

## PROCUREMENT NOTICE

### Connecticut Homeless Services Program Request for Proposals (Formerly known as Transitional Living programs TLP)

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The State of Connecticut, Department of Housing (DOH), is seeking proposals from eligible 501(c)(3) nonprofit organizations and municipalities to provide at least one program for people who are homeless or at risk of homelessness along the Connecticut continuum of services. This continuum includes coordinated access services, shelter diversion services, shelter operations, rapid re-housing services, new permanent supportive housing services or youth transitional living programs. Services will be provided within a specified Coordinated Access Network (CAN).

Connecticut Homeless Services Program is a statewide initiative designed to assist homeless program participants (individuals and families) as they quickly move out of homelessness and into permanent housing through the provision of housing supports and strategies with the ultimate goal of housing stability.

The RFP is available in electronic format on the State Contracting Portal at <http://das.ct.gov/cr1.aspx?page=12> or from DOH's Official Contact:

Name: Steve DiLella, Director, Individual and Family Support Programs,  
Department of Housing  
Address: 505 Hudson Street, Hartford, CT 06106  
Phone: 860-270-8081  
E-Mail: Steve.DiLella@ct.gov

The RFP is also available on DOH's website at <http://www.ct.gov/doh/site/default.asp>. A printed copy of the RFP can be obtained from the Official Contact upon request. Deadline for submission of proposals is Wednesday, December 21, 2016 at 3:00 PM.

*This document is configured for 2-sided printing.*

## TABLE OF CONTENTS

*Below is an outline of this Request For Proposal. The outline presents the standard structure of all RFPs for POS: meaning, the same sections and subsections appear in all RFPs for POS; in other words, they are identically organized. The subsections of **Section II** are standard and their contents are the same for all RFPs for POS; they do not vary. The subsections of **Sections I, III and IV** are standard, but their contents vary by RFP, depending on the Department's procurement requirements.*

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## I. GENERAL INFORMATION

### ■ A. INTRODUCTION

**1. RFP Name or Number.** Connecticut Homeless Services Program, 2017\_25059

**2. Summary.** The State of Connecticut, Department of Housing (DOH), is seeking proposals from eligible 501(c)(3) nonprofit organizations and municipalities to provide at least one program for people who are homeless or at risk of homelessness along the Connecticut continuum of services. This continuum includes coordinated access services, shelter diversion services, shelter operations, rapid re-housing services, permanent supportive housing services or youth transitional living programs. Services will be provided within a specified Coordinated Access Network (CAN).

**3. Commodity Codes.** The services that DOH wishes to procure through this RFP are as follows:

- 2000: Community and Social Services/Emergency Shelter Services

### ■ B. ABBREVIATIONS / ACRONYMS / DEFINITIONS

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

CT	Connecticut
CTHMIS	Connecticut Homeless Management Information System
CTI	Critical Time Intervention (CTI) is a time-limited case management model that is designed to support continuity of care and community integration for persons with severe mental illness who are transitioning from institutional settings (e.g., shelters, hospitals, jails) to community care and are at risk of homelessness.
CT RRP	Connecticut Rapid Re-housing Program
DAS	Department of Administrative Services (CT)
DOH	Department of Housing (CT)
DUNS	Data Universal Numbering System
ESG	Emergency Solutions Grants
Fund Administrator	An entity that issues payments to housing owners, utilities, and other third parties
FOIA	Freedom of Information Act (CT)
Household	All persons residing within the same dwelling
HUD	Department of Housing & Urban Development (U.S.)
IRS	Internal Revenue Service (U.S.)
Literally homeless	Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements; <u>or</u> (iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
LOI	Letter of Intent
Medium-term rental assistance	Assistance limited to 4 - 12 months of rent
MI	Motivational Interviewing is a method that works on facilitating and engaging intrinsic motivation within the client in order to change behavior. MI is a goal-oriented, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.
MOU	Memorandum of Understanding
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
P.A.	Public Act (CT)
POS	Purchase of Service
Prospective Respondent	A private 501(c)(3) nonprofit provider corporation or partnership with principal place of business in Connecticut or Connecticut municipality that may submit a proposal to DOH in response to this RFP, but has not yet done so
RAP	DOH's <a href="#">Rental Assistance Program</a>
Regional Housing Committee	A committee composed of, but not limited to municipalities, community-based organizations, for-profit entities, and private citizens that meets regularly to develop and implement a plan specific to the identified regional and community need
Respondent	A private 501(c)(3) nonprofit provider corporation or partnership with principal place of business in Connecticut or Connecticut municipality that has submitted a proposal to DOH in response to this RFP
RFP	Request for Proposals
SDGP	DOH's <a href="#">Security Deposit Guarantee Program</a>
Section 8	DOH's <a href="#">Section 8 Housing Choice Voucher Program</a>

SEEC	State Elections Enforcement Commission (CT)
Short-term rental assistance	Assistance limited to less than 4 months of rent
Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to program participants, specific health or human services as part of a contract with DOH as a result of this RFP, and who will be paid with contract funds to provide such services
U.S.	United States
VI-SPDAT	Vulnerability Index and Service Prioritization Decision Assistance Tool

## ■ C. INSTRUCTIONS

- 1. Official Contact.** The individual below is 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 DOH. 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 DOH about this RFP is strictly prohibited. Respondents or prospective respondents who violate this instruction may risk disqualification from further consideration.

Name: Steve DiLella, Director, Individual and Family Support Programs,  
Department of Housing  
Address: 505 Hudson Street, Hartford, CT 06106  
Phone: 860-270-8081  
E-Mail: Steve.DiLella@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, amendments 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 Web Page  
<http://www.ct.gov/doh/site/default.asp>
- 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 addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

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

**3. Contract Awards.** The award of any contract pursuant to this RFP is dependent upon the availability of funding to DOH. DOH anticipates the following:

- Total Funding Available: \$903,372.00 annually
- Contract Term: July 1, 2017 – June 30, 2020

DOH reserves the right to determine how funds will be distributed if one or more of the identified catchment areas has excess funds available.

**4. Eligibility.** Private provider organizations with principal place of business in Connecticut are eligible to submit proposals in response to this RFP. Individuals and any entity that is not a duly formed business entity are ineligible to participate in this procurement. Respondents must provide proof of nonprofit status such as a copy of the Internal Revenue Service (IRS) determination letter.

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

- a. A minimum of two (2) years demonstrated experience providing at least one of the following services: coordinated access services, shelter diversion services, shelter operation services, rapid re-housing placement, relocation and/or stabilization case management services to homeless populations, transitional living programs for youth, or permanent supportive housing services;
- b. Established partnerships and/or collaborations with the providers in the applicable CAN specified in the respondent's proposal.

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

- RFP Released: October 24, 2016
- Letter of Intent Due: Not Applicable
- Deadline for Questions: November 16, 2016
- Answers Released (Round 1): November 15, 2016
- RFP Conference: November 18, 2016 from 9:00AM – 11:00PM at Center Congregational Church, 474 Broad Street, Meriden CT (Fellowship Hall)
- Answers Released (Round 2): November 29, 2016
- Proposals Due: December 21, 2016 by 3:00PM
- (\*) Start of Contract: July 1, 2017

**7. Letter of Intent.** A Letter of Intent (LOI) is not required by this RFP.

**8. Inquiry Procedures.** All questions regarding this RFP or DOH's procurement process must be directed, in writing, to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions determined by DOH to be material to this procurement and received before the deadline will be answered. At its discretion, DOH may or may not respond to questions received after the deadline. DOH may

combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If in DOH's determination any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. DOH will release the answers to the questions on the date(s) established in the Procurement Schedule. DOH will publish any and all amendments to this RFP on the State Contracting Portal and on DOH's Web Page.

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

- Due Date: December 21, 2016
- Time: 3:00 PM Eastern Time

Faxed or e-mailed proposals will not be evaluated. DOH will not accept a postmark date as the basis for meeting the submission due date and time. Respondents should not interpret or otherwise construe receipt of a proposal after the due date and time as acceptance of the proposal, since the actual receipt of the proposal is a clerical function. When hand-delivering proposals, respondents should allow extra time due to building security procedures. Proposals received after the due date and time may be accepted by DOH as a clerical function, but late proposals will not be evaluated. At the discretion of DOH, late proposals may be destroyed or retained for pick-up by the submitters.

An acceptable submission must include the following:

- one (1) original proposal;
- Six (6) conforming electronic copies. Compact Disks and/or flash drives clearly labeled with the Legal name of the respondent and the RFP Name or Number on each electronic copy: Connecticut Homeless Services Program, 2017\_25059

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 Screening Committee. **The electronic copies of the proposal must be compatible with Microsoft Office Word 2013 except for the Budget, which may be compatible with Microsoft Office Excel 2013.** For the electronic copies, required Appendices and Forms identified in Section IV may be scanned and submitted in Portable Document Format (PDF) or similar file format.

**10. Multiple Proposals.** Providers within a community are encouraged to consider joint applications to address multiple community needs and strengthen collaboration across Coordinated Access Networks. The same provider may submit no more than one single- agency proposal and participate in no more than one collaborative application with other providers within a CAN.

**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). Acceptance of a proposal by DOH where such proposal contains such confidentiality requests is not an agreement that such material is confidential or exempt from disclosure. DOH reserves the right to make such determination.

**12. Conflict of Interest - Disclosure Statement.** Respondents must include a disclosure statement concerning any current business relationships (within the last 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. DOH will determine whether any disclosed conflict of interest poses a substantial advantage to the respondent over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a respondent must affirm such in the disclosure statement. *Example: "[name of respondent] has no current business relationship (within the last 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. Submissions that fail to follow the required outline may be deemed non-responsive and not evaluated.
- 2. Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents must complete and use the **Cover Sheet** form, which is embedded in this section as a hyperlink. [Cover Sheet CT Homeless Services Program.docx](#)
- 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 two (2) pages, of the main proposal and cost proposal. The Executive Summary shall include: A minimum of two (2) years demonstrated experience with at least one of the services in the Connecticut continuum of services mentioned above in the RFP summary and established partnerships and/or collaborations with the providers in the applicable CAN specified in the respondent's proposal.
- 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 may result in disqualification.



**6. Style Requirements.** Submitted proposals must conform to the following specifications:

Binding Type: Loose leaf binders (for the original) with the Legal Name of the respondent and the RFP Name appearing on the outside front cover of the binder: Connecticut Homeless Services Program

Compact discs/flash drives: Each must be labelled with Legal Name of the respondent and the RFP Name: Connecticut Homeless Services Program

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: 8 1/2" x 11" "portrait" orientation

Page Limit: 10 double-sided, consecutively numbered pages (20 pages total) **excluding** all required Appendices and Forms

Print Style: 2-sided

Font Size: Minimum 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 (1 1/2"); all other margins shall be one inch (1")

Line Spacing: Single-spaced

**7. Pagination.** The respondent's name must be displayed in the header of each page. All pages, from the Cover Sheet through the required Appendices and Forms, must be numbered in the footer according to the proposal outline in section IV.

**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 or Number must be clearly displayed on the envelope or package: Connecticut Homeless Services Program, 2017\_25059

Any received proposal that does not conform to these packaging or labeling instructions may be accepted or excluded from evaluation, at the discretion of DOH. At the discretion of DOH, any proposal excluded from evaluation may be destroyed or retained for pick-up by the submitters.

■ **E. EVALUATION OF PROPOSALS**

**1. Evaluation Process.** It is the intent of DOH to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful respondents, and awarding contracts, DOH will conform to DOH's 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. Screening Committee.** DOH will designate a Screening Committee to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Screening Committee. 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 Screening Committee 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 may not be reviewed further at the discretion of DOH. DOH 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 Screening Committee 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 Profile
  - Proposed Program Description
  - Staffing Plan
  - Program Outcome Requirements
  - Quality Assurance Requirements
  - Financial Profile
  - Budget and Budget Narrative
  - Appendices

Note:

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

- 5. Respondent Selection.** Upon completing its evaluation of proposals, the Screening Committee will submit the rankings of all proposals to DOH head. The final selection of a successful respondent is at the discretion of DOH head. Any respondent selected will be so notified and awarded an opportunity to negotiate a contract with DOH. Respondents will not be allowed to negotiate for a higher amount of funds or a higher administrative/overhead percentage than that submitted in the proposed budget. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. The Screening Committee may select as few or as many proposals needed to ensure the homeless population is being served in all areas of the state. All unsuccessful respondents will be notified by E-mail or U.S. mail, at DOH's discretion, about the outcome of the evaluation and respondent selection process.
- 6. Debriefing.** After receiving notification from DOH, 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 DOH to discuss the procurement process. DOH shall schedule and conduct Debriefing meetings that have been properly requested, promptly following DOH's receipt of a request. The Debriefing meeting will not include comparisons of any proposals with other proposals, nor will the identity of the evaluators be released. The Debriefing process may 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 DOH notifies respondents about the outcome of a competitive procurement, respondents may submit an Appeal to DOH. 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 DOH’s competitive procurement; however, such Appeal must be in writing and must set forth facts or evidence in sufficient and convincing detail for DOH 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 DOH to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.
- 8. Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, “Any bidder or respondent on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board...” More detailed information is available on the State Contracting Standards Board web site at <http://www.ct.gov/scsb/site/default.asp>.
- 9. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to DOH’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 DOH 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.

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: <http://www.ct.gov/opm/site/default.asp>

Note:

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

Part I of the standard contract may be amended by means of a written instrument signed by DOH, 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 OPM 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. DOH may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the respondent, contractor, or its agents or employees.
- 3. Competitors.** The respondent assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the respondent to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The respondent further

assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

- 4. Validity of Proposal.** The respondent certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, DOH 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 DOH 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 DOH 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.** DOH 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, DOH may request and authorize respondents to submit written clarification of their proposals, in a manner or format prescribed by DOH, and at the respondent's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by DOH. DOH may ask a respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, oral presentation or other supplemental information will be at a time selected and in a place provided by DOH. At its sole discretion, DOH 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 DOH, 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. DOH 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, DOH 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 DOH 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 DOH 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 DOH 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 DOH.
- 2. Amending or Canceling RFP.** DOH reserves the right to amend or cancel this RFP on any date and at any time, if DOH 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, DOH may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** DOH reserves the right to award in part and/or to reject any and all proposals in whole or in part, for any reason or for no reason. Without limiting the generality of the foregoing, DOH may waive or modify any requirement, condition or other term set forth in the RFP if in its judgment the best interests of the State will be served. DOH reserves the right to reject the proposal of any respondent who submits a proposal after the submission date and time or otherwise not in conformity with the submission requirements set forth in this RFP.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.

- 6. Contract Negotiation.** DOH reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. DOH further reserves the right to contract with one or more respondent for such services. After reviewing the scored criteria, DOH may seek Best and Final Offers (BFO) on cost from respondents. DOH may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** DOH reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a respondent and subsequently awarding the contract to another respondent. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial respondent is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the respondent.
- 8. Key Personnel.** When DOH is the sole funder of a purchased service, DOH reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. DOH also reserves the right to approve replacements for key personnel who have terminated employment. DOH further reserves the right to require the removal and replacement of any of the respondent's key personnel who do not perform adequately, regardless of whether they were previously approved by DOH.

#### ■ E. STATUTORY AND REGULATORY COMPLIANCE

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

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their proposals any confidential information. If the respondent indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to insure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.

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

IMPORTANT NOTE: A respondent must complete and submit OPM Ethics Form 5 by the due date and time for proposals in response to this RFP.

**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 CT State agencies are exempt from this requirement. The successful respondent may upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Housing will review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this RFP as a hyperlink.

IMPORTANT NOTE: The successful respondent must complete and submit OPM Ethics Form 1 prior to contract execution.

**5. Nondiscrimination Certification, C.G.S. §§ 4a-60(a) (1) and 4a-60a (a) (1).** If a respondent is awarded an opportunity to negotiate a contract, the respondent must provide DOH with *written representation* or *documentation* that certifies the respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The successful respondent may upload the Nondiscrimination Certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Housing will review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this RFP as a hyperlink.

IMPORTANT NOTE: The successful respondent must complete and submit the appropriate nondiscrimination certification form prior to contract execution.



### III. PROGRAM INFORMATION

#### ■ A. DEPARTMENT OVERVIEW

The Department of Housing (DOH) strengthens and revitalizes communities by promoting affordable housing opportunities. DOH seeks to eliminate homelessness and to catalyze the creation and preservation of quality, affordable housing to meet the needs of all individuals and families statewide to ensure that Connecticut continues to be a great place to live and work.

The Department of Housing (DOH) works in concert with municipal leaders, public agencies, community groups, local housing authorities, and other housing developers in the planning and development of affordable homeownership and rental housing units, the preservation of existing multi-family housing developments, community revitalization and financial and other support for our most vulnerable residents through our funding and technical support programs. As the State's lead agency for all matters relating to housing, DOH provides leadership for all aspects of policy and planning relating to the development, redevelopment, preservation, maintenance and improvement of housing serving very low, low, and moderate income individuals and families. DOH is also responsible for overseeing compliance with applicable statutes, regulations and financial assistance agreements for funded activities through long-term program compliance monitoring.

#### **Department Mission**

A Connecticut where affordable housing, in strong, vibrant and inclusive communities, is accessible to individuals and families across the state and homelessness is a thing of the past.

- **B. PROGRAM OVERVIEW:** Program Title: Connecticut Homeless Services Program will provide services along a continuum for people who are homeless or at risk of becoming homeless in Connecticut. This continuum includes coordinated access services, shelter diversion services, shelter operations, rapid re-housing services, permanent supportive housing services or youth transitional living programs. Services will be provided within a specified Coordinated Access Network (CAN).

#### ■ C. MAIN PROPOSAL COMPONENTS

##### 1. Organizational Requirements

A responsive proposal must include a summary of the respondent's overall qualifications to manage a DOH contract. At a minimum, the respondent must include the following specific details regarding the respondent's organization:

- (a) Purpose/Mission: Describe how your proposed program fits within your organization's mission and current programs configuration. Summarize the services

you currently provide within the geographical area in which you are seeking funding. Organizational chart shall be included in Section IV.H, Appendices.

(b) Entity Type/Years of Operation: Give a brief overview of your organization. Demonstrate current experience providing coordinated access services, shelter diversion services, shelter operations, housing placement and case management services or transitional living programs for youth for at least two years, or equivalent. Detail current number of clients being served, client-to-staff ratio and funding source(s).

(c) Qualifications, Relevant Experience and References: Summarize your ability to administer state and/or federal grants. Describe any potential risks to DOH and risks that could be encountered by acting as a Department contractor and if any, propose solutions or approaches for managing those risks. Describe the respondent's familiarity and sensitivity with managing the proposed program and provide data regarding past performance in administering programs consistent with the required areas in this RFP. Provide three specific programmatic references (contact information only, not letters of reference). References must be persons able to comment on the respondent'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. If the respondent has been a State contractor within the last five years, the respondent must include a State of Connecticut reference. If the respondent participates in CAN, the respondent must include one reference on the CAN leadership committee for each CAN they participate in.

## **2. Proposed Program Description**

A responsive proposal shall thoroughly describe the proposed program:

- (a) Eligible Activities: proposed programs shall include one or more of the following services:
- ❖ Shelter beds/units – number of beds
  - ❖ Case management in the shelter and/or in housing, with emphasis on housing stabilization and providing linkage to mainstream services
  - ❖ Permanent Supportive Housing services – case management services that provide a single point of accountability for coordination of services that are designed to offer the tenant support in living independently and establishing and maintaining residential stability
  - ❖ Shelter Diversion to help clients resolve potential shelter need through assistance other than emergency shelter
  - ❖ Rapid Rehousing services only, including housing location and placement services, stabilization case management and housing inspections
  - ❖ Coordinated Access Network staff – navigator positions to assist with locating homeless clients and obtaining needed documentation to match to a housing resource, CAN meeting facilitation staff, point of entry coordination and data gathering to set up CAN assessment appointments
- (b) Service / Catchment Area: Identify the proposed service area for this program, include, cities and towns
- (c) Population: Identify who will receive the services, include special populations, if any (for example, women with children, single men, single women...etc.) Proposal must include the plan to ensure those populations not listed in your proposal will be served by another agency within the CAN.

(d) Service Capacity/ Delivery Plan/ Systems/ Processes / Protocols: Describe the elements of your proposed program:

- ❖ The mechanisms you will use to determine that clients served are low- and moderate-income;
- ❖ Your eligibility screening process and how applicants will be accepted;
- ❖ How you will work with clients seeking shelter to address their housing crisis through other means (mediation, targeted financial assistance, other) to minimize need to enter emergency shelter;
- ❖ How you will provide supportive services aimed at helping clients access the mainstream services that they need, exit homelessness as quickly as possible and stabilize in appropriate permanent housing. Households are defined as a unit of 1 or more individuals living together in one dwelling;
- ❖ How you will assist clients in locating appropriate permanent housing;
- ❖ How you will assist clients to rapidly exit homelessness using a rapid rehousing approach and how you will access available funding for this purpose from a municipality or the State, including, if applicable, your proposed mechanisms for providing housing subsidies directly to a landlord for rapid rehousing;
- ❖ How your program will work with your local CAN in order to deliver the services needed in your community and fill gaps in services identified in the CAN;
- ❖ How your program will meet federal requirements, including rent calculations, housing quality standard inspections, lead-based paint inspections, conflict of interest, confidentiality and all other regulations under Title 24 Part 574 [http://www.access.gpo.gov/nara/cfr/waisidx\\_05/24cfr574\\_05.html](http://www.access.gpo.gov/nara/cfr/waisidx_05/24cfr574_05.html) (if applicable);
- ❖ How you will create and implement a housing plan with each individual/family client;
- ❖ How your program will work with partners in your CAN regarding waitlist and prioritization of clients when there is more demand for shelter than your community can accommodate at a given time with existing shelter stock;
- ❖ How your program will incorporate other sources of funding the program receives (for example, from DSS, DHMAS, DOH, municipal and charitable funding) and how these funds will be used to complement existing homeless services; and
- ❖ Describe how your program will be consistent with the following Housing First standards:

Housing First is a programmatic and systems approach that centers on providing homeless people with housing quickly and *then* providing services as needed using a low barrier approach that emphasizes community integration, stable tenancy, recovery and individual choice.

Low barrier approach to entry:

Housing First offers individuals and families experiencing homelessness immediate access to permanent housing without unnecessary prerequisites. For example:

1. Admission/tenant screening and selection practices do not require abstinence from substances, completion of or compliance with treatment, or participation in services.
2. Applicants are not rejected on the basis of poor or lack of credit or income, poor or lack of rental history, minor criminal convictions, or other factors that might indicate a lack of "housing readiness."
3. Blanket exclusionary criteria based on more serious criminal convictions are not applied, though programs may consider such convictions on a case by case basis as necessary to ensure the safety of other residents and staff.
4. Generally, only those admission criteria that are required by funders are applied, though programs may also consider additional criteria on a case by case basis as necessary to ensure the safety of tenants and staff. Application of such additional criteria should be rare, and may include, for example, denial of an applicant who is a high risk registered sex offender by a project serving children, or denial of an applicant who has a history of domestic violence involving a current participant.

#### Lease compliance and housing retention

Tenants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction.

1. Leases do not include stipulations beyond those that are customary, legal, and enforceable under Connecticut law.
2. No program rules are required other than those that are customary, legal, and enforceable in common residential leases (e.g., visitor policies should be equivalent to those in other types of permanent, rental housing in the community).
3. Services are designed to identify and reduce risks to stable tenancy and to overall health and well-being.

(e) Culturally Competent Services: Ability to ensure a culturally responsive delivery of services that recognizes and affirms diversity.

(f) Client eligibility: Describe the process for determining client eligibility for housing and supportive services

(g) Goals: Since permanent housing and a stable living environment is the ultimate goal and expected outcome, describe the procedures that are in place to monitor progress of clients from entrance into the program to permanent placement and beyond.

(h) Dun & Bradstreet (D-U-N-S) number. Submit a Dun & Bradstreet (D-U-N-S) number for respondent and subcontractor(s). The DUNS number is a nine digit identification number.

- (i) Subcontractors: List agencies that will be subcontractors to assist in carrying out the proposed program description, if any. Describe their respective roles and your quality assurance plan.
- (j) Coordinated assessment tool: How you will use the Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT) *Assessment tool*
- (k) Hours of operation

### 3. Staffing Requirements

- (a) Key Personnel: Provide the names and titles of proposed personnel key to the success of the proposed program and the hours and percentages of time dedicated to this project. Describe how your staffing will successfully meet this RFP's requirements in light of any other obligations this staff have to any other entity or program activity. Summarize your procedures to secure and retain professional staff and your method to evaluate personnel performance.
- (b) Job Descriptions: Attach job descriptions for proposed funded positions and resumes if position hours are to be filled by % of FTE of existing staff members in Section IV.H, Appendices.
- (c) Staff-to-Client Ratio: Describe the support staff to client ratio proposed for your program and the rationale used for arriving at that ratio. (Note: there is no pre-set ratio determined by DOH.)

### 4. Data and Technology Requirements

#### (a) Data Reporting and Technology Capacity

Describe your capacity to collect client level data and your ability to adhere to Data Quality and Performance Management Standards set by the CT Homeless Management Information System (HMIS) Steering Committee using the HMIS used in CT (CASEWORTHY), or your willingness to implement such data collection standards within three months of award.

#### (b) Program Outcome Requirements

Describe your organization's role in your CAN plan, or your plan, to meet the following HEARTH ACT required outcomes:

- ❖ Work within a coordinated access system; ensure outreach efforts reach all members of a community
- ❖ Length of time individuals and families remain homeless will be no more than 30 days
- ❖ Reduce new episodes of homelessness
- ❖ Reduce return entries into homelessness

#### (c) Quality Assurance Requirements

- i. Internal Quality Assurance Process: Describe your organization's internal quality assurance process and its impact upon program operation. Describe

current and planned activities to assure service quality and how these services enable consumers to access and maintain stable housing.

- ii. Client Satisfaction Process: Describe your client satisfaction process (surveys, etc.). Summarize feedback (number and percent of returned surveys, summary of concerns expressed by clients, etc.). Give a brief narrative of your follow-up actions or plans regarding concerns raised by client. Include a copy of respondent's client satisfaction document, if applicable in Section IV.H, Appendices.
- iii. Program Audit Compliance: State your experience being in compliance with past contracts and/or directives. State any deficiencies identified in recent annual program audits, monitoring or corrective action plans and, if applicable, detail what steps you have taken on completing any recommendations. Indicate your willingness to participate in development and implementation of frontline homeless services/shelter standards and a peer review process to engage providers to review compliance with such standards. Standards will include shelters accepting or coordinating the acceptance within the CAN, of all homeless people needing shelter services without stipulations.

## **D. COST PROPOSAL COMPONENT**

### **1. Financial Requirements**

- (a) Audited Financial Statements: The respondent shall submit 1 copy of the respondent's two most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA). Each copy shall include all applicable financial statements, auditor's reports, management letters, and any corresponding reissued components. Audited Financial Statements do not count toward the total page limit of the proposal. Each copy shall be included with the proposal in Section IV.H. Appendices.
- (b) Financial Management Procedures. The respondent shall submit the respondent's written financial management procedures that include policies/procedures for: (i) managing and tracking cash receipts/disbursements; (ii) budgeting; (iii) procurement; (iv) reconciling expenditures; (v) separation of duties/functions and (vi) payroll. Include with the proposal in Section IV.H. Appendices.
- (c) Financial Capacity: Describe the organization's financial capacity to properly isolate CT Homeless Services Program related income and expenditures. Discuss the internal controls used to ensure the safeguarding of funds to ensure that a thorough record of expenditures can be provided for purposes of an audit.
- (d) Leveraged Funds: Describe the respondent's long term strategy to sustain funding for the program and explain how CT Homeless Services Program funds may be used to leverage other funding.
- (e) Mixed Funding: If respondent is utilizing staff from various funding sources, respondent will document how staff time for this program will be tracked.

### **2. Budget Requirements**

- (a) Budget: Use the Budget form embedded in this section as a hyperlink, to prepare an annual line item budget that depicts the allowable costs associated with the program. [Annual BUDGET Form.xlsx](#)

- (b) Budget Narrative: Detail how expenses listed in the annual budget were calculated. Either Microsoft Word or Excel format is acceptable. Use the budget instructions embedded in this section as a hyperlink to prepare an annual narrative. [BUDGET INSTRUCTIONS-narrative.doc](#)
- ❖ Supportive Services may include both personnel and program costs. Personnel narratives must include the number and/or percent of case manager positions (use FTE) funded by DOH. Administrative salaries cannot be funded under the supportive services line item but may be included in the Administration line item. Program costs that support the operation of the proposed program are allowed and must be itemized and justified in the narrative.
  - ❖ Administrative/Indirect costs cannot exceed 15.0% of total request. This amount may not be re-negotiated upward during contract negotiations.
  - ❖ DOH reserves the right to fund portions of a proposed budget and/or require adjustments.

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