

2018
Request for Waiver of Bid Procurement

I. Program Description and Current Operations:

Name of Service Provider currently under contract: *Night Owl Support Systems, LLC (formerly Sound Response, Crisis Response)*

Name of Contract Manager: *Monica Bear, DD Community Services Manager*

Division: *Dane County Human Services Adult Community Services Division*

Current Contract Total: *\$754,750*

Program description: *Staffing and equipment*

II. Chapter 25 of Dane County Ordinance codifies the County's purchasing and contracting process. Included in this chapter, 25.11(20) allows for exceptions to the competitive bidding process for a variety of reasons.

Only one vendor possesses the unique and singularly available ability to meet the Department's requirements

When unique and specific technical qualifications are required

III. State your rationale for request for waiver. Please be specific.

Dane County Human Services, Adult Community Services Division, Developmental Disabilities Unit has invested in the infrastructure for this unique program that was incubated at the Waisman Center in 2001, which then spun-off into Night Owl Support Services, LLC in 2016. The previous waiver of bid occurred under the name, Responsive Solutions, Inc.

Night Owl enhances the ability of people with developmental disabilities to live in their own home by providing overnight, electronic monitoring and assistance in the event of physical, emotional or environmental emergencies. Individuals activate sensors and phones that provide immediate data transmission and communication with Night Owl dispatchers. When warranted there is immediate linkage to 911 emergency responders. Night Owl operates a primary responder site with four satellite responder sites located throughout Madison and Dane County. In non-life threatening emergencies this enables them to provide in-person assistance within 10 minutes of receiving a call. Upon completing their face-to-face assessment, Night Owl staff discerns if additional support staff, health professionals or emergency responders are needed then coordinates additional assistance as required.

Night Owl has an MOU with Responsive Solutions Inc. (RSI), the agency that Dane County contracts with to provide crisis services to adults with developmental disabilities. RSI rents space to Night Owl on the upper level of the DD Safe House. This provides Night Owl with affordable rent, far below market rate. In turn, Night Owl provides overnight monitoring and support to DD adults in crisis temporarily residing at the Safe House. This partnership benefits both Night Owl and RSI while saving Dane County money. Without this MOU, Dane County would need to pay for overnight awake staff to operate the safe house.

Night Owl has additional partnerships with Dane County supported living providers. Their four satellite responder sites are located within homes of people with disabilities. People with disabilities benefit from an overnight presence in their home at no additional cost. Night Owl can operate very affordable satellite responder sites.

Many vendors provide personal emergency response systems such as Lifeline. Night Owl is the only vendor providing an enhanced level of service that guarantees a timely, face-to-face response from a human service professional. Additionally no others offer individual consultation as to the most cost-effective, up-to-date and beneficial sensors and monitoring equipment. Night Owl has established business relationships with equipment vendors and contractors allowing them to access the latest technology at the lowest cost. Night Owl has intimate knowledge of Medicaid waiver requirements; they are reliable partners helping the County access one time and special funds when available.