

STATE OF CONNECTICUT PROCUREMENT NOTICE



Request for Proposals (RFP) For The CT Homeless Response System

RFP Name: State of Connecticut Homeless System

Issued By:

State of Connecticut Department of Housing

July 31, 2023

The Request For Proposal is available in electronic format on the State Contracting Portal by filtering by Organization for Department of Housing

<https://portal.ct.gov/DAS/CTSource/BidBoard>

or from the Agency's Official Contact:

Name: Steve DiLella
Address: 505 Hudson Street, Hartford, CT 06106
Phone: 860-271-8081
E-Mail: Steve.DiLella@ct.gov

The RFP is also available on the Department's website at <http://www.ct.gov/doh>

RESPONSES MUST BE RECEIVED NO LATER THAN

September 19, 2023 at 3:00 PM

The Department of Housing is an Equal Opportunity/Affirmative Action Employer.

The Agency reserves the right to reject any and all submissions or cancel this procurement at any time if deemed in the best interest of the State of Connecticut (St

Table of Contents

I. GENERAL INFORMATION	3
A. INTRODUCTION	3
B. INSTRUCTIONS	3
II. PURPOSE OF RFP AND SCOPE OF SERVICES	6
A. AGENCY OVERVIEW	6
B. PROGRAM OVERVIEW	6
C. SCOPE OF SERVICE DESCRIPTION	8
D. PERFORMANCE MEASURES.....	20
E. CONTRACT MANAGEMENT/DATA REPORTING	22
III. PROPOSAL SUBMISSION OVERVIEW	22
A. SUBMISSION FORMAT INFORMATION.....	22
B. EVALUATION OF PROPOSALS	23
IV. REQUIRED PROPOSAL SUBMISSION OUTLINE AND REQUIREMENTS	26
V. MANDATORY PROVISIONS.....	40
A. POS STANDARD CONTRACT, PARTS I AND II.....	40
B. ASSURANCES	40
C. TERMS AND CONDITIONS	41
D. RIGHTS RESERVED TO THE STATE	42
E. STATUTORY AND REGULATORY COMPLIANCE	43
VI. APPENDIX	45

I. GENERAL INFORMATION

A. INTRODUCTION

1. RFP Name and Number. The CT Homeless Response System **CTDOH 2023-0958**

2. RFP Summary. The State of Connecticut DOH is requesting proposals from eligible applicants to implement one (1) or more of the following system components funded through this RFP to provide services to clients throughout their journey from homelessness to stable, safe, permanent housing: 1) Shelter Operations and Accommodations 2) Shelter Case Management 3) Housing-Based Case Management Services for Rapid Rehousing and Supportive Housing 4) Coordinated Access Network Administration and 4) Rapid Rehousing Rental Assistance Administration (Statewide). Agencies are expected to coordinate with other agencies in the [CAN geography](#) to ensure that all homeless response activities are comprehensive and well-coordinated. The goal of this RFP is to equitably allocate funding to proportionally based on the previous year's relative needs documented in each CAN; 2) set a standard cost-per-bed for emergency sheltering programs across the State; 3) tie clear expectations and standards to each funded component; and 4) establish an equitable approach to fund homeless response system components that can be scaled up proportionally in the event that additional State funding is made available through legislative commitments.

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

2000: Community and Social Services

B. INSTRUCTIONS

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

2.

Name: Steve DiLella
Address: 505 Hudson Street Hartford, CT 06106
Phone: 860-205-0981
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. Registering with State Contracting Portal. Respondents must register with the State of CT contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered. Respondents shall submit the following information pertaining to this application to this portal (on their supplier profile), which will be checked by the Agency contact.

- Secretary of State recognition – Click on appropriate response

- Non-profit status, if applicable
- Notification to Bidders, Parts I-V
- Campaign Contribution Certification (OPM Ethics Form 1): <https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

3. 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:

- Agency’s RFP Web Page <https://portal.ct.gov/doh>
- State Contracting Portal (go to CTsource bid board, filter by Department of Housing <https://portal.ct.gov/DAS/CTSource/BidBoard>)

It is strongly recommended that any proposer or prospective proposer interested in this procurement check the Bid Board for any solicitation changes. Interested proposers may receive additional e-mails from CTsource announcing 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.

4. Procurement Schedule. See below. Dates after the due date for proposals (“Proposals Due”) are non-binding target dates only (*). The Agency may amend the schedule as needed. Any change to non-target dates will be made by means of an amendment to this RFP and will be posted on the State Contracting Portal and, if available, the Agency’s RFP Web Page.

- RFP Released: July 31, 2023
- Virtual RFP Conference: August 16, 2023, 1:00 – 2:30 pm
- Letter of Intent Due: Not Applicable
- Deadline for Questions: August 22, 2023
- Answers Released: August 29, 2023
- Proposals Due: September 19, 2023 3:00 PM
- Start of Contract: January 1, 2024

5. Contract Awards. The award of any contract pursuant to this RFP is dependent upon the availability of funding to the Agency.

6. Eligibility. Public or non-profit organizations and municipalities are eligible to submit proposals in response to this RFP. Individuals who are not a duly formed business entity are ineligible to participate in this procurement. Applicants with long-standing, significant outstanding unresolved issues on current and/or prior year contracts with DOH or HUD may be removed from consideration for additional or future funding.

7. Minimum Qualifications of Proposers. To qualify for a contract award, a proposer must have the following minimum qualifications:

To qualify for a contract award, an applicant must have a **minimum of three (3) years** of demonstrated experience with providing similar services to people experiencing homelessness.

DOH reserves the right to reject the submission of any respondent that is in default of any current or prior contract with the State.

8. Letter of Intent. A Letter of Intent (LOI) not required by this RFP.

9. Inquiry Procedures. All questions regarding this RFP or the Agency's procurement process must be directed, in writing, electronically, (e-mail) 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(s) will be answered. However, the Agency will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Agency may or may not respond to questions received after the deadline. If this RFP requires a Letter of Intent, the Agency reserves the right to answer questions only from those who have submitted such a letter. The Agency may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such.

The agency will release the answers to questions on the date(s) established in the Procurement Schedule. The Agency will publish any and all amendments to this RFP on the State Contracting Portal and, if available, on the Agency's RFP Web Page. At its discretion, the Agency may distribute any amendments to this RFP to prospective proposers who submitted a Letter of Intent or attended the RFP Conference.

10. RFP Conference. A virtual RFP conference will be held on Zoom on August 16, 2023 from 1:00-2:30 PM EDT to answer questions from prospective proposers. Attendance at the conference is **optional**. At the conference, attendees will be provided an opportunity to submit written questions, which the Agency's representatives may (or may not) answer at the conference. Any oral answers given at the conference by the Agency's representatives are tentative and not binding on the Agency. All questions submitted will be answered in a written amendment to this RFP, which will serve as the Agency's official response to questions asked at the conference. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. The agency will release the amendment on the date established in the Procurement Schedule. The Agency will publish any and all amendments to this RFP on the State Contracting Portal and, if available, on the Agency's RFP Web Page. The RFP conference will be recorded and posted on the Department of Housing website.

<https://us02web.zoom.us/j/83210725112?pwd=ZGZ1WStkL0xzcllQzd5N1RiUitBUT09&from=addon>

Meeting ID: 832 1072 5112

Passcode: 866362

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

Proposals received after the due date and time will be ineligible and will not be evaluated. The Agency will send an official letter alerting late respondents of ineligibility.

An acceptable submission must include the following:

- One (1) conforming electronic copy of the original proposal.

The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

The electronic copy of the proposal must be emailed to official agency contact for this procurement. The subject line of the email must read: Homeless System RFP. Required forms and appendices may be scanned and submitted as PDFs at the end of the main proposal document. Please ensure the entire email submission is less than 25 MB as this reflects The Agency's server limitations. Respondents should work to ensure there are not additional IT limitations from the provider side.

- 12. Multiple Proposals.** The submission of multiple proposals is option for this procurement. However, proposers must submit a separate RFP Submission Form for each proposal.

II. PURPOSE OF RFP AND SCOPE OF SERVICES

A. AGENCY 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. 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 multifamily 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.

The Department of Housing's mission is to ensure everyone has access to quality housing opportunities and options throughout the State of Connecticut.

B. PROGRAM OVERVIEW

The State of Connecticut DOH is requesting proposals from eligible applicants to implement one (1) or more system components funded through this RFP to provide services to clients throughout their journey from homelessness to stable, safe, permanent housing. Agencies are expected to coordinate with other agencies in the [CAN geography](#) to ensure that all homeless response activities are comprehensive and well-coordinated. Proposals must clearly outline how the applicant will conduct activities as a coherent part of the overall homeless response system, especially with other system partners within the CAN. Proposers must have the organizational capability, related experience and partnerships to successfully deliver the services as detailed in this RFP's Scope of Services section. All awardees must follow [CT CAN Policies](#). While each system component included in the RFP has its own performance metrics, DOH intends that the broader outcome associated with this RFP is to reduce the length of time persons are in an unhoused situation, using evidence-based practices and the standards established for each system component per this RFP. The performance metrics are consistent with the federal Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. The RFP combines a mix of state and federal funding sources, including Social Service Block Grant Program (SSBG), Continuum of Care Program (HUD CoC), Emergency Solutions Grant Program (ESG), Youth Homeless Demonstration Project (YHDP), Department

of Housing (DOH) program funds, and DOH-administered Community Reinvestment Act (CIA) funds.

All applicants must commit to the system wide requirements below as a condition of award:

1. **Housing First** – a systems approach that provides immediate access to shelter and housing without unnecessary prerequisites such as income, sobriety or compliance with treatment. Housing First seeks to rapidly house persons experiencing homelessness by assertively engaging with participants to meet needs and access resources that will support housing stability.
2. **Low Barrier to Services** – a low barrier program prohibits admission criteria beyond what is contractually required and does not impose entry requirements such as income, identification, credit checks or criminal background checks unless required by state or local statute.
3. **Centralized and Coordinated Homeless Response System**– providers are fully engaged in the Coordinated Access Network (CAN) and only accept referrals from the CAN, where applicable.
4. **Evidence based practice** – Staff are trained in Housing First and related practices such as Harm Reduction, Trauma Informed Care, Critical Time Intervention and other evidence-based case practices.
5. **Culturally responsive programming and policy**. Programming and policies respond to the cultural and linguistic needs of the community being served as defined by the community, including those defined by race, ethnicity, gender, sexuality, primary language, and age.
6. **Diversity, equity and inclusion**. Project staff members are diverse (e.g., racially, ethnically, gender) reflecting the diversity of participants served and include persons with lived experience of homelessness.
7. **Data driven system** – providers enter client data in the Connecticut’s Homeless Management Information System ([CT HMIS](#)), as required and participate in the annual homeless point in time count ([PIT Count](#)).
8. **Regulatory and policy compliance** - Projects must comply with all DOH and HUD requirements, as well as CT BOS and ODFC policies that apply to the system component funding source(s), e.g., [CoC Program Interim Rule](#); [ESG Program Interim Rule](#); [Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards](#); [HUD CoC Program Notices](#); [CT CAN Policies](#); [CT BOS Policies](#); [ODFC Policies](#); and [DOH RRH Operations Guide](#). Additionally, projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at [24 CFR 5.105\(a\)](#).

C. SCOPE OF SERVICE DESCRIPTION

1. Description of System Components

This RFP seeks to award funds for the following homeless system components up to the total available funding. Applicants may apply for multiple system components.

System Component	Total Available Funding*
1. Shelter Operations and Accommodations	\$10,090,153
2. Shelter Case Management Services	\$5,247,408
3. Housing-Based Case Management Services (HBCM) for Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH)	PSH: \$795,785 RRH: \$4,043,640
4. Coordinated Access Network (CAN) System Management	\$4,233,533
5. Rapid Rehousing Rental Administration (Statewide)	\$6,272,598

**Total final funding amounts will be determined at time of award.*

Funding for Shelter Operations, Shelter Case Management, Rapid Rehousing Case Management, and CAN System Management will be made available according to a needs-based allocation formula. DOH selected "Attended Appointments" as the metric to allocate funding for system components across the seven (7) CANs in CT. The percentages associated with each CAN combine "Attended Appointments" for families, young people, and adults into a single allocation percentage. To ensure continuity for current PSH participants, funding allocations for Housing Based Case Management for PSH are based on current distribution of resources in each CAN.

CAN Region*	Allocation %**	Shelter Operations*	Shelter Case Management*	Housing-Based Case Management (HBCM) for (PSH & RRH**)*	CAN System Management*
Central	6.68%	\$ 646,955	\$ 350,492	PSH: \$69,168 RRH: \$470,088	\$ 282,772
Eastern	13.92%	\$ 1,242,409	\$ 730,366	PSH: \$31,442 RRH: \$582,818	\$ 589,249
Fairfield	18.05%	\$ 1,686,091	\$ 947,062	PSH: \$104,065 RRH: \$804,804	\$ 764,076
Greater Hartford	20.21%	\$ 2,003,016	\$ 1,060,395	PSH: \$496,790 RRH: \$782,138	\$ 855,511
Greater New Haven	23.13%	\$ 2,531,619	\$ 1,213,604	PSH: \$94,320 RRH: \$935,200	\$ 979,118
Meriden/Middlesex/Wallingford (MMW)	6.95%	\$ 773,196	\$ 364,658	RRH: \$261,005	\$ 294,201
Waterbury/Litchfield (Northwest)	11.07%	\$ 1,206,868	\$ 580,830	RRH: \$207,586	\$ 468,605

*Total final funding amounts will be determined at time of award.

** The percentages associated with each CAN combine "Attended Appointments" for families, young adults, and adults into a single allocation percentage. Some adjustments were made to component funding levels to ensure continuity of services.

**HBCM PSH allocations are based on the current distribution of resources by CAN. HBCM RRH allocations were adjusted modestly to maintain current capacity in CANs where there was a substantial change when using the allocation formula.

2. Organizational Expectations

Public or non-profit organizations and municipalities are eligible to submit proposals in response to this RFP. To be considered for the right to negotiate a contract, a respondent must have successfully provided the same or similar services for a minimum of three years. The respondent must demonstrate that it has the qualifications and experience to successfully take on the proposed scope of work.

3. Service Standards

Applicants may apply for one or more of the services and must adhere to the all of standards listed below.

Component 1: Shelter Operations and Accommodations

Funding Sources. SSBG, ESG, DOH

Eligible Activities. Operations costs include maintenance, rent, repair, security, fuel, equipment, insurance, utilities, food, supplies necessary for shelter operation, hotel/motel vouchers relocation, and furnishings. Accommodations costs include staffing and security. Projects may also apply for project administration costs and HMIS

Maximum available per bed: \$9,000

Condition of Award. Applicants submitting proposals to provide Shelter Operations and Accommodations commit to following the admission and accommodation standards established below.

Admission Standards

- Shelter beds/units may be offered to one or more of the three populations listed below:
 - Households with minor dependents (families)
 - Households with at least one adult aged 25+ (adults)
 - Households with head of household aged 18-24 and no adults aged 25+ present (youth)
- Must serve exclusively persons experiencing homelessness as defined under Category 1 or 4 of the [HEARTH Act Definition](#)
- Adhere to [ESG Program Interim Rule 576.102\(a\)\(1-3\)](#)
- Must fill 100% of shelter bed vacancies with CAN or Street Outreach referrals, prioritizing Category 1 unsheltered status for entry
- Must notify CAN of shelter bed/unit vacancies within 24 hours of the vacancy and be prepared to immediately turnover the bed/unit
- Ensure that beds/units are not kept offline for more than two (2) days unless there is no demand for the beds/units in the CAN
- May not deny CAN or Street Outreach referrals unless the denial is related to one of the following:
 - State of CT restrictions on sexual offenders, including caps, bans, or other limitations of facilities based on its siting or because it serves children on-site; or
 - Person previously committed a violent offense against another person on the premises of the facility, is making credible threats of violence against another person at the facility, or is actually being violent on the premises
- Shelters may not deny persons entry to shelter for any other reasons, including active substance use, service animals, possession of a large number of belongings, prior use of the facility, agency services, or broader homeless response system, history of negative behaviors (in facility or otherwise, presence of a disability – physical, mental, intellectual/ developmental, or substance use disorder, legal status/lack of citizenship documentation, or no Identification documents. Shelters must make every effort to accommodate non-service animals.
- Persons presenting as a family, with or without children, must be served together and not separated as a condition of entry, regardless of the age or gender of family members
- Persons seeking admission are served in accordance with their self-reported gender identity.
When a facility is gender-segregated, non-binary persons are permitted to determine the most appropriate placement for themselves
- Upon entry, guests are provided with an up-to-date resident handbook that clearly states rules, expectations, Resident Bill of Rights (see [CT BOS Bill of Rights](#)), available services, and a participant agreement
- Guests receive equal treatment under all shelter policies regardless of race, gender, sexual orientation, age, religion, national status, marital status, disability, or ability to pay

- Guests may only be removed from a shelter when they have committed or threatened violence toward anyone at the facility; sold drugs onsite; stolen from other guests; engaged in loan sharking, stalking of other guests, human trafficking, or gang activity. Other behaviors that compromise the safety of staff or guests may be removed with approval from DOH. All other conflicts or rule violations are handled with mediation.
- In cases where guests are being removed from a shelter, the providers must notify the CAN of such removal.

Staffing Standards

- Adequate, trained, on-site staff coverage during all hours the shelter is open to guests unless individual secured units are provided. DOH encourages shelters to remain open for guests during the daytime hours or to form a partnership with a Day Center. Shelters must have 24/7 staff coverage for emergencies.
- All staff with client contact are trained in at least the following:
 - Emergency evacuation procedures
 - Basic first aid procedures, including general first aid techniques and identification and management of crisis and emergency health situations, including mental health crises, suicide prevention, and overdose response
 - Non-violent crisis intervention techniques, including conflict resolution and de-escalation
 - Cultural sensitivity, inclusive of race, ethnicity, national origin, gender, and LGBTQIA2S+ anti-discrimination
 - Harm reduction strategies

Health and Safety Standards

- Provide housekeeping and extermination services to ensure that physical environment is clean and free of pests
- The rooms are equipped with the required safety devices (fire alarms, window guards, etc.)
- If food preparation or provision occurs onsite, facility abides by applicable food preparation standards established by local Departments of Health
- Naloxone is always accessible on-site
- Upon entry, guests are provided with a locked or otherwise secured space to store belongings

Accommodation Standards

- Shelter provides beds/cots, cribs, clean linens and towels, personal care supplies, and regular access to toilet, bathing, and sanitation facilities
- If minor children are present, heads of household and dependents are provided with one bed or crib per household member
- If minor children are present, space and supplies are available for children to play
- Private space within the facility is available so that service providers can meet with guests
- Computers with reliable internet access are available to guests for job and housing searches and virtual appointments

Services Standards

- Coordinate closely with all other system component providers to connect guests to rehousing supports when they are unable to rapidly exit from shelter. Make referral to Shelter Case Management within two (2) business days.
 - Staff are adequately trained and trained in ALL system components
 - Staff receive supervision at least monthly

- If serving households with dependent children, provide services to ensure timely enrollment in school and access to resources for homeless students in compliance with the McKinney-Vento Education Act. Monitor school attendance.
- Mediate between clients and system providers, using empathy, relationship-building, conflict resolution, and mediation skills to build and maintain client trust
- Coordinate closely with Housing Problem Solving specialists to maximize guests' rapid exits from shelter to safe alternative housing options
- Staff have a basic understanding of Housing Problem Solving approaches and reinforce messages of hope and personal agency in resident interactions
- Connect guests with community resources to help them secure housing and other resources
- Meet the special needs of special population households (e.g., seniors, youth, disabled)
- Serve undocumented households and ensure guests with limited English proficiency can access translation capabilities or are accommodated by bi-lingual staff

Customer Service Standards

- Manage a responsive and timely grievance process for guests, preferably with an outside committee to review grievances
 - Conduct customer satisfaction surveys
- Ensure that shelter is a good neighbor

Component 2: Shelter Case Management

Funding Sources. ESG, DOH

Eligible Activities. Staffing, project administration, HMIS

Maximum available per household (single or family unit): \$5,000

Condition of Award. Applicants submitting proposals to provide Shelter Case Management commit to the standards established below.

Shelter Case Management Standards

- Must serve persons experiencing homelessness as defined under Category 1 or 4 of the [HEARTH Act Definition](#)
- Adhere to [ESG Program Interim Rule](#)
- Provide housing-focused case management, as defined in the Appendix
- Staff are adequately trained and trained in ALL system components
- Staff are adequately trained and are trained in Housing Problem Solving (HPS) approaches and engage in HPS conversations with residents to identify existing supports or housing options that the resident could rely on to exit homelessness, uplifting clients' sense of hope and personal agency.
- Incorporate peer support into staffing model, recruiting members of underserved or otherwise marginalized groups, especially Hispanic, Black, LGBTQIA2S+, trans or non-binary, and young people who have experienced homelessness in Connecticut.
- Staff receive case supervision at least monthly
 - Coordinate closely with the Shelter Operations and Accommodations provider and all other system component providers to connect guests to rehousing supports when they are unable to rapidly exit from shelter.
- Engage guests and develop a housing plan during the period between 14 and 21 days of shelter entry.
- Support guests in conducting housing searches, identifying units, applying, and attending housing-related appointments. Help remove any barriers to housing.
- Connect participants with all public benefits they are eligible for – e.g., SSI/SSDI, SAGA, Medicaid, SNAP, TANF, WIC, and others
- Work closely with employment agencies, workforce development, and Financial Opportunity Centers to support guests in setting and meeting their financial goals, including benefits, employment, and financial literacy
- Connect guests with healthcare – physical, behavioral, and mental health and other community-based services – and support guests to attend appointments, including transportation and using virtual telehealth services
- If serving households with dependent children, provide services to ensure timely enrollment in school and access to resources for homeless students in compliance with the McKinney-Vento Education Act.
- Establish assessment and housing stabilization plans with guests, including attention to financial needs, i.e., acquiring benefits, employment, and financial literacy skills
- Provide or arrange for transportation to in-person appointments
Provide or arrange for tenancy classes and/or skill-building in preparation for participants assuming the rights and responsibilities of a lease.
- Mediate between clients and homeless system providers, using empathy, relationship-building, conflict resolution, and mediation skills to build and maintain client trust
- Manage a responsive and timely grievance process for participants, preferably with an outside committee to review grievances
- Conduct customer satisfaction surveys

Component 3: Housing-Based Case Management Services for PSH and RRH

Funding Sources. CoC, ESG, DOH

Eligible Activities. Housing relocation and stabilization services, housing search and placement, housing stability case management, landlord-tenant mediation, tenant legal services, and credit repair. ESG funds may be used for up to 6 months of utility arrearages. Rental assistance is administered separately.

Minimum available per household (single or family): \$7,500

Maximum available per household (single or family): \$9,000

Condition of Award. Applicants submitting proposals to provide Housing-Based Case Management commit to the standards established below.

Housing-Based Case Management Standards for PSH and RRH

- Adhere to Federal Program and local CoC requirements when working with participants enrolled in RRH, including CoC and ESG Program requirements
- For RRH, adhere to housing location and case management responsibilities and standards in [CT RRH Operations Guide](#)
- For PSH, adhere to the [CT PSH Operations Guide](#)
- 100% of enrollments are made from the CAN By-Name List, following CAN Prioritization policies
- Individuals experiencing homelessness are defined under Category 1 or 4 of the [HEARTH Act Definition](#)
- Individuals served in PSH meet the HUD definition of chronic homelessness and/or Dedicated Plus AND who have severe service needs (see Appendix)
- Coordinate closely with all other system component providers to connect participants to rehousing supports. Ensure timely referrals between system components and maintain engagement with shelters and street outreach as needed to meet participant needs
- Recruit and hire qualified staff. Incorporate peer support, recruiting members of underserved or otherwise marginalized groups, especially Hispanic, Black, LGBTQIA2S+, trans or non-binary, and young people who have experienced homelessness in Connecticut
- Staff are adequately trained and trained in ALL system components
- Staff receive supervision at least monthly and have regular access to professional supervision and/or case/clinical consultation.
- Provide or arrange for housing location services, in addition to case management staff
- Assist participants in conducting housing searches, identifying units, applying, and attending housing-related appointments
- Conduct assessments and create housing stabilization plans with participants within five (5) business days of move-in, including attention to financial needs, i.e., acquiring benefits, employment, and financial literacy skills
- Connect participants with all public benefits they are eligible for – e.g., SSI/SSDI, SAGA, Medicaid, SNAP, TANF, WIC, and others. Proactively support participants to obtain eligibility documentation
- Work closely with employment agencies, workforce development, and Financial Opportunity Centers to support participants to meet their financial goals, including benefits, employment, and financial literacy. Assist participants to overcome barriers to employment, e.g., obtaining childcare, transportation, tax credits and other barrier
- Support participants to improve health through connecting participants with healthcare services – physical and behavioral and other community-based resources – and support participants to attend appointments, including using virtual telehealth services
- Determine participant income, calculate participant share of rent, re-determine, and request rent payment from Rapid Rehousing payment vendor
- Coordinate with and adhere to policies established by the Rapid Rehousing payment vendor

- Proactively work with landlords and participants to mitigate risks and threats to housing stability such as nuisance notices and lease violations. Teach participants tenancy skills and support them in developing positive relationships with housing providers.
- Support participants to build independent living skills and collaborate with participants to integrate into their community, including identity-specific and geographic community integration
- In cases where the landlord is pursuing eviction for failure of a tenant to carry out obligations under Connecticut's Landlord and Tenant Act, [Chapter 830 of the Connecticut General Statute](#), staff will provide support through the process, connect to legal services and seek to find alternate housing arrangements to prevent a return to homelessness.
- In cases where tenants are evicted from their units, assist participants to locate other suitable housing to prevent a return to homelessness. For tenant-based rental assistance programs, rehouse evicted participants instead of exiting them from the program.
- Employ [Critical Time Intervention \(CTI\)](#) in the service model
- If serving households with dependent children, provide services to ensure timely enrollment in school and access to resources for homeless students in compliance with the McKinney-Vento Education Act.
- Provide discharge planning and aftercare for up to six months post discharge
- Manage a responsive and timely grievance process for participants, preferably with an outside committee to review grievances
- Conduct customer satisfaction surveys

Component 4: Coordinated Access Network (CAN) System Management

Funding Sources. DOH, CoC, CIA

Eligible Activities for DOH/CIA/ CoC funding. Entry coordination, exit coordination, technical assistance to direct service providers, quality assurance, data management, Housing Problem-Solving (Diversion) services and payments, housing location and placement services, verification of homelessness program eligibility, project administration, HMIS.

Eligible Activities for CIA funding. Direct financial assistance to households to avoid or end an episode of homelessness with no more than one-time financial assistance.

Minimum numbers served. DOH has not placed a cap on amount per household; however, the awardee must commit to serving a minimum number of households associated with the amount of funding: 1 household per \$1000, so if an award of \$50,000 was made, the awardee must commit to serving at least 50 households.

Condition of Award. Applicants submitting proposals to provide CAN System Management commit to the standards established below.

CAN Process Management

- Adhere to [CT CAN Policies](#)
- Monitor and strengthen provider adherence to [CT CAN Policies](#)
- Manage CAN processes, including CAN assessments, referrals, maintenance of Shelter Waitlist, Diversion roster, and By-Name List, conducting at least monthly clean-up and reconciliation of these lists.
- Conduct CAN Assessment within three (3) business days of 211 referral
- Manage HUB operations, including appointment management, interfacing with DOH and 211, and any subcontracting relationships
- Manage collaboration and coordination structure of CAN partner agencies, including coordinating DMHAS, VA, municipal, and privately funded Street Outreach in the CAN
- Refer households to shelter within 24 hours of receiving Shelter notification of a bed vacancy
- Ensure low barriers to all system components
- Implement a plan to accommodate households with pets and emotional support/service animals who are accessing shelter within the CAN
- Manage a responsive and timely grievance process for participants, preferably with an outside committee to review grievances
- Conduct customer satisfaction surveys

Unit Acquisition and Management

- Establish and maintain a pool of landlords, buildings, and units that is fully accessible to program staff operating within the CAN geography
- Manage leveraged partnerships with mainstream housing partners, including Housing Authorities, 202 and 811 property managers, private landlords and others

Employer and Workforce Development Management

- Manage leveraged partnerships with employment partners, including Regional Workforce Development Boards, American Job Centers, and Financial Opportunity Centers to maximize opportunities for people experiencing homelessness
- Ensure that CAN assessments incorporate an employment focus
- Ensure that CAN partner agencies are regularly informed about all available employment opportunities and warmly connected to employers and employment partners

Housing Problem-Solving (Diversion) Services and Flexible Funding

- Must serve persons experiencing homelessness as defined under Category 1, 2, or 4 of the [HEARTH Act Definition](#)

- Consistently engage CAN clients in exploratory and creative conversations to identify flexible and cost-effective housing solutions within the client's existing network of possibilities before exploring shelter options
- Engage clients to divert to a safe alternative within 14 days of CAN appointment
- Staff are adequately trained and supervised
- Staff are trained in ALL System Components
- If a client is already in shelter or Street Outreach, Housing Problem-Solving specialists work with Housing-Focused Shelter Case Management staff or Street Outreach teams to support clients to exit from their unhoused situation into a safe housing option that shortens the client's sheltered or unsheltered episode without ongoing subsidized rental assistance
- Administer one-time direct financial assistance when needed to support clients to access housing solutions that help them avoid sheltered/unsheltered situations and/or shorten their shelter stay
- Make direct cash assistance to eligible households available for allowable expenses, including:
Rent arrears, utility deposits, payments and arrears, rental applications fees, security deposits and upfront rent, moving costs, transportation expenses to facilitate a return to family, food assistance, car repairs, identification documents, employment supplies, training certifications, gift cards and other flexible funds.
- Establish and maintain standards on how, when and how much flexible financial assistance will be provided
Coordinate closely with employment and income services to connect diversion clients to employment and financial literacy services

Component 5: Rapid Rehousing Rental Assistance Administration (Statewide)

Funding Sources. CoC, ESG, DOH, YHDP

Eligible Activities. Up to two months of security deposits, up to 12 months of rental assistance, moving costs (not CoC), first month's rent (not ESG), last month's rent, rental application fees (not CoC), HQS inspections, rent reasonableness determinations, and property damage (not ESG)

Condition of Award. Applicants submitting proposals to provide centralized RRH Rental Administration commit to following the standards established below.

Rapid Rehousing Rental Administration Standards

- Develop and maintain policies and procedures with the appropriate internal controls
- Train service provider partners on policies and procedures
- Adhere to RRH Rental Administration policies and procedures in [CT RRH Operations Guide](#)
- Adhere to requirements associated with the CoC, ESG, and YHDP programs
- Must serve persons experiencing homelessness as defined under Category 1 or 4 of the [HEARTH Act Definition](#)
- Adhere to Federal Program requirements, including CoC and ESG Program requirements
- Complete required program entry forms as applicable
- Respond to agencies requesting Rental Assistance within three (3) business days of receiving the request
- Issue payments to landlords within five (5) business days of receiving a completed invoice
- Ensure that the landlord owns the property
- Ensure rental portion is calculated per [RRH Operations Guide](#) Standards, including utility payments
- Ensure participants do not receive more than 24 months of assistance, unless explicit, written approval has been obtained from the HUD field office or DOH
- Ensure redetermination at 12 months is completed in HMIS and the household continues to meet income eligibility criteria.
- Track and report sources of RA used by participant.

D. PERFORMANCE MEASURES

The following performance metrics highlight key priorities that will be analyzed with providers collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest to The Agency. The Agency looks forward to working with providers to define additional important performance metrics.

Proposers are welcome to propose additional key metrics.

System Component	Associated Performance Measures
Shelter Operations and Accommodations	<ul style="list-style-type: none"> • 100% of shelter bed vacancies are filled from CAN referrals • Shelter meets all standards and maintains local licensure(s) • 50% of households exit to permanent housing • Monthly shelter utilization rate shall be at or above 80%, unless the CAN does not have appropriate referrals • Households are referred for Shelter Case Management services within an average of 2 business days • 90% of school-aged children are enrolled in school within 2 business days of arriving in shelter
Shelter Case Management	<ul style="list-style-type: none"> • 90% of households receive a housing plan within 21 days of entering shelter • The rate of household exits to permanent housing increases by greater than 5% over the prior year or is at 75% • Median length of stay decreases by greater than 5% over the prior year or is less than 30 days • Returns to shelter after 12 months decrease by greater than 5% over prior year or are lower than 10% • Less than 10% of exits are to an unsheltered location or to another shelter
Housing-Based Case Management Services (PSH and RRH)	<ul style="list-style-type: none"> • Length of time from program enrollment to lease signing < or = 30 days for 75% of participants • Households receive a housing plan within an average of 5 business days • Household exits to permanent housing increase by greater than 5% over the prior year or are at 95% • Median length of stay in RRH decreases by greater than 5% over the prior year or is less than 6 months • Returns to shelter after 12 months decrease by greater than 5% over the prior year or are less than 5% • 25% of households increase income (any source) from enrollment to exit/follow up assessment • Retention in PSH or exit to permanent housing shall be at least 95% • At least 90% of households have health insurance • 20% of long-term PSH stayers (5+ years) with tenant-based subsidies move to other permanent housing
Coordinated Access Network (CAN) System Management	<ul style="list-style-type: none"> • Number of days from 2-1-1 contact to CAN Assessment does not exceed 3 calendar days

System Component	Associated Performance Measures
	<ul style="list-style-type: none"> • At least 25% of households who attend a CAN appointment and are diverted to a safe alternative¹ within 14 days of the CAN appointment (including remaining in current housed situation) receive no more than one-time direct cash assistance • At least 70% of households diverted do not enter shelter within one year of the most recent diversion service • Number of days from housing referral to move-in decreases by 10% or more from the prior year • Systemwide increases in income (from any source) increase by 10% or more from the prior year
Rental Assistance Administration	<ul style="list-style-type: none"> • Time to respond to payment requests in three (3) business days • Time to issue rental/utility payment following completed invoice = or < 5 business days
Participant Satisfaction (All components except Rental Assistance Administration)	<ul style="list-style-type: none"> • Programs conduct a survey of participant satisfaction at least annually
Data Quality (All Components except Rental Assistance Administration)	<ul style="list-style-type: none"> • Data quality and data completeness in HMIS shall be at or above the HUD standards for these domains • "Don't Know" or "Refused" responses cannot exceed 5% of category response in the applicable data field • "Unknown" responses cannot exceed 15% of discharges annually

¹ Only temporary and permanent housing exit destinations constitute a safe alternative. In no circumstances is a household entering or remaining in an unsheltered situation considered a positive outcome. If housing is identified within 14 days as part of a diversion plan and a short-term stay in Emergency Shelter, Triage Space, Warming Center, Temporary Hotel, or Housing Program is temporarily part of the diversion plan, "Diversion" is the appropriate outcome.

E. CONTRACT MANAGEMENT/DATA REPORTING

As part of the State's commitment to becoming more outcomes-oriented, DOH seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust service delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, DOH reserves the right to request/collect other key data and metrics from providers.

DOH will convene quarterly meetings with the new providers. Outcomes will be monitored by DOH in observations through site visits and review of required service reports.

In addition, DOH will:

- Provide centralized staff training
- Coordinate alignment with partner funding agencies (e.g., DSS, DMHAS, HUD)
- Ensure strong partnerships with other state agencies including DOC, DCF, DOL, DMHAS, DSS, OEC, SDE, CHFA, CSSD, Probation, Veterans

III. PROPOSAL SUBMISSION OVERVIEW

A. SUBMISSION FORMAT INFORMATION

- 1. Required Outline.** All proposals must follow the required outline presented in Section IV – Proposal Outline. Proposals that fail to follow the required outline will be deemed non-responsive and not evaluated.
- 2. Cover Sheet.** The RFP SmartSheet Submission Form is Page 1 of the proposal. Proposers must complete and use the form provided by the Agency in the Appendix.
- 3. Table of Contents.** All proposals must include a Table of Contents that conforms with the required proposal outline.
- 4. Executive Summary.** Proposals must include a high-level summary, not exceeding two (2) pages, of the main proposal and cost proposal. The summary must also include the organization's eligibility and qualifications to respond to this RFP.
- 5. Attachments.** Attachments other than the required Appendices or Forms identified in the RFP are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions will result in disqualification.
- 6. Style Requirements.** THIS IS AN ELECTRONIC SUBMISSION
- 7. Pagination.** The proposer's name must be displayed in the header of each page. All pages, including the required Appendices and Forms, must be numbered in the footer.
- 8. Declaration of Confidential Information.** Proposers 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 proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. In subsection of the proposal submission, the proposer must

reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer 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 proposer 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).

- 9. Conflict of Interest - Disclosure Statement.** Proposers 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 proposer 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 proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Agency will determine whether any disclosed conflict of interest poses a substantial advantage to the proposer 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 proposer must affirm such in the disclosure statement. *Example: "[name of proposer] 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."*

B. EVALUATION OF PROPOSALS

- 1. Evaluation Process.** It is the intent of the Agency to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful proposers, and awarding contracts, the Agency will conform with its written procedures for POS and 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). Final funding allocation decisions will be determined during contract negotiation.
- 2. Evaluation Review Committee.** The Agency will designate a Review Committee to evaluate proposals submitted in response to this RFP. The Review Committee will be composed of individuals, Agency staff or other designees as deemed appropriate. The contents of all submitted proposals, including any confidential information, will be shared with the Review 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. The Review Committee shall evaluate all proposals that meet the Minimum Submission Requirements by score and rank ordered and make recommendations for awards. The Commissioner will approve the final selection. Attempts by any proposer (or representative of any proposer) to contact or influence any member of the Review Committee may result in disqualification of the proposer.
- 3. Minimum Submission Requirements.** To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) meet the Eligibility and Qualification requirements to respond to the procurement, (4) follow the required Proposal Outline; and (5) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Agency will reject any proposal that deviates significantly from the requirements of this RFP.

3. 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 Review Committee will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals.

Evaluation Criteria	Total Points
Organizational Capability	30
Demonstrated Experience	30
Program Approach	40
Total	100

Note:

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

4. Contract Awards. Contracts will be awarded to the responsible proposers whose proposal(s) are determined to be the most advantageous to DOH, taking into consideration the factors or criteria which are set forth in this RFP. Awards will be made to vendors whose proposals are technically viable and whose prices do not exceed the conditions set forth in the RFP.

However, DOH reserves the right to:

- Select proposals to ensure appropriate geographic distribution of awards;
- Select proposals based on need for services at time of award;
- Determine the length of the initial contract term and each option to renew, if any, prior to contract award;
- Change the program service size, program type, and/or model depending on the needs of the system, prior to contract registration and during the term of the contract;
- Make all necessary changes to the scope of services of the contract(s) to be awarded from this RFP. Should a change to the scope of services be required, the contractor(s) would ensure a smooth transition to the new program model where relevant, including the potential transfer of existing participants to more appropriate program settings;
- Incorporate additional services to meet program targets set by DOH;
- Adjust and award contract budgets based on funding availability, need and to promote equity across the state;
- Pass over proposals that evidence a fundamental misalignment and clear conflict with the DOH mission to operate a comprehensive and well-coordinated homeless response system, within the CAN and across the State; target the CAN's most vulnerable residents with a focus on harm reduction and low-barriers to services; and recognize the critical importance of the front-line workforce in delivering these vital community services

- Reject a proposal for a site that is not accessible to participants with disabilities, or cannot be made accessible by shelter opening, based on the overall needs of the system; and
- Conduct a site visit to assess the quality and location (e.g., geographic need for facility capacity, accessibility to public transportation) of the proposed facility and, in the case of an existing facility, its condition, and overall appropriateness for the intended use and Americans with Disabilities Act (ADA) compliance. The proposer would coordinate with the building owner to have a process for ensuring that all buildings have valid Certificates of Occupancy, meet requirements of the regulatory agencies and be free of building and code violations. Violations will be monitored as part of contract management on an annual basis.

Further, contract awards shall be subject to the timely completion of contract negotiations between DOH and the selected proposer(s) and the determination of both contractor responsibility and administrative capability. All sites should be able to accept participants within two months of the award start date. Greater consideration will be given to proposers who are able to mobilize services for immediate start-up.

- 5. Proposer Selection.** Upon completing its evaluation of proposals, the Review Committee will submit the rankings of all proposals to the Commissioner or Agency Head. The final selection of a successful proposer is at the discretion of the Commissioner or Agency Head. Any proposer selected will be so notified and awarded an opportunity to negotiate a contract with the Agency. Such negotiations may, but will not automatically, result in a contract. Any resulting contract will be posted on the State Contracting Portal. All unsuccessful proposers will be notified by e-mail or U.S. mail, at the Agency's discretion, about the outcome of the evaluation and proposer selection process. The Agency reserves the right to decline to award contracts for activities in which the Commissioner or Agency Head considers there are not adequate respondents.
- 6. Debriefing.** Within ten (10) days of receiving notification from the Agency, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Agency to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Agency may schedule and hold the debriefing meeting within fifteen (15) days of the request. The Agency will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.
- 7. Appeal Process.** Proposers may appeal any aspect the Agency's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Agency head. A proposer may file an appeal at any time after the proposal due date, but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the Agency 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. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Agency's contracting procedures, which may include approval by the

Office of the Attorney General. Fully executed and approved contracts will be posted on State Contracting Portal and the Agency website.

IV. REQUIRED PROPOSAL SUBMISSION OUTLINE AND REQUIREMENTS

A. Cover Sheet

B. Table of Contents

C. Executive Summary

D. Main Proposal

E. Attachments (clearly referenced to summary and main proposal where applicable)

F. Declaration of Confidential Information

G. Conflict of Interest - Disclosure Statement

H. Statement of Assurances

A: Cover Sheet

The Respondent must use the Agency Cover Sheet capturing the following information:

- RFP Name or Number:
- Legal Name:
- FEIN (not required for currently contracted providers/vendors):
- Street Address:
- Town/City/State/Zip:
- Contact Person:
- Title:
- Phone Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

Legal Name is defined as the name of private provider organization, CT State agency, or municipality submitting the proposal. *Contact Person* is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. *Authorized Official* is defined as the individual empowered to submit a binding offer on behalf of the proposer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

B: Table of Contents

Respondents must include a Table of Contents that lists sections and subsections with page numbers that follow the organization outline and sequence for this proposal.

C: Proposer Executive Summary

The page limitation for this section is two (2) pages briefly describing how the Respondent meets the eligibility and qualification criteria outlined in the Proposal Overview and a brief

overview of why the Respondent should be selected for the activities highlighted in the scope of services.

D: Main Proposal

1. Submission Requirements To Submit a Responsive Proposal

All applicants must submit

- A) RFP Submission Form (Cover Sheet) (for each system component and CAN)
- B) Written Narrative on Organizational Qualifications and Experience (one per submission)
- C) Written Narrative on Proposed Service Approach (for each system component and CAN)
- D) Budget Template (for each system component and CAN)

RFP Submission Form

An RFP Submission Form (see link below) is required for each system component that indicates the amount of funding requested, the number of beds/units/slots by household type (if applicable), and the CAN Region that will be served.

If the applicant intends to serve multiple CAN Regions, the applicant must submit an RFP SmartSheet Submission Form for each CAN Region proposed.

[DOH Homeless System RFP Submission Form](#)

Written Narrative – Organizational Qualifications and Experience

A section on **Organizational Qualification and Experience** that describes the structure of the organization, your experience delivering same or similar services, budget, financial and data/technology qualifications. **Please limit this section to no more than five (5) pages.**

Written Narrative – Proposed Service Approach

For each System Component, a written narrative that specifically addresses each of the required program standards. **Please limit the narrative to no more than eighth (8) pages per system component**

Budget Submission

Applicants must submit separate budgets using the Agency Budget Template [DOH BUDGET Form](#) for each Service Component and each CAN.

Note: Applicants may include Project Administration Costs OR charge an indirect rate in accordance with HUD rules. Agencies that have a Negotiated Indirect Cost Rate Allowance (NICRA) must use that rate; Agencies that have never had a NICRA may elect to charge the de minimis 10% of Modified Total Direct Costs. DOH has established a maximum rate of 7% for project administrative costs (i.e., costs on the project administrative budget line item may not exceed 7% of the aggregated amount requested for all other budget line items). Eligible costs include general management, oversight, and coordination associated with administering the program and staff training relevant to improving one or more aspects of the project.²

² Project Administration costs do not include staff time and overhead directly related to carrying out eligible activities, because those costs are eligible on the relevant budget line item, not on the project administrative costs line. For example, the cost of conducting Housing Quality Standards (HQS) inspections and determining rent reasonableness are eligible on the rental assistance line NOT the admin line. The costs of office supplies and supervision for case managers are eligible on the supportive service line NOT the admin line.

2. Main Proposal: Organizational Qualifications and Experience Questions

Organization Description and History (all applicants)

- A. Provide a brief overview of your organization, including your legal structure and years of operation. Include a full list of the services you currently provide and your prior experience providing the same or similar relevant services to the target population. Provide a list of your offices and facilities. Describe why your organization has the qualifications and experience to successfully take on the proposed work.
- B. If you intend to use subcontractors, describe why you selected the subcontractors you did and list them. Details regarding the related experience and knowledge of the subcontractors must be included in the proposal.
- C. Provide the total annual budget for the applicant organization, number of full-time equivalent (FTE) staff and a copy of your organizational chart.
- D. Provide a Start Date/Timetable and Schedule

Data and Technology Qualifications (all applicants)

- A. Describe your experience collecting and entering consumer-level data into the Homeless Management Information System (CT HMIS), or your ability to implement such data collection within one month of the award. See [CT HMIS Policies and Procedures](#) for more information on participant requirements related to HMIS.
- B. Describe the measures your organization takes to maintain the security, confidentiality, and data quality of client records.
- C. Describe your ability to ensure that staff have access to adequate technology infrastructure necessary for supporting field documentation and virtual connection or service provision.

Budget and Finance Qualifications (all applicants)

- A. Provide your Annual Budget and Revenues
- B. Describe your financial Standing
- C. Describe your Financial Management Systems
- D. Describe your Revenue Generation / Billing / Third Party Reimbursement
- E. Provide a history of Violations (financial or programming)
- F. Describe measures to achieve cost effectiveness, including descriptions and amounts of leveraging, organizational resources, and private fundraising that will allow the applicant to maximize the number of households served by DOH funding.
- G. If the three (3) most recent audits are available via the Office of Policy and Management's (OPM) Electronic Audit Reporting System (EARS) system, such may be noted in the proposal, and a hard copy of the audit cover letters need not be provided.
- H. Any applicant that does not hold a current contract with DOH must submit cover letters from their auditor for the last three (3) annual audits of their agency and a copy of their most recent financial audit, included in the proposal. If less than three (3) audits were conducted, detail must be provided as to why, and any supporting documentation assuring the financial efficacy of the applicant agency should be included (i.e., accountant-prepared financial statement, tax return, etc.).
- I. Describe the organization's financial capacity to properly isolate income and track and report expenditures related to the services provided in connection with this RFP. 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.
- J. Describe the organization's experience managing a federal award.
- K. Describe the applicant's amount of leveraged funds committed annually, and the applicant's annual value of in-kind leverage, as well as a brief description of how the in-kind value was calculated.
- L. Applicants must document how staff time for this program will be tracked per Federal requirements at [CoC Program Interim Rule](#), [ESG Program Interim Rule](#), and [Uniform](#)

[Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards.](#)

3. Main Proposal: System Components

For each System Component, proposers must submit a written narrative that specifically addresses each of the required program standards

Component 1: Shelter Operations and Accommodations Questions

1. Describe your proposed plan to manage bed/unit vacancies by coordinating with CAN and Street Outreach teams to fill vacancies within 24 hours, provided there is need in the CAN for the shelter bed. Include your plan and timeline to remove rules and policies that result in involuntary removal, banning, and denials of entry to persons referred by the CAN or Street Outreach team, for instance, due to 1) active substance use, 2) many belongings, 3) a history of negative behaviors in the facility, 4) undocumented status, or 5) lack of identification. Your proposed plan should address how you will ensure that people in each of the circumstances above are not denied shelter. Please describe how your plan would accommodate certified service and emotional support animals and be pet friendly.
2. Describe your proposed plan for remaining open during the day, including any limitations on facility entrance and exit, and policies to accommodate individual situations.
3. Describe the staffing plan for the shelter including job titles and summary descriptions of responsibilities. Include direct service titles as well as direct program management/supervision positions. Describe your plan for providing 24/7 emergency coverage. Include job descriptions for all positions for which you are seeking funding under this RFP.
4. Describe your proposed staff supervision and training plan.
5. Describe your proposed staff training plan. Specifically, describe your plan to ensure that 100% of staff with client contact are trained in conflict resolution, de-escalation, mental health crisis response, suicide prevention, and overdose response, including training in the use of naloxone to reverse overdoses. In your response, describe how naloxone is made accessible on-site at all times.
6. Describe the accommodations you will provide, including a description of the facility(s), sleeping configurations of beds, toilets, and showering facilities. If any portion of the operations and accommodations will be provided by a partner agency, provide evidence of a formal agreement as an attachment.
7. Describe the commons spaces, including areas for private meetings and access to computers for job and housing search.
8. Describe how meals, linens, participant storage, and bathing and sanitation facilities will be made available to guests, including any limitations on storage of resident belongings.
9. Describe the shelter housekeeping plan and how you will keep the maintain the facility.
10. Describe the shelter safety plan and how you will ensure a safe environment for all guests, including use and monitoring of security cameras, any proposed shelter rules, and procedures for managing rules violations, procedures for any screening at shelter entry, for crisis prevention, intervention, and de-escalation, your incident reporting and review procedures, procedures to ensure children are supervised, and procedures to address allegations of abuse. Describe your proposed plan to identify the outbreak of communicable disease and prevent the spread.
11. Describe your proposed plan to coordinate with providers of **each** of the system components in the RFP to ensure that shelter guests receive the services they need to be stably rehoused as quickly as possible. Specifically, describe how you would refer guests to Shelter Case Management within 2 business days.

12. Describe your proposed plan to coordinate with Housing Problem-Solving (HPS) specialists to ensure that shelter guests can continue to be engaged by HPS specialists they began working with at the CAN. How will you accommodate these interactions, including supporting guests to attend virtual and in-person appointments?
13. Describe your proposed plan to assist children to attend school, if applicable
14. Describe how you would provide services tailored specifically for special populations (e.g., undocumented, aging, disabled, youth, LGBTQ+)
15. Describe your grievance process, including chains of command, use of internal or external reviewers, timeliness of response, and notification of outcomes of filed grievances.
16. Describe your plan for conducting customer satisfaction surveys
17. Describe your plan for engaging community residents

Component 2: Shelter Case Management Proposal

1. Provide evidence that the applicant 1) will also provide Shelter Operations and Accommodations, or 2) has a formal agreement with the agency providing Shelter Operations and Accommodations to provide housing-focused case management to shelter residents. If Option 2, provide evidence as an attachment.
2. Describe your recruitment and staffing plan including job titles and summary descriptions of responsibilities to provide the case management services. Include direct service titles as well as direct program management/supervision positions. Include job descriptions for all positions for which you are seeking funding under this RFP. Describe your proposed plan and timeline for hiring and retaining staff, including persons with lived experience of homelessness to conduct contracted activities, including but not limited to peer support specialists.
3. Describe your staff training plan for all levels of staff.
4. Describe your proposed plan for staff supervision.
5. Describe how you would coordinate closely with the Shelter Operations and Accommodations provider and all other system component providers to connect participants to rehousing supports when they are unable to rapidly exit from shelter. Describe how you would ensure timely referrals between system components. Specifically, describe how you will ensure that Housing Problem-Solving (HPS) services continue to be provided once participants enter shelter, either by CAN-based HPS specialists already working with the guest or by receiving warm handoffs from HPS specialists.
6. Describe your proposed plan to engage shelter residents, including how you will ensure that all shelter residents have a one-on-one meeting with a Shelter Case Manager within four (4) business days of entry in order to establish rapport and develop a housing plan within 14 to 21 days of entering shelter.
7. Describe how you will reduce the length of time between shelter entry and exits to permanent housing, including support for participants to conduct housing searches, identify units, apply, and attend housing-related appointments.
8. Describe how you will provide the necessary support to help participants move into permanent housing as part of your service delivery model, including evidence of past agency successes in providing housing-focused case management to unhoused persons. Include past performance on relevant metrics, which should include the following metrics from the most recent operating year: 1) percentage of all program participant exits that were to permanent housing, 2) percentage of all program participants exits to unknown situations, and 3) percentage of program participants who increased income (from any source) between program enrollment and exit.
9. Describe how you will assist participants to obtain identification, public benefits and connect to needed community-based services.
10. Describe your proposed plan to provide tenancy education for participants.
11. Describe your plan to serve school-age children and enroll them in school and access educational entitlements for homeless students, if applicable.
12. Describe your plan to mediate between clients and homeless system providers, using empathy, relationship-building, conflict resolution, and mediation skills to build and maintain client trust
13. Describe your plan to engage and enhance any existing relationship(s) with each of the following service partners in your CAN geography, including a description of existing formal partnerships in each service domain, as applicable:
 - a) Behavioral healthcare services
 - b) physical healthcare services
 - c) family and children's services, if applicable
 - d) services for the aging
 - e) public benefits agency
 - f) employment services
 - g) legal services
 - h) school and childcare services, if applicable
 - i) mainstream housing, i.e., not designated for people experiencing homelessness

14. Describe your proposed plan to provide culturally-responsive programming for each of the following groups that are currently overrepresented in Connecticut's unhoused population: Hispanic Adults, Hispanic Families with minor children, Families with Heads of Household aged 18-24, Adults aged 60+, Black/African American Adults, and Black/African American Families with minor children.
15. Describe your grievance process, including chains of command, use of internal or external reviewers, timeliness of response, and notification of outcomes of filed grievances.
16. Describe your plan for conducting customer satisfaction surveys.

Component 3: Housing-Based Case Management Services Proposal

1. Describe the staffing plan for the Housing-Based Case Management Services including job titles and summary descriptions of responsibilities. Include direct service titles as well as direct program management/supervision positions. Describe how staff will be managed and supervised. Include job descriptions for all positions for which you are seeking funding under this RFP. Describe your proposed plan and timeline for hiring and retaining staff, including persons with lived experience of homelessness to conduct contracted activities, including but not limited to peer support specialists.
2. Describe your proposed plan to implement a [Critical Time Intervention \(CTI\)](#) service model, including past experience in running a CTI model.
3. Describe how you will ensure that participants will move into and stabilize in permanent housing as part of your service delivery model, including evidence of past agency successes in providing time-limited services that result in stable housing. Include past performance on relevant metrics, which should include the following metrics from the most recent operating year: 1) percentage of all program participant exits that were to permanent housing, 2) percentage of all program participant exits to unknown situations, 3) percentage of program participants who increased income (from any source) between program enrollment and exit, and 4) percentage of program participants returning to shelter within 12 months after exiting services.
4. Describe your proposed plan to provide or arrange for housing location services that support participants to quickly locate and move to an affordable permanent housing option, including conducting housing searches; applying for units; determining income; completing HQS, rent reasonableness determinations and lead-based paint inspections; and attending housing-related appointments with participants.
5. Describe your plan for helping participants to obtain and stabilize in permanent housing, increase income through employment, access ongoing supports (e.g., SSI/SSDI (Supplemental Security Income/Social Security Disability Assistance), SAGA (State-Administered General Assistance), Medicaid, SNAP (Supplemental Nutrition Assistance Program), TANF (Temporary Assistance for Needy Families), and community-based treatment and services, and exit to stable permanent housing as quickly as possible.
6. Describe how you would coordinate closely with the Rapid Rehousing Rental Administration provider AND all other system component providers to rehouse participants if they are unable to maintain their units.
7. Describe your plan to engage and enhance any existing relationship(s) with each of the following service partners in your CAN geography, including a description of existing formal partnerships in each service domain, as applicable: a) Behavioral healthcare services b) physical healthcare services c) family and children's services, if applicable d) services for the aging e) public benefits f) employment services g) legal services h) school and childcare services, if applicable i) mainstream housing, i.e., not designated for people experiencing homelessness
8. Describe your plan to develop housing stabilization plans within five (5) business days of move-in. Specifically, describe how you will deliver services to stabilize housing and prevent evictions. What mechanisms are or will be in place to communicate with landlords and address their concerns? How will you work to build tenancy skills with participants?
9. If serving households with dependent children, provide services to ensure timely enrollment in school and access to resources for homeless students in compliance with the McKinney-Vento Education Act.
10. Describe your proposed plan to provide culturally-responsive programming for each of the following groups that are currently overrepresented in Connecticut's unhoused population: Hispanic Adults, Hispanic Families with minor children, Families with Heads of Household aged 18-24, Adults aged 60+, Black/African American Adults, and Black/African American Families with minor children.

11. Describe your grievance process, including chains of command, use of internal or external reviewers, timeliness of response, and notification of outcomes of filed grievances.
12. Describe your plan for conducting customer satisfaction surveys.

Component 4: CAN System Management Proposal

1. Describe the staffing plan including job titles and summary descriptions of responsibilities. Include direct service titles as well as direct program management/supervision positions. Describe how staff will be managed and supervised. Include job descriptions for all positions for which you are seeking funding under this RFP. Describe your proposed plan and timeline for hiring and retaining staff, including persons with lived experience of homelessness to conduct contracted activities, including but not limited to peer support specialists.
2. Describe your proposed plan to manage CAN processes and ensure all system handoffs/referrals are conducted within required timeframes and tracked accordingly,
3. Describe your proposed plan for ensuring that all persons experiencing homelessness within the CAN geography who have been unable to end their current episode of homelessness are assessed, prioritized, and placed on a By-Name List, including participants enrolled in Street Outreach.
4. Describe how you would coordinate closely with all CAN partner agencies to avert shelter entries, make shelter placements, rehouse participants and provide aftercare services.
5. Describe your proposed plan to coordinate Street Outreach and other CAN partners to reduce gaps and inefficiencies in the CAN. Describe how you use data to identify gaps and inefficiencies in the CAN.
6. Describe your proposed plan for ensuring that all eligible households who attend a CAN appointment receive a Housing Problem-Solving (Diversion) service to end or avoid an episode of homelessness.
7. Describe the Housing Problem-Solving services you propose to provide, including how you will use these limited dollars to supplement existing Housing Problem-Solving services, if you currently provide this service. Describe any past experience providing Housing Problem-Solving services to support households to avoid staying in or to exit an emergency shelter or unsheltered situation to a safe alternative. Include past performance, staff training, and lessons learned in your description, including the percentage of households diverted within 14 days of a CAN appointment.
8. Describe how you would leverage public assistance funding.
9. Describe your proposed plan for managing flexible funding for use with diversion services and how you will ensure that flexible funds are spent on eligible one-time costs and distributed equitably and in a timely manner.
10. How will you ensure that flexible funding is made available over the course of the contract term and utilized only when necessary to end or avoid an episode of homelessness, without over- or under-spending over the course of the contract?
11. Describe your proposed plan for ensuring that households are supported to gather a baseline of documentation, including ID, verification of disability (if applicable), and other documentation needed for program entry and/or housing applications.
12. Describe your proposed plan and timeline for hiring or reprogramming existing staff role(s) to build and maintain relationships with mainstream housing partners and acquire commitments of hard units of permanent housing for use by programs operating within the CAN geography, i.e., Shelter, RRH, and PSH programs.
13. Describe your proposed plan and timeline for developing employer and workforce development connections, including how you plan to ensure that CAN assessments and referrals incorporate an employment focus.
14. Describe your proposed plan for ensuring that households with pets and emotional support/service animals can access shelter in the CAN.
15. Coordinate closely with employment and income services to connect diversion clients to employment and financial literacy services.
16. Describe your proposed plan to provide culturally-responsive programming for each of the following groups that are currently overrepresented in Connecticut's unhoused population: Hispanic Adults, Hispanic Families with minor children, Families with Heads

of Household aged 18-24, Adults aged 60+, Black/African American Adults, and Black/African American Families with minor children

17. Describe your grievance process, including chains of command, use of internal or external reviewers, timeliness of response, and notification of outcomes of filed grievances.
18. Describe your plan for conducting customer satisfaction surveys.

Component 5: Centralized RRH Rental Administration Proposal

1. Describe your experience administering rental assistance and your system of internal controls
2. Describe your proposed plan to administer RRH Rental Assistance funding for all CoC, ESG, YHDP, and DOH-funded Rapid Rehousing in the State of Connecticut, excluding DV Bonus funding, which is not part of the RFP. In your description, include specific plans for each of the following:
 - a. Tracking and reporting financial spenddown
 - b. Coordinating with Housing Locator and Case Management providers to ensure full expenditure and prevent over-expenditure.
3. Provide a copy of your staffing plan for the RRH RA
4. Describe your training plan for your own staff and service provider staff
5. Describe your plan to meet required timeframes (respond to requests for rental assistance in three (3) business days, payment of rent to landlords within five (5) business days)
6. Describe your plan to ensure all payments are issued to eligible property owners and households and payments are correct.
7. Describe your proposed plan to conduct redeterminations at 12 months

E: Attachments

Attachments other than the required attachments identified are not permitted and will not be evaluated. See the Proposal Checklist in Appendix _ for a list of relevant attachments. Further, the required attachments 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.

- a. RFP Smartsheet Submission Form
- b. Budget Template
- c. Memorandum of Agreement
- d. Résumés of Key Personnel
- e. Audited Financial Statements (if not on file)

F: Declaration of Confidential Information

If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. The proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer 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 proposer 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).

G: Conflict of Interest – Disclosure Statement

Proposers 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 proposer 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 proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] 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."*

H: Statement of Assurances

Place after Conflict of Interest-Disclosure Statement. Sign and return Appendix **■**.

V. MANDATORY PROVISIONS

A. POS STANDARD CONTRACT, PARTS I AND II

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

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

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: 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. If a proposer is awarded an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of \$100,000 or more, the proposer must inform the proposer's principals of the contents of the SEEC notice.

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

B. ASSURANCES

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

- 1. Collusion.** The proposer represents and warrants that the proposer 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 proposer further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the proposer's proposal. The proposer 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 proposer certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Agency 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 proposer, contractor, or its agents or employees.
- 3. Competitors.** The proposer 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

proposer to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The proposer 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 proposer knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

- 4. Validity of Proposal.** The proposer certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Agency may include the proposal, by reference or otherwise, into any contract with the successful proposer.
- 5. Press Releases.** The proposer agrees to obtain prior written consent and approval of the Agency 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 proposer 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 Agency shall assume any liability for expenses incurred by a proposer in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
- 3. Exclusion of Taxes.** The Agency is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Proposers are liable for any other applicable taxes.
- 4. Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
- 5. Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Agency may request and authorize proposers to submit written clarification of their proposals, in a manner or format prescribed by the Agency, and at the proposer's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Agency. The Agency may ask a proposer to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Agency. At its sole discretion, the Agency may limit the number of proposers invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per proposer.

- 7. Presentation of Supporting Evidence.** If requested by the Agency, a proposer must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. The Agency may make onsite visits to an operational facility or facilities of a proposer to evaluate further the proposer's capability to perform the duties required by this RFP. At its discretion, the Agency may also check or contact any reference provided by the proposer.
- 8. RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Agency or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the Agency 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 proposer or for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the Agency 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 proposer implicitly accepts that the following rights are reserved to the State:

- 1. Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Agency.
- 2. Amending or Canceling RFP.** The Agency reserves the right to amend or cancel this RFP on any date and at any time, if the Agency deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Agency may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** The Agency reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Agency may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Agency reserves the right to reject the proposal of any proposer who submits a proposal after the submission date and time.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The Agency reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Agency further reserves the right to contract with one or more proposer for such services. After reviewing the scored criteria, the Agency may seek Best and Final Offers (BFO) on cost from proposers. The Agency may set parameters on any BFOs received.

- 7. Clerical Errors in Award.** The Agency 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 proposer and subsequently awarding the contract to another proposer. 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 proposer is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the proposer.
- 8. Key Personnel.** When the Agency is the sole funder of a purchased service, the Agency reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Agency also reserves the right to approve replacements for key personnel who have terminated employment. The Agency further reserves the right to require the removal and replacement of any of the proposer's key personnel who do not perform adequately, regardless of whether they were previously approved by the Agency.

E. STATUTORY AND REGULATORY COMPLIANCE

By submitting a proposal in response to this RFP, the proposer 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). Proposers are generally advised not to include in their proposals any confidential information. If the proposer 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 proposer has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a proposer 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.
- 3. Consulting Agreements, C.G.S. § 4a-81. Consulting Agreements Representation, C.G.S. § 4a-81.** Pursuant to C.G.S. §§ 4a-81 the successful contracting party shall certify that it has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below. "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 contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes. Such representation shall be sworn as true to the best knowledge and belief of the person signing the resulting contract and shall be subject to the penalties of false statement.

4. Campaign Contribution Restriction, C.G.S. § 9-612. For all State contracts, defined in section 9-612 of the Connecticut General Statutes as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to the resulting contract must represent that they have received the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations." Such notice is available at https://seec.ct.gov/Portal/data/forms/ContrForms/seec_form_11_notice_only.pdf

5. Gifts, C.G.S. § 4-252. Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz's Executive Order No. 21-2, the Contractor, for itself and on behalf of all of its principals or key personnel who submitted a bid or proposal, represents:

(1) That no gifts were made by (A) the Contractor, (B) any principals and key personnel of the Contractor, who participate substantially in preparing bids, proposals or negotiating State contracts, or (C) any agent of the Contractor or principals and key personnel, who participates substantially in preparing bids, proposals or negotiating State contracts, to (i) any public official or State employee of the State agency or quasi-public agency soliciting bids or proposals for State contracts, who participates substantially in the preparation of bid solicitations or requests for proposals for State contracts or the negotiation or award of State contracts, or (ii) any public official or State employee of any other State agency, who has supervisory or appointing authority over such State agency or quasi-public agency;

(2) That no such principals and key personnel of the Contractor, or agent of the Contractor or of such principals and key personnel, knows of any action by the Contractor to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

(3) That the Contractor is submitting bids or proposals without fraud or collusion with any person.

Any bidder or proposer that does not agree to the representations required under this section shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked proposer or the next lowest responsible qualified bidder or seek new bids or proposals.

6. Iran Energy Investment Certification C.G.S. § 4-252(a). Pursuant to C.G.S. § 4-252(a), the successful contracting party shall certify the following: (a) that it has not made a direct investment of twenty million dollars or more in the energy sector of Iran on or after October 1, 2013, as described in Section 202 of the Comprehensive Iran Sanctions, Accountability and Divestment Act of 2010, and has not increased or renewed such investment on or after said date. (b) If the Contractor makes a good faith effort to determine whether it has made an investment described in subsection (a) of this section

it shall not be subject to the penalties of false statement pursuant to section 4-252a of the Connecticut General Statutes. A "good faith effort" for purposes of this subsection includes a determination that the Contractor is not on the list of persons who engage in certain investment activities in Iran created by the Department of General Services of the State of California pursuant to Division 2, Chapter 2.7 of the California Public Contract Code. Nothing in this subsection shall be construed to impair the ability of the State agency or quasi-public agency to pursue a breach of contract action for any violation of the provisions of the resulting contract.

7. Nondiscrimination Certification, C.G.S. § 4a-60 and 4a-60a. If a bidder is awarded an opportunity to negotiate a contract, the proposer must provide the State agency with *written representation* in the resulting contract that certifies the bidder complies with the State's nondiscrimination agreements and warranties. This 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 authorized signatory of the contract shall demonstrate his or her understanding of this obligation by either (A) initialing the nondiscrimination affirmation provision in the body of the resulting contract, or (B) providing an affirmative response in the required online bid or response to a proposal question, if applicable, which asks if the contractor understands its obligations. If a bidder or vendor refuses to agree to this representation, such bidder or vendor shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked vendor or the next lowest responsible qualified bidder or seek new bids or proposals.

8. Access to Data for State Auditors. The Contractor shall provide to OPM access to any data, as defined in C.G.S. § 4e-1, concerning the resulting contract that are in the possession or control of the Contractor upon demand and shall provide the data to OPM in a format prescribed by OPM [or the Client Agency] and the State Auditors of Public Accounts at no additional cost.

VI. APPENDIX

A. ABBREVIATIONS / ACRONYMS / DEFINITIONS

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

- *contractor*: a private provider organization, CT State agency, or municipality that enters into a POS contract with the Agency as a result of this RFP
- *proposer*: a private provider organization, CT State agency, or municipality that has submitted a proposal to the Agency in response to this RFP. This term may be used interchangeably with respondent throughout the RFP.
- *prospective proposer*: a private provider organization, CT State agency, or municipality that may submit a proposal to the Agency in response to this RFP, but has not yet done so
- *subcontractor*: an individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific health or human service as part of a POS contract with the Agency as a result of this RFP

Glossary of Key Terms

2-1-1. A one-stop connection to local Connecticut services an individual may need, including but not limited to utility assistance, food, housing, childcare, after school programs, elder care, crisis intervention and much more. 2-1-1 assesses an individual's need and provides referrals to available resources within an individual's community. Multilingual assistance and TDD access are also available. 2-1-1 is equipped with a comprehensive database of approximately 4,100 agencies and provides over 40,000 programs and services. 2-1-1 is fully certified in crisis intervention by the American Association of Suicidology and certified by The Alliance of Information and Referral Systems (AIRS). AIRS is the professional association for over 1,200 community Information and Referral (I&R) providers.

Connecticut Balance of State Continuum of Care (CTBOS). CTBOS is a coalition of private and public agencies working to prevent and end homelessness in Connecticut. CTBOS oversees federal funding for transitional, rapid rehousing and permanent supportive housing projects.

Chronic/Chronically Homeless. An individual experiencing homelessness with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the "chronically homeless" definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven.

Client. Any homeless individual eighteen (18) years of age or over, or homeless family, or emancipated minor, who is in need of and requests services from the Department of Housing.

Community Investment Act (CIA). CIA is Connecticut State funding which goes, in part, to the Department of Housing to supplement affordable housing activities.

Continuum of Care (CoC). The CoC is a U.S. Department of Housing and Urban Development (HUD) programs that provides funding to state and local governments and nonprofit providers to quickly rehouse homeless individuals and families.

Coordinated Access Network (CAN). A collaboration of service providers working together to streamline and standardize the process for Clients to access assistance to help communities focus on rapidly ending each person's homelessness by connecting them with appropriate housing and resources as quickly as possible.

Critical Time Intervention. Time-limited evidence-based practice that mobilizes support for society's most vulnerable individuals during periods of transition. It facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during these critical periods.

Diversity, Equity and Inclusion (DEI). DEI is a conceptual framework that seeks to promote fair treatment and full participation of all people, including populations who have historically been subject to discrimination because of their background, identity, disability, etc.

Emergency Shelter. A facility that provides temporary, overnight accommodation to address crisis needs with basic, short-term services for persons experiencing homelessness. Facilities are low barrier and offer limited services that include a safe place to sleep, food, and connections to supportive services. Emergency shelters may not require occupants to enter into a lease or an occupancy agreement that requires the occupant to pay for shelter or supportive services.

Emergency Solutions Grant (ESG). These federal funds may be used for street outreach, emergency shelter, homelessness prevention, rapid rehousing assistance, Homeless Management Information system (HMIS) and administrative activities.

Homeless Management Information System (HMIS). An electronic data collection system that stores Client-level information about homeless persons who access the homeless service system. HMIS is utilized by the Contractor to maintain and track Client level demographics, services and outcome data.

Homeless.

1. **Category 1: Literally Homeless.** Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - i. Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - ii. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - iii. Is exiting an institution where s/he has resided for 90 days or less **and** who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
2. **Category 2: Imminent Risk of Homelessness.** Individual or family who will lose their primary nighttime residence, provided that:
 - i. Residence will be lost within 14 days of the date of application for homeless assistance;
 - ii. No subsequent residence has been identified; **and**
 - iii. The individual or family lacks the resources or support networks needed to obtain other permanent housing.
3. **Category 3: Homeless under other Federal statutes.** Unaccompanied youth under 25 years of age, or families with Category 3 children and youth, who do not otherwise qualify as homeless under this definition, but who:
 - i. Are defined as homeless under the other listed federal statutes;
 - ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
 - iii. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and

- iv. Can be expected to continue in such status for an extended period of time due to special needs or barriers
- v. Are trading sex for housing
- vi. Are staying with friends, but cannot stay there for longer than 14 days
- vii. Are being trafficked
- viii. Left home because of physical, emotional, or financial abuse or threats of abuse and have not secured safe, alternative housing

4. **Category 4: Fleeing/Attempting to Flee DV.** Any individual or family who:

- i. Is fleeing, or is attempting to flee, domestic violence;
- ii. Has no other residence; and
- iii. Lacks the resources or support networks to obtain other permanent housing

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

Housing Problem-Solving (HPS). Strengths-based client engagement approach that focuses on mutual brainstorming and identification of possible alternatives to staying in shelter or an unhoused situation, including in a vehicle, tent, bench, or abandoned building, or other place not meant for human habitation. One-time financial assistance may be part of the intervention but often is not necessary to achieve the intended outcome. *Diversion* and *Rapid Exit* are terms that refer to the use of a housing problem-solving approach for persons in different living situations:

- **Diversion:** Engaging in housing problem-solving **before** an episode of homelessness begins. The intended outcome is to secure a place to sleep, even if temporary, that is safe, relies on the household's existing social and financial supports, and **prevents** the need to sleep in an emergency shelter or unsheltered situation.
- **Rapid exit:** Engaging in housing problem-solving **after** an episode of homelessness has begun. The intended outcome is to secure a place to sleep, even if temporary, that is safe, relies on the household's existing social and financial supports, and **ceases** the need to sleep in an emergency shelter or unsheltered situation.

Housing Focused Case Management (HFCM). HFCM services are focused on helping participants quickly obtain and stabilize in housing and to build an effective network of support that they can draw upon after their service provision ends. Housing-focused goals are driven by the participant rather than staff priorities and are individualized rather than selected from a pre-determined menu of options. When participants decline services or otherwise demonstrate reluctance to take part, case managers use a variety of contact methods to creatively engage and be persistent in their efforts to build rapport, trust, and hope through repeated, person-centered, predictable patterns of interaction, which address participants' most pressing concerns and help them to feel safe, respected, and in control.

Housing location services. Housing location services include enabling participants to quickly locate an affordable apartment, apartment share, room or other suitable housing unit (e.g., landlord recruitment; negotiating with landlords to house people with significant rental barriers; responding to landlord concerns; assessing participant needs and barriers to housing placement and stabilization; helping participants to establish preferences and expectations for the type of housing they will lease; assisting participants to conduct a targeted housing search informed by their preferences and expectations and by unit affordability; supporting participants to complete rental applications; providing tenant counseling; supporting participants to set up utilities and make moving arrangements).

HUB. These are physical locations in all seven CANs that offer “walk-in” appointments for persons who are already homeless and for whom scheduling a coordinated entry assessment via phone is a barrier.

Indirect Costs. Costs that cannot be relatively easily and with a high degree of accuracy directly assigned to one eligible activity, such as project admin, rental assistance, operating or supportive services. Rather, indirect costs are incurred for common or joint purposes benefitting multiple projects and cannot be readily associated with a particular project. Salaries for IT staff who maintain the agency's network, or costs associated with payroll management are examples of common indirect costs. There are also two types of indirect rates: Negotiated Indirect Cost Rate Agreement (NICRA) and the 10% de minimis rate. See [HUD's toolkit on indirect costs](#) for more information.

Low barrier.

- i Admission/Client screening and selection practices do not require abstinence from substances, completion of or compliance with treatment, or participation in services.
- ii 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.
- iii 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.
- iv Only those admission criteria that are required by DOH 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, but are not limited to: 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.

Peer Support Specialist. Peer support is a supportive relationship between people with a common lived experience. Peer support specialists may be volunteers or paid members of staff. They have formal roles and work tasks which they are expected to complete at regular times and to a certain standard. They are people with lived experience of homelessness who have an employee or employee-type relationship with a service organization. Peer worker roles are different from peer support roles and require different support mechanisms and systems from the host organization. Either informal or organized peer support or peer worker roles are based on the belief that people who have faced, endured, and overcome adversity can offer useful support, encouragement, hope, and perhaps mentorship to others facing similar situations. Shared experience, which can often be negative or challenging to the individual, is the connecting point.³

Permanent Supportive Housing (PSH). PSH is an intervention that combines affordable housing assistance with voluntary support services to address the needs of chronically homeless people. The services are designed to build independent living and tenancy skills and connect people with community- based health care, social services and employment.

Point in Time Count (PIT). The PIT is an annual survey of homeless individuals conducted by CoCs on behalf of the U.S. Department of Housing and Urban Development (HUD).

³ Definition from “Peer Support: A Tool for Recovery in Homelessness Services.” European Federation of National Organizations working with the Homeless.

https://www.feantsa.org/download/peer_support_policy_paper2951723577548485776.pdf

Rapid Rehousing (RRH). Rapid Rehousing provides short-term rental assistance and services. The goals are to help people obtain housing quickly, increase self-sufficiency and stay housed.

Severe Service Needs. Any combination of the following factors: facing significant challenges or functional impairments, including any physical, mental, developmental or behavioral health disabilities regardless of the type of disability, which require a significant level of support in order to maintain permanent housing (this factor focuses on the level of support needed and is not based on disability type); high utilization of crisis or emergency services to meet basic needs, including but not limited to emergency rooms, jails, and psychiatric facilities; currently living in an unsheltered situation or having a history of living in an unsheltered situation; experiencing a vulnerability to illness or death; having a risk of continued or repeated homelessness; and having a vulnerability to victimization, including physical assault, trafficking or sex work.

Social Services Block Grant (SSBG). SSBG is a flexible federal funding source that allows states to tailor social service programming to their population needs.

Trauma Informed Care. Trauma Informed Care (TIC) is a framework for organizational and individual service delivery across the homelessness services system that acknowledges and responds to the trauma experienced by all members of the household. Trauma-informed practices are policies, procedures, interventions, and interactions among clients and staff that recognize the likelihood that a person receiving services has experienced trauma or violence. For effective service delivery and stable housing placements, organizations and staff must understand the impact of trauma on individuals and families and learn how to effectively minimize its effects and respond appropriately with cultural awareness and competence, without contributing to further trauma.

Youth Homelessness Demonstration Program (YHDP). This federal funding is intended to support communities develop and implement a coordinated community approach to preventing and ending youth homelessness.

B. STATEMENT OF ASSURANCES

Agency Name

The undersigned Respondent affirms and declares that:

1) General

- a. This proposal is executed and signed with full knowledge and acceptance of the RFP CONDITIONS stated in the RFP.
- b. The Respondent will deliver services to the Agency the cost proposed in the RFP and within the timeframes therein.
- c. The Respondent will seek prior approval from the Agency before making any changes to the location of services.
- d. Neither the Respondent or any official of the organization nor any subcontractor or the Respondent or any official of the subcontractor organization has received any notices of debarment or suspension from contracting with the State of CT or the Federal Government.
- e. Neither the Respondent or any official of the organization nor any subcontractor or the Respondent or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with other states within the United States.

Legal Name of Organization:

Authorized Signatory

Date

C. PROPOSAL CONTENT CHECKLIST

- Cover Sheet** including required information:
 - RFP Name or Number
 - Legal Name
 - FEIN
 - Street Address
 - Town/City/State/Zip
 - Contact Person
 - Title
 - Phone Number
 - E-Mail Address
 - Authorized Official
 - Title
 - Signature
- Table of Contents**
- Executive Summary:** high-level summary of proposal and cost
- Main proposal body answering all questions with relevant attachments.** *Proposers should use their discretion to determine whether certain required information is sufficiently captured in the body of their proposal or requires additional attachments for clarification.* Additional attachments may include:
 - Staffing plan with FTE status
 - Agency and program organizational chart detailing reporting structure
 - Staff resumes and applicable licensures
 - Work plan describing organization's efforts, progress, or plans to diversify workforce
 - Detailed plan on cultural competence and humility in service delivery
 - Memoranda of Agreement/Understanding with referral partners
 - Copies of applicant-created and/or evidence-based model intake, eligibility, enrollment, and assessment forms
 - Written financial policies and procedures
- IRS Determination Letter** (for nonprofit proposers)
- Two years of most recent annual audited financial statements; OR any financial statements prepared by a Certified Public Accountant** for proposers whose organizations have been incorporated for less than two years. *Agencies may swap in use of EARS system if applicable.*
- Proposed budget,** including budget narrative and cost schedules for planned subcontractors if applicable.
- Conflict of Interest Disclosure Statement**
- Statement of Assurances**

Formatting Checklist

- Is the proposal formatted to fit 8 ½ x 11 (letter-sized) paper?
- Is the main body of the proposal within the page limit?
- Is the proposal in 12-point, Times New Roman font?
- Does the proposal format follow normal (1 inch) margins and 1 ½ line spacing?
- Does the proposer's name appear in the header of each page?
- Does the proposal include page numbers in the footer?
- Are confidential labels applied to sensitive information (if applicable)?