

## Addendum 2

State of Connecticut  
Department of Social Services

### **Strategic Group Community Long Term Services & Supports (LTSS) Partner Network Enhancement Request for Qualifications (LTSS\_PNE\_RFQ)**

The State of Connecticut Department of Social Services is issuing **Addendum 1** to the **Strategic Group Community Long Term Services & Supports (LTSS) Partner Network Enhancement Request for Qualifications**.

**Addendum 2** contains:

1. Update to Section III.A.3. Procurement Schedule.
2. Questions submitted by interested parties and the official responses.

*In the event of an inconsistency between information provided in the RFP and information in this response, the information in this response shall control.*

---

- **Procurement Schedule Update:**

**Procurement Schedule.** See below. Dates after the due date for Qualifications ("Qualifications 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 RFQ and will be posted on the State Contracting Portal and the Department's RFQ Web Page.

- RFQ Released: May 05, 2016
- Deadline for Questions: May 19, 2016, 2:00 p.m. Eastern Time
- Answers Released (tentative): May 24, 2016
- **Qualifications Due:** ~~June 02, 2016, 2:00 p.m. Eastern Time~~  
**June 06, 2016, 2:00 p.m. Eastern Time**
- (\*) Start of Contract: TBD

- **Questions and Responses**

1. **Question:** Page 6 I.D.1 Objectives (b) Build an asset map of the community's capacity for LTSS access based on identified and projected need, in collaboration with the United Way of CT 211.... Question: What resources, data or analysis does DSS already use that a respondent may reference when addressing "identified and projected need"?

**Response:** Sources include but are not limited to:

- The State of Connecticut Medicaid Long Term Care Demand Projections report dated August 12, 2014:
  - [http://www.ct.gov/dss/lib/dss/pdfs/ct\\_ltc\\_narrative\\_2014\\_08\\_12\\_final.pdf](http://www.ct.gov/dss/lib/dss/pdfs/ct_ltc_narrative_2014_08_12_final.pdf)
  - and appendices  
[http://www.ct.gov/dss/lib/dss/pdfs/ct\\_ltc\\_appendices\\_2014\\_08\\_12\\_final.pdf](http://www.ct.gov/dss/lib/dss/pdfs/ct_ltc_appendices_2014_08_12_final.pdf)
  - and associated link:  
[http://magic.lib.uconn.edu/magic\\_2/data/37800/projectionct\\_37800\\_0000\\_2012\\_s24\\_CTSDC\\_1\\_p.pdf](http://magic.lib.uconn.edu/magic_2/data/37800/projectionct_37800_0000_2012_s24_CTSDC_1_p.pdf)
- The UConn Health Center on Aging's Connecticut Long-Term Care Needs Assessment Reports: <http://health.uconn.edu/aging/research/connecticut-long-term-care-needs-assessment-reports/>.

2. **Question:** Page 7 I.D.2 Connectors (c) and 3 Navigators (c) ...“and will be expected to sign a Memorandum of Understanding with the State and the RFQ Respondent” Question: What are the anticipated MOU terms a connector and navigator would be agreeing to?

**Response:** The particular terms of the MOUs have not yet been established. The Department anticipates working with the leadership group, including agencies selected in this RFQ process, to develop the terms of the MOUs. Some potential terms in the MOU for navigators are:

- The agency's navigators will be certified in Person Centered Counseling Training, MyPlaceCT Website training, and will consider other certifications (Medicaid Certification, CHOICES Certification, AIRS Certification);
- The consumer will be able to speak to a navigator within a designated period of time (e.g. 72 hours);
- The agency's navigators will use the LTSS pre-screen tool designated by DSS;
- The agency will participate in periodic statewide meetings and trainings coordinated by DSS and/or SDA;
- The agency's staff will demonstrate competence in the areas of certification; and
- The agency will submit reports and data as required (e.g. number of consumers, time spent, public/media events coordinated, outreach provided).

Potential terms in the MOU for a connector are:

- The entity will maintain a supply of NWD information;
- The entity will provide NWD information to consumers; and
- The entity will provide information on the NWD to their staff who will be handing out NWD information.

The Department may develop an on-line training program to support this effort.

3. **Question:** Page 8 I.D.3 Navigators (e) Commercial navigators – “Have a financial interest in the services they provide. They may be able to charge for their service....not designated as conflict free”. Question: May a commercial navigator (such as an attorney, insurance broker, home care provider) refer to themselves for business or maintain a preferred or closed provider network? Are commercial and conflict-free navigators able to charge a fee for navigation services?

**Response:** This question is outside the scope of this RFQ.

4. **Question:** Page 8 I.D.4 Providers (b) “Roles and Responsibilities: They will provide or assist with the delivery of services and connect or conduct consumers to assessment. They will be responsible for providing quality management and sustainability of services” Question: Please describe quality management and sustainability of services.

**Response:** Providers will have the responsibility assigned by DSS under their provider agreements and/or contracts.

5. **Question:** Page 20 IV.A.1 Subcontractor Profile (m) “each organization that will be delivering LTSS must be identified in the submission. Question: Please define “delivering LTSS” in the context of the grant deliverables.

**Response:** Any organization identified as a sub-contractor in the submission who provides traditional LTSS (including but not limited to: nursing facility, or in-home Nursing, PT, OT, SLP, Home Health Aids, Home Maker Services, Meals on Wheels, Home Care, Personal Care Assistance, etc.) must be identified as an LTSS provider in the submission.

6. **Question:** At the conclusion of the contract period, a network will be established. What ongoing support can a respondent (and local community) anticipate from the DSS as it pertains to brochures and materials, technical and material assistance, ongoing training, quality assurance and local, regional and statewide issues of capacity (workforce, housing, etc)?

**Response:** It is the intention of this RFQ that the leadership from each grantee will be included in the workgroup that helps lead the change and jointly develops the next steps in the advancement of CT's No Wrong Door for LTSS. Ongoing support might include brochures on the NWD and partner materials (window clings, table tents, and buttons), training on Medicaid Certification and MyPlaceCT Certification and guidance on quality management.

7. **Question:** Does the DSS anticipate any additional funding following this grant cycle related to NWD development?

**Response:** The Department anticipates offering additional opportunities for expansion of the community No Wrong Door Partner Networks. The leadership from the grantees funded under this RFQ will work with the Department to develop best practices and inform direction of these future funding opportunities.

8. **Question:** Under Not-Allowed Activities and Costs in the RFQ, Section 3B, "funding staff positions, administrative costs or overhead and other direct operational costs" are prohibited. How is a contractor to complete the RFQ tasks if the staff time required to conduct those activities can't be funded?

**Response:** The Department seeks to identify organizations whose mission is consistent with this RFQ, who demonstrate leadership at a community level and who are interested in partnering with the Department in the design and development of Connecticut's NWD. Competitive respondents have staff already engaged in networking with other community entities, and have the capacity to operationalize and maintain an expansion of such or development of new network(s) without additional funding. The funding in this grant may be used for startup costs rather than maintenance costs. The RFQ indicates that proposals must state that the respondent has sufficient capacity to implement the proposal. We believe many small agencies and organizations have this capacity.

9. **Question:** It says that Outreach and Community Meetings are an "allowable expense" but "funding staff positions" is not. Maybe this is a matter of semantics, but is it allowable to use funding to pay staff to do the allowable outreaches and community meetings?

**Response:** The RFQ indicates that proposals must state that the Respondent has sufficient capacity to implement the proposal. Allowable expenses for outreach activities could include rental of community meeting space, paying for transportation and / or accommodations for participants to attend, printed materials, mailings invitations, etc., but not staff. The intention is to enhance the grantee's ability to conduct activities approved in their proposal, not supplant existing resources.

10. **Question:** It says that the Department will fund ten awards. It also says that applicants can submit more than one application. If an applicant would submit one proposal to do Town A and another to do Town B, is this acceptable? And is there anything which would prohibit the Department from awarding both the Town A and the Town B application to the same awardee proving that the 10 Award limit has not been exhausted?

**Response:** Proposals for different towns may be submitted separately. Each submission will be evaluated independently. Awards will be within the number and funding amount available. Entities submitting multiple proposals must clearly identify this in each submission.

11. **Question:** The RFQ states, "Infrastructure costs associated with diversifying or establishing a new resource network that supports individuals on Medicaid who need Long Term Services and Supports to live in the community." Question: What would be infrastructure costs for this?

**Response:** This could include, but is not limited to, costs associated with outreach to potential network members, costs associated with initial meetings (materials, transportation, accommodations) with potential network members, training, costs related to meeting the Department's reporting requirements, etc.

State of Connecticut  
Department of Social Services

**Strategic Group Community Long Term Services & Supports (LTSS)  
Partner Network Enhancement  
Request for Qualifications**

**Addendum 2 issued May 26, 2016**

Approved: \_\_\_\_\_  
**Crystal Redding**

State of Connecticut Department of Social Services  
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission

\_\_\_\_\_  
Authorized Signer

\_\_\_\_\_  
Name of Company

State of Connecticut  
Department of Social Services

## Addendum 1

RFP NAME: Strategic Group Community  
Long Term Services & Supports (LTSS)  
Partner Network Enhancement

Request for Qualifications  
(LTSS\_PNE\_RFQ)

The State of Connecticut Department of Rehabilitation Services is issuing **Addendum 1** to the **Strategic Group Community Long Term Services & Supports (LTSS) Partner Network Enhancement Request for Qualifications.**

**Addendum 1 contains:**

1. Updated Version of the Cover Sheet.

In the event of an inconsistency between information provided in the RFQ and information in this response, the information in this response shall control.

---

**Updated Version of the Cover Sheet:**

Section III.B.2. Cover Sheet:

- The [Cover Sheet](#) is Page 1 of the submission. Respondents must complete and use the [Cover Sheet](#) form, which is embedded in this RFQ as a hyperlink.

**State of Connecticut  
Department of Social Services**

**Strategic Group Community  
Long Term Services & Supports (LTSS)  
Partner Network Enhancement  
Request for Qualifications**

**Addendum 1 issued May 9, 2016**

Approved: \_\_\_\_\_  
**Crystal Redding**

State of Connecticut Department of Social Services  
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission

\_\_\_\_\_  
Authorized Signer

\_\_\_\_\_  
Name of Company

**State of Connecticut**  
**Department of Social Services**  
**PROCUREMENT NOTICE**

**Strategic Group Community Long Term Services & Supports (LTSS)**  
**Partner Network Enhancement**  
**Request for Qualifications**  
**(LTSS\_PNE\_RFQ)**

The State of Connecticut, Department of Social Services (DSS), Division of Health Services Strategic Group (HSSG), is seeking qualifications from local community based organizations, private provider organizations, agencies, individuals and municipalities seeking funding to develop, enhance or expand their local network(s) or entities providing Long-Term Services and Supports (LTSS). This would include providing information, submission assistance, and/or services to older adults and persons with disabilities, their families and legal representatives.

Respondents must demonstrate local community presence, a commitment to person-centered philosophy and capacity to develop, enhance or expand the LTSS network within their local community. The network must serve as a resource for information, referral, submission assistance and/or delivery of supports and services to assist older adults and persons with disabilities to remain in or return to the community.

**Purpose:** The purpose of this Request for Qualifications (RFQ) is to offer a funding opportunity to local communities and entities in order to increase and/or enhance their local LTSS network, identify local LTSS resources and standardize information to older adults and persons with disabilities, leading to streamlined access to long-term services and supports for community living.

**Eligibility:** Local community based organizations, private provider organizations, agencies, (defined as non-state entities that are corporations or partnerships), individuals, and municipalities are eligible to submit their qualifications to this request.

**Qualification:** Organizations, individuals, agencies and municipalities desiring to submit a submission, must, at a minimum, meet the following qualifications:

- a. Have a fulltime presence in the community, or if the Respondent's presence is less than fulltime, the Respondent must specify their availability by phone or other access is available Monday-Friday during normal business hours, and how this occurs.
- b. Documentation of their capacity to develop, enhance and sustain a network and provide LTSS information and/or support to older adults and persons with disabilities.

The Department anticipates awarding up to ten (10) successful Respondents a one-time grant of up to \$15,000 to develop, enhance or expand their local LTSS network. Successful Respondents will serve in a leadership capacity and will assist DSS in identification of replicable best practice. The grant will be used over a six (6) month or one (1) year period starting from the date the contract is awarded.

Funding for this RFQ is from the Federal Centers for Medicare and Medicaid Services.

LTSS\_PNE\_RFQ\_050516

The size of the grant will be determined by the size of the community (ies) targeted in the RFQ, based on the Department of Public Health 2014 town population projections:

<http://www.ct.gov/dph/cwp/view.asp?a=3132&q=388156>

Less than 10,000 residents	Max \$ 5,000.
10,000 or more but less than 80,000 residents	Max \$10,000.
80,000 or more residents	Max \$15,000.

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

Name: Crystal Redding, Contract Administration and Procurement  
Address: Department of Social Services  
55 Farmington Avenue  
Hartford, CT 06105  
Phone: 860-424-5234  
Email: [Crystal.Redding@ct.gov](mailto:Crystal.Redding@ct.gov)

The RFQ is also available on the Department of Social Services web site at [www.ct.gov/dss/cwp/view.asp?a=2345&q=304920&dssNav=.](http://www.ct.gov/dss/cwp/view.asp?a=2345&q=304920&dssNav=)

Questions or requests for information in alternative formats must be directed to the Department's Official Contact at 860-424-5234. Persons who are deaf or hearing impaired may use a TDD by calling 1-800-842-4524.

Submissions must be received by **June 02, 2016, 2:00 p.m. Eastern Time.**

## TABLE OF CONTENTS

	Page
Procurement Notice . . . . .	1
Section I — PROGRAM INFORMATION . . . . .	4
A. Department of Social Services Overview . . . . .	4
B. CT’s Plan to Rebalance Long-Term Services and Supports . . . . .	4
C. Money Follows the Person Demonstration Overview . . . . .	5
D. Request for Qualifications Overview. . . . .	5
Section II — GENERAL INFORMATION . . . . .	10
A. Introduction . . . . .	10
B. Acronyms/Definitions . . . . .	11
Section III. — GENERAL INSTRUCTION . . . . .	12
A. Submission Instructions . . . . .	12
B. Submission Format . . . . .	14
C. Evaluation of Qualifications . . . . .	17
Section IV. — QUALIFICATION SUBMISSION . . . . .	19
A. Qualification Responses . . . . .	19
B. Billing and Payment Information . . . . .	22
Section V. — MANDATORY PROVISIONS . . . . .	23
A. POS Standard Contract, Parts I and II . . . . .	23
B. Assurances . . . . .	23
C. Terms and Conditions . . . . .	24
D. Rights Reserved to the State . . . . .	25
E. Statutory and Regulatory Compliance . . . . .	25
Section VI. — SUBMISSION OUTLINE. . . . .	29
A. Cover Sheet . . . . .	29
B. Table of Contents . . . . .	29
C. Claim of Exemption from Disclosure . . . . .	29
D. Conflict of Interest – Disclosure Statement . . . . .	29
E. Executive Summary . . . . .	29
F. Qualification Submission . . . . .	29
G. Appendices . . . . .	29
H. Forms . . . . .	29
I. Other . . . . .	29

## I. PROGRAM INFORMATION

### ■ A. DEPARTMENT OF SOCIAL SERVICES OVERVIEW

The Department of Social Services (DSS) administers and delivers a wide variety of services to children, families, adults, people with disabilities and elders, including health care coverage, child support, long-term care and supports, energy assistance, food and nutrition aid, and program grants. DSS administers myriad state and federal programs and approximately one-third of the state budget, currently serving more than 950,000 individuals in 600,000 households (October 2014 data).

By statute, DSS is the state agency responsible for administering a number of programs under federal legislation, including the Food Stamp Act, and the Social Security Act.

The department is headed by the Commissioner of Social Services, [Roderick L. Bremby](#). The agency delivers most of its programs through 12 field offices (including three benefits centers available by phone) located throughout the state, with central administrative offices located in Hartford. In addition, many services funded by the agency are available through community-based agencies and partner contractors.

#### **Department Mission**

Guided by shared belief in human potential, we aim to increase the security and well-being of Connecticut individuals, families, and communities.

#### **Department Vision**

To become a world-class service organization

### ■ B. CONNECTICUT'S PLAN TO REBALANCE LONG-TERM SERVICES AND SUPPORTS

Governor Dannel P. Malloy, joined by Department of Social Services Commissioner Roderick L. Bremby and Office of Policy and Management Undersecretary Anne Foley, announced the release of Connecticut's Strategic Plan to Rebalance Long-Term Services and Supports, including a town-by-town projection of Connecticut's long-term care needs and strategies to meet those needs, on January 29, 2013. The plan was revised in 2015 and includes five (5) strategic priorities. Strategic priorities focus on objectives within the following domains: home and community based services; workforce development, housing and transportation; hospital and nursing home discharges; and nursing home diversification and modernization. The goal with the domain of home and community based services is to improve effectiveness and efficiency of the system. The primary challenge identified is the lack of streamlined access to information and services. The lack of streamlined access to information and services leads to unnecessary institutionalization. The strategic plan addresses objectives and metrics to address this challenge. Successful Respondents will address the challenge within their community.

## ■ C. MONEY FOLLOWS THE PERSON DEMONSTRATION OVERVIEW

Money Follows the Person (MFP) is a federal demonstration program that helps Medicaid eligible individuals currently living in long-term care facilities such as nursing homes, hospitals and other qualified institutions, to successfully transition back into the community. Based on the individual's needs, MFP provides the funds, services and supports needed for a successful transition into the community. In addition to returning to their own home, housing options include individual apartments, assisted living and group homes. Locally based Transition Coordinators work with individuals and their care team to help find places to live and identify service providers such as nurses, physical therapists and/or home health aides in their community. The Transition Coordinator is an advocate in the transition process, working with the individual and their care team on a one-to-one basis to develop a plan that's for the individual.

## ■ D. REQUEST FOR QUALIFICATION (RFQ) OVERVIEW

This Request for Qualifications supports the overarching goal of assisting the State of Connecticut to rebalance its Medicaid Long Term Services and Supports (LTSS). Rebalancing refers to reducing reliance on institutional care and expanding access to community Long-Term Services and Supports. A rebalanced LTSS system gives Medicaid beneficiaries greater choice in where they live and from whom they receive services and delivers LTSS that are integrated, effective, efficient and person-centered.

The federal and state governments are supporting LTSS in the community for Medicaid recipients. This RFQ looks to increase access to information and resources for LTSS received in the community to reflect the choice and desires of the individuals receiving them. More Medicaid recipients are choosing to receive their services in the community, resulting in an increased need for accurate, timely information about community based supports, as well as assistance in accessing services.

The long term goal is to establish a broad network of community partners (*Care Through Community* partners) that will work in coordination with each other to provide individuals with standardized information on LTSS and streamline the process for eligible individuals to receive appropriate services, from receipt of the standardized information to eligibility determination and submission for services, to receipt of services.

The goal of this competitive Request for Qualification is to find and test promising, replicable NWD strategies that support the following goals: increased access to long-term services and supports and decreased time in transition from institutions to the community. Respondents must serve as the lead agency in the development of the NWD network that includes stakeholders from healthcare, LTSS and other community based organizations. Respondents must demonstrate that the proposed project was planned through inclusive processes that include NWD stakeholders as well as people who participate in the LTSS system. These Requests for Qualifications will develop best practice solutions that other communities can replicate.

To accomplish this goal, community based organizations will develop a plan to establish or expand their existing networks by developing relationships with other partners in the community. Community based organizations will also identify local resources and ensure that the resources are submitted to United Way 2-1-1. Achieving this objective can result in

a reduction in unnecessary institutional placements for long-term care, and increase the probability that individuals admitted to acute care hospitals will be discharged home vs. transferred to a nursing facility.

**1. Objectives.** The Respondent must focus its submission on the following objectives:

- a. Provide choice to Medicaid recipients in regards to the method and location of where they receive their LTSS;
- b. Build an asset map of the communities' capacity for LTSS access based on identified and projected need, in collaboration with the United Way of CT 211 Community Results Center, including identifying locally based resources supporting individuals with LTSS needs;
- c. Ensure that these are completely and accurately catalogued in the United Way 211 database, which is being linked to My Place CT; and
- d. Expand a sustainable network of community based organizations that can fill the following **"Care Through Community" Tiers of Support.**

### **TIERS OF SUPPORT**

#### **1) Influencers:**

- a) Includes people who can help us get to the right candidates for Navigators in their town. They are most important in the development phase. Those who know where the best resources are in their town and who may also advocate to make sure their town meets the needs of its citizens, including committing financial resources as needed to sustain the network.
- b) Includes non-elected town staff, elected officials who know where the power brokers, lawyers, financial planners and or addiction facilities are located.
- c) **Roles & responsibilities:** As leaders and caretakers of the well-being of the community, they will be expected to advocate bringing NWD access to their community. They will be responsible for making sure the NWD infrastructure is sustained, even though they may not be the ones to actually introduce new partners. As part of town planning, they are responsible for making sure that their municipality has adequate LTSS to serve their particular population needs.

#### **2) Connectors:**

- a) Includes groups and businesses that, although they may not provide LTSS information, can supply brochures and know how to forward consumers to the MyPlaceCT (<http://www.myplacect.org/>) website, 211 or local Navigator who can help them.
- b) Connectors include, but are not limited to, pharmacies, libraries, soup kitchens & food pantries, social, cultural and faith-based organizations,

first responders, dentists, CRIS station, CT Relay (711), DMHAS Gatekeepers, AA meetings, hairdressers, postal workers, bartenders, Meals on Wheels, civic groups, transportation providers and/or employer human resources staff.

- c) Connectors will be listed in MyPlaceCT and will be expected to sign a Memorandum of Understanding with the State and the RFQ Respondent.
- d) **Roles & responsibilities:** As responsible members of the community, they will connect consumers to resources and Navigators. They may not help with submissions but know the process well enough to advise consumers where to go for the next step. They will have at minimum printed materials to hand out and possibly computer access that the public can use.

### 3) Navigators:

- a) Navigators assist the public by:
  - i. Providing information (both print and computer based) and referral to both state and local community services and supports. They must have computer and internet access to enable them to utilize My Place CT, and 211. They may but are not required to provide computer or internet (Wi-Fi) access to the public;
  - ii. Assisting with Department's pre-screen for services;
  - iii. Assisting with completion of submissions for service, including submissions for Medicaid financial and functional supports; and
  - iv. Linking directly to service providers for non-Medicaid services and to Medicaid service organizations for Medicaid eligible participants.
- b) Navigators can include, but are not limited to, town social workers, senior center leaders, 211 staff, health center staff, Area Agencies on Aging, Centers for Independent Living, community or neighborhood center staff and volunteers, DMHAS Social Club staff, medical office staff, AARP volunteers, hospital discharge planners and social workers, and hospital clinic staff, nurses, VNAs, home care agencies, provider agencies.
- c) Navigators will be listed in MyPlaceCT and will be expected to sign a Memorandum of Understanding with the State and the RFQ Respondent.
- d) **Roles & responsibilities:** Navigators provide an explanation of the LTSS planning process and help consumers go straight to what they need. They will be trained by the Department in using My Place CT, 211 and the NWD site and tools. They will be responsible for identifying services in their town and making sure the 211 database of services is up to date. They will also have printed materials and computer access to be used when assisting consumers and will also be responsible for their own promotion of their partner network.
- e) Navigators are required to maintain the following training and certifications: Person Centered Counseling, 2-1-1 Database, and MyPlaceCT Website. A Navigator might have, but is not required to have,

any of the following certifications: CHOICES, Alliance of Information and Referral Systems (AIRS), Medicaid, Medicare, etc.

- **Commercial Navigators** – Have a financial interest in the services they provide. **They may be able to charge for their service.** They may also be Certified Navigators but are not designated as “conflict free.” We will not use a different name for these Partners, but Navigators who are not conflict-free will be so designated in listings and material.
- **Medicaid Certified Navigators** - Have the ability to advise consumers about options to access Medicaid and state LTSS programs, in accordance with the training and certification provided by the Department. These could be, but are not limited to, librarians, social workers, estate planners/attorneys. **Roles & responsibilities:** They will be trained in Medicaid and have a certification credential.

4) **Providers:**

- a) Connect consumers to assessments, case workers, services and information. Providers could also be connectors or navigators. Includes medical professionals, home care agencies and practitioners, fiscal intermediaries, Area Agencies on Aging, Centers for Independent Living, nursing facilities, assisted living facilities, Personal Care Assistants.
- b) **Roles & responsibilities:** They will provide or assist with the delivery of services and connect or conduct consumers to assessments. They will be responsible for quality management and sustainability of services.
- c) Create a self-sustaining network, by building community support, engaging influencers, and demonstrating the value of the network.

**2. Allowable Activities and Costs.** Those activities and costs which will assist the local community to achieve the purpose, goals and objectives of the RFQ, by leveraging existing networks, resources and community activities and resources.

This includes but is not necessarily limited to:

- a. Infrastructure costs associated with diversifying or establishing a new resource network that supports individuals on Medicaid who need Long Term Services and Supports to live in the community.
- b. Travel expenses related to operationalizing their proposal.
- c. Community market research.
- d. Outreach activities.
- e. Printing related to the activities proposed. (All materials must be approved by DSS)
- f. Community level meetings of citizens for the purpose of gaining insight in to existing resources and gaps in order to informing network development.
- g. Other costs associated with operationalizing the proposal – must be approved in advance by the Department.
- h. Community level meeting to share progress and elicit additional input.

### 3. Not-Allowed Activities and Costs.

- a. Development of local resource guide or databases (*Care Through Community* intends CT 211 to be the primary authoritative, trusted for community based LTSS resources statewide.) **Exception:** Database is to be used to ensure community resources identified are properly catalogued in the United Way 211 database.
- b. Capital Improvement, purchase of equipment, funding staff positions, administrative costs or overhead and other direct operational costs.
- c. Direct services or informational resources to individuals. (The intention is to expand the community based network of resources and information, not to engage in the provision of this.)

## II. GENERAL INFORMATION

### A. INTRODUCTION

- 1. RFQ Name:** Strategic Group Community Long Term Services & Supports (LTSS) Partner Network Enhancement Request for Qualifications (LTSS\_PNE\_RFQ)
- 2. Commodity Codes.** The services that the Department wishes to procure through this RFQ are as follows:
  - 0600: Services (Professional, Support, Consulting and Misc. Services)
  - 2000: Community and Social Services
  - 3000: Education and Training Services
- 3. Synopsis.** Governor Malloy announced the Strategic Rebalancing Plan in 2013. The plan was revised in 2015 and includes goals, objectives and strategies aligned with ensuring that people with disabilities and older adults have the choice to receive LTSS in the community rather than in an institution. This initiative is in line with the integration mandate of the Americans with Disabilities Act (ADA), as required by the *Olmstead* decision and was created by the Affordable Care Act of 2010 (Section 10202). For information on Medicaid long term care demand projections, which identify current and projected demand for community-based LTSS compared to supply, see the State of Connecticut Medicaid Long Term Care Demand Projections report dated August 12, 2014: [http://www.ct.gov/dss/lib/dss/pdfs/ct\\_ltc\\_narrative\\_2014\\_08\\_12\\_final.pdf](http://www.ct.gov/dss/lib/dss/pdfs/ct_ltc_narrative_2014_08_12_final.pdf)

A primary focus of the Strategic Rebalancing Plan is the establishment of the "No Wrong Door" system, which assists consumers in obtaining information on Medicaid LTSS. Connecticut's No Wrong Door network will be called "*Care Through Community*" and will include the web-based resource, My Place CT (<http://www.myplacect.org/>). It will also be comprised of local community partners' network of entities with the goal of connecting older adults and persons with disabilities to LTSS for community living.

The Department will be recruiting local partners as resources where consumers can obtain trusted information about LTSS and receive assistance in accessing services. At the core is My Place CT (<http://www.myplacect.org/>), which is Connecticut's single web-based source for standardized LTSS information. My Place CT will integrate with the Connecticut 211 database to enable users to obtain local information on LTSS. *Care Through Community* partners will be expected to help individuals navigate the system, find and explore information on community LTSS options, and connect individuals to local resources. The intention of this RFQ is to award up to ten (10) Connecticut communities the opportunity to maximize the effectiveness of these partners through the establishment or enhancement of collaborative networks of local resources.

The benefits of being one of the initial *Care Through Community* partners are access to technical assistance, information and resources that are not currently available to other entities. Initial partners will be the first to be listed as partners on My Place CT and will inform the development of future networks across the state.

## B. ACRONYMS/DEFINITIONS

AIRS	Alliance of Information and Referral Systems is the professional membership association for community Information and Referral (I&R) and Information and Referral/Assistance (I&R/A) providers
C.G.S.	Connecticut General Statutes
CT	Connecticut
DAS	Department of Administrative Services (CT)
DSS / Department	Department of Social Services (CT)
FOIA	Freedom of Information Act (CT)
LTSS	Long-term Services and Supports are a broad range of paid and unpaid services for persons who need assistance due to a physical, cognitive or mental disability or condition. Unlike medical care where the goal is to cure or control an illness, the goal of LTSS is to allow an individual to attain and maintain the highest reasonable level of functioning in the course of everyday activities and to contribute to independent living.
MFP	Money Follows the Person
MOU	Memorandum of Understanding
NWD	No Wrong Door
OPM	Office of Policy and Management (CT)
RFQ	Request for Qualifications
CHOICES	Connecticut's program for Health insurance assistance, Outreach, Information and referral, Counseling, Eligibility Screening
Conflict Free	Absence of any vested interest, financial or otherwise
Consumers	Older Adults and persons with disabilities in need of LTSS
Older Adults	Generally refers to individuals 65 years of age or older.
Person(s) with disabilities	A person who has a physical or mental impairment that substantially limits one or more major life activity. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability.
Respondent	A private organization, agency, municipality or individual that has submitted an submission to the Corporation for Independent Living in response to this RFQ

### III. GENERAL INSTRUCTIONS

#### ■ A. SUBMISSION INSTRUCTIONS

- 1. Official Contact.** The Department has designated the individual below as the Official Contact for purposes of this RFQ. 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 RFQ is strictly prohibited. Respondents or prospective Respondents who violate this instruction may risk disqualification from further consideration.

Name: **Crystal Redding, Contract Administration and Procurement**  
Address: 55 Farmington Avenue, Hartford, CT 06105  
Phone: 860-424-5234  
E-Mail: Crystal.Redding@ct.gov

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

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

- Department's RFP Web Page  
<http://www.ct.gov/dss/rfp>
- 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 RFQ.

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

- 3. Procurement Schedule.** See below. Dates after the due date for Qualifications ("Qualifications 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 RFQ and will be posted on the State Contracting Portal and the Department's RFQ Web Page.

- RFQ Released: May 05, 2016
- Deadline for Questions: May 19, 2016, 2:00 p.m. Eastern Time
- Answers Released (tentative): May 24, 2016
- **Qualifications Due:** **June 02, 2016, 2:00 p.m. Eastern Time**
- (\*) Start of Contract: TBD

- 4. Inquiry Procedures.** All questions regarding this RFQ 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 RFQ or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. All questions and answers will be compiled into a written addendum to this RFQ. If any answer to any question constitutes a material change to the RFQ, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agency will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments or addenda to this RFS on the State Contracting Portal and on the Department's RFP Web Page. **Qualifications must include a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFQ.**

5. **Submission Due Date and Time.** The Official Contact is the **only authorized recipient** of Qualifications submitted in response to this RFQ. Qualifications must be received by the Official Contact on or before the due date and time:

- Due Date: **June 02, 2016**
- Time: 2:00 p.m. Eastern Time

Faxed Qualifications will not be reviewed. Mailed and hand-delivered qualifications are also permitted. A postmark date shall not be accepted as the basis for meeting the submission end date and time. Respondents should not interpret or otherwise construe receipt of a submission after the end date and time as acceptance of the submission, since the actual receipt of the submission is a clerical function. It is recommended that the Respondents use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the submission. When hand-delivering submissions, Respondents should allow extra time to comply with building security and delivery procedures.

Hand-delivered qualifications must be delivered to the lobby at the Department of Social Services, 55 Farmington Avenue, Hartford CT 06105-3730. Proceed to the security desk and the Official Contact or designee will be called to receive the submission and provide the Respondent or courier with a receipt. Visitor parking is available across the street from 50 Farmington Ave.

Qualifications shall not be considered received by the Department until they are in the hands of the Official Contact or another representative of DSS designated by the Official Contact. At DSS's discretion, late qualifications may be destroyed or retained for pick-up by the submitters.

An acceptable submission must include:

- **One (1) original submission with original signatures;**
- **Five (5) hard copies of the original submission; and**
- **One (1) electronic copy of the original proposal on Compact Disk (CD).**

**Please note:** Unsigned submissions will not be reviewed. Flash drives are not acceptable. Hyperlinks referenced within the submission are not acceptable.

6. **Multiple Submissions.** Multiple submissions are not an option with the procurement.

■ **B. SUBMISSION FORMAT**

1. **Required Outline.** All qualifications must follow the required outline presented in Section V. Submission Outline. Qualifications that fail to follow the required outline will be deemed, non-responsive and not evaluated.
2. **Cover Sheet.** The Cover Sheet is Page 1 of the submission. Respondents must complete and use the [Cover Sheet](#) form, which is embedded in this RFQ as a hyperlink.
3. **Table of Contents.** All submissions must include a Table of Contents that conforms to the required submission outline. (see Section VI. Submission Outline).
4. **Claim of Exemption from Disclosure.** Respondents are advised that all materials associated with this request, procurement or contract are subject to the terms of the Freedom of Information Act, Conn. Gen. Stat. §§ 1-200 et seq. (FOIA). Although there are exemptions in the FOIA, they are permissive and not required. If a Respondent believes that certain information or documents or portions of documents required by this request, procurement, or contract is exempt from disclosure under the FOIA, the Respondent must mark such information or documents or portions of documents as EXEMPT. In Section V of its submission, the Respondent must indicate the documents or pages where the information labeled EXEMPT is located in the proposal.

For information or documents so referenced, the Respondent must provide a detailed explanation of the basis for the claim of exemption. Specifically, the Respondent must cite to the FOIA exemption that it is asserting as the basis for claim that the marked material is exempt. In addition, the Respondent must apply the language of the statutory exemption to the information or documents or portions of documents that the Respondent is seeking to protect from disclosure. For example, if a Respondent marks a document as a trade secret, the Respondent must parse the definition in section 1-210(b)(5)(A) and show how all of the factors are met. Notwithstanding this requirement, DSS shall ultimately decide whether such information or documents are exempt from disclosure under the FOIA.

5. **Conflict of Interest - Disclosure Statement.** Respondents must include a disclosure statement concerning any current business relationships (within the past three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the Respondent and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a Respondent tries to influence, or succeeds in influencing, the outcome of an official decision for its personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the Respondent over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a Respondent must affirm such in the disclosure statement: *"[name of Respondent] has no current business relationship (within the past three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*
6. **Executive Summary.** Submissions must include a high-level summary of the submission, not exceeding two (2) pages.

The Executive Summary, at a minimum, **shall include statements** certifying that the **following minimum submission requirements** have been accomplished by the Respondent:

- a. The Respondent must agree to use the standardized informational material and approved LTSS functional prescreen tool, which are available on My Place CT.
- b. The Respondent must agree to ensure that the local partners will provide information and services for individuals with LTSS needs of all ages.
- c. Identify the town(s) where the network does or will exist. The intention is to develop single town level networks, however if more than one (1) town is to be the focus, the Respondent must identify the town(s) and/or community(ies) that will be the focus of this application and the rationale for their inclusion.
- d. Identify the population (number of residents) in the service area of the town(s) identified under #1, using Department of Public Health 2014 town population projections:  
<http://www.ct.gov/dph/cwp/view.asp?a=3132&q=388156>
- e. Identify the amount of grant funding you are requesting.
  - 1) Populations of 9,999 or less: Funding up to \$5,000.
  - 2) Populations between 10,000 and 79,999: Funding up to \$10,000.
  - 3) Populations of 80,000 or more: Funding up to \$15,000.
- f. Specify what tier of support (Influencer, Connector, Navigator, Provider) you will provide and confirm that you are willing to obtain the required training and certification, such as Person Centered Counseling Training, 211 Training, and MyPlaceCT training.
- g. At least one "Influencer" is required. Identify the influencer(s) your organization will be working with and provide a letter of support from. *Influencer Letters of Support, as Appendix 1.*
- h. Indicate your commitment to build a sustainable network of locally based LTSS resources and identify the number of entities for each tier based on the population of the service area indicated in #1, including at a minimum:

Population	Influencers (Minimum.)	Connectors (Minimum)	Navigators (Minimum)
0-10,000	1	5	1
10,001-20,000	1	10	1
20,001-30,000	1	15	2
30,001-40,000	1	20	3
40,001-50,000	1	25	4
50,001-60,000	1	30	5
60,001-70,000	1	35	6
70,001-80,000	1	40	7
80,001-90,000	1	45	8
90,001-100,000	1	50	9

Population	Influencers (Minimum.)	Connectors (Minimum)	Navigators (Minimum)
100,001-120,000	1 or more	55	10
120,001-130,000	1 or more	60	11
130,001-140,000	1 or more	65	12
140,001-150,000	1 or more	70	12

➔ **The number of Navigators refers to the number of entities signed up, not the number of staff at each entity.**

- i. Identify the number of staff you employ, and the number of volunteer staff.
- j. Each grantee is required to hold at least one (1) meeting to develop relationships and partner with stakeholders in the community, including but not limited to, town governance, town residents, nonprofit entities, and existing home and community-based services (HCBS) providers. Indicate your organization's commitment to hold stakeholder meeting(s).
- k. Each grantee will be required to attend mandatory meetings with other grantees, as specified by the State, to share experiences, strategies, and best practices. Indicate your organization's commitment to attend required grantee meetings.
- l. Indicate your agreement to comply with data collection and provide monthly reports of the activities and progress related to the grant. This includes working with the evaluation team at the UConn Center on Aging.

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

**7. Style Requirements.** The submission must conform to the following specifications:

Binding Type: Submissions should be assembled in notebooks or binders.  
 Paper Size: 8½" x 11", portrait orientation  
 Print Style: 1-sided  
 Font Size: Minimum of 11-point  
 Font Type: Arial or Tahoma  
 Margins: All margins shall be one inch (1")  
 Line Spacing: Single-spaced

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

**9. Packaging and Labeling Requirements.** All qualifications 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 RFQ Name must be clearly displayed on the envelope or package: **LTSS\_PNE\_RFQ.**

Any received submission that does not conform to these packaging or labeling instructions will be opened as general mail. Such a submission may be accepted as a

clerical function, but it will not be evaluated. At DSS's discretion, such a submission may be destroyed or retained for pick-up by the submitters.

## ■ C. EVALUATION OF QUALIFICATIONS

- 1. Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of submissions received in response to this RFQ. When evaluating submissions, negotiating with the successful Respondent, and offering the right to negotiate a contract, the Department will conform to its written procedures for PSA 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 qualifications submitted in response to this RFQ. The contents of all submissions, including any confidential information, will be shared with the Evaluation Team. Only submissions found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Submissions 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 submissions must comply with the requirements specified in this RFQ. To be eligible for evaluation, submissions must (a) be received on or before the due date and time; (b) meet the Submission Format requirements; (c) follow the required Submission Outline; (d) be complete; and (e) respond to the requirements listed in the Executive Summary. Submissions that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any submission that deviates significantly from the requirements of this RFQ.
- 4. Evaluation Criteria (and Weights).** Submissions 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 submissions. Only the criteria will be used to evaluate submissions. The criteria are weighted according to their relative importance. The weights are confidential.
- 5. Respondent Selection.** Upon completing its evaluation of submissions, the Evaluation Team will submit the rankings of all submissions to the Department head along with the Team's recommendations. The final selection of a successful Respondent is at the discretion of the Department head. Any Respondent selected will be so notified and awarded an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful Respondents will be notified by e-mail 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 submission. 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 information concerning other qualifications, 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. Not later than thirty (30) days** after the Department notifies Respondents about the outcome of the competitive procurement, Respondents may submit an Appeal. 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 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 RFQ. 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 to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.
- 8. Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board..." More detailed information is available on the State Contracting Standards Board web site at <http://www.ct.gov/scsb/site/default.asp>.
- 9. Contract Execution.** Any contract developed and executed as a result of this RFQ is subject to the Department's contracting procedures, which may include approval by the Department of Administrative Services and Office of the Attorney General.

## IV. QUALIFICATION SUBMISSION

### ■ A. QUALIFICATION RESPONSES

General – Responses for this section must describe the Respondent's ability and competence to perform the requirements specified in this RFQ.

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

1. **Organizational and Service Information** – The maximum page limitation is twenty (20) single sided pages, not including attachments.

**To submit a responsive submission, the RESPONDENT SHALL** provide the following information:

- a. Describe the qualities that make your organization an ideal candidate to accomplish the objectives of this grant.
- b. Specify how you will partner with the hospital(s) that serve the local community and the Money Follows the Person (MFP) Demonstration.
- c. Identify your organization's business hours. If your organization has less than a fulltime (fulltime is at minimum, Monday-Friday regular business hours) presence in the community, identify the nature of your presence and hours of availability or operation. If your presence is less than fulltime, you must specify that phone or other access is available Monday-Friday during normal business hours, and how this occurs.
- d. Describe your ability to disseminate information.
- e. Describe your experience with social media.
- f. Describe your organization's current networking efforts with other local community organizations to promote access to information and resources about community based LTSS and its ability to do warm transfers.
- g. Describe how you will develop an asset map for the community in collaboration with the United Way of CT 211 Community Results Center, including identifying locally based resources supporting individuals with LTSS needs in the target community and how they interact, connect, network to provide older adults and persons with disabilities access to information and resources about LTSS.
  - 1) Describe your process to identify the following information for each "Care Through Community" partner in your proposed network:
    - a) The tier the partner falls into.
    - b) Contact information (name, title, phone number, email address).
    - c) Physical location.
    - d) Towns served.
    - e) The days and hours of the partner's availability.

- f) Whether or not an appointment is needed.
  - g) Whether or not the partner is on a bus line.
  - h) What languages the partner can use.
  - i) What services are available (for example, Options counseling, support with Medicare and health insurance questions, Medicaid application assistance, LTSS pre-screen).
  - j) Whether or not the partner is conflict free.
  - k) What credentials the partner has (for example, CHOICES credentialed, My Place CT credentialed, Person Centered Counseling credentialed).
- h. Attach five (5) *Community Letters of Support*, as **Appendix 2**, from stakeholders and organizations as identified in Section III.B.6.j., Section IV.A.1.f. and Section IV.A.1.g.
- i. Document your plan to keep the Connecticut 2-1-1 database of *Care Through Community* partners current and accurate, including frequency and method.
- j. Document in detail, including timelines, your plan to increase the *Care Through Community* partner network and how your plan will enhance the process to provide individuals with standardized information on LTSS and streamline the process for eligible individuals to receive appropriate services, from receipt of the standardized information to eligibility determination and application for services to receipt of services.
- 1) Deliverables:
    - a) Initial meeting with stakeholders.
    - b) Completion of asset mapping.
    - c) Recruitment of partners: Memorandum of Understanding (MOU).
    - d) Final report identifying activities under the grant, best practices, promising practices, and lessons learned.
- k. Indicate other benchmarks or deliverables (if any) you intend to provide.
- l. Describe how efforts under this grant will serve to initiate or expand your community's advancing community livability, as defined by the state's statutory livable communities initiative, led by Connecticut's Legislative Commission on Aging, and which agree in reporting to identify specific progress in the areas of planning and zoning, public spaces and buildings, housing, transportation, community engagement, health services and/or social services. Please refer to the link below for additional information on Livable Communities, <http://coa.cga.ct.gov/index.php/livable-communities>
- m. Subcontractor Profile- Each organization that will be delivering LTSS must be identified in the submission. All proposed subcontractors are subject to the Department's prior approval. **To submit a responsive proposal, THE RESPONDENT SHALL** include the following information about each proposed subcontractor.

- 1) A [Subcontractor Profile](#) for each proposed subcontractor, which is embedded in this section as a hyperlink, shall be included in Section VI.F. Appendices, as **Appendix 3**.
- 2) A draft written agreement between the respondent and each proposed subcontractor shall be included in Section VI.F. Appendices, as **Appendix 4**. Selected respondents shall be required to submit a copy of a final written agreement with each subcontractor prior to contract execution.
- 3) A letter of commitment from each proposed subcontractor, indicating willingness to provide the proposed services throughout the entire contract period, shall be included in Section VI.F. Appendices, **Appendix 5**. Each letter must be signed by an authorized official of the proposed subcontractor.

Note: The contractor is permitted to make subcontract(s) with any other qualified party for furnishing any of the work or services in this Request.

The contractor shall be solely responsible for performance of the entire contract whether or not subcontractors are used. The State shall not be involved in the relationship between the prime contractor and the subcontractor. Any issues that arise as a result of this relationship shall be resolved by the prime contractor. All references to the contractor shall be construed to encompass both the contractor and any subcontractors of the contractor.

**2. Financial Information:** No page limitation

All proposed costs are subject to the standards developed by the State Office of Policy and Management for determining the cost of contracts, grants, and other agreements with organizations that receive funding from the State. Be advised that the budget proposal is subject to revision prior to contract execution in order to ensure compliance with the OPM cost standards. More information about the cost standards is available on OPM's web site: [Cost Standards](#).

**To submit a responsive submission, the RESPONDENT SHALL** provide the following information:

- a. Audited Financial Statements. Submit one (1) copy of each of the Respondent's two (2) most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA). The copies shall include the following applicable documents:
  - 1) Financial statements.
  - 2) Auditor's reports.
  - 3) Management letters.
  - 4) Reissued components.

If audited financial statements for each of the last two (2) fiscal years were not prepared, the Respondent shall provide comparable statements that will document the Respondent's financial stability. The additional documentation shall include, at a minimum:

- Unaudited balance sheets/Statement of Financial Position for the previous town (2) years.
  - Unaudited income statements/Statement of Operations for the previous two (2) years.
  - Cash flow statements for the previous two (2) years.
  - IRS Form 990 for the previous two (2) years.
  - Bank statements for all operating accounts for the previous twelve (12) months.
  - Significant federal/state award letters.
  - Description of major classes of payables including an accounts payable aging schedule.
- b. **Budget.** To submit a responsive submission, **THE RESPONDENT SHALL** complete a budget proposal, [http://www.ct.gov/dss/lib/dss/word/mfp\\_ltss\\_network\\_rfa\\_budget.xlsx](http://www.ct.gov/dss/lib/dss/word/mfp_ltss_network_rfa_budget.xlsx), embedded as a hyperlink. Describe of how the grant funds will be used to implement your plan and improve interconnectedness between LTSS organizations and businesses in the identified town or community and increase the number of partners in the network. Use the budget template provided.
- c. Describe your organization's ability to manage and account for funds received.

*The Department reserves the right to reject the submissions of any Respondent that is not financially viable based on the assessment of the annual financial statements.*

## ■ B. BILLING AND PAYMENT INFORMATION

All payments to the contactor shall be contingent upon the Department's receipt and approval of completed [W-1270](#) forms, which shall be provided by the Department, and itemized invoices detailing time spent on contractually-required activities and a description of the work completed. Specific terms and conditions pertaining to the payment process shall be set forth in the terms of the PSA.

## V. MANDATORY PROVISIONS

### ■ A. STANDARD CONTRACT, PARTS I AND II

*By submitting a Submission in response to this RFQ, the Respondent implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract":*

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

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

**Note:**

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

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

### ■ B. ASSURANCES

*By submitting a Submission in response to this RFQ, and Respondent implicitly gives the following assurances:*

- 1. Collusion.** The Respondent represents and warrants that the Respondent did not participate in any part of the RFQ development process and had no knowledge of the specific contents of the RFQ 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 submission. The Respondent also represents and warrants that the submission 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 RFQ. 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. Validity of Submission.** The Respondent certifies that the submission represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFQ and any amendments or attachments hereto. The submission

shall remain valid for a period of 180 days after it has been received by the Department and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the submission, by reference or otherwise, into the resultant contract with a successful Respondent.

4. **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 RFQ or any resultant contract.

#### ■ C. TERMS AND CONDITIONS

*By submitting a Submission in response to this RFQ, and 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 qualifications submitted in response to this RFQ.
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. **Changes to Submission.** No additions or changes to the original submission will be allowed after submission. While changes are not permitted, the Department may request and authorize Respondents to submit written clarification of their submission, in a manner or format prescribed by the Department, and at the Respondent's expense.
5. **Supplemental Information.** Supplemental information will not be considered after a submission is received, unless specifically requested by the Department. The Department may ask the Respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in their submission. 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.
6. **Presentation of Supporting Evidence.** If requested by the Department, the Respondent must be prepared to present evidence of experience, ability, data reporting capabilities, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFQ. At its discretion, the Department may also check or contact any reference provided by the Respondent.
7. **RFQ Is Not An Offer.** Neither this RFQ 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 Submission in response to this RFQ, the Respondent implicitly accepts that the following rights are reserved to the State:*

1. **Timing Sequence.** The timing and sequence of events associated with this RFQ shall ultimately be determined by the Department.
2. **Amending or Canceling RFQ.** The Department reserves the right to amend or cancel this RFQ 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 Qualifications.** In the event that no acceptable Qualifications are submitted in response to this RFQ, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.
4. **Award and Rejection of Qualifications.** The Department reserves the right to award in part, to reject any and all qualifications in whole or in part, for misrepresentation or if the submission limits or modifies any of the terms, conditions, or specifications of this RFQ. 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 any submission submitted after the closing date of **June 02, 2016, 2:00 PM.**
5. **Sole Property of the State.** All qualifications submitted in response to this RFQ 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 RFQ shall be the sole property of the State, unless stated otherwise in this RFQ 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 RFQ. The Department further reserves the right to contract with one or more Respondents for such services.
7. **Clerical Errors in Award.** The Department reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made and subsequently awarding the contract to another. 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.

■ **E. STATUTORY AND REGULATORY COMPLIANCE**

*By submitting a submission in response to this RFQ, the Respondent implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to:*

- 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 qualifications any confidential information. If the Respondent indicates that certain documentation, as required by this RFQ, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a Respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons. IMPORTANT NOTE: The Respondent must upload the Workplace Analysis Affirmative Action Report through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Rehabilitation Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.
- 3. Consulting Agreements, C.G.S. § 4a-81.** Qualifications for State contracts with a value of \$50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall require a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the proposal. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at [OPM: Ethics Forms](#)  
IMPORTANT NOTE: The Respondent must upload the Consulting Agreement Affidavit (OPM Ethics Form 5) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Rehabilitation Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.
- 4. Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g) (2).** If a Respondent is offered an opportunity to negotiate a contract with an

anticipated value of \$50,000 or more in a calendar or fiscal year, the Respondent must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at [OPM: Ethics Forms](#)

IMPORTANT NOTE: The selected Respondent(s) must upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Rehabilitation Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

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 CT State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at [OPM: Nondiscrimination Certification](#)

IMPORTANT NOTE: The selected Respondent(s) must upload the Nondiscrimination Certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Rehabilitation Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

6. **Certification Regarding Lobbying, (embedded as a hyperlink) - To submit a responsive Submission, THE RESPONDENT SHALL** provide a signed statement to the effect that no funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress or an employee of a member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

7. **Small, Minority or Women's Business Enterprise**

Section 4a-60g of the General Statutes of Connecticut (C.G.S.) sets forth the requirements of each Executive Branch agency relative to the Connecticut Supplier Diversity program. Pursuant to that statute, at least 25 percent of the total value of all contracts must be set aside for small contractors and minority business enterprises. The Department of Social Services supports the use of diverse suppliers in fulfilling its contracts wherever possible, including contracts that have not been specifically designated as Supplier Diversity set-asides. Accordingly, if subcontractors are to be used, the Department of Social Services encourages, but does not require, that the Respondent make a "[Good Faith Effort](#)" to set aside a portion of the resultant contract for a small, minority, or women's business enterprise as a proposed subcontractor for the supply of goods and services. Prospective Respondents may obtain a list of small, minority and women's business enterprises certified to participate in the Supplier Diversity program at the State of Connecticut Department of Administrative Services Web site at <http://www.biznet.ct.gov/SDSearch/SDSearch.aspx> or by calling 860-713-5236. If the Respondent is proposing the use of a subcontractor and has elected to make a Good Faith Effort to utilize diverse suppliers, **THE RESPONDENT SHALL**

describe its effort to set aside a portion of the resultant contract for a small, minority, or women's business enterprise. While the Department of Social Services encourages the Respondent to utilize diverse suppliers wherever possible, this is not a requirement and will not be weighed in the review of the proposal.

## VI. SUBMISSION OUTLINE

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

	<b>Your page #</b>
A. <a href="#">Cover Sheet</a> . . . . .	1.
B. Table of Contents . . . . .	2.
C. Claim of Exemption from Disclosure . . . . .	Etc.
D. Conflict of Interest – Disclosure Statement . . . . .	
E. Executive Summary . . . . .	
F. Qualification Submission . . . . .	
1. Organizational and Service Information (Twenty (20) page limitation)	
2. Financial Information . . . . .	
G. Appendices: . . . . .	
1. Influencer Letters of Support . . . . .	
2. Community Letters of Support . . . . .	
3. <a href="#">Subcontractor Profile</a> . . . . .	
4. Subcontractor Draft Agreement . . . . .	
5. Subcontractor Letter of Commitment . . . . .	
H. Forms	
1. Addendum Acknowledgement . . . . .	
2. <a href="#">Certification Regarding Lobbying</a> . . . . .	
I. Other	
1. Workplace Analysis Affirmative Action Report . . . . .	
2. <a href="#">OPM: Ethics Forms</a> . . . . .	
3. <a href="#">OPM: Nondiscrimination Certification</a> . . . . .	