

Category	Threshold	Penalty
Staffing	95% Fill rate for all positions by facility	In the event the Vendor is to pay back FTE's, the Vendor shall provide a credit memo to the State in an amount that reflects, by position, the number of FTE hours the position is short of 95% of FTE hours set forth in the minimum staffing schedule multiplied by an amount reflecting the combination of the hourly rate and the pro rata cost of employee benefits for the position.
Staffing	Quarterly Employee Turnover not to exceed 30%	Upon notice from the IDOC, the Vendor shall credit the IDOC \$50,000 for each quarter in which the Vendor's turnover exceeds 30%. This credit is to reimburse the IDOC for additional action, oversight, and review expended by the IDOC in dealing administratively with such turnover. This reimbursement shall be paid as a credit on the next invoice due the IDOC after notification.
Sick call	Backlogs of no more than 5 at the end of any week	Upon notice from the IDOC, the Vendor shall credit the IDOC \$10,000 for every facility that has a backlog of sick calls of more than five (5) offenders at the end of a week during the contract term. This credit is to reimburse the IDOC for additional action, oversight, and review expended by the IDOC in dealing administratively with such backlogs. This reimbursement shall be paid as a credit on the next invoice due the IDOC after notification.
Health Screens	Backlogs of no more than 5 at the end of any week	Upon notice from the IDOC, the Vendor shall credit the IDOC \$10,000 for every facility that has a backlog of sick calls of more than five (5) offenders at the end of a week during the contract term. This credit is to reimburse the IDOC for additional action, oversight, and review expended by the IDOC in dealing administratively with such backlogs. This reimbursement shall be paid as a credit on the next invoice due the IDOC after notification.
Chronic Care	Backlogs of no more than 5 at the end of any week	Upon notice from the IDOC, the Vendor shall credit the IDOC \$10,000 for every facility that has a backlog of sick calls of more than five (5) offenders at the end of a week during the contract term. This credit is to reimburse the IDOC for additional action, oversight, and review expended by the IDOC in dealing administratively with such backlogs. This reimbursement shall be paid as a credit on the next invoice due the IDOC after notification.

Dental Care	Backlogs of no more than 10 at the end of any week	Upon notice from the IDOC, the Vendor shall credit the IDOC \$10,000 for every facility that has a backlog for dental care of more than ten (10) offenders at the end of a week during the contract term. This credit is to reimburse the IDOC for additional action, oversight, and review expended by the IDOC in dealing administratively with such backlogs. This reimbursement shall be paid as a credit on the next invoice due the IDOC after notification.
Telehealth	Expectations that will be implemented consistent with RFP Proposal	In the event the Vendor is unable to provide telehealth or onsite specialty care to the extent described in the Vendor's RFP proposal, the Vendor will be responsible for reimbursing the State for transportation of offenders to have received services proposed by the Vendor to be covered by telehealth. The cost of transporting offenders shall include custody costs for offenders being transported and receiving care at an offsite facility. Currently, the cost for custody officers is \$30.00 per hour and for transportation in a State vehicle, \$0.38 per mile.
205 Performance Measures	Each performance measure requires a score of 90% or better to pass. Less than 90% is a fail. If a Performance Measure is failed, the IDOC will allow the Vendor 30 days to correct or cure the failure by passing a re-audit of the services found deficient at 90% or greater. There shall be only one opportunity given to correct a deficiency.	Any deficiencies found at a facility and not cured will require the Vendor to reimburse the IDOC for additional action, oversight and review expended by the IDOC in responding administratively to the deficiency. The minimum cost to the IDOC of such additional action, oversight and review shall be stipulated to be \$10,000 per deficiency at each facility. Each deficiency found during an audit shall be subject to this reimbursement. This reimbursement shall be paid as a credit on the next invoice to the IDOC after notification.