Addendum 1

Supplemental Nutrition Assistance Program Outreach 3/19/2012

Request for Proposals

The State of Connecticut Department of Social Services is issuing Addendum 1 to the Supplemental Nutrition Assistance Program Outreach 3/19/2012 Request for Proposals (RFP).

This addendum contains questions submitted by interested parties and the Department of Social Services official responses. These responses shall clarify the requirements of the RFP. In the event of any inconsistency between information provided in the RFP and information in this addendum, the information in this addendum shall prevail.

1. Question: What is the definition of a partner? We have a number of partners that we work with, and plan on working with if we receive the grant. They are not subcontractors but they are organizations that we have a close ongoing relationship with. We do not fund them, however we give them our staff time to help build their outreach program and consider that time as ongoing outreach. Would our partner definition, as outlined above, be considered a community-based organization?

   Answer: Please see the answer to question 2.

2. Question: Are subcontractor and partner used interchangeably in the RFP?

   Answer: No. A subcontractor is an individual (other than an employee of the contractor) or business entity that will be hired by the contractor to provide any of the services required by the RFP, through a formal written contract between the contractor and the subcontractor. A partner is any entity, other than a subcontractor, that the respondent is proposing to use to provide any of the services required by the RFP, through a less formal partnership agreement between the contractor and the partner.

3. Question: Under the "Main Proposal Components" the RFP calls for similar information for each subcontractor and partner that is requested for the lead organization. Does this include anyone that we work closely with but is not a subcontractor?

   Answer: If the respondent is proposing the use of any individual (other than an employee of the respondent) or business entity to provide any of the services required by the RFP, information that is requested about the respondent must also be provided about each such individual or business entity, whether a subcontractor or partner, where indicated throughout the RFP.

4. Question: For the budget, do we need to fill out separate budgets and budget-POS support pages for each subcontractor, or only one comprehensive budget and one Budget-POS support that will outline the cost for the lead organization and each subcontractor?

   Answer: The proposal does not require a separate Financial Summary and POS-Budget Support for each subcontractor. Subcontractor costs should be included in category number 2, Contractual Services, of the Financial Summary and POS-Budget Support.

Addendum 1

Supplemental Nutrition Assistance Program Outreach 3/19/2012

Request for Proposals

Date Issued: April 4, 2012

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

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

PROCUREMENT NOTICE

Supplemental Nutrition Assistance Program Outreach 3/19/2012

Request for Proposals

The State of Connecticut, Department of Social Services (the Department), is seeking proposals from private 501(c)(3) nonprofit provider organizations, Connecticut State agencies, and municipalities to provide outreach services and application assistance to individuals and families residing in Connecticut who are potentially eligible for Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamp, benefits.

To be considered for the right to negotiate a contract, a respondent must have: 1) principal place of business in Connecticut; 2) a minimum of three years experience providing nutrition-based program services to low-income individuals and households; 3) a minimum of two years experience offering application assistance for social services programs; and 4) the ability to serve multicultural, multilingual populations.

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

Name: Linda Burns, Contract Administration
Address: 25 Sigourney Street, Hartford, CT 06106
Phone: 860-424-5661
Fax: 860-424-5800
E-Mail: linda.burns@ct.gov

The deadline for submission of proposals is May 8, 2012, 3:00 p.m. Eastern Time. Questions or requests for information in alternative formats must be directed to the Department's Official Contact at 860-424-5661. Persons who are deaf or hearing impaired may use a TDD by calling 1-800-842-4524.

This document is configured for 2-sided printing.

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I. GENERAL INFORMATION

A. INTRODUCTION

1. **RFP Name.** Supplemental Nutrition Assistance Program (SNAP) Outreach 3/19/2012

2. **Summary.** The State of Connecticut, Department of Social Services (the Department), is seeking proposals from private 501(c)(3) nonprofit provider organizations, Connecticut State agencies, and municipalities to provide outreach services and application assistance to individuals and families residing in Connecticut who are potentially eligible for Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamp, benefits.

3. **Synopsis.** To be considered for the right to negotiate a contract, a respondent must have: a) principal place of business in Connecticut; b) a minimum of three years experience providing nutrition-based program services to low-income individuals and households; c) a minimum of two years experience offering application assistance for social services programs; and d) the ability to serve multicultural, multilingual populations.

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
CBO	Community Based Organization
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)
FNS	Food and Nutrition Service of the United States Department of Agriculture
FOIA	Freedom of Information Act (CT)
IRS	Internal Revenue Service (US)
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)
SNAP	Supplemental Nutrition Assistance Program, formerly the Food Stamp Program
U.S.	United States
USDA	United States Department of Agriculture

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

- *respondent:* a private 501(c)(3) nonprofit provider organization, Connecticut State agency, or municipality that has submitted a proposal to the Department in response to this RFP

- *prospective respondent:* a private 501(c)(3) nonprofit provider organization, Connecticut State agency, 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: Linda Burns, Contract Administration
   Address: 25 Sigourney Street, Hartford, CT 06106
   Phone: 860-424-5661
   Fax: 860-424-5800
   E-Mail: Linda.burns@ct.gov

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

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

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

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

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

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

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

Total Funding Available:	$1,029,353 per year in federal funds for up to three years pending availability of funding
Number of Contracts:	One
Contract Cost:	Not to exceed $1,029,353 per year
Contract Term:	October 1, 2012 to September 30, 2015

4. **Eligibility.** Private provider organizations (defined as nonstate entities that are 501(c)(3) nonprofit corporations or partnerships), Connecticut State agencies, and 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.

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

   a. Principal place of business in Connecticut;
   b. A minimum of three years experience providing nutrition-based program services to low-income individuals and households;
   c. A minimum of two years experience offering application assistance for social services programs; and
   d. The ability to serve multicultural, multilingual populations.

   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: June 1, 2011
   - RFP Released: March 19, 2012
   - Deadline for Questions: April 2, 2012, 3:00 p.m. Eastern Time
   - Answers Released (tentative): April 17, 2012
   - Letter of Intent Due: May 1, 2012, 3:00 p.m. Eastern Time
   - Proposals Due: May 8, 2012, 3:00 p.m. Eastern Time
   - (*) Start of Contract: October 1, 2012

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

8. **Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process must be submitted to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. 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 or about the date established in the Procurement Schedule. The Department will publish any and all 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 a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFP.**

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

- Due Date: May 8, 2012
- Time: 3:00 p.m. Eastern Time

Faxed or e-mailed proposals will not be evaluated. The Department shall not accept a postmark date as the basis for meeting the proposal due date and time. Respondents should not interpret or otherwise construe receipt of a proposal after the due date and time as acceptance of the proposal, since the actual receipt of the proposal is a clerical function. The Department suggests the respondent use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the proposal when the respondent is unable to deliver the proposal by courier or in person. When hand-delivering proposals respondents should allow extra time to comply with building security procedures. Proposals shall not be considered received by the Department until they are in the hands of the Official Contact or another representative of the Contract Administration unit designated by the Official Contact. At the discretion of the Department, late proposals may be destroyed or retained for pick-up by the submitters.

An acceptable submission must include the following:

- one (1) original proposal;
- four (4) conforming copies of the original proposal; and
- one (1) conforming electronic copy of the original proposal on Compact Disk (CD) clearly labeled with the Legal Name of the respondent and the RFP Name: **SNAP Outreach RFP 3/19/2012**

The original proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated. The original proposal and each conforming copy of the proposal must be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team. **The electronic copy of the proposal, including all required Appendices and Forms identified in Section IV, must be compatible with *Microsoft Office Word* except for the Financial Summary and POS-Budget Support, which may be compatible with *Microsoft Office Excel*.** If any of the required Appendices and Forms identified in Section IV are not compatible with Microsoft Office Word, they must be scanned and submitted in Portable Document Format (PDF) or similar file format.

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

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

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

■ D. PROPOSAL FORMAT

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

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

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

4. **Executive Summary.** Proposals must include a high-level summary, not exceeding one (1) double-sided page (two (2) pages total) of the main proposal and cost proposal. The Executive Summary shall include: (a) the respondent's principal place of business; (b) the respondent's demonstrated experience of a minimum of three years providing nutrition-based program services to low-income individuals and households; (c) the respondent's demonstrated experience of a minimum of two years offering application assistance for social services programs; (d) the respondent's demonstrated ability to serve multicultural, multilingual populations; and (e) the total funding requested. 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.

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

Binding Type:	Loose leaf binders with the Legal Name of the respondent and the RFP Name appearing on the outside front cover of each binder: **SNAP Outreach RFP 3/19/2012**
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:	30 double-sided, consecutively numbered pages (60 pages total) ***excluding*** all required Appendices and Forms
Print Style:	2-sided
Font Size:	Minimum of 11-point
Font Type:	Arial or Tahoma
Margins:	The binding edge margin of all pages shall be a minimum of one and one half inches (1½"); all other margins shall be 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: **SNAP Outreach RFP 3/19/2012**.

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

E. EVALUATION OF PROPOSALS

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

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

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

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

   - Organizational Requirements
   - Service Requirements
   - Staffing Requirements *see note*
   - Data and Technology Requirements
   - Subcontractors and Partners
   - Work Plan
   - Financial Profile
   - Financial Summary and POS-Budget Support
   - Appendices

   Note:
   As part of its evaluation of the Staffing Requirements, the Evaluation Team will consider the respondent's demonstrated commitment to affirmative action, as required by the Regulations of Connecticut 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. 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. 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 Contract Offer.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board…" More detailed information is available on the State Contracting Standards Board web site at http://www.ct.gov/scsb/site/default.asp.

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

II. MANDATORY PROVISIONS

A. 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 addenda 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. **Contract Offer and Rejection of Proposals.** The Department reserves the right to offer in part, and/or to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the proposal of any respondent who submits a proposal after the submission 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 executed 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 Contract Offer.** The Department reserves the right to correct inaccurate contract offers resulting from its clerical errors. This may include, in extreme circumstances, revoking the offer of a contract already made to a respondent and subsequently offering 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. **Program Staff/Managers.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in program staff, with the exception of program staff that have terminated employment. The Department also reserves the right to approve replacements for program staff that have terminated employment. The Department further reserves the right to require the removal and replacement of any of the respondent's program staff 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 pursuant to Section I.C.12 above, 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. **Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** Connecticut statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.

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

4. **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 Connecticut State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at OPM: Ethics Forms
   IMPORTANT NOTE: The successful respondent must complete and submit OPM Ethics Form 1 to the Department prior to contract execution.

5. **Nondiscrimination Certification , C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a respondent is offered an opportunity to negotiate a contract, the respondent must provide the Department with *written representation* or *documentation* that certifies the respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and Connecticut State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at OPM: Nondiscrimination Certification
   IMPORTANT NOTE: The successful respondent must complete and submit the appropriate nondiscrimination certification form to the Department prior to contract execution.

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 DSS 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. PROGRAM OVERVIEW
Supplemental Nutrition Assistance Program (SNAP) Outreach

The Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp program, is a nutrition program funded and administered by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). The program helps low-income individuals and families to buy food and provides nutrition education to help recipients choose foods that enhance their health and well-being. The current program was set up in 1971, and underwent a name change from Food Stamps to SNAP in October 2008. The Connecticut Department of Social Services operates the program at the state level following rules from the USDA.

As of October 2011, the Department provided federal SNAP benefits to 215,463 households. Those households were comprised of 396,517 individuals. The average monthly benefit for Federal Fiscal Year 2010 was $181. The Department also serves about 612 people under the State-Funded SNAP.

There are individuals and households who are potentially eligible for SNAP, but for a variety of reasons are not receiving these benefits. The Department is looking at a variety of measures to increase the number of qualified individuals and households receiving benefits.

The Department is seeking responsive proposals from eligible organizations with the capacity to provide SNAP outreach services and application assistance. This program requires interaction with individuals and households who are potentially eligible for SNAP benefits. The contractor must be able to go on site to community locations where potential SNAP applicants may congregate regularly for other services and activities such as food pantries, church feeding programs, schools, etc., and offer other outreach initiatives to increase participation in SNAP. Contractor outreach staff must be willing to undergo all required training from the Department to be able to explain the benefits of SNAP and help those seeking the benefits to apply.

Major Program Goals

1. Create or maintain alliances with community-based organizations (CBOs) that serve low-income individuals throughout Connecticut.

2. Provide outreach specialists to visit CBOs on a regular basis to provide information about SNAP and assistance with the application process.

3. Increase the number of eligible individuals and families receiving SNAP benefits.

■ C. MAIN PROPOSAL COMPONENTS

1. **Organizational Requirements**: Private provider organizations (defined as nonstate entities that are 501(c)(3) nonprofit corporations or partnerships), Connecticut State agencies, and 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.

   To be considered for the right to negotiate a contract, the respondent must have: a) principal place of business in Connecticut; b) a minimum of three years experience providing nutrition-based program services to low-income individuals and households; c) a minimum of two years experience offering application assistance for social services programs; and d) the ability to serve multicultural, multilingual populations.

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

   A responsive proposal must include the following information about the administrative and operational capabilities of the respondent. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner where indicated throughout this section of the RFP.

   a. *Purpose*. Provide an overview of the organization including the purpose, mission, vision, years in operation, and current range of services the organization provides. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

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

   c. *Functional Organization.* Provide an organization chart showing the hierarchical structure of functions and positions for all areas of the organization including personnel to be working directly on the program, in Section IV.H. Appendices. Indicate on the chart where the following functions related to this program will be located: Program Manager; contract management; and administrative support. See Section III.C.3. Staffing Requirements, for more information about the Program Manager function. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

   d. *Qualifications*. Describe how the organization meets the required minimum qualifications of this RFP: i) administrative offices in Connecticut; ii) a minimum of three years experience providing nutrition-based program services to low-income individuals and households; iii) a minimum of two years experience offering application assistance for social services programs; and iv) the ability to serve multicultural, multilingual populations.

e. *Relevant Experience.* Provide a list of projects that the organization has completed within the past three years in the subject area with emphasis on activities relevant and related to the services required by this RFP. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

f. *Governance – Disclosure.* Provide the following information about the respondent, and if the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide the following information about each partner and subcontractor:

   i. The name, work address, and percentage of time to be allocated to the resultant contract by members of the Board of Directors;

   ii. The role of the Board of Directors in the organization's governance and policy-making;

   iii. A current organizational chart defining the levels of ownership, governance, and management in Section IV.H. Appendices;

   iv. A complete description of any and all related party relationships and transactions including full disclosure of any anticipated payments to a related party (such payments are non-allowable unless the respondent provides sufficient data to satisfy the Department that the payments are necessary and reasonable); and

   v. An overview of how organization policies and procedures are reviewed and updated whenever there are federal and State regulation changes and/or operational changes, or as requested by the Department.

g. *Ownership – Disclosure*. Provide the following information about the respondent, and if the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide the following information about each partner and subcontractor:

   i. A complete description of the percent of ownership by the principals of the organization, or any other individual or organization that retains a 5% or more interest including name and work address;

   ii. The relationship of any person(s) so identified to any other owner or governor, if they are the person's spouse, child, brother, sister, or parent;

   iii. The name of any person(s) with an ownership or controlling interest of 5% or more in the organization, who also has an ownership or controlling interest of 5% or more in any other related entity including subcontracting entity, parent entity or wholly owned entity including the name of the other entity;

   iv. The name and address of any person with an ownership or controlling interest in the organization, or who is an agent or employee of the organization, who has been convicted of a criminal offense related to that person's involvement in any federal or State program(s), since the inception of such program(s);

   v. Whether any person identified in subsections (i) through (iv) above has been terminated, suspended, barred or otherwise excluded from participation, or has voluntarily withdrawn as the result of a settlement agreement, from any federal or State program(s), or has within the past five years been reinstated to participation in any federal or State program(s), 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 program(s); and

vi. A description of the respondent's relationship with other entities including whether the respondent is an independent entity or a subsidiary or division of another entity (if the respondent is not an independent entity, the proposal shall describe the organization linkages and the degree of integration/collaboration between the organizations including the roles of the organizations' principals) and a description of the relationship with any parent company when the organization is an affiliate of another entity.

h. References. Provide three specific programmatic references. References must be persons able to comment on the organization's capability 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. References must include the organization's name, the name of a specific contact person, mailing address, telephone number, and e-mail address. If the organization has been a State contractor within the past five years, the organization must include a State of Connecticut reference. Organizations are strongly encouraged to contact their planned references to ensure the accuracy of their contact information and their willingness and ability to be references. The organization may include a DSS reference in the proposal; however, the individual may have to refuse if s/he will be involved in the evaluation of proposals received in response to this RFP. The organization may also include former DSS staff as references. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

2. Service Requirements: This RFP seeks to execute one contract for the provision of SNAP outreach services and application assistance, directly and through subcontracting, to potentially eligible individuals and families residing in Connecticut who are not receiving SNAP benefits. The Department expects such services to be performed on an ongoing basis during the contract period and any extensions or renewals thereof.

The contractor shall be responsible for increasing the visibility of SNAP and its benefits to potentially eligible individuals and families through community outreach services and increasing the number of applications statewide. The contractor shall contact a minimum number of potential SNAP recipients through direct individual and group outreach, conduct a minimum number of pre-screenings, and assist a minimum number of potential recipients with the application process.

The contractor shall be required to function as a fiscal intermediary to any organization that obtains funding from other sources to provide SNAP outreach services or application assistance to the target population, including State, federal, and private funding sources.

The Department has the authority to make the final determination on a client's eligibility for SNAP benefits. In the event of any dispute regarding the eligibility of clients, the Department's determination is final and binding on all parties.

Individuals or households that wish to apply for SNAP benefits may do so. The contractor shall not deny the right to apply for SNAP benefits to any individual or household.

A responsive proposal must include the following information about how the respondent intends to provide the services required by this RFP. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

a. *Catchment Area.* Outreach activities should be targeted to high need areas of the State. Describe the proposed methodology for identifying high need areas.

b. *Documentation of Community Needs/Resources.* Provide a concise description of the need for SNAP outreach throughout the State. Include data such as SNAP participation rates, and the incidence of hunger and food insecurity. Include the source and date of the data. Additional data such as demand for emergency food providers, poverty rates, unemployment rates, and other similar information may also be provided to support the need.

c. *Location of Offices/Facilities.* Specify the location of all client service location sites. Indicate compliance with the Americans with Disabilities Act regarding handicapped access for client service location sites.

d. *Hours of Operation*. Program staff must be available at times when critical communication can take place with the target population including evenings and weekends, and in response to emergency situations. Indicate the days/times all client service location sites are open for service.

e. *Target Population.* The population to be served is low-income individuals or households that are potentially eligible for SNAP benefits. Eligible clients include low-income individuals or households that meet the eligibility criteria for SNAP benefits, but are not receiving them, including the elderly (over 60 years old) and the working poor (those individuals and households who maintain regular employment but remain in relative poverty due to low levels of pay and dependent expenses). List the number of anticipated individuals and/or households that will be assisted on a monthly basis.

f. *Service Capacity/Delivery Plan.* Describe in detail activities that will be provided including but not limited to:

    i. Providing SNAP information to individuals, families, social service providers, community-based organizations, soup kitchens, food pantries, senior centers, and grocery stores;

    ii. Conducting SNAP informational presentations or other outreach activities to community-based organizations that assist individuals and households that would meet SNAP eligibility requirements;

    iii. Conducting presentations and pre-screenings with potentially eligible SNAP clients;

    iv. Assisting potentially eligible clients with completing and submitting their SNAP applications to the Department, and contacting the Department to follow up on individual SNAP applications as needed;

v. Developing and implementing a multi-faceted social marketing campaign including but not limited to advertising on commuter buses, in newspapers, and on television and radio;

vi. Obtaining and distributing generic marketing material from the U.S. Food and Nutrition Service, and producing marketing material tailored to Connecticut's target population; and

vii. Preparing and implementing a response plan to provide SNAP outreach services and application assistance to individuals impacted by a disaster.

g. *Program Access/Referral Process.* Describe a proposed referral process and how clients will be served on a first-come, first-served basis.

h. *Program Collaboration/Coordination.* Describe how client services and resources will be coordinated with other social services providers to improve service delivery and reduce barriers.

i. *Culturally Competent Services:* Describe the organization's ability to ensure a culturally responsive delivery of services that recognizes and affirms diversity.

j. *Quality Assurance Protocols.* Describe the organization's internal process to assure the quality and appropriateness of the services provided.

k. *Audit Compliance*: Indicate the organization's experience with being in compliance with past contracts and/or directives. State any deficiencies identified in recent annual program audits and, if applicable, detail what steps the organization has taken to address any recommendations.

l. *Community Collaboration.* Indicate the organization's ability to actively participate in the regional SNAP Advisory Boards, which consist of DSS regional staff and community-based organizations, to improve access to SNAP.

m. *Department Responsibilities.* The Department shall provide:

i. Training for the contractor to be able to explain the benefits of SNAP and help those seeking the benefits to apply;

ii. Samples of outreach materials available through FNS;

iii. Supplies such as application forms and other required materials to carry out the required activities; and

iv. Required oversight.

3. **Staffing Requirements:** Program staff shall include but not be limited to a program manager who shall implement and manage daily program activities. Program manager responsibilities shall include, but not be limited to day-to-day oversight of the program, attending all program meetings at the request of the Department, and responding to the Department's requests for program status updates and all required reports. The contractor shall provide outreach specialists who shall be equipped with necessary hardware and software to provide awareness and assistance in applying for SNAP on site at community-based organizations.

   A responsive proposal must include the following information about the number and qualifications of staff that the respondent intends to employ to deliver the services required by this RFP. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

   a. *Program Staff/Managers.* If the staff that will be assigned to this program are currently employed by the organization, identify their names and job titles. Attach resumes reflecting their qualifications including related work experience, in Section IV.H. Appendices. If the staff that will be assigned to this program are not currently employed by the organization, present a strategy to recruit and hire staff that possess the qualifications specified in the job descriptions requested below. State the proportion of time that staff will allocate to the program.

      Describe the cultural and linguistic background of staff in relation to the service population. Since it is unrealistic to maintain staff with cultural and linguistic capabilities for all potential ethnic groups, explain how the program intends to serve those ethnic groups outside the cultural and linguistic capabilities of program staff.

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

   b. *Job Descriptions*. Attach job descriptions for program staff/managers, in Section IV.H. Appendices. The job descriptions must include specific job duties and minimum education, training, and experience requirements.

   c. *Staff Training/Education/Development.* Describe the organization's capacity to provide program staff/managers with access to all required training from the Department so they can explain the benefits of SNAP and help those seeking the benefits to apply. This training may require program staff and managers to be available to travel to the Department's Central Office in Hartford during normal business hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.).

4. **Data and Technology Requirements: A responsive proposal must** provide the following information about the respondent's information management and performance measurement systems. If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, provide this information about each subcontractor and partner.

   a. *E-Mail/Internet Capabilities.* Indicate the organization's capability to access the Internet and send/receive secure outside e-mail, including but not limited to SNAP applications and documentation required to verify applicants' statements.

b. *Equipment.* Indicate the organization's capability for supplying all equipment necessary to perform under any resulting contract including but not limited to laptops, cell phones, printers/copiers, and fax machines.

c. *Data Collection/Storage/Reporting.*

i. The contractor shall develop and maintain:

(a) A list of each individual/household contact by service site; and

(b) An encrypted list of each assisted individual/household applicant along with the Social Security Number(s), Connecticut case number or both.

ii. The contractor shall submit:

(a) Quarterly narrative and statistical reports in a format required by the Department;

(b) Quarterly fiscal reports on forms provided by the Department; and

(c) Annual reports that may include but not be limited to major accomplishments and achievements, issues that affected the implementation of the program, and results of the program in comparison to the established goals.

Describe the organization's ability to comply with these data collection/storage/reporting requirements.

d. *Assessment of Client Satisfaction.* Describe the organization'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 follow-up actions or plans regarding concerns raised by clients.

e. *Evaluation/Outcome Measures*. The proposal must include the following.

i. Specific and quantifiable annual performance measure(s) for funded activities. Examples are as follows:

(a) Provide 100% of individuals contacted with general information regarding SNAP eligibility to assist in obtaining SNAP benefits;

(b) Conduct a minimum of 2,400 pre-screenings per year for potentially eligible SNAP clients;

(c) Assist a minimum of 1,200 potentially eligible SNAP clients per year with the application process including contacting DSS regional offices to follow up on individual SNAP applications.

ii. How the organization will monitor service delivery to ensure performance measures are met.

iii. The organization's experience tracking performance and adjusting service delivery to ensure performance measures are met.

iv. The organization's method for collecting and analyzing data to ensure credible documentation of service delivery.

v. Historical evidence of the organization's ability to meet the performance measures.

f. *Disclosure Policy*. Case file information on SNAP recipients, including names of recipients, Social Security Numbers, and other sensitive information is considered confidential and may not be released. Disclosure of information obtained from recipients may be made only to persons directly connected with the administration of SNAP or to others provided that the program recipient signs a release form documenting the program recipient's agreement to the specific release. Such an agreement shall not be a condition of receipt of benefits (7 CFR Section 272.1(c) and Section 11(e)(8) of The Food and Nutrition Act of 2008 as amended).

The contractor must protect confidential and private information gained from clients. Appropriate physical and computer security policies should be in place to protect sensitive information.

Describe the organization's ability to comply with this disclosure policy.

5. Subcontractors and Partners: If the respondent is proposing the use of any subcontractors or partners to provide any of the services required by this RFP, each subcontractor and partner must be identified in the proposal. All subcontractors and partners are subject to the Department's prior approval. Information that is requested about the respondent must also be provided about each subcontractor and partner where indicated throughout the RFP.

In addition, **a responsive proposal must include** the following information about each proposed subcontractor and partner.

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 or Partnership Agreement Cost and Term

e. A sample subcontract or partnership agreement shall be included in Section IV.H. Appendices.

f. A letter of commitment from each subcontractor and partner, indicating willingness to perform all the services to be provided throughout the entire contract period, shall be included in Section IV.H. Appendices.

6. **Work Plan: A responsive proposal must** include a comprehensive and realistic work plan **for each federal fiscal year** (October 1 to September 30) using the Outreach Project Details template, which is embedded in this section as a hyperlink. The program shall be fully operational no later than October 15, 2012.

D. COST PROPOSAL COMPONENTS

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

   a. *Audited Financial Statements.* Submit copies of the respondent's two most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (USA). The copies shall include all applicable financial statements, auditor's reports, management letters, and any corresponding re-issued 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.H. Appendices.

   b. *IRS Form 990.* Provide a copy of the most recent Form 990 submitted to the Internal Revenue Service. The Form 990 does not count toward the total page limit of the proposal. One copy only shall be included with the original proposal in Section IV.H. Appendices.

   c. *Financial Capacity.*

      i. Describe the respondent's capacity to properly isolate SNAP Outreach program-related income and expenditures.

      ii. Discuss the internal controls used to ensure the safeguarding of funds so a thorough record of expenditures can be provided for purposes of an audit.

      iii. Indicate that the respondent has adequate cash reserves to meet all financial obligations while awaiting payment from the Department.

      iv. Describe the respondent's capability to function as a fiscal intermediary to any organization that obtains funding from other sources to provide SNAP outreach services or application assistance to the target population, including State, federal, and private funding sources.

2. **Budget Requirements**

   a. *Cost Standards*. All costs are subject to federal cost policy guidance and the standards developed by the State Office of Policy and Management for determining the costs of contracts, grants, and other agreements with organizations that receive funding from the State. 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. In the event of any inconsistency, the federal cost policy guidance shall supersede the OPM cost standards. More information about the cost standards is available on OPM's web site: Cost Standards. Federal cost

policy guidance on allowable expenses is noted in Office of Management and Budget (OMB) Circulars A-87, A-21, A-110 and A-122; Departmental rules 3016 CFR; and SNAP rules 277 CFR.

b. *Financial Summary:* **A responsive proposal must include** a separate Financial Summary, which is embedded in this section as a hyperlink, **for each federal fiscal year** (October 1 to September 30).

c. *POS-Budget Support:* **A responsive proposal must include** a separate POS-Budget Support, which is embedded in this section as a hyperlink, **for each federal fiscal year** (October 1 to September 30). Detail how costs included in the Financial Summary were calculated. The POS-Budget Support for direct program staff must include the number and/or percent of program staff/managers (include FTE) to be funded by the Department. Administrative salaries may be included in the Administration line item. Other costs that support the operation of this program are allowed and must be itemized and justified in the POS-Budget Support.

Note 1: The Department reserves the right to fund portions of a proposed budget and/or require adjustments.

Note 2: The Department reserves the right to consider all factors including cost in the final selection of a successful respondent. The opportunity to negotiate a contract with the Department will not be offered based on cost alone.

IV. PROPOSAL OUTLINE

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

Page

A. Cover Sheet **1**

B. Table of Contents **2**

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

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

E. Executive Summary . . . . . .

F. Main Proposal . . . . . .

1. Organizational Requirements . . . . . .

a. Purpose . . . . . .
b. Functional Organization . . . . . .
c. Qualifications . . . . . .
d. Relevant Experience . . . . . .
e. Governance – Disclosure . . . . . .
f. Ownership – Disclosure . . . . . .
g. References . . . . . .

2. Service Requirements . . . . . .

a. Catchment Area . . . . . .
b. Documentation of Community Needs / Resources . . . . . .
c. Location of Offices / Facilities . . . . . .
d. Hours of Operation . . . . . .
e. Target Population . . . . . .
f. Service Capacity / Delivery Plan . . . . . .
g. Program Access / Referral Process . . . . . .
h. Program Collaboration / Coordination . . . . . .
i. Culturally Competent Services . . . . . .
j. Quality Assurance Protocols . . . . . .
k. Audit Compliance . . . . . .
l. Community Collaboration . . . . . .

3. Staffing Requirements . . . . . .

a. Program Staff / Managers. . . . . .
b. Staff Training / Education / Development. . . . . .

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

a. E-Mail / Internet Capabilities . . . . . .
b. Equipment . . . . . .
c. Data Collection / Storage / Reporting . . . . . .
d. Assessment of Client Satisfaction . . . . . .
e. Evaluation / Outcome Measures . . . . . .
f. Disclosure Policy . . . . . .

5. Subcontractors and Partners . . . . . .

a. Legal Name, Address, FEIN . . . . . .
b. Contact Person, Title, Phone, Fax, E-mail . . . . . .
c. Services to Be Provided . . . . . .
d. Subcontract or Partnership Agreement Cost and Term . . . . . .

6. Work Plan . . . . . .

G. Financial Capacity . . . . . .

H. Appendices . . . . . .

1. Proof of 501(c)(3) Nonprofit Status . . . . . .
2. Organization Chart(s) . . . . . .
3. Résumés . . . . . .
4. Job Descriptions . . . . . .
5. Sample Subcontract or Partnership Agreement . . . . . .
6. Letter(s) of Commitment . . . . . .
7. Financial Summary (Year 1) . . . . . .
8. POS-Budget Support (Year 1) . . . . . .
9. Financial Summary (Year 2) . . . . . .
10. POS-Budget Support (Year 2) . . . . . .
11. Financial Summary (Year 3) . . . . . .
12. POS-Budget Support (Year 3) . . . . . .
13. Audited Financial Statements . . . . . .
14. IRS Form 990 . . . . . .

I. Forms . . . . . .

1. Department . . . . . .

a. Certification Regarding Lobbying . . . . . .
b. Addendum Acknowledgement . . . . . .

2. Other . . . . . .

a. Notification to Bidders, Parts I – V (CHRO) . . . . . .
b. Consulting Agreement Affidavit (OPM Ethics Form 5) [1] . . . . . .

[1] Required when the contract resulting from this RFP has an anticipated value of $50,000 or more in a calendar or fiscal year. The respondent must submit this certification to the Department with the proposal.

Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations

This notice is provided under the authority of Connecticut General Statutes §9-612(g)(2), as amended by P.A. 10-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined on the reverse side of this page).

CAMPAIGN CONTRIBUTION AND SOLICITATION LIMITATIONS

No *state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor*, with regard to a *state contract* or *state contract solicitation* with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee (which includes town committees).

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

On and after January 1, 2011, no state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall **knowingly** *solicit* contributions from the state contractor's or prospective state contractor's employees or from a *subcontractor* or *principals of the subcontractor* on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

DUTY TO INFORM

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

PENALTIES FOR VIOLATIONS

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties—Up to $2,000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of up to $2,000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or not more than $5,000 in fines, or both.

CONTRACT CONSEQUENCES

In the case of a state contractor, contributions made or solicited in violation of the above prohibitions may result in the contract being voided.

In the case of a prospective state contractor, contributions made or solicited in violation of the above prohibitions shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State shall not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information may be found on the website of the State Elections Enforcement Commission, www.ct.gov/seec. Click on the link to “Lobbyist/Contractor Limitations.”

DEFINITIONS

"State contractor" means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. "State contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Prospective state contractor" means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. "Prospective state contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a state contractor or prospective state contractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization**,** (ii) an individual who is employed by a state contractor or prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any state contractor or prospective state contractor who has *managerial or discretionary responsibilities with respect to a state contract,* (v) the spouse or a *dependent child* who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

"State contract" means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. "State contract" does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan, a loan to an individual for other than commercial purposes or any agreement or contract between the state or any state agency and the United States Department of the Navy or the United States Department of Defense.

"State contract solicitation" means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of submittals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

"Managerial or discretionary responsibilities with respect to a state contract" means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

"Dependent child" means a child residing in an individual's household who may legally be claimed as a dependent on the federal income tax of such individual.

"Solicit" means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office; or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.

"Subcontractor" means any person, business entity or nonprofit organization that contracts to perform part or all of the obligations of a state contractor's state contract. Such person, business entity or nonprofit organization shall be deemed to be a subcontractor until December thirty first of the year in which the subcontract terminates. "Subcontractor" does not include (i) a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or (ii) an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a subcontractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a subcontractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a subcontractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a subcontractor, which is not a business entity, or if a subcontractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any subcontractor who has managerial or discretionary responsibilities with respect to a subcontract with a state contractor, (v) the spouse or a dependent child who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the subcontractor.