State of Connecticut Department of Social Services

Middlesex County Family Emergency Shelter Services and Transitional Living Program Services Request for Proposals

The State of Connecticut Department of Social Services (Department), is seeking proposals from eligible nonprofit organizations and municipalities to provide a continuum of homelessness services to literally homeless households located in the Middlesex County service area, embedded herein.

This Request for Proposals presents an exceptional opportunity for a single nonprofit organization or municipality, or a consortium of nonprofit organizations or municipalities, with principal place of business in Connecticut, to propose a homeless service delivery system that shall include two (2) categories: family emergency shelter services; and transitional living program services. The Respondent must have the following qualifications:

- No less than three (3) years demonstrated experience providing emergency shelter, transitional housing services (including the Scattered Site model) and case management to the homeless populations. Scattered Site model provides participants the opportunity to live in housing located in multiple locations in the community. Housing is identified by the participant and transitional living program staff; inspected and supportive services and rental subsidies are provided for up to a 24-month period;
- The ability to serve multicultural, multilingual populations; and
- Partnerships and/or collaborations with housing resources in Middlesex County, CT.

The resultant contract term is expected to be a three (3) year contract, to begin July 1, 2012 and end September 30, 2015.

Potential Respondents may submit a Letter of Intent to the Department no later than 3:00 PM Local Time on March 14, 2012. Proposal submissions must be received at the Department no later than 3:00 PM Local Time on April 18, 2012.

All proposals must be in sealed envelopes or sealed boxes clearly identified as:

"Middlesex County Family Emergency Shelter Services and Transitional Living Program Services Request for Proposals"

(Middlesex ESS and TLP RFP)

The Request for Proposals is available in electronic format on the State Contracting Portal at http://das.ct.gov/cr1.aspx?page=12 and the Department's website at http://www.ct.gov/dss/site/default.asp.

A printed or an electronic copy of the RFP can be obtained from the Official Contact upon request.

Name: Marcia McDonough, Contract Administration Procurement Division
Address: 25 Sigourney Street, 9th Floor, Hartford, CT 06106
Phone: 860-424-5214
Fax: 860-424-5800
E-Mail: marcia.mcdonough@ct.gov
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TABLE OF CONTENTS

	Page
Procurement Notice	1
Section I — GENERAL INFORMATION	4
A. Introduction	
B. Abbreviations / Acronyms / Definitions	4
C. Instructions	5
D. Proposal Format	9
E. Evaluation of Proposals	11
Section II — MANDATORY PROVISIONS	13
A. POS Standard Contract, Parts I and II	13
B. Assurances	13
C. Terms and Conditions	14
D. Rights Reserved to the State	15
E. Statutory and Regulatory Compliance	16
Section III — PROGRAM INFORMATION	19
A. Department Overview	19
B. Program Overview	20
C. Main Proposal Components	22
D. Cost Proposal Components	36
Section IV — PROPOSAL OUTLINE	
A. Cover Sheet	1
B. Table of Contents	
C. Declaration of Confidential Information	
D. Conflict of Interest – Disclosure Statement	
E. Executive Summary	
F. Main Proposal	
G. Cost Proposal	
H. Appendices	

I. GENERAL INFORMATION

A. INTRODUCTION

1. **RFP Name or Number.** Middlesex County Family Emergency Shelter Services and Transitional Living Program Services Request for Proposals, (**Middlesex ESS and TLP RFP**)

2. **Summary.** The State of Connecticut Department of Social Services (Department), is seeking proposals from eligible nonprofit organizations and municipalities with principal place of business in Connecticut to provide a continuum of homelessness services to literally homeless households located in the Middlesex County service area.

3. **Synopsis (Optional).** The Respondent must have the following qualifications:
   - No less than three (3) years demonstrated experience providing emergency shelter, transitional housing services (including the Scattered Site model) and case management to the homeless populations. Scattered Site model provides participants the opportunity to live in housing located in multiple locations in the community. Housing is identified by the participant and transitional living program staff; inspected and supportive services and rental subsidies are provided for up to a 24-month period;
   - The ability to serve multicultural, multilingual populations; and
   - Partnerships and/or collaborations with housing resources in Middlesex County, CT.

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
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunities (CT)
CT	Connecticut
DAS	Department of Administrative Services (CT)
DSS	Department of Social Services (CT)
FOIA	Freedom of Information Act (CT)
IRS	Internal Revenue Service (U.S.)
LOI	Letter of Intent
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
POS	Purchase of Service
P.A.	Public Act (CT)
RFP	Request For Proposals
SEEC	State Elections Enforcement Commission (CT)
U.S.	United States

- *contractor:* a 501(c)(3) nonprofit provider organization or municipality that enters into a POS contract with the Department as a result of this RFP

- *Respondent:* a 501(c)(3) nonprofit provider organization or municipality that has submitted a proposal to the Department in response to this RFP

- *prospective Respondent:* a 501(c)(3) nonprofit provider organization or municipality that may submit a proposal to the Department in response to this RFP, but has not yet done so

- *subcontractor*: an individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific health or human service as part of a POS contract with the Department as a result of this RFP

■ 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: Marcia McDonough, Contract Administration Procurement Division
   Address: 25 Sigourney Street, 9th Floor, Hartford, CT 06106
   Phone: 860-424-5214
   Fax: 860-424-5800
   E-Mail: marcia.mcdonough@ct.gov
   TDD: 1-800-842-4524

   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
     http://www.ct.gov/dss, under the "Vendors / Contractors" link

   - State Contracting Portal
     http://das.ct.gov/Director.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 any contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:

- Total Funding Available: $840,752.25
- Number of Offers: One (1)
- Contract Cost: $840,752.25
- Contract Term: July 1, 2012 – September 30, 2015

	Emergency Shelter Services	Transitional Living Program
Annual cost	$ 211,885	$ 46,808
3-year period	$ 635,655	$ 140,424
3-month period	$ 52,971	$ 11,702
3-year period + 3-month period	$ 688,626	$ 152,126
Total	***$840,752.25***	

4. **Eligibility.** Private provider organizations are defined as nonstate entities that are 501(c)(3) nonprofit corporations or partnerships with principal place of business in Connecticut, and Connecticut municipalities. Individuals who are not a duly formed business entity are ineligible to participate in this procurement. Respondents must provide proof of nonprofit status, such as a copy of the Internal Revenue Service (IRS) determination letter, stating 501(c)(3) nonprofit confirmation.

5. **Minimum Qualifications of Respondents.** To qualify for a contract offer, a Respondent must have the following minimum qualifications:

   a. Three (3) years demonstrated experience providing emergency shelter, transitional housing services (including the scattered site model) and case management to the homeless populations;
   b. The ability to serve multicultural, multilingual populations; and
   c. partnerships and/or collaborations with housing resources in Middlesex County, CT.

   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 Planning Start Date: December 15, 2011
- RFP Released: February 29, 2012
- Letter of Intent Due: March 14, 2012, 3PM Local Time
- Deadline for Questions: March 14, 2012, 3PM Local Time
- Answers Released: March 21, 2012
- Proposals Due: April 18, 2012, 3 PM Local Time
- (*) Respondent Selection: TBD
- (*) Start of Contract Negotiations: TBD
- (*) Start of Contract: July 1, 2012

7. **Letter of Intent.** A **Non-Mandatory** Letter of Intent (LOI), may be sent to the Official Contact of this RFP, marcia.mcdonough@ct.gov, via e-mail, by the due date of March 14, 2012, 3 PM. The LOI is not a requirement of the RFP.

8. **Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process must be directed, in writing, 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. 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 or addenda to this RFP to prospective Respondents who submitted a Letter of Intent. **Proposals must include the Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFP.**

9. **RFP Conference.** An RFP conference **will not** be held to answer questions from prospective Respondents.

10. **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 or designee on or before the due date and time:

    Due Date: April 18, 2012
    Time: 3:00 PM Local Time

    Faxed or e-mailed proposals will not be evaluated. When hand-delivering proposals by courier or in person, allow extra time due to building security procedures. The Department will not accept a postmark date as the basis for meeting the submission 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 the respondent is unable to deliver the proposal by courier or in person. Proposals received after the due date and time may be accepted by the Department as a clerical function, but late proposals will not be evaluated. At the discretion of the Department, late proposals may be destroyed or retained for pick-up by the submitters.

    An acceptable submission must include the following:
    - one (1) original proposal;
    - five (5) conforming copies of the original proposal; and

- two (2) conforming electronic copies (Compact Disk) of the original proposal. (Compact Disks clearly labeled with the Legal Name of the Respondent and the RFP Name: **Middlesex County Family Emergency Shelter Services and Transitional Living Program Services Request for Proposals (Middlesex ESS and TLP RFP)**

The electronic copies of the proposal must be compatible with *Microsoft Office Word* except for the Financial Summary and POS-Budget Support, which may be compatible with *Microsoft Office Excel*. For the electronic copies, only the required Appendices and Forms identified in Section IV may be scanned and submitted in Portable Document Format (PDF) or similar file format.

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.

11. **Multiple Proposals.** The submission of multiple proposals is not an option with this procurement.

12. **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 IV.C. Declaration of Confidential Information 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).

13. **Conflict of Interest - Disclosure Statement.** In Section IV.D. Conflict of Interest the 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 their 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. *Example: "[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 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, embedded 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, not exceeding one (1) double-sided page, of the main proposal that summarizes the content of the Respondent's proposal, including any subcontractor, partnership or collaboration proposed by the Respondent to provide the services of this RFP.

The Executive Summary shall include the following qualifications of the Respondent and subcontractors, partnerships or collaborations if applicable:

- No less than three (3) years demonstrated experience providing emergency shelter, transitional housing services (including the scattered site model) and case management to the homeless populations. Scattered Site model provides participants the opportunity to live in housing located in multiple locations in the community. Housing is identified by the participant and TLP staff; inspected and supportive services and rental subsidies are provided for up to a 24-month period;
- The ability to serve multicultural, multilingual populations; and
- Partnerships and/or collaborations with housing resources in Middlesex County, CT.

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

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

5. **Style Requirements.** The original proposal and each of the five (5) conforming copies 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: **Middlesex ESS and TLP 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
Page Limit:	Sixteen (16) double-sided, consecutively numbered pages (32 pages total) ***excluding*** all required Appendices and Forms

Print Style:	Double-sided
Font Size:	Minimum of 12-point
Font Type:	Arial or Times New Roman
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 Respondent's name 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: **Middlesex ESS and TLP 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.

9. Respondents must adhere to the Department's/DSS' rules as established in this RFP for proposal consideration, format, and content. The Department/DSS requires each Respondent, at a minimum, to clearly describe how the specifications in this RFP will be met. Proposals must provide evidence of successful experience or competence. Respondents must respond to each content requirement that states "**THE RESPONDENT SHALL**."

■ 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 contracts, 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 (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) follow the required Proposal Outline; and (4) 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.** 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 (Plan) Requirements *see note*
   - Data and Technology Requirements
   - Subcontractors, Partnerships, or Collaborations
   - Cost Proposal Components
   - Appendices

   Note:
   As part of its evaluation of the Staffing Plan, 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 a 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 a 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 of the RFP.** 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 Respondent 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. POS 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" for POS:

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS 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 POS contract. Part II is available on OPM's website at: OPM: POS Standard Contract Part II

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. If a Respondent is offered an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of $50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of $100,000 or more, the Respondent must inform the Respondent's principals of the contents of the SEEC notice.

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 the Respondent 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 attachments hereto. The proposal 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. The Department may make onsite visits to an operational facility or facilities of a Respondent to evaluate further the Respondent's capability to perform the duties required by 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. **Award and Rejection of Proposals.** The Department reserves the right to award in part, 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 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 awarded 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 for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFO) on cost from Respondents. The Department may set parameters on any BFOs received.

7. **Clerical Errors in Award.** The Department reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a Respondent and subsequently awarding the 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, 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. **Addendum Acknowledgement** -Proposals must include the Addendum Acknowledgement(s), which will be placed at the end of any and all addenda to this RFP. Please include any Addendum Acknowledgements in Section IV. J. Appendices of your proposal submission.

* 3. **Certification Regarding Lobbying** - To submit a responsive proposal, **THE RESPONDENT SHALL** provide a signed statement to the effect that no funds have been paid or will be paid to 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 awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

* 4. **Notification to Bidders, Parts I – V (CHRO) - 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 insure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons. To submit a responsive proposal, **THE RESPONDENT SHALL** complete and submit with Proposal.

* 5. **Consulting Agreement Affidavit (OPM Ethics Form 5) 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 include 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.
I**MPORTANT NOTE:** To submit a responsive proposal, **THE RESPONDENT SHALL** complete and submit OPM Ethics Form 5 to the Department with the Proposal.

6. **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 awarded 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 **http://www.ct.gov/opm/fin/ethics_forms**
IMPORTANT NOTE: The successful Respondent must complete and submit OPM Ethics Form 1 to the Department prior to contract execution.

7. **Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1). If a Respondent is awarded** 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 **http://www.ct.gov/opm/fin/nondiscrim_forms**
IMPORTANT NOTE: The successful Respondent must complete and submit the appropriate nondiscrimination certification form to the awarding Department prior to contract execution.

* Please include the above requirements, 2-5, in an appropriately tabbed section of Section IV. J. Appendices of your submission.

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 Rehabilitation Act, 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 is a regional administrator responsible for each of the 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 Bureau of Rehabilitative Services. The Bureau of Rehabilitative 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; and portions of the Workers' Compensation Commission and Department of Motor Vehicles.

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. MIDDLESEX COUNTY FAMILY EMERGENCY SHELTER SERVICES AND TRANSITIONAL LIVING PROGRAM SERVICES OVERVIEW

The State of Connecticut, Department of Social Services (the Department) is seeking proposals from eligible nonprofit organizations and municipalities to provide a continuum of homelessness services to literally homeless households located in the Middlesex County service area. The homeless service delivery system shall include 2 categories: Family Emergency Shelter Services and Transitional Living Program Services.

The Contractor shall be required to provide both categories to the target population, literally homeless households, located in the Middlesex County service area.

1. **Emergency Shelter Services:** The Emergency Shelter Services (ESS) program provides decent, safe and sanitary temporary emergency shelter and case management services to homeless families. The Emergency Shelter is a facility that meets the basic needs for food and shelter on an emergency and short-term basis. The maximum length of stay is between 60 and 90 days with options for extension based upon approved action plans. Case management is crisis intervention based, during the stay at a family emergency shelter, while connecting clients to needed resources to eventually achieve the goal of housing.

2. **Transitional Living Program Services**: The Transitional Living Program for homeless families and/or individuals provides clients with a transitional living program defined as a scattered site, multi-family or single room residency program. The maximum length of stay is 6 months to 2 years. Case management includes intensive support services to ensure housing stabilization and activities provided to assist clients in gaining self-sufficiency and moving into permanent housing; during program engagement.

3. **Eligibility Requirements:**

   a. Homeless status definition: The final rule maintains these four categories. The categories are: (1) Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided; (2) individuals and families who will imminently lose their primary nighttime residence; (3) unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; and (4) individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member. Conn. General Statute 17b-800 and proposed HEARTH Act rules are embedded as hyperlinks.

b. Target population: The Emergency Shelter Services (ESS) program serves homeless families. The Transitional Living Program (TLP) serves homeless families and individuals.

c. Income eligibility: All clients served must be at or below 200% of the Federal Poverty Level, embedded as a hyperlink.

d. Background Checks: Background checks must be completed for all families wanting to accept ESS or TLP services. Individuals must not be on the sex offender registry.

4. Essential Services in the provision of ESS and TLP services:

a. Assessing, arranging, coordinating, monitoring individualized services
b. Using the centralized or coordinated assessment system
c. Initial evaluation including verifying and documenting eligibility
d. Case management toward housing stability
e. Developing, securing and coordinating services including federal, State, and local benefits
f. Monitoring and evaluating program participant progress
g. Providing information and referrals to other providers
h. Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking
i. Developing an individualized housing and service plan
j. Utilization of Homelessness Management Information System (HMIS)
k. Operation of emergency shelter facility or scattered site housing

5. **Primary Goals include, but are not limited to:**

a. Emergency Shelter Services Goals:

1) Clients attain alternative housing and/or access social and/or treatment services; and

2) Clients access additional social and/or outpatient treatment services.

b. Transitional Living Program Goals:

1) Clients move to permanent housing; and

2) Clients achieve greater degree of self-sufficiency.

■ C. MAIN PROPOSAL COMPONENTS

Private provider organizations (defined as nonstate entities that are 501(c)(3) nonprofit corporations or partnerships) with principal place of business in Connecticut, and Connecticut municipalities, are eligible to submit proposals in response to this RFP. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

If the Respondent is proposing the use of any subcontractors, partnerships or collaborations to provide any of the services required by this RFP, provide this information about the subcontractors, partnerships or collaborations where indicated throughout this section of the RFP.

1.0 Organizational Requirements - Maximum Page Limitation - Five (5) Double -Sided Pages (Ten (10) Pages Total)

The Respondent's responses in this section shall address the details regarding the size and resources of the Respondent's and subcontractor's, partnership's, or collaboration's organization relevant to the functions to be performed under the resultant contract.

To submit a responsive proposal, **THE RESPONDENT SHALL** describe the background of the Respondent's and subcontractor's, partnership's, or collaboration's organization: years in operation; mission; philosophy; vision; and no less than three years demonstrated experience in the following areas:

1. Emergency shelter, transitional housing services (including the scattered site model) and case management to the homeless populations;
2. The ability to serve multicultural, multilingual populations; and
3. Partnerships and/or collaborations with housing resources in Middlesex County, CT.

1.1 Functional Organization

To submit a responsive proposal **THE RESPONDENT SHALL** provide an organizational chart showing the hierarchical structure of functions and positions within the organization. Indicate on the chart where the following functions related to this program will be located: Shelter Director, case managers for transitional living, emergency shelter staff, and any other program staff that will be responsible for the provision of the ESS and TLP services.

1.2 Governance - Disclosure

To submit a responsive proposal **THE RESPONDENT SHALL** provide the following information for itself and any proposed subcontractors, partnerships, or collaborations:

1. The name, work address, and percentage of time allocated for this resultant contract for each responsible director;
2. The role of the board of directors in governance and policy-making;
3. A current organizational chart defining levels of ownership, governance and management;

4. A complete description of any and all related party relationships and transactions. The Respondent must fully disclose any anticipated payments to a related party. (Such payments are non-allowable unless the Respondent provides sufficient data to satisfy the Department that the costs are necessary and reasonable);
5. An overview of how organization policies and procedures are reviewed and updated by the Respondent, whenever there are Federal and State regulation changes and/or operational changes, or as requested by the Department; and
6. Evidence of sound fiscal management processes, and the ability to manage public contracts, public grants, and third party reimbursement systems.

1.3 Ownership – Disclosure

To submit a responsive proposal **THE RESPONDENT SHALL** provide the following information for itself and any proposed subcontractors, partnerships, or collaborations:

1. A complete description of percent of ownership by the principals of the company or any other individual or organization that retains a 5% or more interest including name and work address;
2. The relationship of the persons so identified to any other owner or governor if they are the individual's spouse, child, brother, sister, or parent;
3. The name of any person with an ownership or controlling interest of 5% or more, in the Respondent, who also has an ownership or control interest of 5% or more in any other related entity including subcontracting entity, parent entity or wholly owned entity. The Respondent shall include the name or names of the other entity;
4. The name and address of any person with an ownership or controlling interest in the disclosing entity or who is an agent or employee of the disclosing entity who has been convicted of a criminal offense related to that person's involvement in any State or Federal program since the inception of such programs;
5. Whether any person identified in subsections (1) through (4) above has been terminated, suspended, barred or otherwise excluded from participation, or has voluntarily withdrawn as the result of a settlement agreement, from any State or Federal, or has within the last five years been reinstated to participation in any State or Federal program and prior to said reinstatement had been terminated, suspended, barred or otherwise excluded from participation, or has voluntarily withdrawn as the result of a settlement agreement, in such programs;
6. A description of the relationship with other entities including:
   a. Whether the Respondent is an independent entity or a subsidiary or division of another company (If the Respondent is not an independent entity, Respondent shall describe the organization linkages and the degree of integration/collaboration between the organizations including any roles of the organizations' principals); and
   b. A description of the relationship of any parent company when the Respondent is an affiliate of another organization.

1.4 Experience – Contracts

To submit a responsive proposal **THE RESPONDENT SHALL** describe its and any proposed subcontractors', partnerships', or collaborations' experience and success related to the service requirements for this program including the following information concerning its experience with services contemplated by this RFP, whether ongoing or completed:

1. Identify all state agencies, other jurisdictions, and commercial resultant contractors in all other states for which the Respondent has engaged in similar or related contract work for the past three years;
2. Describe any current or past contract(s) where the Respondent performed similar work in the past three years for those state agencies, jurisdictions or commercial resultant contractors and for each contract include the name of customer's program officer, title, address, telephone number, fax number and e-mail address; the date of contract signing, the date of program initiation, the initial scheduled completion date and the actual completion date;
3. **Provide a signed release** allowing the Department to access any evaluative information, including but not limited to site reviews conducted by any state agency, jurisdiction or commercial resultant contractor for which the Respondent has performed work in the past three years. Per Proposal Outline (Section IV) the **signed release should be located immediately following the Executive Summary**.
4. List all sanctions, fines, penalties, or letters of noncompliance or any negotiated settlements made with any State Attorneys General relating to contracts of similar scope issued against the Respondent by any of the contracting entities listed above (the list shall include a description of the circumstance eliciting the sanction or letter of noncompliance or negotiated settlements and the corrective action or resolution to the sanction, fine, penalty, or letter of noncompliance or negotiated settlement; if the settlement bars disclosure of details, please state that and give as much information as permitted. If no sanctions, fines, penalties, letters of noncompliance or any negotiated settlements were issued, a statement that attests that no sanction, penalty, or compliance action has been imposed on the Respondent within the three years immediately preceding the date of this RFP must be submitted).

1.5 Respondent References – Organization

To submit a responsive proposal **THE RESPONDENT SHALL** include three specific programmatic references for the Respondent (not letters of reference). References should be individuals able to comment on the Respondent's capacity to perform the services specified in this RFP. The contact person must be an individual familiar with the organization and its day-to-day performance. The references may include the State of Connecticut; however, the individual may have to refuse if s/he will be involved in the evaluation of proposals received in response to this RFP. Respondents are strongly encouraged to contact their planned references to ensure the accuracy of their contact information and their willingness and ability to be references. References must include the organization's name and the address, current telephone number, and e-mail address of a specific contact person. The Department expects to use these references in its

evaluation process. In addition, if the Respondent's submission includes the use of any subcontractors, partnerships, or collaborations for services, the Respondent's submission must also include three programmatic references for each proposed subcontractor, partnership, and collaboration.

References must be able to comment on the following issues:

1. Capability to deliver required services;
2. Reputation/ethics/integrity;
3. Organizational approach;
4. Interpersonal skills; and
5. Ability to problem-solve.

The entity acting as a reference should be able to briefly describe the Respondent's, subcontractor's, partnership's, or collaboration's performance in each category and then rate the Respondent's performance as poor, fair, good, very good or excellent in each category.

The Department will disqualify any Respondent from competing in the RFP process if the Department discovers that the Respondent had any influence on the references in completing the evaluation.

1.6 Small, Minority or Women's Business Enterprise

Small, Minority, or Women's Business Enterprise - Section 4a-60g of the General Statutes of Connecticut (C.G.S.) sets forth the requirements of each Executive Branch agency relative to the Connecticut Small Business Set-Aside program. Pursuant to that statute, 25 percent of the average total of all contracts let for each of the three previous fiscal years must be set aside. The Department of Social Services requires that if the contractor is utilizing a subcontractor it must make a "Good Faith Effort" to set aside a portion of the resultant contract for a small, minority, or women's business enterprise as a proposed subcontractor. Such proposed subcontractors may supply goods or services. Prospective Respondents may obtain a list of firms certified to participate in the Set-Aside program at the State of Connecticut Department of Administrative Services Web site at http://www.das.state.ct.us/Purchase/SetAside/SAP_Search_Vendors.asp or by calling 860-713-5236. During the evaluation process, special consideration will be given to those Respondents who document their use of a certified small business or show the Respondent's commitment to, whenever possible, use a certified small business. Businesses must be certified with the State of Connecticut. To submit a responsive proposal, **THE RESPONDENT SHALL** describe its effort to set aside a portion of the resultant contract for a small, minority, or women's business enterprise as a proposed subcontractor if it is proposing the use of a subcontractor.

1.7 Department Responsibilities

To submit a responsive proposal **THE RESPONDENT SHALL** identify specific support the Respondent requires from the Department to perform the tasks in any resultant contract. The Department of Social Services retains the ultimate decision-making authority required to ensure program tasks are completed.

Specific Department responsibilities are:

1. Program Management: A Program Director will be appointed by DSS. This individual will be responsible for monitoring program progress and will have final authority to approve/disapprove program deliverables.
2. Staff Coordination: The Program Director will coordinate all necessary contacts between the Resultant Contractor and Department staff.
3. Approval of Deliverables: The Program Director will review, evaluate, and approve all deliverables prior to the Resultant Contractor being released from further responsibility.

1.8 Evidence of Qualified Entity

To submit a responsive proposal **THE RESPONDENT SHALL provide written assurance** to the Department from its legal counsel that it, and any proposed subcontractor, partnership, or collaboration is qualified to conduct business in the State of Connecticut and is not prohibited by its articles of incorporation, bylaws, or the laws under which it is incorporated from performing the services required under any resultant contract.

Note: The Evidence of Qualified Entity must be submitted as a separate sheet and must be located in Section IV.G. **Evidence of Qualified Entity**. The Evidence of Qualified Entity is not included in the page limitation of this section.

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

2.0 Service Requirements - Maximum Page Limitation - Five (5) Doubled-Sided Pages (Ten (10) Pages Total)

The contractor shall provide the specific services identified in Section III.B, directly and/or through subcontractors, partnerships, or collaborations to homeless individuals and families located in Middlesex County. A responsive proposal must include the following information about how the Respondent intends to provide the services required by this RFP **including the use of any subcontractors, partnerships or collaborations.**

2.1 Community Need

To submit a responsive proposal **THE RESPONDENT SHALL** provide documentation to support the need for the ESS & TLP services in the Middlesex County service area.

2.2 Service Area

To submit a responsive proposal **THE RESPONDENT SHALL** provide a summary of services the Respondent and subcontractor, partnership, or collaboration currently provide or has provided in the past three years in Middlesex County. Note if there has been work and/or collaboration with the Middlesex County Ten Year Plan to Reduce Homelessness and Middlesex County Coalition on Housing and Homelessness, embedded as hyperlinks.

2.3 Location of Offices

To submit a responsive proposal **THE RESPONDENT SHALL** specify the location of all client service sites. Indicate compliance with the Americans with Disabilities Act regarding handicapped access for client service sites.

2.4 Hours of Operation

To submit a responsive proposal **THE RESPONDENT SHALL** indicate the days and times all client service sites are open for service. Include in your proposal how there will be an option for contact 24 hours a day, 7 days a week for families in the ESS program.

2.5 Target population: The population to be served is literally homeless families in the emergency shelter program and literally homeless families and individuals in the transitional living program.

To submit a responsive proposal **THE RESPONDENT SHALL** list the number of anticipated families that will be served in each of the two programs, ESS and TLP, on a quarterly basis.

2.6 Service Capacity/Delivery Plan/Systems/Processes/Protocols

To submit a responsive proposal **THE RESPONDENT SHALL** describe in detail the services that will be provided to the homeless located in Middlesex County.

Specifically, the Respondent shall describe a Service Delivery Plan to ensure that services and facilities will be available no later than July 1, 2012 for both categories of service.

The proposed plan must include how the Respondent plans to administer both ESS and TLP services, with or without the use of subcontractors, partnerships, or collaborations. The proposed plan shall include information about the staffing capacity, number of beds/units in each of the two programs, ESS and TLP; service area and existing resources and relationships to ensure a seamless delivery system.

The plan must focus on securing the following services: Emergency Shelter Services with case management, Transitional Living units and case management.

The proposed plan must include how the following services below, 1.-6. will be addressed for each of the two service categories: Emergency Shelter Services and Transitional Living Program Services:

1. **Case management:** The Emergency Shelter Services and Transitional Living Program shall provide case management services to all clients. The ratio is one case manager per 25 clients. The case management services shall include, as necessary, but not be limited to: counseling, crisis intervention, assessment, goal planning, monitoring and encouraging client progress, assistance with obtaining housing, referrals to additional community support services including treatment or other services, job readiness training, education/employment assistance, income management, daily living skills training and housing find services. There also must be services offered to assist the children in the family with stability around education and communication.

2. **Individual assessments:** The program case managers must collect basic information regarding each client through the initial intake process. Such information may include, but not be limited to, age, marital status, family size, race, ethnicity, major source of income, reason for loss of housing, length of homelessness, rental/home ownership history, employment status, education history, history of substance abuse, and mental and physical health. This information shall be the basis for an assessment of the client's needs and the development of an Action Plan with the client, as described in the next paragraph.

3. **Action Plan:** An Action Plan is a mutually agreed upon tool developed between the program case manager and client, as a result of the individual assessment. The Action Plan is used to identify the actions necessary to meet the client's needs and establish such goals as permanent housing, access to health care, mental health care and addiction services, and other social and treatment services. The Contractor shall review and update the Action Plan monthly. Case managers shall maintain case notes as an on-going record of continuing assessment, provision of services and achievement of goals. Referrals to additional support services will occur in response to assessment of needs and the Action Plan.

4. **Workgroups:** The programs shall provide clients with at least one workshop covering topics that may include but not be limited to: budgeting, parenting skills and nutrition, as needed, based upon the Action Plan.

5. **Wait list procedures**: There must be a policy to outline how the contractor will handle communicating with potential clients even when there are no available openings in either category of services.

6. **Logic Model:** is embedded as a hyperlink, for the Respondent to input the proposed ESS and TLP services in Middlesex County.

2.7 Transition Plan for Existing Clients

To submit a responsive proposal **THE RESPONDENT SHALL** describe the Respondent's and subcontractor's, partnership's or collaboration's ability to transition existing clients serviced by current service provider to the Contractor's program within 2 months of contract offer. At a minimum, the proposal shall include a timeline, tasks and action steps necessary to ensure that existing clients are not made homeless through the possible transition in services.

2.8 Culturally Competent Services

To submit a responsive proposal **THE RESPONDENT SHALL** describe the Respondent's and subcontractor's, partnership's, or collaboration's ability to ensure a culturally responsive delivery of services that recognizes and affirms diversity.

2.9 Quality Assurance Protocols

To submit a responsive proposal **THE RESPONDENT SHALL** describe the Respondent's and subcontractor's, partnership's, or collaboration's internal process to ensure the quality and appropriateness of the services provided. If there is use of external quality assurance, please describe the process.

2.10 Audit Compliance

To submit a responsive proposal **THE RESPONDENT SHALL** indicate the Respondent's and subcontractor's, partnership's, or collaboration's experience with being in compliance with past contracts. State any deficiencies identified in recent program audits and, if applicable, detail what steps the respondent has taken to address any recommendations and/or corrective actions.

2.11 Linkages/Program Collaboration/Coordination

To submit a responsive proposal **THE RESPONDENT SHALL** describe in detail the collaborative efforts that are currently in place between the Respondent and subcontractor, partnership, or collaboration and the existing housing resources in Middlesex County. Identify leveraged services that will support ESS and TLP operations and describe any coordinated services between the Respondent and subcontractor, partnership, or collaboration and other service providers that will be beneficial to the target population.

2.12 Dun & Bradstreet (D-U-N-S) Number: Indicate the respondent's nine-digit Dun & Bradstreet (D-U-N-S) identification number.

3.0 Staffing Requirements - Maximum Page Limitation - Three (3) Doubled-Sided Pages (Six (6) Pages Total)

If the Respondent is proposing subcontractors, partnerships or collaborations to provide requirements of this RFP, information in regard to the subcontractors, partnerships, or collaborations and those responses to requirements must be provided in those appropriate sections.

General - Responses for this section must describe the Respondent's and any proposed subcontractor's, partnership's, or collaboration's staffing as required in this RFP.

Program Staff refers to the positions related to personnel **who are responsible for the functions** that are identified in this RFP. To submit a responsive proposal, **THE RESPONDENT SHALL:**

3.1 Identify the Program Staff positions including a Shelter Director, Transitional Living Program Case Manager and an Emergency Shelter Case Manager. The Shelter Director's responsibilities shall include, but not be limited to day to day oversight of the ESS and TLP, attending all program meetings at the request of the Department, responding to the Department's requests for program status updates, programmatic and financial reporting and contract monitoring.

Identify any other program staff that will be responsible for the provision of the ESS and TLP services. If the staff that will be assigned to the program are currently employed by your organization, please include them. If the staff that will be assigned to the program are not currently employed by your organization, present a strategy to recruit and hire staff that posses the qualifications specified in the job descriptions requested in the paragraph below.

3.2 Include job descriptions for the proposed positions and resumes for the personnel proposed to fill the positions needed to perform the duties as described in the RFP, providing ESS and TPL program services to homeless individuals and families located in Middlesex County.

3.3. Describe the contract-related experience, credentials, education and training, and work experience required in job descriptions for the proposed positions and in the resumes for personnel proposed to fill the positions and include:

a. Experience with Respondent, subcontractor, partnership, or collaboration;

b. Experience working in this type of activity;

c. Current ability of program staff to respond to various language and cultural situations;

d. Education, experience, and training to perform assigned duties relevant to the requirements of the Middlesex ESS and TLP RFP;

3.4. Provide an organization chart showing anticipated lines of authority (reporting relationships) of the program staff. Submit a staffing plan that includes current staff or when your organization will hire staff and orient them to your organization, the project, and their roles and responsibilities; and include the number of hours per week and percentage of time to be dedicated to the program services. Also include how your staffing plan will address the staff to client ratio, 1 to 25.

3.5 Provide three references for each personnel that will be responsible for the functions and success of the ESS and TLP: Include names, positions, titles,

telephone numbers and e-mail addresses of persons able to provide information concerning the proposed personnel's experience and competence.

Job descriptions, resumes, and references are not included in the page limitation of this section.

Resumes for personnel proposed to fill the positions are limited to one double-sided page (two pages total) per resume. **Respondents must incorporate resumes and job descriptions into an appropriately tabbed section located in Section IV.J. Appendices of the proposal.**

4.0 Data and Technology Requirements - Maximum Page Limitation - Three (3) Doubled-Sided Pages (Nine (9) Pages Total)

If the Respondent is proposing subcontractors, partnerships, or collaborations to provide requirements of this RFP, information in regard to the subcontractors, partnerships, or collaborations and responses to requirements must be provided in those appropriate sections.

A responsive proposal must provide the following information about the Respondent's and subcontractor's, partnership's, or collaboration's information management and performance measurement systems.

4.1 Data Collection

Data collection and evaluation must be conducted through the Homelessness Management Information System (HMIS) and must be compatible with ServicePoint 4.0 software. The data to be collected by each program will be client level data including but not limited to program entry/exit dates and demographic information (including but not limited to date of birth, Social Security Number, ethnicity, race, gender, education, veteran status, disabling condition, family composition, unique client identifier).

To submit a responsive proposal **THE RESPONDENT SHALL** include the Respondent's and subcontractor's, partnership's, or collaboration's experience in collecting these data in the HMIS system and which staff provided in Section B.3.1. Staffing Requirements will be collecting these data. The Respondent must have an HMIS license and a copy of the license must be submitted in Section IV.J. Appendices.

4.2 Data Reporting

To submit a responsive proposal **THE RESPONDENT SHALL** include the Respondent's and subcontractor's, partnership's, or collaboration's experience with generating monthly and quarterly shelter utilization reports from the HMIS system and entry/exit reports for the transitional living program, in addition to writing narrative outcome reports. Include a copy of the most recent data quality report generated from HMIS for the Respondent and each subcontractor, partnership and collaboration for ESS and TLP. Contractual expectations will be that the Contractor maintain a 95% data quality standard for each individual ESS and TLP program.

4.3 Data Sharing Agreement

To submit a responsive proposal **THE RESPONDENT SHALL** include the Respondent's and subcontractor's, partnership's, or collaboration's experience with Data Sharing Agreements with community partners that will benefit the target population. Contractual expectations will be that the Contractor will enter into Data Sharing Agreements to provide a seamless service delivery model.

4.4 Assessment of Client Satisfaction

To submit a responsive proposal **THE RESPONDENT SHALL** describe the Respondent's and subcontractor's, partnership's, or collaboration'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 subcontractor's, partnership's, or collaboration's follow-up actions or

plans regarding concerns raised by clients, and include a copy of the client satisfaction survey in Section IV.J. Appendices.

4.5 Confidentiality Policies and Procedures

To submit a responsive proposal **THE RESPONDENT SHALL** provide a copy of the Respondent's and subcontractor's, partnership's, or collaboration's confidentiality policies and procedures for protecting client records in Section IV.J. Appendices.

4.6 Outcome Measures. Include specific and quantifiable annual performance measures for funded service activities.

4.6.1 Emergency Shelter Services Outcome Measures

To submit a responsive proposal **THE RESPONDENT SHALL** describe how the Respondent and subcontractor, partnership, or collaboration would achieve the following outcome measures:

Measure 1: What percent of clients accessed another community housing setting such as transitional housing, residential treatment program or permanent housing?

Measure 2: For clients whose Action Plans include agreed upon goals of accessing information on health, education, housing, budgeting, child care and/or other services as defined in your service delivery plan, in order to make informed decisions about their health, education, finances, housing and other identified needs, what percent were provided with such information, as individually appropriate, in order to enable housing stability?

Measure 3: What percent of clients had a program length of stay of 60 days or less?

To submit a responsive proposal **THE RESPONDENT SHALL** propose a reasonable percentage for each outcome measure above;

To submit a responsive proposal **THE RESPONDENT SHALL** provide a brief narrative describing any other outcome measures that would be beneficial in this category; and

To submit a responsive proposal **THE RESPONDENT SHALL** state the approach and logic model utilized to identify outcome measures and evidence based practices to support this approach in service delivery.

4.6.2 Transitional Living Program Outcome Measures

To submit a responsive proposal **THE RESPONDENT SHALL** describe how the Respondent and subcontractor, partnership, or collaboration would achieve the following outcome measures;

Measure 1: At least what percent of clients who left the Program accessed permanent housing?

Measure 2: For clients with life skills training as an identified goal, what percent participated in and/or completed life skills training?

Measure 3: For clients with an identified goal of furthering their education, what percent reached benchmarks toward their educational and/or vocational goals?

Measure 4: For clients with an identified goal of employment, what percent secured employment?

Measure 5: For clients with the identified goal of securing a legal source of enhanced income, what percent secured an enhanced source of income?

To submit a responsive proposal **THE RESPONDENT SHALL** propose a reasonable percentage for each outcome measure above;

To submit a responsive proposal **THE RESPONDENT SHALL** provide a brief narrative describing any other outcome measures that would be beneficial in this category; and

To submit a responsive proposal **THE RESPONDENT SHALL** state the approach and logic model utilized to identify outcome measures and evidence based practices to support this approach in service delivery.

5.0 Subcontractors, Partnerships, and Collaborations: If the Respondent is proposing the use of any subcontractors, partnerships or collaborations to provide any of the services required by this RFP, each subcontractor, partnership or collaboration must be identified in the proposal. All subcontractors, partnerships, or collaborations are subject to the Department's prior approval. Information that is requested about the Respondent must also be provided about each subcontractor, partnership, or collaboration where indicated throughout the RFP.

To submit a responsive proposal **THE RESPONDENT SHALL** include the following information about each proposed subcontractor, partnership, and collaboration.

a. Legal Name, Address, Federal Employer Identification Number (FEIN)

b. Contact Person Name, Title, Telephone Number, Fax Number, E-mail Address

c. Services to be provided

d. Subcontract, Partnership or Collaboration Agreement Term

e. A sample subcontract, partnership and/or collaboration agreement shall be included **in an appropriately tabbed section located in Section IV.J. Appendices of the proposal.**

f. A Letter of Intent, (A written statement expressing the intention of the undersigned to enter into a formal agreement, especially a business arrangement or transaction) from each subcontractor, partnership, and collaboration indicating intent to perform all the services to be provided throughout the entire contract period shall be included **in an appropriately tabbed section located in Section IV.J. Appendices of the proposal.**

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D. COST PROPOSAL COMPONENTS

1. Financial Requirements

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

a. Audited Financial Statements: To submit a responsive proposal **THE RESPONDENT SHALL** submit one (1) copy each of the respondent's two (2) 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. Audited Financial Statements do not count toward the total page limit of the proposal. One copy only shall be included with the original proposal in Section IV.J. Appendices.

b. Financial Management Procedures: To submit a responsive proposal **THE RESPONDENT SHALL** submit one (1) electronic copy of its written financial management procedures including policies/procedures for: (i) managing and tracking cash receipts/disbursements; (ii) budgeting; (iii) procurement; (iv) reconciling expenditures; (v) separation of duties/functions; and (vi) payroll. **One copy only shall be included on the Compact Disk (CD) requested, and should be located in the Original Proposal Submission.**

c. Financial Capacity: To submit a responsive proposal **THE RESPONDENT SHALL** 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.

d. Leveraged Funds: To submit a responsive proposal **THE RESPONDENT SHALL** describe the respondent's long-term strategy to sustain funding for the program and explain how these funds may be used to leverage other funding.

e. Mixed Funding: To submit a responsive proposal **THE RESPONDENT SHALL** describe how staff time utilized for this program will be tracked for eligible expenditures only if the respondent proposes to assign staff to this program that are paid from various funding sources. In addition, demonstrate how eligible clients will be distinguished from clients served by the respondent's other housing programs, which might have different eligibility requirements.

f. Cost Allocation Plan: To submit a responsive proposal **THE RESPONDENT's** Cost Allocation Plan (CAP) must include provisions for allocating allocable as direct, 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 above, one copy only shall be included on the Compact Disk (CD) requested in Section I.C.10. of this RFP.

2. Budget Requirements

a. Cost Standards: All proposed costs are subject to the standards developed by the State's Office of Policy and Management (OPM) for the purchase of service (POS)

and federal cost policy guidance. In the event of any inconsistency, the federal cost policy guidance shall supersede the OPM cost standards. 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. For more information about the OPM cost standards, go to www.ct.gov/opm, and for more information about the federal cost policy guidance, review OMB Circulars A-133 and A-122.

b. Total available funding:

	Emergency Shelter Services	Transitional Living Program
Annual cost	$ 211,885	$ 46,808
3-year period	$ 635,655	$ 140,424
3-month period	$ 52,971	$ 11,702
3-year period + 3-month period	*$ 688,626*	*$ 152,126*
Total	***$840,752.25***	

c. Financial Summary: To submit a responsive proposal **THE RESPONDENT SHALL** include a separate financial summary for each contract year, for each program and in total, using the forms identified in Section III.D.2.d., below.

There must be three annual financial summaries. The first year financial summary should be inclusive of the contract start date of 07/01/2012 through the contract year end of 09/30/2013. The first year financial summary should reflect a total of fifteen (15) months.
The Respondent's administration costs are limited to 18% of the total funding requested per year. The administration costs of the subcontractor(s), partnership(s), and collaboration(s) shall be determined by the Respondent.

Please review Budget Instructions and Narrative, embedded as a hyperlink.

d. POS-Budget Support: To submit a responsive proposal **THE RESPONDENT SHALL** include a separate POS-Budget support for each contract year, for each program and in total. All required forms are provided, embedded as hyperlinks for your input and submission: ESS Budget Component, TLP Budget Component, and ESS and TLP Composite.

The Department reserves the right to fund portions of a proposed budget and/or require adjustments.

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 awarded 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.	**ETC.**
C. Declaration of Confidential Information	
D. Conflict of Interest - Disclosure Statement	
E. Executive Summary	
F. Signed Release	
G. Evidence of Qualified Entity	
H. Main Proposal	
1. Organizational Requirements	
2. Service Requirements	
3. Staffing Requirements	
4. Data and Technology Requirements.	
5. Subcontractors, Partnerships, or Collaborations	
I. COST PROPOSAL COMPONENT	
J. Appendices	