

## Homeless Services Monitoring and Training RFP

### Questions and Answers

Q1. How many people will need to be trained annually? The cost of the LMS systems is based on the number of people trained annually.

A1. DOH and DMHAS expect to make the training available to all funded DOH and DMHAS contracted homeless services staff which is approximately 1000-1250 individuals in a given year.

Q2. Should the six in-person trainings begin in year one or start in year two?

A2. DOH and DMHAS understand the need for monitoring and training development within the first year. DOH and DMHAS will meet with the awarded bidder to determine the type and number of in person trainings that will be developed in the first year. It is expected that by the second year and remaining years of the contract, there will be six in person trainings annually.

Q3. Do the six in person trainings need to be unique topics each offered once for anyone to attend, or should it be one topic repeated six times to account for varying schedules and ensure all 195 programs can participate?

A3. Upon award, DOH and DMHAS will meet with the chosen contractor to determine the courses that will be presented both in person and online as well as the frequency of any identified in person training.

Q4. Do we need to survey learners on all trainings or just the live ones (tracking for 75% satisfaction)?

A4. All trainings whether virtual or live need to track satisfaction with a survey.

Q5. When do the monthly DOH/DMHAS meetings start? Where are they located and how long are they (to account for mileage, staff time, and timeline tasks)?

A5. The monthly DOH/DMHAS and contractor meetings will begin in the first month of the contract unless all parties agree to meet before the contract is in place. The majority of the meetings will be virtual with an occasional in-person meeting likely to be held in either Hartford or Middletown. We anticipate the meetings to last between one and two hours. Meetings will be more often in the beginning phases of the contract as all parties work together to create the Monitoring and Training programming and frequency will be determined by all parties.

Q6. There are 102 agencies and 195 programs listed with the assumption that some agencies run multiple program types and multiple programs; if one agency-wide monitoring visit is planned, what is the number of unique agencies that would require monitoring.

A6. Due to the large number of agencies and programs to be monitored, DOH and DMHAS do not expect all agencies and programs to be monitored in any given year. DOH and DMHAS will determine with the chosen contractor which agencies and programs to monitor on an annual basis based on a risk assessment model that will be developed with all parties. If an agency is chosen for monitoring, it is anticipated that all programs that an agency has that fall under DOH and DMHAS housing and homeless

services funding will be monitored for the ease of both the contractor monitoring the programs and the agency being monitored.

Q7. Year One will have significant start up needs – is it allowable to monitor less than 50% projects in year one as long as all projects get monitored over two years?

A7. DOH and DMHAS understand the need for monitoring and training development within the first year. DOH and DMHAS will meet with the awarded bidder to determine the type and number of monitoring visits that will be completed in the first year and each subsequent years.

Q8. With the 15 page max limit, does this include or exclude exec summary?

A8. The narrative section of the proposal that outlines the work that will be completed as it relates to monitoring and training is limited to 15 pages. Other items required by this RFP, such as budget, executive summary and attachments are not part of the 15 page constraint.

Q9. Street outreach is mentioned throughout but not in the chart on Page 8. Is there an expectation that these programs will be folded into the Monitoring and training process?

A9. Yes, DOH and DMHAS expect that homeless outreach programs will be included in the monitoring and training process. **CORRECTION. DMHAS expects that homeless outreach programs will have access to the offered trainings but the chosen contractor is not expected to monitor the DMHAS funded homeless outreach projects.**

Q10. If high performers are exempt for up to 3 years, there may not be 50% of providers required to be monitored in year 3 and beyond

A10. Due to the volume of agencies and programs DOH/DMHAS expects that there will be a significant monitoring load in any given year. If at any point there is less than 50% of providers monitored in any given year, DOH/DMHAS will meet with selected contractor to determine if monitoring funds need to be shifted to the training component to be able to offer more trainings for the DOH/DMHAS contractors.

Q11. Are there expectations around # of trainings per program type?

A11. DOH and DMHAS will meet with selected contractor to determine the number and types of trainings that will be delivered both in person and virtually. DOH and DMHAS expect the types of trainings to evolve over the course of the contract as DOH, DMHAS and the selected contractor determine the training needs of providers in the field.

Q12. Any clarification on year 1 start-up/program development vs year 2 and year 3 implementation. Especially around training - what is the minimum expectation for year 1?

A12. DOH and DMHAS understand the need for monitoring and training development within the first year. DOH and DMHAS will meet with the awarded bidder to determine the type and number of in person trainings that will be developed in the first year. It is expected that by the second year and remaining years of the contract, there will be six in person trainings annually.

Q13. The RFP states “6 in-person trainings” - is 6 the total or per subset of providers?

A13. DOH and DMHAS expect at least 6 in person trainings across all program types and providers. In person trainings will vary from year to year and will be based on discussions with DMHAS, DOH and the selected contractor.

Q14. The RFP states that there will be two separate contracts entered into with DOH and DMHAS; are we expected to create separate training and monitoring budgets per the two funders or will DOH and DMHAS determine which activities are funded by which department as part of the negotiation process?

A14. DOH and DMHAS will determine which activities are funded by each department as part of the contract negotiation process.

Q15. Is there any historical data on how many people attended trainings in the past 2 years (if possible, de-duplicated, but if you can specify if it is deduplicated or duplicated that would be appreciated)

A15. In person trainings are typically capped at 30 participants per training. During the past 2 years there have been approximately 18 in-person trainings for a total of approximately 540 participants. The virtual trainings typically do not have a capacity, with some trainings having as few as 5 participants and others approximately 70. There were approximately 21 virtual trainings over the past 2 years. These numbers are de-duplicated, as people are only required to attend each training only once.

Q16. Can you confirm that proposals will be accepted if they include either the program evaluation and technical assistance or the training and LMS component.

A16. Proposals will only be accepted for projects that include both the program monitoring/technical assistance and the training/LMS components.

Q17. Can we respond to this RFP if our agency receives program funding of this nature?

A17. Agencies that receive program funding for housing and homeless services through DOH/DMHAS are eligible to apply for funding for this RFP.

Q18. Page 11 says the proposal is limited to 15 pages, page 15 section D references only section D is constrained to 15 pages. Please confirm total page length requirements for the full assembled proposal.

A18. The narrative section of the proposal that outlines the work that will be completed as it relates to monitoring and training is limited to 15 pages. Other items required by this RFP, such as budget, executive summary and attachments are not part of the 15 page constraint.

Q19. During the evaluation process, will applications for both portions of the scope of work be prioritized over applications for either the TA components or Training components.

A19. Each component (Monitoring/TA component and Training component) will be evaluated equally as part of the review process.

Q20. What amount of the total funding will be allocated between the training vs the program monitoring/technical assistance scopes of work?

A20. DOH/DMHAS will determine the amount of funds allocated to each component during the budget negotiations phase after a contractor is selected.

Q21. How many individual learners are estimated to require access to utilize the LMS?

A21. DOH and DMHAS expect to make the training available to all funded DOH and DMHAS contracted homeless services staff which is approximately 1000-1250 individuals in a given year.