Addendum 1

State of Connecticut
Department of Social Services
Connecticut Rapid Re-housing Program 11/2/2012
Request for Proposals

The State of Connecticut, Department of Social Services is issuing Addendum 1 to the Connecticut Rapid Re-housing Program 11/2/2012 Request for Proposals (RFP). All requirements of the original RFP except those requirements specifically changed by this addendum shall remain in effect. In the event of any inconsistency between information provided in the RFP and information in this addendum, the information in this addendum shall prevail.

This addendum clarifies Section III.C.1.i of the RFP.

This addendum also contains questions submitted by interested parties and the Department of Social Services official responses. These responses shall clarify the requirements of the RFP.

Clarifications to the RFP

Section III.C.1.i. References is amended as follows:

i. *References.* Provide three (3) specific programmatic references for the respondent and each proposed community partner and subcontractor. References must be individuals able to comment on the organization's ability to perform the activities required by this RFP. References must include the company name, and the name, mailing address, telephone number, and e-mail address of a specific contact person. The contact person must be an individual familiar with the organization and its day-to-day performance. References cannot be the organization's current employees. If the organization has provided services directly or indirectly through a subcontract to ~~the State of Connecticut~~a state governmental entity, municipality or federal governmental entity within the past three (3) years, the organization must include ~~a State of Connecticut reference~~such entity as a reference. The organization may include a DSS reference in the proposal; however, the individual named may have to refuse if s/he will be involved in the evaluation of proposals received in response to this RFP. The organization may also include former DSS staff as references. ***Organizations are strongly encouraged to contact their references to ensure the accuracy of their contact information, and their willingness and ability to provide references.*** The Department expects to contact these references as part of the evaluation process.

Questions and Answers

1. *Question*: Can there be a statewide submission by one 501 (c)3 agency?

   Answer: No.

2. *Question*: Can one organization be a part of two different submissions: one statewide and one regional?

   Answer: Please see the answer to question 1. The submission of multiple proposals by the same respondent within a regional catchment area is not an option with this procurement. However, a respondent may submit proposals for more than one regional catchment area. Each proposal must be self-contained and packaged separately.

3. *Question*: In the 4th paragraph on page 19, there is a list of "interconnected strategies to ensure programmatic effectiveness". The list is four items and each respondent is advised that the Department expects that the response address the first three items listed. It then goes on to say that the fourth item"Financial Assistance through the ESG program Rapid Re-Housing Financial Asistance fund Administrator and the CT Coalition to End Homelessness rapid re-housing fund administrator shall work with the contractor to implement the fourth strategy in section III. B. 1 d.

   [A community partner] is a natural partner for [the prospective respondent] in the response to items a. through c. Recently, [the proposed community partner] was awarded a federal ESG grant to act as the Rapid Re-housing entity for [town]. Does [the community partner's] participation in the ESG program preclude their ability to act as a partner in the reponse to the RFP?

   Answer: No.

4. *Question*: Is this RFP modeled in any way after the Massachusetts Program?

   Answer: This question is unrelated to the RFP or the procurement process.

5. *Question*: Each region gets 3.5 FTE staff. How will this staff be divided among the Sub Regions? If a sub region gets only 1 or 1.5 FTE staff, can the staff functions, i.e. Rapid Re- Housing Coordinator, Sustainability Coordinator and Progam Manager/QA Manager be filled by the same staff person(s) up to the FTE given to that sub-region?

   Answer: The minimum staffing level and service activities assume that there will be one (1) contract per regional catchment area. If the respondent's proposal specifies a sub-region, then the proposal must reflect a pro-rated minimum staffing level. The Rapid Re-housing Coordination, Sustainability Coordination, and Program Management/Quality Assurance Oversight roles may be fulfilled by the same staff person. Note that the minimum staffing levels are required by the Department and the answer to this question reflects such.

6. *Question*: In Region 4, Sub Region Bristol/New Britain can clients from outside New Britain get the DSS and/or CCEH sustainability funds because those areas don't receive direct ESG funds as New Britain does?

   Answer: All towns identified in the Greater Bristol/New Britain Sub-Region (***excluding*** New Britain) are eligible for the DSS' Emergency Solutions Grants (ESG) Program rapid re-housing financial assistance. All five towns identified in the Greater Bristol/New Britain Sub-Region (***including*** New Britain) are eligible for the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund. CT RRP services must be provided in all five towns identified in the Greater Bristol/New Britain Sub-Region (***including*** New Britain).

7. *Question*: Will the Department divide the money equally among the 5 Regions?

   Answer: Yes. The Department reserves the right to determine how funds will be distributed if one or more of the identified catchment areas has excess funds available.

8. *Question*: Will the Department divide the money equally among the Sub Regions in a Region?

   Answer: Not necessarily. The contract cost for an identified Sub-Region will be proportionate to the number of towns identified in the Sub-Region, not the number of Sub-Regions identified in a regional catchment area.

9. *Question*: If a grantee doesn't know the exact amount of money it will get, how does the grantee develop a Plan or a Budget?

   Answer: The Department expects the respondent to propose a scope of service and budget based on the anticipated contract cost included in the RFP. The Department reserves the right to negotiate or contract for all or any portion of the services contained in the RFP. The Department further reserves the right to contract with one or more respondent(s) for such services. After reviewing the scored criteria, the Department may seek an adjusted scope of service and budget from the respondent.

10. *Question*: In the Bristol/New Britain Sub Region, does the grantee serve only the 5 towns mentioned in the RFP or does the grantee serve any household that exists within the triangle these 5 towns make?

    Answer: CT RRP services must be provided in the five towns identified in the Greater Bristol/New Britain Sub-Region only.

11. *Question*: Can you indicate what the expected distribution of families/individuals served is for each specific region?

Answer: As stated in Section III.B.1 of the RFP, the Department expects 330 unduplicated households (individuals and families) to be served annually through the CT RRP statewide. As stated in Section III.B.3 of the RFP, "The CT RRP is targeted to serve homeless families with children (70% of households served) and adult-only households (30% of households served). A "family" is defined as one or two adults with at least one dependent child under the age of 18. This includes a homeless single adult or couple who is reuniting with a dependent child upon entry into permanent housing." Section III.B.8.b.i identifies primary performance indicators (regional and statewide annual performance outcomes) including but not limited to "At least 210 families and 90 individuals statewide exit homelessness (for example, shelter or place not meant for human habitation) to permanent housing." The Department expects a minimum of 66 households to be served annually per regional catchment area. However, **a responsive proposal must demonstrate** the respondent's knowledge of the target population in Section F.2.d of the proposal.

12. *Question*: Please clarify the difference between subcontractors and community providers and what documentation is required for each of them?

Answer: As stated in Section I.B of the RFP, a community partner is an individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP, and who will ***not*** be paid with contract funds to provide such services. A subcontractor is an individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP, and who will be paid with contract funds to provide such services. As stated in Section III.C of the RFP, respondents are required to provide the information requested about each community partner and subcontractor proposed to provide direct services to clients where indicated throughout this section of the RFP. Failure to comply with this requirement may result in the immediate disqualification of the proposal.

13. *Question*: Please clarify what you are looking for with regard to leveraging? Also, how should we show leveraged funds in the budget?

Answer: **A responsive proposal shall identify** activities that will be leveraged by the respondent and/or its community partners and subcontractors to ensure a seamless service delivery in Section F.2.f of the proposal. In addition, a **responsive proposal must include** a completed leverage/activity grid, which is embedded as a hyperlink, as Section G.6 of the proposal.

14. *Question*: Please clarify what is required in letters of commitment. Does this refer to mainstream programs and services that we coordinate with, that may be offering in-kind services, etc.?

    Answer: A letter of commitment is required from each organization proposed to provide direct services to clients. The letter of commitment must indicate the organization's commitment to provide the proposed services throughout the entire contract period.

15. *Question*: Please delineate the different roles of the required staffing positions.

    Answer: As stated in Section III.B.6.a of the RFP, the Rapid Re-Housing Coordinator shall conduct coordinated screening and assessment, diversion services, and housing stabilization assistance for up to 60 days from the date of the referral. As stated in Section III.B.6.b of the RFP, the Sustainability Coordinator shall provide continuation of housing stabilization assistance including, but not limited to assistance in increasing income, accessing long-term housing subsidies, establishing and/or expanding family and community based supports, and increasing access to mainstream services for up to one (1) year. As stated in Section III.B.6.c of the RFP, the Program Manager's responsibilities shall include, but not be limited to program staff supervision, oversight of program activities, and quality assurance monitoring.

16. *Question*: Can we propose a different FTE for program management if this program would be part of a larger housing program infrastructure? It is difficult to recruit for a .5FTE manager.

    Answer: Yes. **A responsive proposal must reflect** such information in Section F.2.e, Service Capacity/Delivery Plan; Section F.3, Staffing Requirements; Section G.4, Budget; Section G.5, Budget Justification; and Section G.6, Leverage/Activity Grid.

17. *Question*: Can we propose to combine staffing responsibilities, i.e. have the program manager carry a case load and hire them full time, while reducing the FTE in one of the other staffing positions?(This would not effect the staffing/client ratio required by the RFP.)

    Answer: Yes. **A responsive proposal must reflect** such information in Section F.2.e, Service Capacity/Delivery Plan; Section F.3, Staffing Requirements; Section G.4, Budget; and Section G.5, Budget Justification.

18. *Question*: Can we cross train staff in both program components (housing relocation services and sustainability) to provide for backup coverage ?

    Answer: Yes.

19. *Question*: Can you provide a timeline for when the new HMIS will be operational? If the new HMIS is not operational at the contract time start, will the current HMIS be used or some other data collection mechanism?

    Answer: The new CTHMIS will not be operational at the start of the anticipated contract term. The contractor may utilize the Department-funded HMIS. If the contractor would like to utilize another Department-approved homeless management information system; then the contractor shall be responsible for the applicable upgrades to the system to ensure compliance with programmatic and reporting requirements. Such upgrades may be included as one-time costs in the "Other Contractual Services" line item of the Budget.

20. *Question*: Regarding the required 'uniform screening and assessment tool ", can you be more specific as to which one is required- the one currently being used by HFF programs, the annual housing assessment tool in the existing HMIS used for Supported housing programs or something different?

    Answer: At this time, the Department cannot be more specific as to the uniform screening and assessment tool. The tool is in the final stages of review. However, the Department and CCEH are developing the tool based upon lessons learned from other housing relocation and stabilization programs.

21. *Question*: We have the required forms/ documents posted on BIZNET. Do we still have to provide hard copies of them in the application? Also, if that is not required, is a workforce analysis that was posted in Aug. 2012 still valid or do we have to update it for the application?

    Answer: As stated in Section II.E.2-3 of the RFP, the respondent must upload the Workplace Analysis Affirmative Action Report and Consulting Agreement Affidavit (Form 5) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said documents online. Hard copies are not required. A Workplace Analysis Affirmative Action Report that was uploaded in August 2012 meets the requirements of the RFP.

22. *Question*: When will the homelessness data from DSS be available and here can we access it? Can we also use census projections?

    Answer: The Department requests that respondents utilize homeless data, not census projections. Point-in-Time Count Summaries for Homeless Sheltered and Unsheltered 2012; for Sheltered and Unsheltered 2011; and Yearly Comparisons, by Continuum of Care and Subcontinuum of Care, are embedded here as a hyperlink.

23. *Question*: Is there a page limit for the proposal and if so do the appendices count towards it?

    Answer: No page limit is specified.

24. *Question*: Is the Universal Screening and Assessment Tool referred to in the RFP currently available in HMIS?

Answer: Please see the answer to question 20.

25. *Question*: If an agency is applying for a sub region and there are two sub regions in that Regional Catchment area, should the budget reflect 50% of the funds designated for that Regional Catchment area or is there another way the funds would be divided?

Answer: See the answer to question 8.

26. *Question*: What is the definition of a "community partner" under the RFP as opposed to a sub-contractor? If our current practice as an organization is to work very closely with a number of other agencies, do we need to include a " signed agreement" as noted p. 33 (5b) to document this for every partner with whom we intend to work with regard to references for RRH services?

Answer: Please see the answer to question 12. As stated in Section III.C.5.b of the RFP, a ***sample*** subcontract or partnership agreement must be included in Section IV.H. Appendices. ***Selected respondents*** shall be required to submit a copy of a written agreement with each community partner and subcontractor ***prior to contract execution*** [emphasis added].

27. *Question*: If two or more partners are submitting a proposal in a contractor and sub-contractor arrangement, can the contractor and one or more of the sub-contractors request jointly a letter of reference that addresses two or more of the proposers' programs? Or must each contractor or sub-contractor partner requests letters of reference specific only to that individual contractor or sub-contractor's own programs, which may mean two or more letters of recommendation submitted from the same entity for a single proposal?

Answer: The RFP does not request ***letters*** of reference or recommendation. Please see Section III.C.1.i of the RFP.

28. *Question*: The RFP requires that one letter of reference for each proposing party that has been a contractor or a sub-contractor to DSS must be from DSS and speak to performance under said contract/sub-contract. We have asked for such a DSS letter, but the DSS POC on the contract in question has responded that he/she cannot provide the letter due to his/her engagement in the C Rapid Re-Housing bidding process. What should the contractor/sub-contractor do with regard to meeting this requirement?

Answer: Please see Section III.C.1.i of the RFP as amended above.

29. *Question*: The RFP requires the submission of references (p. 27 of 37). It appears that this requirement does not expect letters of reference but only contact information. Is this correct?

Answer: Yes.

30. *Question*: Is there an ability for a subcontractor of a lead agency to also have subcontractors to provide services?

Answer: Yes. As stated in Section III.C.5 of the RFP, "Each organization that will be performing any of the activities required by this RFP must be identified in the proposal."

31. *Question*: In reading p.20 of the RFP the wording indicates that one agency can't apply for 2 sub regions within a region..please confirm that this is the case?

Answer: That is correct.

32. *Question*: Is the Program Management/Quailty Assurance Oversight considered part of an administrative allocation for a contracting agency?

Answer: No.

33. *Question*: Is there an administrative cap for a respondent organization?

Answer: As stated in Section III.D.2.b of the RFP, the respondent's total administration costs shall not exceed 15 percent of the total funding request per budget year and the total anticipated contract period. In addition, the contractor's total administration costs shall not exceed 15 percent of the quarterly expenditures reported. The total administration costs of the proposed subcontractors shall be determined by the contractor, but shall not exceed 15 percent of the total funding request. The remaining balance of the total funding request shall be for the CT RRP activities required by this RFP.

34. *Question*: Has the statewide administrator for the Rapid Re-Housing fund been selected and if selected what is the name of the vendor?

Answer: The Connecticut AIDS Resource Coalition has been offered the right to negotiate a contract with the Department to act as fiduciary administrator for the Emergency Solutions Grants Program rapid re-housing financial assistance fund.

35. *Question*: It appears that only the respondent applicant must submit audited financial statements and financial policies and procedures..please confirm that is the case?

Answer: That is correct.

36. *Question*: Given the deadline of December 21st will any consideration be given to an extension of the deadline in the event of a weather emergency?

Answer: The Department may amend the procurement schedule, as needed. Any change will be made by means of an addendum to the RFP and will be posted on the State Contracting Portal and the Department's RFP Web Page.

37. *Question*: Will a listing be provided of all agencies who submit a letter of intent for this RFP?

Answer: No.

38. *Question*: Do all referrals to the sustainability services have to come from the housing relocation coordinator (i.e. first receive housing relocation services)or can they come directly from community referrals if they otherwise meet all criteria?

Answer: All referrals for sustainability services do not have to come from the rapid re-housing coordinator. The Department and CCEH shall identify entities that are able to make referrals based upon the flow of participants into the CT RRP.

39. *Question*: Several of the questions ask for similar information, in a slightly different way. Should we answer each questions with the repeated similar information or can we reference the previous question that asked for the information?

Answer: If similar information is requested in more than one section of the RFP, the information must be repeated in each corresponding section of the proposal.

Addendum 1

State of Connecticut

Department of Social Services

Connecticut Rapid Re-housing Program 11/2/2012

Request for Proposals

Date Issued: November 30, 2012

Approved: *Linda Burns*
Linda Burns
(Original signature on document in procurement file)

This Addendum Acknowledgement must be signed and included with your proposal.	
_____	_____
Authorized Signature	Name of Respondent

PROCUREMENT NOTICE

State of Connecticut
Department of Social Services
Connecticut Rapid Re-housing Program 11/2/2012
Request for Proposals

The State of Connecticut, Department of Social Services (the Department), is seeking proposals from eligible 501(c)(3) nonprofit organizations and municipalities to provide housing relocation and stabilization services, as necessary to assist individuals and families living in shelters or in places not meant for human habitation (for example, living on the street or in a car) to move as quickly as possible into permanent housing and achieve housing stability. Services will be provided within a specified regional catchment area.

The Department currently operates two programs that provide housing relocation and stabilization services to homeless populations. *Housing First for Families* (HFF) assists homeless families with housing find and relocation services through a regional service delivery model. *Beyond Shelter Connecticut* (BSCT), which operates in twelve (12) locations statewide, provides housing stabilization services for up to one year to homeless families and individuals transitioning from homelessness to permanent housing. The Connecticut Rapid Re-housing Program (CT RRP) combines funding and services for both HFF and BSCT into one program in order to ensure that rapid re-housing services are seamlessly implemented to ensure statewide coverage.

The Connecticut Rapid Re-Housing Program (CT RRP) is a statewide initiative designed to assist homeless households (individuals and families) as they quickly move out of homelessness and into permanent housing through the provision of time-limited housing supports and strategies with the ultimate goal of housing stability. A small portion of households assisted will be households who request emergency shelter, but are *diverted* from entering emergency shelter as a result of receiving CT RRP services.

A printed copy of the RFP can be obtained from the Official Contact upon request:

Name: Linda Burns, Contract Administration and Procurement
Address: State of Connecticut, Department of Social Services
25 Sigourney Street, 9th Floor, Hartford, CT 06106
Phone: 860-424-5661
Fax: 860-424-5800
E-Mail: Linda.burns@ct.gov

The deadline for submission of proposals is December 21, 2012, 2:00 p.m. Eastern Time. Questions or requests for information in alternative formats must be directed to the Department's Official Contact at 860-424-5661. Persons who are deaf or hearing impaired may use a TDD by calling 1-800-842-4524.

TABLE OF CONTENTS

	Page
Procurement Notice	1
Section I — GENERAL INFORMATION	3
A. Introduction	3
B. Abbreviations / Acronyms / Definitions	3
C. Instructions	5
D. Proposal Format	8
E. Evaluation of Proposals	10
Section II — MANDATORY PROVISIONS	12
A. Standard Contract, Parts I and II	12
B. Assurances	12
C. Terms and Conditions	13
D. Rights Reserved to the State	14
E. Statutory and Regulatory Compliance	15
Section III — PROGRAM INFORMATION	18
A. Department Overview	18
B. Connecticut Rapid Re-housing Program (CT RRP) Overview	19
C. Main Proposal	25
D. Cost Proposal	33
Section IV — PROPOSAL OUTLINE	35

I. GENERAL INFORMATION

A. INTRODUCTION

1. **RFP Name. Connecticut Rapid Re-housing Program 11/2/2012**

2. **Summary.** The State of Connecticut, Department of Social Services (the Department), is seeking proposals from eligible 501(c)(3) nonprofit organizations and municipalities to provide housing relocation and stabilization services, as necessary to assist individuals and families living in shelters or in places not meant for human habitation (for example, living on the street or in a car) to move as quickly as possible into permanent housing and achieve housing stability. Services will be provided within a specified regional catchment area.

3. **Synopsis.** The Connecticut Rapid Re-Housing Program (CT RRP) is a statewide initiative designed to assist homeless households (individuals and families) as they quickly move out of homelessness and into permanent housing through the provision of time-limited housing supports and strategies with the ultimate goal of housing stability. A small portion of households assisted will be households who request emergency shelter, but are *diverted* from entering emergency shelter as a result of receiving CT RRP services.

4. **Commodity Codes.** The services that the Department wishes to procure through this RFP are as follows:

   2000: Community and Social Services

B. ABBREVIATIONS / ACRONYMS / DEFINITIONS

BFO	Best and Final Offer
CFDA	Catalog of Federal Domestic Assistance
CCEH	Connecticut Coalition to End Homelessness
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunities (CT)
Contractor	A private 501(c)(3) nonprofit corporation or partnership with principal place of business in Connecticut or Connecticut municipality that enters into a contract with the Department as a result of this RFP
Community Partner	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP, and who will ***not*** be paid with contract funds to provide such services
Community Plan	A plan that outlines specific goals and action steps to prevent and end homelessness through the utilization of best practice strategies and service coordination, which is developed and implemented by a committee comprised of, but not limited to municipalities, community-based organizations, for-profit entities, and private citizens *(also referred to as a Ten Year Plan)*
Continuum of Care (CoC)	A collaborative funding and planning approach that helps communities plan for and provide, as necessary, a full range of emergency, transitional, and permanent housing and other service resources to address the various needs of homeless persons. HUD also refers to the group of community stakeholders involved in the decision making processes as the Continuum of Care.
CT	Connecticut

CTHMIS	Connecticut Homeless Management Information System
CT RRP	Connecticut Rapid Re-housing Program
DAS	Department of Administrative Services (CT)
DSS	Department of Social Services (CT)
DUNS	Data Universal Numbering System
ESG	Emergency Solutions Grants
Fund Administrator	An entity that issues payments to housing owners, utilities, and other third parties for eligible costs on behalf of ESG Program participants
FOIA	Freedom of Information Act (CT)
Household	All persons residing within the same dwelling
HUD	Department of Housing & Urban Development (U.S.)
IRS	Internal Revenue Service (U.S.)
Literally homeless	Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
LOI	Letter of Intent
Medium-term rental assistance	Assistance limited to 4 - 12 months of rent
MOU	Memorandum of Understanding
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
P.A.	Public Act (CT)
POS	Purchase of Service
Prospective Respondent	A private 501(c)(3) nonprofit provider corporation or partnership with principal place of business in Connecticut or Connecticut municipality that may submit a proposal to the Department in response to this RFP, but has not yet done so
RAP	Rental Assistance Program
Regional Housing Committee	A committee comprised of, but not limited to municipalities, community-based organizations, for-profit entities, and private citizens that meets regularly to develop and implement a plan specific to the identified regional and community need
Respondent	A private 501(c)(3) nonprofit provider corporation or partnership with principal place of business in Connecticut or Connecticut municipality that has submitted a proposal to the Department in response to this RFP
RFP	Request for Proposals
SDGP	Security Deposit Guarantee Program
Section 8	Section 8 Housing Choice Voucher Program
SEEC	State Elections Enforcement Commission (CT)
Short-term rental assistance	Assistance limited to 1 - 3 months of rent
Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP, and who will be paid with contract funds to provide such services

Ten Year Plan	A plan that outlines specific goals and actions steps to prevent and end homelessness through the utilization of best practice strategies and service coordination, which is developed and implemented by a committee comprised of, but not limited to municipalities, community-based organizations, for-profit entities, and private citizens *(also referred to as a Community Plan)*
U.S.	United States

C. INSTRUCTIONS

1. **Official Contact.** The Department has designated the individual below as the Official Contact for purposes of this RFP. The Official Contact is the **only authorized contact** for this procurement and, as such, handles all related communications on behalf of the Department. Respondents, prospective respondents, and other interested parties are advised that any communication with any other Department employee(s) (including appointed officials) or personnel under contract to the Department about this RFP is strictly prohibited. Respondents or prospective respondents who violate this instruction may risk disqualification from further consideration.

   Name: Linda Burns, Contract Administration and Procurement
   Address: State of Connecticut, Department of Social Services
   25 Sigourney Street, 9th Floor, Hartford, CT 06106
   Phone: 860-424-5661
   Fax: 860-424-5800
   E-Mail: Linda.burns@ct.gov

   Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official Contact.

2. **RFP Information.** The RFP, addenda to the RFP, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:

   - Department's RFP Web Page
     www.ct.gov/dss/cwp/view.asp?a=2345&q=304920&dssNav=

   - State Contracting Portal
     http://das.ct.gov/cr1.aspx?page=12

   It is strongly recommended that any respondent or prospective respondent interested in this procurement subscribe to receive e-mail alerts from the State Contracting Portal. Subscribers will receive a daily e-mail announcing procurements and addenda that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

   Printed copies of all documents are also available from the Official Contact upon request.

3. **Contract Offers.** The offer of the right to negotiate a contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:

   Total Funding Available: $3,199,854 for up to three (3) years or $1,066,618 annually
   Number of Contracts: Up to fifteen (15) statewide or three (3) per regional catchment area

Contract Cost:	Not to exceed $639,970 per regional catchment area for up to three (3) years or $213,323 annually
Catchment Areas:	Five (5) regional catchment areas
Contract Term:	January 1, 2013 – December 31, 2015

The Department would prefer to contract with one (1) organization per regional catchment area; however, the Department will consider up to three (3) contracts per regional catchment area to ensure seamless service delivery within sub-regions.

4. **Eligibility.** Eligible respondents are private provider organizations (defined as non-state entities that are 501(c)(3) nonprofit corporations or partnerships with principal place of business in Connecticut) or Connecticut municipalities. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

5. **Minimum Qualifications of Respondents.** To be considered for the right to negotiate a contract, a respondent must have the following minimum qualifications:

   a. A minimum of three (3) years demonstrated experience providing housing placement, relocation and/or stabilization services to homeless populations or populations at imminent risk of homelessness;
   b. The ability to serve multicultural, multilingual populations; and
   c. Established partnerships and/or collaborations with housing resources in the regional catchment area specified in the respondent's proposal.

   The Department reserves the right to reject the submission of any respondent in default of any current or prior contract.

6. **Procurement Schedule.** See below. Dates after the due date for proposals ("Proposals Due") are target dates only (*). The Department may amend the schedule, as needed. Any change will be made by means of an addendum to this RFP and will be posted on the State Contracting Portal and the Department's RFP Web Page.

   - RFP Released: November 2, 2012
   - Deadline for Questions: November 16, 2012, 2:00 p.m. Eastern Time
   - Answers Released (tentative): November 30, 2012
   - ***MANDATORY*** Letter of Intent Due: December 14, 2012, 2:00 p.m. Eastern Time
   - Proposals Due: December 21, 2012, 2:00 p.m. Eastern Time
   - (*) Start of Contract: January 1, 2013

7. **Letter of Intent.** A Letter of Intent (LOI) is ***REQUIRED*** by this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal. The LOI must be submitted to the Official Contact by U.S. mail, fax, or e-mail by the deadline established in the Procurement Schedule. The LOI must clearly identify: a.) the sender, including name, mailing address, telephone number, fax number, and e-mail address and b.) the proposed regional catchment area. It is the sender's responsibility to confirm the Department's receipt of the LOI. ***Failure to submit the required LOI in accordance with the requirements set forth herein shall result in disqualification from further consideration.***

8. **Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process must be submitted to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. This RFP requires a Letter of Intent and the Department reserves the right to answer questions only from those who have submitted such a letter. The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written addendum to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agency will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments or addenda to this RFP on the State Contracting Portal and on the Department's RFP Web Page. At its discretion, the Department may distribute any amendments and addenda to this RFP to prospective respondents who submitted a Letter of Intent. **Proposals must include a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFP.**

9. **Proposal Due Date and Time.** The Official Contact is the **only authorized recipient** of proposals submitted in response to this RFP. Proposals must be received by the Official Contact on or before the due date and time:

- Due Date: December 21, 2012
- Time: 2:00 p.m. Eastern Time

Faxed or e-mailed proposals will not be evaluated. The Department shall not accept a postmark date as the basis for meeting the proposal due date and time. Respondents should not interpret or otherwise construe receipt of a proposal after the due date and time as acceptance of the proposal, since the actual receipt of the proposal is a clerical function. The Department suggests the respondent use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the proposal. When hand-delivering proposals, submitters should allow extra time to comply with building security and delivery procedures.

Hand-delivered proposals must be delivered to the loading dock located on the north side of the building, at 555 Capitol Avenue. Upon arriving at the loading dock, the respondent or courier must ring the buzzer by the door. The Official Contact or designee will receive the proposal and provide the respondent or courier with a receipt upon request.

Proposals shall not be considered received by the Department until they are in the hands of the Official Contact or another representative of the Contract Administration and Procurement Unit designated by the Official Contact. At the discretion of the Department, late proposals may be destroyed or retained for pick-up by the submitters.

An acceptable submission must include: one (1) original proposal; four (4) conforming copies of the original proposal; and two (2) conforming electronic copies of the original proposal (one copy on each of two Compact Disks clearly labeled with the Legal Name of the respondent and **CT RRP RFP**).

The original proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated.

The original proposal and each conforming copy of the proposal must be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team. **The electronic copies of the proposal must be compatible with *Microsoft Office Word* except for the Budget and Budget Justification, which may be compatible with *Microsoft Office Excel*.** Only the required Appendices and Forms identified in Section IV may be submitted in Portable Document Format (PDF) or similar file format.

10. **Multiple Proposals.** The submission of multiple proposals by the same respondent within a regional catchment area is not an option with this procurement. However, a respondent may submit proposals for more than one regional catchment area. Each proposal must be self-contained and packaged separately.

11. **Declaration of Confidential Information.** Respondents are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations, and interpretations resulting from them. If a respondent deems that certain information required by this RFP is confidential, the respondent must label such information as CONFIDENTIAL. In Section C of the proposal submission, the respondent must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the respondent must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the respondent that would result if the identified information were to be released; and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

12. **Conflict of Interest - Disclosure Statement.** Respondents must include a disclosure statement concerning any current business relationships (within the past three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the respondent and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a respondent tries to influence, or succeeds in influencing, the outcome of an official decision for its personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the respondent over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a respondent must affirm such in the disclosure statement: *"[name of respondent] has no current business relationship (within the past three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

■ D. PROPOSAL FORMAT

1. **Required Outline.** All proposals must follow the required outline presented in Section IV. Proposal Outline. Proposals that fail to follow the required outline will be deemed, at the discretion of the Department, non-responsive and not evaluated.

2. **Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents must complete and use the Cover Sheet form, which is embedded in this section as a hyperlink.

3. **Table of Contents.** All proposals must include a Table of Contents that conforms to the required proposal outline. (See Section IV.)

4. **Executive Summary.** Proposals must include a high-level summary of the proposal. The Executive Summary must not exceed two (2) pages per organization proposed to provide direct services to clients. The Executive Summary shall include: (a) the respondent's minimum of three (3) years demonstrated experience providing housing placement, relocation and/or stabilization services to homeless populations or populations at imminent risk of homelessness; (b) the respondent's ability to serve multicultural, multilingual populations; and (c) the respondent's established partnerships and/or collaborations with housing resources in the regional catchment area specified in the respondent's proposal.

   The Department will not evaluate proposals from organizations that do not meet these minimum qualifications.

5. **Attachments.** Attachments other than the required Appendices and Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices and Forms must not be altered or used to extend, enhance or replace any requirement of this RFP. Failure to abide by these instructions will result in disqualification.

6. **Style Requirements.** The original proposal and each of the four (4) conforming copies of the original proposal must conform to the following specifications:

Binding Type:	Loose leaf binders with the Legal Name of the respondent, and the RFP Name appearing on the outside front cover of each binder: **Connecticut Rapid Re-housing Program 11/2/2012 RFP**
Dividers:	A tab sheet keyed to the table of contents must separate each subsection of the proposal; the title of each subsection must appear on the tab sheet
Paper Size:	8½" x 11", "portrait" orientation
Print Style:	1-sided
Font Size:	Minimum of 11-point
Font Type:	Arial or Tahoma
Margins:	The binding edge margin of all pages shall be a minimum of one and one half inches (1½"); all other margins shall be one inch (1")
Line Spacing:	Single-spaced

7. **Pagination.** The Legal Name of the respondent must be displayed in the header of each page. All pages, from the Cover Sheet through the required Appendices and Forms, must be numbered consecutively in the footer.

8. **Packaging and Labeling Requirements.** All proposals must be submitted in sealed envelopes or packages and be addressed to the Official Contact. The Legal Name and Address of the respondent must appear in the upper left corner of the envelope or package. The RFP Name must be clearly displayed on the envelope or package: **CT RRP RFP**.

   Any received proposal that does not conform to these packaging or labeling instructions will be opened as general mail. Such a proposal may be accepted by the Department as a clerical function, but it will not be evaluated. At the discretion of the Department, such a proposal may be destroyed or retained for pick-up by the submitters.

■ E. EVALUATION OF PROPOSALS

1. **Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful respondents, and offering the right to negotiate a contract, the Department will conform to its written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).

2. **Evaluation Team.** The Department will designate an Evaluation Team to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Evaluation Team. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any respondent (or representative of any respondent) to contact or influence any member of the Evaluation Team may result in disqualification of the respondent.

3. **Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFP. To be eligible for evaluation, proposals must (a) be received on or before the due date and time; (b) meet the Proposal Format requirements; (c) follow the required Proposal Outline; and (d) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any proposal that deviates significantly from the requirements of this RFP.

4. **Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The criteria are weighted according to their relative importance. The weights are confidential.

   - Organizational Requirements
   - Service Requirements
   - Staffing Requirements *see note*
   - Data and Technology Requirements
   - Community Partners and Subcontractors
   - Work Plan
   - Financial Requirements
   - Budget Requirements
   - Appendices

   Note:
   As part of its evaluation of the Staffing Requirements, the Evaluation Team will consider the respondent's demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

5. **Respondent Selection.** Upon completing its evaluation of proposals, the Evaluation Team will submit the rankings of all proposals to the Department head. The final selection of a successful respondent is at the discretion of the Department head. Any respondent selected will be so notified and offered an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful respondents will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and respondent selection process.

6. **Debriefing.** After receiving notification from the Department, any respondent may contact the Official Contact and request a Debriefing of the procurement process and its proposal. If respondents still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Department to discuss the procurement process. The Department shall schedule and conduct Debriefing meetings that have been properly requested, within **fifteen (15) days** of the Department's receipt of a request. The Debriefing meeting must not include or allow any comparisons of any proposals with other proposals, nor should the identity of the evaluators be released. The Debriefing process shall not be used to change, alter or modify the outcome of the competitive procurement. More detailed information about requesting a Debriefing may be obtained from the Official Contact.

7. **Appeal Process.** Any time after the submission due date, but **not later than thirty (30) days** after the Department notifies respondents about the outcome of the competitive procurement, respondents may submit an Appeal to the Department. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. Respondents may appeal any aspect of the Department's competitive procurement; however, such Appeal must be in writing and must set forth facts or evidence in sufficient and convincing detail for the Department to determine whether during any aspect of the competitive procurement there was a failure to comply with the State's statutes, regulations or standards concerning competitive procurement or the provisions of the RFP. Any such Appeal must be submitted to the Agency Head with a copy to the Official Contact. The respondent must include the basis for the Appeal and the remedy requested. The filing of an Appeal shall not be deemed sufficient reason for the Department to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.

8. **Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board…" More detailed information is available on the State Contracting Standards Board web site at http://www.ct.gov/scsb/site/default.asp.

9. **Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Department's contracting procedures, which may include approval by the Office of the Attorney General.

II. MANDATORY PROVISIONS

■ A. STANDARD CONTRACT, PARTS I AND II

By submitting a proposal in response to this RFP, the respondent implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract":

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, budget, reports, and program-specific provisions of any resulting contract. A sample of Part I is available from the Department's Official Contact upon request.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the contract. Part II is available on OPM's web site at: http://www.ct.gov/opm/fin/standard_contract.

Note:
Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State contractors and prospective State contractors of the ban on campaign contributions and solicitations.

Part I of the standard contract may be amended by means of a written instrument signed by the Department, the selected respondent (contractor), and, if required, the Attorney General's Office. Part II of the standard contract may be amended only in consultation with, and with the approval of, the Office of Policy and Management and the Attorney General's office.

■ B. ASSURANCES

By submitting a proposal in response to this RFP, a respondent implicitly gives the following assurances:

1. **Collusion.** The respondent represents and warrants that it did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The respondent further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the respondent's proposal. The respondent also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.

2. **State Officials and Employees.** The respondent certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Department may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the respondent, contractor, or its agents or employees.

3. **Competitors.** The respondent assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the respondent to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The respondent further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

4. **Validity of Proposal.** The respondent certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or addenda hereto. The submission shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the proposal, by reference or otherwise, into any contract with the successful respondent.

5. **Press Releases.** The respondent agrees to obtain prior written consent and approval of the Department for press releases that relate in any manner to this RFP or any resultant contract.

■ C. TERMS AND CONDITIONS

By submitting a proposal in response to this RFP, a respondent implicitly agrees to comply with the following terms and conditions:

1. **Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.

2. **Preparation Expenses.** Neither the State nor the Department shall assume any liability for expenses incurred by a respondent in preparing, submitting, or clarifying any proposal submitted in response to this RFP.

3. **Exclusion of Taxes.** The Department is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Respondents are liable for any other applicable taxes.

4. **Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.

5. **Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Department may request and authorize respondents to submit written clarification of their proposals, in a manner or format prescribed by the Department, and at the respondent's expense.

6. **Supplemental Information.** Supplemental information will not be considered after the deadline for submission of proposals, unless specifically requested by the Department. The Department may ask a respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per respondent.

7. **Presentation of Supporting Evidence.** If requested by the Department, a respondent must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. At its discretion, the Department may also check or contact any reference provided by the respondent.

8. **RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Department or confer any rights on any respondent unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the respondent and the Department and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the respondent or for payment of services under the terms of the contract until the successful respondent is notified that the contract has been accepted and approved by the Department and, if required, by the Attorney General's Office.

■ D. RIGHTS RESERVED TO THE STATE

By submitting a proposal in response to this RFP, a respondent implicitly accepts that the following rights are reserved to the State:

1. **Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Department.

2. **Amending or Canceling RFP.** The Department reserves the right to amend or cancel this RFP on any date and at any time, if the Department deems it to be necessary, appropriate, or otherwise in the best interests of the State.

3. **No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.

4. **Offer and Rejection of Proposals.** The Department reserves the right to offer in part, and/or to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the proposal of any respondent who submits a proposal after the submission due date and time.

5. **Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract offered as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.

6. **Contract Negotiation.** The Department reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Department further reserves the right to contract with one or more respondent(s) for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFOs) on cost from respondents. The Department may set parameters on any BFOs received.

7. **Clerical Errors in Offer.** The Department reserves the right to correct inaccurate offers resulting from its clerical errors. This may include, in extreme circumstances, revoking the offering of the right to negotiate a contract already made to a respondent and subsequently offering the right to negotiate a contract to another respondent. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial respondent is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the respondent.

8. **Key Personnel.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Department also reserves the right to approve replacements for key personnel who have terminated employment. The Department further reserves the right to require the removal and replacement of any of the respondent's key personnel who do not perform adequately, regardless of whether they were previously approved by the Department.

■ E. STATUTORY AND REGULATORY COMPLIANCE

By submitting a proposal in response to this RFP, the respondent implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to, the following:

1. **Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their proposals any confidential information. If the respondent indicates that certain documentation, as required by this RFP in Section I.C.11 above, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

2. **Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons. Detailed information is available on CHRO's web site at Contract Compliance
   IMPORTANT NOTE: The respondent must upload the Workplace Analysis Affirmative Action Report through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

3. **Consulting Agreements, C.G.S. § 4a-81.** Proposals for State contracts with a value of $50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall require a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the proposal. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at OPM: Ethics Forms
   IMPORTANT NOTE: The respondent must upload the Consulting Agreement Affidavit (OPM Ethics Form 5) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

4. **Limitation on Use of Appropriated Funds to Influence Certain Federal Contracting and Financial Transactions, 31 USC § 1352.** A responsive proposal shall include a Certification Regarding Lobbying form, which is embedded in this section as a hyperlink, attesting to the fact that none of the funds appropriated by any Act may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the: (A) awarding of any Federal contract; (B) making of any Federal grant; (C) making of any Federal loan; (D) entering into of any cooperative agreement; or (E) extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

5. **Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g)(2).** If a respondent is offered an opportunity to negotiate a contract with an anticipated value of $50,000 or more in a calendar or fiscal year, the respondent must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at OPM: Ethics Forms
   IMPORTANT NOTE: The selected respondent must upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

6. **Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a respondent is offered an opportunity to negotiate a contract, the respondent must provide the Department with *written representation* or *documentation* that certifies the respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at OPM: Nondiscrimination Certification
   IMPORTANT NOTE: The selected respondent must upload the Nondiscrimination Certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

III. PROGRAM INFORMATION

A. DEPARTMENT OVERVIEW

The Department of Social Services provides a broad range of services to the elderly, persons with disabilities, families, and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance, and independent living. It administers more than 90 legislatively authorized programs and one third of the State budget. By statute, it is the State agency responsible for administering a number of programs under federal legislation including the Food and Nutrition Act of 2008, the Older Americans Act, and the Social Security Act. The Department is also designated as a public housing agency for the purpose of administering the Section 8 program under the federal Housing Act.

The Department is headed by the Commissioner of Social Services and there are two Deputy Commissioners -- a Deputy Commissioner for Programs and a Deputy Commissioner for Health Services, Finance, and Administration. There are two regional administrators responsible for the Department's three service regions. By statute, there is a statewide advisory council to the Commissioner and each region must have a regional advisory council.

The Department administers most of its programs through 12 offices located in the three service regions, with central office support located in Hartford. In addition, many services funded by the Department are available through community-based agencies including the 156 senior centers throughout Connecticut. The Department has out-stationed employees at hospitals to expedite Medicaid applications and funds Healthy Start sites, which can accept applications for Medicaid for pregnant women and young children. Many of the services provided by the Department are available via mail or telephone call.

There are two entities attached to the Department for administrative purposes only. They are the Child Day Care Council and the Department of Rehabilitation Services. The Department of Rehabilitation Services is comprised of the former DSS Bureau of Rehabilitation Services; Board of Education and Services for the Blind; Commission on the Deaf and Hearing Impaired; Workers' Rehabilitation Program; and Driver Training Program for People with Disabilities.

Department Mission

The Connecticut Department of Social Services provides a continuum of core services to:

- Meet basic needs of food, shelter, economic support, and health care
- Promote and support the choice to live with dignity in one's own home and community
- Promote and support the achievement of economic viability in the workforce

We gain strength from our diverse environment to promote equal access to all Department programs and services.

Department Vision

The Connecticut Department of Social Services is people working together to support individuals and families to reach their full potential and live better lives. We do this with humanity and integrity.

■ B. CONNECTICUT RAPID RE-HOUSING PROGRAM (CT RRP) OVERVIEW

1. Program Description

The State of Connecticut, Department of Social Services (the Department), is seeking proposals from eligible 501(c)(3) nonprofit organizations and municipalities to provide housing relocation and stabilization services, as necessary to assist individuals and families living in shelters or in places not meant for human habitation (for example, living on the street or in a car) to move as quickly as possible into permanent housing and achieve housing stability. Services will be provided within a specified regional catchment area.

The Department currently operates two programs that provide housing relocation and stabilization services to homeless populations. *Housing First for Families* (HFF) assists homeless families with housing find and relocation services through a regional service delivery model. *Beyond Shelter Connecticut* (BSCT), which operates in twelve (12) locations statewide, provides housing stabilization services for up to one year to homeless families and individuals transitioning from homelessness to permanent housing. The Connecticut Rapid Re-housing Program (CT RRP) combines funding and services for both HFF and BSCT into one program in order to ensure that rapid re-housing services are seamlessly implemented to ensure statewide coverage.

The Connecticut Rapid Re-Housing Program (CT RRP) is a statewide initiative designed to assist homeless households (individuals and families) as they quickly move out of homelessness and into permanent housing through the provision of time-limited housing supports and strategies with the ultimate goal of housing stability. A small portion of households assisted will be households who request emergency shelter, but are *diverted* from entering emergency shelter as a result of receiving CT RRP services.

The Department expects to serve 330 unduplicated homeless households (individuals and families) annually through CT RRP statewide. CT RRP will employ interconnected strategies to ensure programmatic effectiveness. These strategies are as follows:

a. Coordinated intake, screening, and housing-based assessment;
b. Housing search, landlord recruitment, and relocation assistance;
c. Housing stabilization and sustainability supports, including linkages to community services; and
d. Financial assistance (through the Department's ESG Program Rapid Re-housing Financial Assistance fund and the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund).

It is the Department's intent to ensure that all three strategies in Sections III.B.1.a through III.B.1.c above are implemented by one or more contractor(s) in each of the five specified regional catchment areas. A responsive proposal must address all three strategies directly or indirectly through community partners and/or subcontractors. The Department's ESG Program Rapid Re-housing Financial Assistance fund administrator and the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund administrator shall work with the contractor to implement the fourth strategy in Section III.B.1.d above.

The respondent's proposed CT RRP must be led by a qualified organization, which will act as respondent and contractor, and which will assume primary responsibility for the success of the program.

The Department would prefer to contract with one (1) organization per regional catchment area; however, the Department will consider up to three (3) contracts per regional catchment area to ensure seamless service delivery within sub-regions. The Department reserves the right to offer a selected respondent the right to negotiate a contract with the Department for any, but not necessarily all, of the services included in the respondent's proposal. The contractor must be willing and able to coordinate with other contractors within the regional catchment area specified in the respondent's proposal in order to provide seamless rapid re-housing services.

The submission of multiple proposals by the same respondent within one (1) regional catchment area is not an option with this procurement. However, a respondent may submit proposals for more than one regional catchment area. Each proposal must be self-contained and packaged separately. A respondent, community partner, and/or subcontractor may be included as a community partner and/or subcontractor for more than one regional catchment area.

2. Program Purpose

The Connecticut Rapid Re-Housing Program (CT RRP) uses a combination of housing relocation and stabilization services combined with financial assistance, if necessary, to help homeless households (individuals and families) to move as quickly as possible into permanent housing and achieve housing stability.

3. Eligible Program Participants

Eligible participants are literally homeless households. The definition of "homeless" is embedded in this section as a hyperlink.

The CT RRP is targeted to serve homeless families with children (70% of households served) and adult-only households (30% of households served). A "family" is defined as one or two adults with at least one dependent child under the age of 18. This includes a homeless single adult or couple who is reuniting with a dependent child upon entry into permanent housing.

The contractor may utilize a portion of the CT RRP funding to provide housing relocation and stabilization ***services*** to households who are "doubled up" in unsafe housing situations; however, the CT RRP funding cannot be utilized to provide ***financial assistance*** for such households. "Doubled up" is defined as an individual or family living in a housing unit with extended family, friends or other non-relatives due to economic hardship.

4. Key Principles of Program Operation

a. *Housing focus.* Homelessness is first and foremost a housing problem and should be treated as such. Housing focus understands the individual's or family's immediate barriers to obtaining and keeping housing and then finds ways to eliminate or compensate for those barriers. Non-housing related barriers are addressed if and when the program participant chooses.

b. *Housing comes first.* The program participant is assisted to obtain permanent housing as quickly as possible and is connected to resources necessary to sustain that housing. Permanent housing is the immediate goal. If there are skills that the participant needs to sustain housing, those skills are addressed and learned while the participant is residing in the participant's own housing.

c. *Choice and respect.* Families and individuals are empowered to make their own choices about housing and services and to respond to the consequences of those choices.

d. *Just enough assistance.* The minimum assistance (financial and/or housing supports) necessary is provided for the shortest period of time possible. Barriers are identified at the outset of services and supports are provided to eliminate those barriers and improve the household's ability to sustain housing.

5. Program Design

Four (4) key components are integral to programmatic success for the CT RRP:

a. *Coordinated intake, screening, and housing-based assessment.* Referrals to the CT RPP will come from many sources including, but not limited to street outreach programs, emergency shelters, domestic violence shelters, the State Department of Children and Families, and other organizations and providers that engage homeless people within the contractor's regional catchment area. Rapid re-housing resources are most effective when households are quickly screened and linked to the right assistance to help them exit homelessness as quickly as possible. CT RRP will rely upon a **uniform screening and assessment tool**, which is embedded in the Connecticut Homeless Management Information System (CTHMIS). The contractor shall use the tool to determine eligibility for CT RRP assistance within three (3) days of referral. The tool will also assess immediate barriers to housing. For the purposes of the CT RRP the definition of housing barriers is limited to only those problems that are likely to cause the household's rental application to be rejected by a landlord. Along with determining eligibility for CT RRP assistance and assessing barriers to housing, the uniform screening and assessment tool will determine what actions are necessary, relevant, and immediate for the household to secure and keep housing.

b. *Housing search, landlord recruitment, and relocation assistance.* The contractor shall work aggressively to identify housing options in the community through on-going housing search and cultivating relationships with landlords. CT RRP program staff will work with each household to find a rental unit within any available subsidized or public housing, or within the private market. CT RRP staff will inspect housing units to ensure they meet HUD habitability standards, as well as comply with rent reasonableness standards.

c. *Housing stabilization and sustainability supports, including linkages to community services.* A **housing stabilization plan** shall be developed by CT RRP staff and the household, and will include actions to overcome or minimize recurrent, significant barriers to retaining housing. Development of this plan will occur after the household has been housed. The primary focus will be on the issues that affect housing retention – examining what caused the current crisis and previous episodes of housing instability, and identifying the most pressing needs that impact the current housing. CT RRP staff and the household will prioritize action steps to be taken by each, and set time frames for the steps to be accomplished. The length of housing stabilization and sustainability supports will vary by household, but will not exceed 12 months.

Home visits will be essential to the delivery of services, enabling CT RRP staff to connect with the individuals or families where they live. The frequency of home visits will vary depending on need. Since people are most at risk for another episode of homelessness during the first 90 days in permanent housing, service intensity will often be greater during this period.

CT RRP staff must be knowledgeable about, and have effective working relationships with, mainstream programs and services available in the community so they can proactively offer help and make connections for households needing assistance. This may include help in increasing income, repairing credit, and referrals for health, mental health, and substance abuse services.

d. *Financial assistance* **(NOT INCLUDED IN THIS RFP).** The contractor shall obtain financial assistance to help CT RRP participants remove barriers to entry into housing, utilizing the Department's Emergency Solutions Grants (ESG) Program Rapid Re-housing Financial Assistance fund or the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund, and by leveraging other resources in the contractor's regional catchment area. Eligible costs may include transportation for housing search; first and last month's rent; security deposits (when not available from the Security Deposit Guarantee Program); rental application fees; moving costs; utility deposits, payments, and arrears; and other costs depending on the needs of the household. For households that will need longer-term assistance to retain housing, the contractor may provide time-limited rental assistance. This rental assistance can be structured as a shallow flat or declining subsidy that will be determined based on need and rental unit size, and may be adjusted for each regional catchment area. The length of the assistance may be shorter or longer depending on the needs of the household, but must not exceed 12 months. Levels of financial assistance will be determined by CT RRP staff in consultation with the head of household, and approved by the Department's ESG Program Rapid Re-housing Financial Assistance fund administrator and/or CCEH's rapid re-housing fund administrator to ensure compliance with federal and State regulations and fund availability.

Financial assistance payments will be quickly disbursed directly to landlords or appropriate vendors by the Department's ESG Program Rapid Re-housing Financial Assistance fund administrator and/or CCEH's rapid re-housing fund administrator.

6. Staffing and Service Expectations

The contractor must provide a minimum level of staffing and service activities to ensure that the CT RRP program design described in Section III.B.3 above is implemented appropriately. The minimum staffing level and service activities assume that there will be one (1) contract per regional catchment area. If the respondent's proposal specifies a sub-region, then the proposal must reflect a pro-rated minimum staffing level. Staffing levels and service activities are categorized as three (3) specific types of coordination:

a. *Rapid Re-housing Coordination*. The contractor shall provide coordinated screening and assessment, diversion services, and housing stabilization assistance. Services shall be short term, for a duration of no more than 60 days from the date of referral. The Department expects approximately one full-time equivalent (FTE) in this role per regional catchment area. However, the Department recognizes that the respondent's leveraged funding may affect the amount of CT RRP funding utilized for this function. Due to the intensive nature of the services to be provided, staff assigned to rapid re-housing coordination functions can carry an average caseload of no more than 20 households per FTE at a time.

b. *Sustainability Coordination*. The contractor shall provide housing sustainability support including continuation of housing stabilization assistance as noted under "Rapid Re-housing Coordination" above. Sustainability coordination services shall also include assistance in increasing income, accessing long-term housing subsidies, establishing and/or expanding family and community based supports, and assistance in increasing access to mainstream services. Sustainability coordination services may be provided for up to one (1) year, although not all households will need and/or want these services at all or for a full year. The Department expects approximately two FTEs in this role per regional catchment area. However, the Department recognizes that the respondent's leveraged funding may affect the level of CT RRP funding utilized for this function. Caseloads can average no more than 30 households per FTE at a time.

c. *Program management/quality assurance oversight*. The contractor shall provide program management and coordination with approximately 0.5 FTE in this role per regional catchment area. However, the Department recognizes that the respondent's leveraged funding may affect the level of CT RRP funding utilized for this function. Program management responsibilities include program staff supervision, oversight of program activities, and quality assurance monitoring.

7. Program Policies and Guidelines

a. Per HUD, 24 CFR §576.104, Rapid Re-housing assistance component, ESG funds may be used to provide housing relocation and stabilization services and short-term and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing. ESG funds are utilized for the financial assistance component of the CT RRP; however, housing stabilization services are required for households receiving financial assistance through the ESG Program.
b. The contractor must utilize the CTHMIS, as required by HUD, for data entry and reporting purposes, and keep all data current with data quality and completeness at 95% or more.

c. The contractor must enter into Data Sharing Agreements with the Department's Emergency Solutions Grants (ESG) Program Rapid Re-housing Financial Assistance fund administrator, the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund administrator, each proposed community partner and subcontractor, and other entities identified by DSS that provide State-funded homeless services in the contractor's regional catchment area.
d. The contractor must accept referrals from street outreach programs, emergency shelters, transitional living program providers, domestic violence shelters, the State Department of Children and Families, and other organizations and providers that engage homeless people within the contractor's regional catchment area.
e. The contractor must attend Regional Housing Committee, Continuum of Care, and/or Ten Year Plan committee meetings, as appropriate for the contractor's regional catchment area.
f. A strengths-based assessment of the household's strengths, abilities, and goals, as well as barriers to securing and keeping housing, will be used to help determine the level of CT RRP assistance needed by the household. The assessment will determine the level of need and assist in goal setting with the program participant. More intensive and/or longer-term services will be available to those with the greatest needs. All households will receive up to two (2) months of intensive housing location and placement services. Long-term stabilization and sustainability support will be provided for up to 12 additional months, depending on the preference, needs and goals of the household.
g. CT RRP policies and procedures will be issued by the Department prior to contract execution. The contractor shall be required to adhere to said policies and procedures issued by the Department.
h. Eligible costs are: staff salaries and fringe benefits (for direct services, supervision, and program management); administration costs; and other program costs essential to the operation of the CT RRP. Specific guidance is outlined in Section III.D.2. Budget Requirements of this RFP.
i. Leveraging resources. The Department expects the contractor to leverage new and existing services and financial assistance in the contractor's regional catchment area.

8. **Primary Performance Indicators** include but are not limited to:

a. *Quarterly Performance Indicators*

i. Number of total households screened for services quarterly and program-to-date
ii. Number of total households who received services quarterly and program-to-date
iii. Number of new households who entered program quarterly
iv. Number of households who exited program quarterly and program-to-date
v. Number of households who exited homelessness quarterly and program-to-date

b. *Regional and Statewide Annual Performance Outcomes* (Calendar Year)

i. At least 210 families and 90 individuals statewide exit homelessness (for example, shelter or place not meant for human habitation) to permanent housing
ii. At least 30 households who have requested emergency shelter statewide are *diverted* from entering emergency shelter

iii. At least 60% of households served exit homelessness within 45 days of service entry
iv. 100% of households served through Sustainability Coordination are linked to mainstream social service resources
v. At least 80% of households served remain stably housed (no entry into shelter or transitional housing per CTHMIS) at 12 months after exit from program (based on data that will be provided to the contractor by CCEH)

c. Compliance with Department-approved parameters for data accuracy and completeness in CTHMIS.

NOTE: The Department will provide final performance indicators when HUD issues guidance.

C. MAIN PROPOSAL

Eligible respondents are private provider organizations (defined as non-state entities that are 501(c)(3) nonprofit corporations or partnerships with principal place of business in Connecticut) or Connecticut municipalities. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

Respondents are required to provide the information requested about each community partner and subcontractor proposed to provide direct services to clients where indicated throughout this section of the RFP. Failure to comply with this requirement may result in the immediate disqualification of the proposal.

The Department reserves the right to reject the submission of any respondent in default of any current or prior contract.

1. Organizational Requirements

A responsive proposal must include the following information about the administrative and operational capabilities of the respondent, and each proposed community partner and subcontractor where indicated throughout this section of the RFP.

a. Purpose/Mission. Provide a brief overview of the respondent's and each proposed community partner's and subcontractor's organization including the purpose, mission, vision, and years in operation. Describe how the CT RRP fits within the respondent's and each proposed community partner's and subcontractor's purpose, mission, and vision.

b. Entity Type. Provide proof of the respondent's 501(c)(3) nonprofit status, such as a copy of the Internal Revenue Service (IRS) determination letter, in Section IV.H. Appendices.

c. Location of Offices. Specify the location of the respondent's principal place of business.

d. *Functional Organization.* Provide an organization chart showing the hierarchical structure of functions and positions within the respondent's and each proposed community partner's and subcontractor's organization, and the respondent's hierarchical and programmatic relationships with each proposed community partner and subcontractor, in Section IV.H. Appendices. Indicate on the chart(s) where the following functions related to this program will be located: Program Manager; contract management; administrative support; and other functions and positions associated with the performance of the required CT RRP activities. See Section III.C.3. Staffing Requirements for more information about the Program Manager function.

e. *Current Range of Services/Clients.* Summarize the services the respondent and each proposed community partner and subcontractor currently provide, or have provided during the past three years, in the regional catchment area specified in the respondent's proposal emphasizing: 1) housing relocation and stabilization services; and 2) community collaboration specific to housing and/or homelessness concerns. Include the current number of clients being served, client-to-staff ratio, funding source(s), and successes. Include a summary of involvement and collaboration with the Regional Housing Committee, Ten Year Plan committee, and Continuum of Care during the past three years.

f. *Qualifications.* Describe how the respondent meets the required minimum qualifications of this RFP: i) three (3) years demonstrated experience providing housing placement, relocation, and/or stabilization services to homeless populations or populations at imminent risk of homelessness; ii) the ability to serve multicultural, multilingual populations; and iii) established partnerships and/or collaborations with housing resources in the regional catchment area specified in the respondent's proposal..

g. *Relevant Experience.* Describe the respondent's and each proposed community partner's and subcontractor's experience performing the activities required by this RFP. Provide evidence of the respondent's ability to manage public (city, state, and/or federal) grants, contracts, and third-party reimbursement systems. Summarize the respondent's ability to lead a collaborative effort and coordinate multiple community partners and subcontractors.

h. *Audit Compliance.* Describe the respondent's and each proposed community partner's and subcontractor's success with contract compliance requirements during the past three (3) years. Identify any deficiencies in program audits and, if applicable, detail what steps the organization has taken to address any recommendations. List all sanctions, fines, penalties or letters of noncompliance issued against the respondent and each proposed community partner and subcontractor by any funding source (public and/or private). Describe the circumstances eliciting the sanction, fine, penalty or letter of noncompliance and the corrective action or resolution to the sanction, fine, penalty or letter of noncompliance. If no sanctions, fines, penalties or letters of noncompliance were issued, a statement that attests that no sanction, fine, penalty or compliance action has been imposed on the respondent and each proposed community partner and subcontractor within the past three (3) years must be submitted.

i. *References.* Provide three (3) specific programmatic references for the respondent and each proposed community partner and subcontractor. References must be individuals able to comment on the organization's ability to perform the activities required by this RFP. References must include the company name, and the name, mailing address, telephone number, and e-mail address of a specific contact person. The contact person must be an individual familiar with the organization and its day-to-day performance. References cannot be the organization's current employees. If the organization has provided services directly or indirectly through a subcontract to the State of Connecticut within the past three (3) years, the organization must include a State of Connecticut reference. The organization may include a DSS reference in the proposal; however, the individual named may have to refuse if s/he will be involved in the evaluation of proposals received in response to this RFP. The organization may also include former DSS staff as references. ***Organizations are strongly encouraged to contact their references to ensure the accuracy of their contact information, and their willingness and ability to provide references.*** The Department expects to contact these references as part of the evaluation process.

j. *Dun & Bradstreet (D-U-N-S) Number.* Submit a Dun & Bradstreet (D-U-N-S) number for the respondent and each proposed community partner and subcontractor. The D-U-N-S number is a nine-digit identification number.

2. Service Requirements

A responsive proposal must describe how the respondent shall, directly or indirectly through community partners and subcontractors, perform the activities required by this RFP.

a. *Regional Catchment Area.* Specify the regional catchment area to be served. Identify the cities and towns where CT RRP services will be provided within the catchment area.

b. *Community Need*. Provide documentation to support the need for CT RRP services within the regional catchment area specified in the respondent's proposal. Data on homeless populations within each catchment area are expected to be available in mid-November and will be included in an amendment to this RFP. In the meantime, respondents may e-mail the Official Contact for this RFP to request such data.

c. *Location of Offices/Hours of Operation.* Specify the location of all direct client service sites, hours of operation, and services to be provided at each site. Demonstrate compliance with the Americans with Disabilities Act regarding handicapped access for direct client service sites. NOTE WELL: Program staff must be available at times when critical communication can take place with the target population including evenings and weekends, and in response to emergency situations. Program staff must be willing to travel throughout the regional catchment area specified in the respondent's proposal.

d. *Target Population.* The population to be served is literally homeless individuals and families. Describe in detail how the respondent will identify the target population through contact with emergency shelters, transitional living programs, and other providers that serve literally homeless households. Describe whether the respondent would target any specific populations within the "Literally Homeless" population and explain why. The CT RRP will serve a limited number of families with children who have requested emergency shelter, but are *diverted* from entering emergency shelter. Describe in detail how the respondent will target and prioritize families with children for diversion services.

e. *Service Capacity/Delivery Plan/Process.* Describe in detail activities that will be performed. Specifically, the proposal shall describe a Service Capacity/Delivery Plan to ensure that services are available no later than January 1, 2013. Said plan shall include but not be limited to:

   i. Information about the respondent's and each proposed community partner's and subcontractor's staffing capacity, and existing resources and relationships to ensure a seamless delivery system;

   ii. All planned implementation activities and a description of how said activities will be carried out; and

   The contractor shall be required to provide on-going housing stabilization services to program participants that are being served by the Department's current HFF and BSCT contractors. The Department is in the process of finalizing the transition process and applicable documentation, and will provide the selected respondents with the number of program participants currently being served. Once the appropriate confidentiality agreements have been signed by the current program participants, current contractors, and the selected respondents, the Department will provide the selected respondents will all appropriate documentation.

f. *Capacity/Waitlist Procedures.* Selected respondents shall be required to develop and submit to the Department, prior to contract execution, a waitlist process and procedure. The process and procedure shall be a consistent, fair, and predictable method by which the contractor shall manage the capacity/waitlist.

g. *Linkages/Program Collaboration/Coordination.* Describe in detail the collaborative efforts that are currently in place between the respondent and proposed community partners and subcontractors, and the existing housing resources within the regional catchment area specified in the respondent's proposal. Identify leveraged services that will support CT RRP operations and describe any coordinated services between the respondent, proposed community partners and subcontractors, and other service providers that will be beneficial to the target population. The contractor will be expected to enter into a Memorandum of Understanding (MOU) with the Department's Emergency Solutions Grants (ESG) Rapid Re-housing Financial Assistance fund administrator, the CCEH rapid re-housing fund administrator, each proposed community partner and subcontractor, and other entities identified by DSS that provide State-funded homeless services in the contractor's regional catchment area.

h. *Quality Assurance Protocols.* Describe the respondent's and each proposed community partner's and subcontractor's internal process to ensure the quality and appropriateness of the activities to be performed. If an external quality assurance process is used, describe the process.

i. *Confidentiality Policies and Procedures.* Provide a copy of the respondent's and each proposed community partner's and subcontractor's confidentiality policies and procedures for protecting client records in Section IV.H. Appendices.

j. Department Responsibilities. Identify specific support the respondent requires from the Department to perform the activities required by the resultant contract. If the respondent does not require any specific support from the Department, a responsive proposal must state such. The Department retains the ultimate decision-making authority required to ensure program activities are completed. Specific Department responsibilities shall include:

i. Program management -- A program director will be assigned by the Department. This individual will be responsible for monitoring program progress and will have final authority to approve or disapprove deliverables;
ii. Staff coordination -- The program director will coordinate all necessary contacts between the contractor and Department staff;
iii. Approval of deliverables -- The program director will review, evaluate, and approve all deliverables prior to the contractor's being released from further responsibility;
iv. Coordinating with the Connecticut Coalition to End Homelessness (CCEH) to provide training and technical assistance to the contractor;
v. Identifying forms and tools to be used for the CT RRP; and
vi. Issuing additional program guidance as necessary.

3. Staffing Requirements

A responsive proposal must include the following information about the number and qualifications of staff that the respondent and each proposed community partner and subcontractor intend to employ to perform the activities required by this RFP.

a. Program Staff/Key Personnel. Identify all staff positions that will be responsible for performing the CT RRP activities required by this RFP, including but not limited to a Program Manager and staff that will perform the functions identified in Section III.B.7 above. The Program Manager's responsibilities shall include but not be limited to day-to-day oversight of the program. Include the number of hours per week and percentage of time each position will be dedicated to the program activities. Indicate whether each position will be newly created or existing. If the staff that will be assigned to the program are currently employed by the organization, include their names and job titles. If the staff that will be assigned to the program are not currently employed by the organization, present a strategy to recruit and hire staff that possess the qualifications specified in the job descriptions requested in Section III.C.3.b below.

Note: The Department must be notified in writing and in advance regarding the departure of any staff from the program.

b. Job Descriptions. Provide current job descriptions for all staff positions identified in Section III.C.3.a above, in Section IV.H. Appendices. The job descriptions must include specific job duties and minimum credentials, education, training, and experience requirements. Job descriptions must highlight the Staffing and Service Expectations identified in Section III.B.7 above.

c. Multilingual and Multicultural Competency. Describe the ability of all program staff identified in Section III.C.3.a. above to respond to various language and cultural situations in a culturally sensitive and linguistically competent way.

d. Resumes. Provide resumes for all program staff identified in Section III.C.3.a above that are currently employed by the organization, in Section IV.H. Appendices. Resumes must reflect staff qualifications including related work experience.

e. *Staff Training*. Describe the training techniques that will be used to ensure staff competency in the performance of program activities.

4. Data and Technology Requirements

A responsive proposal must provide the following information about the respondent's and each proposed community partner's and subcontractor's information management and performance measurement systems.

a. *Equipment*. The contractor shall be required to provide wireless Internet services via wireless card or tethered cell phone, virus software protection, and password protected workstations. The proposal must describe the respondent's ability to comply with these equipment requirements and ensure that each proposed community partner and subcontractor also complies with these requirements.

b. *Data Collection*. The contractor must utilize the Connecticut Homeless Management Information System (CTHMIS), as required by HUD, for data entry and reporting purposes, and keep all data current with data quality and completeness at 95% or more. CTHIMS training and license (ServicePoint or alternative software update) will be provided by the Connecticut Coalition to End Homelessness (CCEH) through its partner, Nutmeg Consulting, LLC. As of the RFP issue date, HUD has not identified the required data fields, other than the Universal Data Elements (UDE). UDE are identified in the CCEH CTHMIS Policies and Procedures. CTHMIS data elements include, but are not limited to standardized information on the characteristics, service patterns, and service needs of homeless individuals and families. The contractor shall be required to develop and maintain, at a minimum, the following information for each program participant:

i. Referral, intake, and denial of assistance (if applicable);

ii. Need for services, strengths-based assessment, and identified barriers;

iii. Housing stabilization plan

iv. Income, case management documentation, type of assistance provided, and follow-up activities;

v. File closure documentation; and

vi. An encrypted list of each individual/household applicant including the Social Security Number(s).

The proposal must describe the respondent's ability to utilize the CTHMIS to comply with these data collection requirements and ensure that each proposed community partner and subcontractor also complies with these requirements. Provide evidence of the respondent's and each proposed community partner's and subcontractor's data quality compliance including but not limited to CTHMIS data quality scores for the most recent three (3) month period for any homeless or housing program which participates in CTHMIS, program monitoring reports, quality assurance reviews conducted by the organization's Board of Directors or other quality compliance process. Please note that the Department will provide technical assistance to the contractor in relation to data collection.

c. *Data Reporting.* The contractor shall be required to submit the following reports.

   i. Quarterly and annual reports in a format to be defined by the Department. Quarterly reports shall be submitted within 15 days following the end of each calendar quarter.

   ii. Six (6) month progress narrative reports on forms provided by the Department. The progress narrative report shall be submitted within 30 days following the end of each six (6) month period. Each progress narrative report shall discuss changes in the program including but not limited to population trends, needs of program participants being served, technical or programmatic assistance needs or problems, potential gaps in services, and the respondent's outcomes and performance measures. A final progress narrative report shall be submitted within forty-five (45) days after the contract end date.

   The proposal must describe the respondent's ability to utilize technology to comply with these data reporting requirements.

d. *Data Sharing*. The contractor and each proposed community partner and subcontractor shall be required to share client level information electronically through the CTHMIS, if program participants agree to such data sharing. This will not pertain to client level information that has not been entered into the CTHMIS.

   The contractor shall be required to enter into Data Sharing Agreements with the Department's Emergency Solutions Grants (ESG) Program Rapid Re-housing Financial Assistance fund administrator, the Connecticut Coalition to End Homelessness' (CCEH's) rapid re-housing fund administrator, each proposed community partner and subcontractor, and other entities identified by DSS that provide State-funded homeless services in the contractor's regional catchment area. The proposal must include the respondent's experience with Data Sharing Agreements that benefit program participants. If the respondent does not have experience with Data Sharing Agreements, the respondent must state such in the proposal and indicate that it is willing to enter into Data Sharing Agreements with the Department's ESG Program Rapid Re-housing Financial Assistance fund administrator, the CCEH rapid re-housing fund administrator, each proposed community partner and subcontractor, and other entities identified by DSS that provide State-funded homeless services in the contractor's regional catchment area.

e. *Assessment of Client Satisfaction*. Describe the respondent's and each proposed community partner's and subcontractor's client satisfaction process (surveys, etc.). Summarize feedback (number and percent of returned surveys, summary of concerns expressed by clients, etc.). Provide a brief narrative of the respondent's and each proposed community partner's and subcontractor's follow-up actions or plans regarding concerns expressed by clients. Include a copy of the respondent's and each proposed community partner's and subcontractor's client satisfaction survey in Section IV.H. Appendices.

f. *Program Evaluation*. Describe the evaluation methodologies that will be used to measure achievement of program goals including how goals will be evaluated, frequency of evaluation, and evaluation instruments to be used. Include the tracking methodology that will be implemented to review progress toward meeting goals, and to present suggestions for revising goals if it is demonstrated that goals cannot be met.

g. *Performance Measures*. Performance measures shall include but not be limited to:

i. Performance Indicators

a) Number of total households screened for services quarterly and program-to–date
b) Number of total households who received services quarterly and program-to–date
c) Number of new households who entered program quarterly
d) Number of households who exited program quarterly and program-to-date
e) Number of households who exited homelessness quarterly and program-to-date

ii. Regional and Statewide Annual Performance Outcomes (Calendar Year)

a) At least 210 families and 90 individuals statewide exit homelessness (for example, shelter or place not meant for human habitation) to permanent housing
b) At least 30 households who have requested emergency shelter statewide are *diverted* from entering emergency shelter
c) At least 60% of households served exit homelessness within 45 days of service entry
d) 100% of households served through Sustainability Coordination are linked to mainstream social service resources
e) At least 80% of households served remain stably housed (no entry into shelter or transitional housing per CTHMIS) at 12 months after exit from program (based on data that will be provided to the contractor by CCEH)

iii. Compliance with Department-approved parameters for data accuracy and completeness in CTHMIS.

The Department will identify final performance measures when HUD issues guidance. At a minimum, the proposal must describe the respondent's ability to capture and document the above information including the systems, processes, and procedures that the respondent will utilize to capture such information.

h. *Disclosure Policy*. Case file information on program participants including names, Social Security Numbers, and other sensitive information is considered confidential and may not be released. The contractor must protect confidential and private information gained from program participants. Appropriate physical and computer security policies must be in place to protect sensitive information. The proposal must describe the respondent's and each proposed community partner's and subcontractor's ability to comply with this disclosure policy.

5. Community Partners and Subcontractors

Each organization that will be performing any of the activities required by this RFP must be identified in the proposal. All proposed community partners and subcontractors are subject to the Department's prior approval. **A responsive proposal must include** the following information about each proposed community partner and subcontractor.

a. A Subcontractor Profile for each proposed community partner and subcontractor, which is embedded in this section as a hyperlink, must be included in Section IV.H. Appendices.

b. A sample subcontract or partnership agreement must be included in Section IV.H. Appendices. Selected respondents shall be required to submit a copy of a written agreement with each community partner and subcontractor prior to contract execution.

c. A letter of commitment from each proposed community partner and subcontractor indicating willingness to provide the proposed services throughout the entire contract period shall be included in Section IV.H. Appendices. Each letter must be signed by an authorized official of the proposed community partner or subcontractor.

6. Work Plan

A responsive proposal must include a comprehensive and realistic work plan. The proposed work plan must include:

a. **Start-up and implementation** activities to be carried out by the respondent and each proposed community partner and subcontractor if applicable, within 15 days of notification of the right to negotiate a contract;

b. **Tasks and deliverables** to be carried out to perform the proposed activities, and the staff who will be responsible for carrying out each task and deliverable; and

c. **Timetable/Schedule**, that is, an outreach plan and service delivery plan that clearly identifies where and when outreach activities will occur, as well as when services will be fully operational.

■ D. COST PROPOSAL

1. Financial Requirements

A responsive proposal must include the following information about the respondent's fiscal stability, accounting and financial reporting systems, and relevant business practices.

a. Audited Financial Statements. Submit one (1) copy each of the respondent's two most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA). The copies shall include all applicable financial statements, auditor's reports, management letters, and any corresponding reissued components. One copy only shall be included with the original proposal in Section IV.H. Appendices.

b. Financial Policies and Procedures. Include two (2) electronic copies of the respondent's financial policies and procedures (one copy on each of the two Compact Disks requested in Section I.C.9 of this RFP. Written financial policies and procedures shall include at a minimum the following: managing and tracking cash receipts and disbursements; budgeting; procurement; reconciling expenditures; separation of duties and functions; and payroll.

c. Mixed Funding. Describe how staff time dedicated to this program will be tracked, if staff assigned to the program will be paid from various funding sources. In addition, demonstrate how eligible program participants will be distinguished from clients served by the respondent's and each proposed community partner's and subcontractor's other housing subsidy programs, which might have different programmatic requirements.

d. *Financial Capacity*. Describe the respondent's financial capacity to properly isolate contract-related income and expenditures. Discuss the internal controls used to ensure that a thorough record of expenditures can be provided for purposes of an audit.

e. *Leveraged Funds*. Describe the respondent's long-term strategy to sustain funding for the program and explain how CT RRP funds may be used to leverage other funding.

f. *Cost Allocation Plan*. The respondent's Cost Allocation Plan (CAP) must include provisions for allocating allocable-as-direct costs, Administrative and General (A&G) costs, and salaries and wages. The amount of detail in the plan would depend on a number of factors including, but not limited to the size and complexity of the organization, the number of revenue sources, and the number of programs. Based on these factors, the detailed budget and cost item allocation documents may or may not need to be included in the CAP. If the respondent's CAP is not already included in the Financial Management Procedures requested in Section III.D.1.b above, one copy only shall be included on the Compact Disk (CD) requested in Section I.C.9 of this RFP.

2. Budget Requirements

a. *Cost Standards*. All proposed costs are subject to federal cost policy guidance and the standards developed by the State Office of Policy and Management for determining the cost of contracts, grants, and other agreements with organizations that receive funding from the State. In the event of any inconsistency, the federal cost policy guidance shall supersede the OPM cost standards. The applicable federal cost policy guidance is available at OMB Circular A-133 and OMB Circular A-122. Be advised that the cost proposal is subject to revision prior to contract execution in order to ensure compliance with the OPM cost standards and federal cost policy guidance. More information about the cost standards is available on OPM's web site: Cost Standards.

b. *Budget*. **A responsive proposal must include** a completed budget form, which is embedded in this section as a hyperlink.

The respondent's total administration costs shall not exceed 15 percent of the total funding request per budget year and the total anticipated contract period. In addition, the contractor's total administration costs shall not exceed 15 percent of the quarterly expenditures reported. The total administration costs of the proposed subcontractors shall be determined by the contractor, but shall not exceed 15 percent of the total funding request. The remaining balance of the total funding request shall be for the CT RRP activities required by this RFP.

c. *Budget Justification*. A responsive proposal shall detail how costs included in the budget were calculated. Either Microsoft Office Word or Excel format is acceptable.

The Department reserves the right to consider all factors including cost in the final selection of a successful respondent. The opportunity to negotiate a contract with the Department will not be offered based on cost alone.

IV. PROPOSAL OUTLINE

*This section presents the **required** outline that must be followed when submitting a proposal in response to this RFP. Proposals must include a Table of Contents that exactly conforms with the required proposal outline (below). Proposals must include all the components listed below, in the order specified, using the prescribed lettering and numbering scheme. Incomplete proposals will not be evaluated.*

Page

A. Cover Sheet **1**

B. Table of Contents **2**

C. Declaration of Confidential Information . . . . . **Etc.**

D. Conflict of Interest - Disclosure Statement . . . . . .

E. Executive Summary . . . . . .

F. Main Proposal . . . . . .

1. Organizational Requirements . . . . . .

a. Purpose/Mission . . . . . .
b. Location of Offices . . . . . .
c. Current Range of Services/Clients . . . . . .
d. Qualifications . . . . . .
e. Relevant Experience . . . . . .
f. Audit Compliance . . . . . .
g. References . . . . . .
h. Dun & Bradstreet (D-U-N-S) Number . . . . . .

2. Service Requirements . . . . . .

a. Regional Catchment Area . . . . . .
b. Community Need . . . . . .
c. Location of Offices/Hours of Operation . . . . . .
d. Target Population . . . . . .
e. Service Capacity/Delivery Plan . . . . . .
f. Linkages/Program Collaboration/Coordination . . . . . .
g. Quality Assurance Protocols . . . . . .
h. Department Responsibilities . . . . . .

3. Staffing Requirements . . . . . .

a. Program Staff/Key Personnel . . . . . .
b. Multilingual and Multicultural Competency . . . . . .
c. Staff Training . . . . . .

4. Data and Technology Requirements . . . . . .

a. Equipment . . . . . .
b. Data Collection . . . . . .
c. Data Reporting . . . . . .
d. Data Sharing . . . . . .
e. Assessment of Client Satisfaction . . . . . .
f. Program Evaluation . . . . . .
g. Performance Measures . . . . . .
h. Disclosure Policy . . . . . .

5. Work Plan . . . . . .

G. Cost Proposal . . . . . .

1. Mixed Funding . . . . . .
2. Financial Capacity. . . . . .
3. Leveraged Funds . . . . . .
4. Budget. . . . . .
5. Budget Justification . . . . . .

H. Appendices . . . . . .

1. IRS Determination Letter. . . . . .
2. Organization Chart(s) . . . . . .
3. Confidentiality Policies and Procedures . . . . . .
4. Job Descriptions . . . . . .
5. Resumes . . . . . .
6. Client Satisfaction Survey(s) . . . . . .
7. Subcontractor Profile . . . . . .
8. Sample Subcontract or Partnership Agreement . . . . . .
9. Letter(s) of Commitment . . . . . .
10. Audited Financial Statements . . . . . .
11. Financial Policies and Procedures . . . . . .
12. Cost Allocation Plan. . . . . .

I. Forms . . . . . .

1. Department . . . . . .

a. Certification Regarding Lobbying . . . . . .
b. Addendum Acknowledgement(s) . . . . . .

2. Other . . . . . .

a. Commission on Human Rights and Opportunities, Workplace Analysis Affirmative Action Report [1] . . . . . .
b. Consulting Agreement Affidavit (OPM Ethics Form 5) [2] . . . . . .

---

[1] The respondent must upload this report through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

[2] Required when the contract resulting from this RFP has an anticipated value of $50,000 or more in a calendar or fiscal year. The respondent must upload this certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.