipt of this amendment should be indicated by enclosing a copy of the Amendment with your proposal.

**1. Page 2 of 45, I. BACKGROUND INFORMATION, SCHEDULE OF ACTIVITIES, PRE-PROPOSAL CONFERENCE TIME CHANGE.**

1.

|                  |                                   |
|------------------|-----------------------------------|
| January 23, 2013 | Pre-Proposal Conference @ 9:30 am |
|------------------|-----------------------------------|

Tyrene Green, Program Manager

**8a. NAME AND TITLE OF SIGNER (Type or Print)**

Cornerstone Programs Corporation

**8b. OFFEROR**

  
(Signature of Person Authorized to Sign)

01/29/2013  
Date Signed

**AMENDMENT OF SOLICITATION**

Page 1 of 1

|   |                                  |  |
|---|----------------------------------|--|
| <b>1. SOLICITATION NO.</b><br>Secure Residential<br>RFP # 644-3-12112 | <b>2. AMENDMENT NO.</b><br>A-002 | <b>3. EFFECTIVE DATE</b><br>January 18, 2013 |
|---|----------------------------------|--|

**4. ISSUED BY**

Texas Juvenile Justice Department  
Central Office Building  
Contracts Group – Patrick McReynolds, Contract Specialist IV  
4900 North Lamar  
Austin, Texas 78751

**5. NAME AND ADDRESS OF CONTRACTOR**

Cornerstone Programs Corporation  
Tyrene Green  
800 N. Ave F  
Post, Texas 79356

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**7. DESCRIPTION OF AMENDMENT**

The comments listed below revise and modify RFP # 644-3-12112. Acknowledgement of receipt of this amendment should be indicated by enclosing a copy of the Amendment with your proposal.

**1. Page 8 of 45, SECTION V. RESPONDENT HISTORY, EXPERIENCE, CREDENTIALS AND REQUIREMENTS; C. 1.; Please Replace With The Following:**

1. *The Respondent's staff must be fully licensed or certified to provide any treatment services being offered. Respondents must be licensed to provide residential services under:*

- a. *Texas Department of State Health Services (DSHS) Standards (related to mental health, health care, substance abuse and family and protective services); or*
- b. *Texas Department of Family and Protective Services (DFPS) Standards; or*
- c. *Other licensing or certification standards deemed acceptable by TJJJ.*

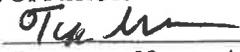
*Respondent must submit a copy of the license with their proposal. TJJJ will accept proposals from respondents who have begun the licensing process, provided the process will be completed and facility licensed within 6 months after award of a contract and prior to commencement of the services described herein.*

Tyrene Green, Program Manager

**8a. NAME AND TITLE OF SIGNER (Type or Print)**

Cornerstone Programs Corporation

**8b. OFFEROR**

  
(Signature of Person Authorized to Sign)

01/29/2013  
Date Signed

**AMENDMENT OF SOLICITATION**

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|   |   |  |
|---|---|--|
| <b>1. SOLICITATION NO.</b><br>Secure Residential<br>RFP # 644-3-12112 | <b>2. AMENDMENT NO.</b><br>RFP # 644-3-12112<br>A-003 | <b>3. EFFECTIVE DATE</b><br><br>01/31/2013 |
|---|---|--|

**4. ISSUED BY**

Texas Juvenile Justice Department  
Central Office Building  
Contracts Group – Patrick McReynolds, Contract Specialist IV  
4900 North Lamar  
Austin, Texas 78751

**5. NAME AND ADDRESS OF CONTRACTOR**

Cornerstone Programs Corporation  
Tyrene Green  
800 N. Ave F  
Post, Texas 79356

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**7. DESCRIPTION OF AMENDMENT**

**Respondents are specifically cautioned against relying on any oral information.**

**The comments listed below revise and modify RFP # 644-3-12112. Acknowledgement of receipt of this amendment should be indicated by enclosing a copy of the signed Amendment with your proposal.**

Tyrene Green, Program Manager

**8a. NAME AND TITLE OF SIGNER (Type or Print)**

Cornerstone Programs Corporation

**8b. OFFEROR**

  
(Signature of Person Authorized to Sign)

02/01/2013

Date Signed

**AMENDMENT OF SOLICITATION**

|   |                                  |   |
|---|----------------------------------|---|
| <b>1. SOLICITATION NO.</b><br>Secure Residential<br>RFP # 644-3-12112 | <b>2. AMENDMENT NO.</b><br>A-004 | <b>3. EFFECTIVE DATE</b><br>February 01, 2013 |
|---|----------------------------------|---|

**4. ISSUED BY**

Texas Juvenile Justice Department  
Central Office Building  
Contracts Group – Patrick McReynolds, Contract Specialist IV  
4900 North Lamar  
Austin, Texas 78751

**5. NAME AND ADDRESS OF CONTRACTOR**

Cornerstone Programs Corporation  
Tyrene Green  
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Tyrene Green, Program Manager

**8a. NAME AND TITLE OF SIGNER (Type or Print)**

Cornerstone Programs Corporation

**8b. OFFEROR**

Tyrene Green  
(Signature of Person Authorized to Sign)

2/3/13  
Date Signed