

## PROCUREMENT NOTICE

### Section 8 Housing Choice Voucher and Rental Assistance Program

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The State of Connecticut, Department of Housing (DOH), is seeking proposals from eligible organizations to administer the following five housing subsidy programs for Connecticut's income-eligible families:

1. The DOH's Section 8 Housing Choice Voucher Program (HCV), funded by the United States Department of Housing and Urban Development (HUD) and authorized by the Federal Housing Act of 1937 as amended;
2. The DOH's Section 8 Family Self Sufficiency Program (FSS);
3. The DOH's Project-based Section 8 Housing Choice Voucher Program;
4. The DOH's Section 8 Single Room Occupancy (SRO) Moderate Rehabilitation Program; and
5. The State-funded Rental Assistance Program (RAP).

Proposals in response to this RFP must address all five programs and the organization must be capable of providing all services on a statewide basis.

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

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

The RFP is also available on DOH's website at <http://www.ct.gov/doh/site/default.asp>. A printed copy of the RFP can be obtained from the Official Contact upon request. Deadline for submission of proposals is Monday, July 10, 2017 at 3:00 PM.

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

## TABLE OF CONTENTS

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

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## I. GENERAL INFORMATION

### ■ A. INTRODUCTION

1. **RFP Name or Number.** Section 8 Housing Choice Voucher Program and Rental Assistance Program 2017\_28669
2. **Summary.** The State of Connecticut, Department of Housing (DOH), is seeking proposals from eligible organizations to administer housing subsidy programs with the goal of providing safe, decent, sanitary and affordable housing to income-eligible residents of Connecticut:

### ■ B. ABBREVIATIONS / ACRONYMS / DEFINITIONS

BFO	Best and Final Offer
CFDA	Catalog of Federal Domestic Assistance
CHFA	Connecticut Housing Finance Authority
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunities (CT)
Contractor	An organization or a Connecticut municipality that enters into a contract with DOH as a result of this RFP
Community Partner	An individual (other than an employee of the contractor) or entity hired by the contractor to provide, directly to program participants, specific health or human services as part of a contract with DOH as a result of this RFP, and who will <b>not</b> be paid with contract funds to provide such services
CT	Connecticut
CSSD	Court Support Services Division (CT)
DAS	Department of Administrative Services (CT)
DCF	Department of Children and Families (CT)
DDS	Department of Developmental Services (CT)
DMHAS	Department of Mental Health and Addiction Services (CT)
DOH	Department of Housing (CT)
DOC	Department of Correction (CT)
DSS	Department of Social Services (CT)
DUNS	Data Universal Numbering System (CT)
FSS	Family Self-Sufficiency Program
Fund Administrator	An entity that issues payments to housing owners, utilities, and other third parties
FOIA	Freedom of Information Act (CT)
HCV	See "Section 8" term below
Household	All persons residing within the same dwelling
HUD	Department of Housing & Urban Development (U.S.)
IRS	Internal Revenue Service (U.S.)
LOI	Letter of Intent
MOU	Memorandum of Understanding
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)

OSC	Office of the State Comptroller (CT)
P.A.	Public Act (CT)
POS	Purchase of Service
Prospective Respondent	An organization that may submit a proposal to DOH in response to this RFP, but has not yet done so
RAP	DOH's Rental Assistance Program
Respondent	An organization or a Connecticut municipality that has submitted a proposal to DOH in response to this RFP
RFP	Request for Proposals
Section 8 Program	DOH's Section 8 Housing Choice Voucher Program
SEEC	State Elections Enforcement Commission (CT)
Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to program participants, specific health or human services as part of a contract with DOH as a result of this RFP, and who will be paid with contract funds to provide such services
U.S.	United States
VA	Department of Veterans Affairs (US)

## ■ C. INSTRUCTIONS

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

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

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

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

- DOH's Web Page  
<http://www.ct.gov/doh/site/default.asp>
- State Contracting Portal  
<http://das.ct.gov/cr1.aspx?page=12>

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

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

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

- Total Funding Available: \$156,930,887 annually
- Contract Term: July 1, 2018 – June 30, 2021

**4. Eligibility.** Organizations with experience managing a Section 8 Program are eligible to submit proposals in response to this RFP. Individuals and any entity that is not a duly formed business entity are ineligible to participate in this procurement.

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

- a. A minimum of five (5) years demonstrated experience administering housing subsidy programs. Experience must include administering the Section 8 Program.

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

- RFP Released: May 19, 2017
- Letter of Intent Due: June 14, 2017
- Deadline for Questions: June 19, 2017
- Answers Released: June 26, 2017
- Proposals Due: July 10, 2017 by 3:00PM
- (\*) Start of Contract: July 1, 2018

**7. Letter of Intent.** A Letter of Intent (LOI) is required by this RFP and is due by 3:00 PM on June 14, 2017. DOH will not review any proposal that is submitted without a Letter of Intent that is received by the deadline stated above.

**8. Inquiry Procedures.** All questions regarding this RFP or DOH's procurement process must be directed, in writing, to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions determined by DOH to be material to this procurement and received before the deadline will be answered. At its discretion, DOH may or may not respond to questions received after the deadline. DOH may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If in DOH's determination any answer to any question constitutes a material change to the RFP, the question and

answer will be placed at the beginning of the amendment and duly noted as such. DOH will release the answers to the questions on the date(s) established in the Procurement Schedule. DOH will publish any and all amendments to this RFP on the State Contracting Portal and on DOH's Web Page.

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

- Due Date: July 10, 2017
- Time: 3:00 PM Eastern Time

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

An acceptable submission must include the following:

- one (1) original proposal;
- Six (6) conforming electronic copies. Compact Disks and/or flash drives clearly labeled with the legal name of the Respondent and the RFP Name or Number on each electronic copy: Section 8 Housing Choice Voucher and Rental Assistance Program RFP 2017\_28669

The original proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated. The original proposal and each conforming copy of the proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee. **The electronic copies of the proposal must be compatible with Microsoft Office Word 2013 except for the Budget, which may be compatible with Microsoft Office Excel 2013.** For the electronic copies, required Appendices and Forms identified in Section IV may be scanned and submitted in Portable Document Format (PDF) or similar file format.

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

such confidentiality requests is not an agreement that such material is confidential or exempt from disclosure. DOH reserves the right to make such determination.

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

#### ■ D. PROPOSAL FORMAT

- 1. Required Outline.** All proposals must follow the required outline presented in Section IV – Proposal Outline. Submissions that fail to follow the required outline may be deemed non-responsive and not evaluated.
- 2. Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents must complete and use the **Cover Sheet** form, which is embedded in this section as a hyperlink. [Cover Sheet HCV and RAP RFP.docx](#)
- 3. Table of Contents.** All proposals must include a Table of Contents that conforms to the required proposal outline. (See Section IV.)
- 4. Executive Summary.** Proposals must include a high-level summary, not exceeding two (2) pages, of the main proposal and cost proposal. The Executive Summary shall include: A minimum of five (5) years demonstrated experience managing a Section 8 Program.
- 5. Attachments.** Attachments other than the required Appendices or Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions may result in disqualification.
- 6. Style Requirements.** Submitted proposals must conform to the following specifications:

Binding Type: Loose leaf binders (for the original) with the legal name of the Respondent and the RFP Name appearing on the outside front cover of the binder:  
Section 8 Housing Choice Voucher Program and Rental Assistance Program  
2017\_28669

Compact discs/flash drives: Each must be labelled with legal name of the Respondent and the RFP Name: Section 8 Housing Choice Voucher Program and Rental Assistance Program 2017\_28669

Dividers: A tab sheet keyed to the table of contents must separate each subsection of the proposal; the title of each subsection must appear on the tab sheet

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

Page Limit: 13 double-sided, consecutively numbered pages (25 pages total) **excluding** all required Appendices and Forms

Print Style: 2-sided

Font Size: Minimum 11 point

Font Type: Arial or Tahoma

Margins: The binding edge margin of all pages shall be a minimum of one and one half inches (1 1/2"); all other margins shall be one inch (1")

Line Spacing: Single-spaced

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

**Packaging and Labeling Requirements.** All proposals must be submitted in sealed envelopes or packages and be addressed to the Official Contact. The legal name and address of the respondent must appear in the upper left corner of the envelope or package. The RFP Name or Number must be clearly displayed on the envelope or package: Section 8 Housing Choice Voucher Program and Rental Assistance Program 2017\_28669

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

## ■ E. EVALUATION OF PROPOSALS

- 1. Evaluation Process.** It is the intent of DOH to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful Respondents, and awarding contracts, DOH will conform to DOH's written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).
- 2. Screening Committee.** DOH will designate a Screening Committee to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Screening Committee. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any Respondent (or representative of any Respondent) to contact or influence any member of the Screening Committee may result in disqualification of the Respondent.
- 3. Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFP. To be eligible for evaluation, proposals must (a) be received on or before the due date and time; (b) meet the Proposal Format requirements; (c) follow the required Proposal Outline; and (d) be complete.



Proposals that fail to follow instructions or satisfy these minimum submission requirements may not be reviewed further at the discretion of DOH. DOH will reject any proposal that deviates significantly from the requirements of this RFP.

**4. Evaluation Criteria.** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Screening Committee will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals.

- Organizational Profile
- Proposed Program Description
- Staffing Plan
- Program Outcome Requirements
- Quality Assurance Requirements
- Financial Profile
- Budget and Budget Narrative
- Appendices

Note:

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

**5. Respondent Selection.** Upon completing its evaluation of proposals, the Screening Committee will submit the rankings of all proposals to DOH Head. The final selection of a successful Respondent is at the discretion of DOH Head. Any Respondent selected will be so notified and awarded an opportunity to negotiate a contract with DOH. Respondents will not be allowed to negotiate for a higher amount of funds or a higher administrative/overhead percentage than that submitted in the proposed budget. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. The Screening Committee may select as few or as many proposals needed to ensure the homeless population is being served in all areas of the state. All unsuccessful Respondents will be notified by E-mail or U.S. mail, at DOH's discretion, about the outcome of the evaluation and Respondent selection process.

**6. Debriefing.** After receiving notification from DOH, any Respondent may contact the Official Contact and request a Debriefing of the procurement process and its proposal. If Respondents still have questions after receiving this information, they may contact the Official Contact and request a meeting with DOH to discuss the procurement process. DOH shall schedule and conduct Debriefing meetings that have been properly requested, promptly following DOH's receipt of a request. The Debriefing meeting will not include comparisons of any proposals with other proposals, nor will the identity of the evaluators be released. The Debriefing process may not be used to change, alter or modify the outcome of a competitive procurement. More detailed information about requesting a Debriefing may be obtained from the Official Contact.

**7. Appeal Process.** Any time after the submission due date, but **not later than thirty (30) days** after DOH notifies Respondents about the outcome of a competitive procurement, Respondents may submit an Appeal to DOH. The e-mail sent date or the postmark date on the notification envelope will be considered "day

one" of the thirty (30) days. Respondents may appeal any aspect of DOH's competitive procurement; however, such Appeal must be in writing and must set forth facts or evidence in sufficient and convincing detail for DOH to determine whether during any aspect of the competitive procurement there was a failure to comply with the State's statutes, regulations or standards concerning competitive procurement or the provisions of the RFP. Any such Appeal must be submitted to the Agency Head with a copy to the official contact. The Respondent must include the basis for the Appeal and the remedy requested. The filing of an Appeal shall not be deemed sufficient reason for DOH to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.

- 8. Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or Respondent on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board..." More detailed information is available on the State Contracting Standards Board web site at <http://www.ct.gov/scsb/site/default.asp>.
- 9. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to DOH's contracting procedures, which may include approval by the Office of the Attorney General.

## II. MANDATORY PROVISIONS

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

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

Part I of the standard contract is maintained by DOH and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS contract.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: <http://www.ct.gov/opm/site/default.asp>

Note:

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

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

### ■ B. ASSURANCES

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

- 1. Collusion.** The Respondent represents and warrants that the Respondent did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The Respondent further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the Respondent's proposal. The Respondent also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
- 2. State Officials and Employees.** The Respondent certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. DOH may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the Respondent, contractor, or its agents or employees.
- 3. Competitors.** The Respondent assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by

the Respondent to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The Respondent further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the Respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

- 4. Validity of Proposal.** The Respondent certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, DOH may include the proposal, by reference or otherwise, into any contract with the successful Respondent.
- 5. Press Releases.** The Respondent agrees to obtain prior written consent and approval of DOH for press releases that relate in any manner to this RFP or any resultant contract.

## ■ C. TERMS AND CONDITIONS

*By submitting a proposal in response to this RFP, a Respondent implicitly agrees to comply with the following terms and conditions:*

- 1. Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
- 2. Preparation Expenses.** Neither the State nor DOH shall assume any liability for expenses incurred by a Respondent in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
- 3. Exclusion of Taxes.** DOH is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Respondents are liable for any other applicable taxes.
- 4. Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
- 5. Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, DOH may request and authorize Respondents to submit written clarification of their proposals, in a manner or format prescribed by DOH, and at the Respondent's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by DOH. DOH may ask a Respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, oral presentation or other supplemental information will be at a time selected and in a place provided by DOH. At its sole discretion, DOH may

limit the number of Respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per Respondent.

- 7. Presentation of Supporting Evidence.** If requested by DOH, a Respondent must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. DOH may make onsite visits to an operational facility or facilities of a Respondent to evaluate further the Respondent's capability to perform the duties required by this RFP. At its discretion, DOH may also check or contact any reference provided by the Respondent.
- 8. RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or DOH or confer any rights on any Respondent unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the Respondent and DOH and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the Respondent or for payment of services under the terms of the contract until the successful Respondent is notified that the contract has been accepted and approved by DOH and, if required, by the Attorney General's Office.

#### ■ D. RIGHTS RESERVED TO THE STATE

*By submitting a proposal in response to this RFP, a Respondent implicitly accepts that the following rights are reserved to the State:*

- 1. Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by DOH.
- 2. Amending or Canceling RFP.** DOH reserves the right to amend or cancel this RFP on any date and at any time, if DOH deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, DOH may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** DOH reserves the right to award in part and/or to reject any and all proposals in whole or in part, for any reason or for no reason. Without limiting the generality of the foregoing, DOH may waive or modify any requirement, condition or other term set forth in the RFP if in its judgment the best interests of the State will be served. DOH reserves the right to reject the proposal of any Respondent who submits a proposal after the submission date and time or otherwise not in conformity with the submission requirements set forth in this RFP.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.

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

#### ■ E. STATUTORY AND REGULATORY COMPLIANCE

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

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their proposals any confidential information. If the Respondent indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a Respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to insure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements, C.G.S. § 4a-81.** Proposals for State contracts with a value of \$50,000 or more in a calendar or fiscal year, excluding leases and licensing

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

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

- 4. Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g) (2).** If a Respondent is awarded an opportunity to negotiate a contract with an anticipated value of \$50,000 or more in a calendar or fiscal year, the Respondent must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The successful Respondent may upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Housing will review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this RFP as a hyperlink.
- IMPORTANT NOTE: The successful Respondent must complete and submit OPM Ethics Form 1 prior to contract execution.

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

### III. PROGRAM INFORMATION

#### ■ A. DEPARTMENT OVERVIEW

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

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

#### **Department Mission**

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

#### ■ B. PROGRAM OVERVIEW:

The United States Department of Housing and Urban Development (HUD) Section 8 Housing Choice Voucher Program and the State-funded Rental Assistance Program offer opportunities for housing subsidies to income eligible families. The programs are tailored to meet the individual needs of families by offering them freedom of choice in finding a unit suitable to their needs and desires. An eligible family can participate in the program as long as funds are available and the family remains eligible. Since housing needs change with changes in family size, job location and other personal circumstances, the programs allow moves by the family without loss of assistance.

#### **Section 8 Housing Purpose**

The Section 8 program can be a key element in addressing the housing and community development needs of many localities. It allows rapid delivery of housing assistance in less crowded living conditions for lower-income families at a relatively low cost and it maintains and improves housing stock and preserves neighborhoods.

The Section 8 Program also addresses the needs of individuals and families through the following component programs:



**a. Section 8 Housing Choice Voucher Program**

The Section 8 Housing Choice Voucher Program consists of housing subsidies that allow families to rent apartments in the private rental market. The DOH provided in excess of 7600 vouchers to eligible families in 2016 through the Section 8 Tenant-Based Voucher Program.

The voucher subsidy provides income-eligible families with housing subsidies equal to the difference between 30% of the household's income and the payment standard established for the household's family size. The Housing Choice Voucher Program allows a family to pay up to 40% of their monthly-adjusted income for rent. HUD's portability guidelines allow the families with a housing choice voucher to move anywhere in the United States and its territories after residing in Connecticut for an initial twelve months.

The HCV program currently has two specialty subpopulations aimed at providing rental assistance to vulnerable populations.

**i. Family Unification Program (FUP)**

The Family Unification Program (FUP) is a partnership between DOH and the Department of Children and Families (DCF) that provides a HCV from DOH and a comprehensive array of services from DCF to individuals and families involved in the child welfare system. HUD defines eligible participants as families for whom the lack of adequate housing is a primary factor in the imminent placement of the family's child or children in out-of-home care, or in the delay of discharge of a child or children to the family from out-of-home care or as a young adult aged 18-21 who left foster care after the age of 16 and lacks adequate housing. DCF refers eligible participants to DOH for a HCV and DCF provides intensive services to ensure the participants maintain stability in housing. Examples of services provided by DCF include money management skills, job preparation, educational counseling, proper nutrition and meal preparation.

**ii. Veteran's Affairs Supportive Housing (VASH)**

The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines HCV rental assistance for homeless Veterans with case management and clinical services provided by the federal Department of Veterans Affairs (VA). The VA provides these services for participating Veterans at the VA Medical Centers located in West Haven and Newington as well as in community-based outreach clinics located throughout the state. The HUD-VASH program is the prominent housing program aimed at ending veterans homelessness in Connecticut and nationally.

**b. Section 8 Family Self Sufficiency Program (FSS)**

The purpose of the FSS program is to reduce the dependency of low-income families on housing and public assistance. The resultant contractor shall provide the participating families with appropriate supportive services to promote self-sufficiency. The DOH requires FSS participants to enter into a participation contract. The contract must incorporate training and service plans including interim and final goals for each participant. The contract must stipulate that each FSS family will fulfill the obligations set forth within the participation contract no later than five (5) years after the effective date of the contract. The term may be extended for two additional years.

The program requires the DOH's contractor to establish separate FSS escrow accounts for each participant. In general, the FSS credit into the FSS account shall

be equal to the difference between thirty percent (30%) of the family's monthly-adjusted income and the family's rent, which is calculated by disregarding any increase in earned income from the effective date of the contract. The participant is entitled to the balance of the FSS account when the terms of the participant contract have been successfully completed its participation contract.

**c. Project-based Section 8 Housing Choice Voucher Program**

In contrast to a tenant based rental subsidy, in which a tenant can move from one eligible unit to another, the project based voucher program has the rental subsidy connected to a specific unit in a property. Under the project based voucher program, the owner of a property reserves some or all of the units in a building for low-income tenants, and in return the program guarantees to make up the difference between the tenant's portion of the rent, defined as 30% of the participant's adjusted gross income, and the contract rent. A tenant who leaves a subsidized project will lose access to the project-based subsidy. To continue to receive rental assistance, these individuals either have to obtain a tenant-based voucher, or wait for another project based voucher unit to become vacant and available.

**d. Section 8 SRO Moderate Rehabilitation Program**

HUD provides rent subsidy payments to private property owners for rental units rehabilitated under the Section 8 SRO Moderate Rehabilitation Program. These subsidies provide housing assistance for low-income persons at 30 percent of median income. The DOH administers the program, but the buildings are managed and leased out by the property owners.

**e. Rental Assistance Program Purpose**

The Rental Assistance Program (RAP) administered by the State of Connecticut DOH provides rental subsidies to low-income families residing in rental housing. RAP participants have the freedom of choice in locating housing suitable to their needs. Authorized agents of the DOH pay rental assistance subsidies to the owners of the units in which participating families reside.

The DOH provides certificates to eligible Rental Assistance participants. Families and elderly or disabled individuals whose income does not exceed 50% of the median income for the area in which they live, as determined by the DOH Head, are eligible to participate in the RAP. Typically, families with RAP certificates pay landlords either 10% of their gross monthly income or 40% of their adjusted monthly income minus a utility allowance, whichever is greater. Eligible individuals who are elderly or disabled contribute 10% of their gross income or 30% of their adjusted gross income less a utility allowance, whichever is greater. RAP Certificates are portable and may be used in any municipality within the state. The rents paid cannot exceed the rent levels established by DOH.

At this time, approximately 6,300 RAP Certificates are in use throughout the state. DOH works with its state partners to ensure that affordable housing is central in the service planning for vulnerable individuals. Below is a list of DOH collaborations:

## **1. DOH and DCF Housing Collaborative**

### **Family Reunification Program**

The Family Reunification Program (FUP) builds off the success of the federally funded FUP program described in the previous section of this report. FUP is collaboration between the DOH and the DCF designed to reduce the number of children in foster care by providing affordable housing through a rental subsidy and the necessary support services, including intensive case management and behavioral health services, to vulnerable and homeless families. The program serves families with mental health, substance abuse, domestic violence and other treatment needs. The DOH provides housing certificates through RAP to many of the families. The program currently serves more than 400 families annually and is credited with helping to reunify families whose children are in state care and to prevent the removal of children in circumstances where stable housing is a barrier.

In addition, the legislature allocated funding directly to the DCF to create an additional 450 units for the FUP for fiscal year 16. DCF in turn entered into a MOA with DOH to administer the RAPs for the program. During fiscal year 16, eligible tenants began to enroll into the program, and to date more than 300 families have been assisted with this new funding.

## **2. DOH and DMHAS Housing Collaborative**

### **i. Permanent Supportive Housing Initiative (PSHI)**

The Permanent Supportive Housing Initiative is a collaborative effort between DOH and DMHAS to foster the development of long-term solutions to the housing and service needs of families and individuals, coping with psychiatric disabilities and/or chemical dependency that are facing homelessness. Ending homelessness among this population is key and is achieved through the leasing of existing scattered site housing and the development of new housing units, both of which are subsidized with RAP certificates.

The goal of the PSHI is the creation of affordable housing units within Connecticut that link individuals and families with targeted employment, housing based case management and support services. DMHAS funds community-based providers to work with eligible individuals to ensure that the formerly homeless individuals have the necessary skills to maintain housing stability. The PSHI has provided over 1000 dwelling units in the leasing of scattered site apartments and has created over 1100 dwelling units through the development of housing.

### **ii. DMHAS Rental Assistance Program (DRAP)**

In 2011, DMHAS created its own rental assistance program from existing state funding to assist clients in obtaining supportive housing. Specifically, 60 rental assistance certificates were allocated to the DMHAS forensics unit to allow individuals in the criminal justice system with a mental health diagnosis and who would be homeless upon release from prison live independently in the community. The rental subsidy provided the client with affordable housing and the DMHAS forensics unit provided the necessary clinical care and housing based case management services to allow these clients to successfully re-enter the community. An additional 50 rental assistance certificates were allocated to the Enhancing Housing Opportunities Program, which allowed tenants living in supportive housing that had achieved stability, to move into housing with less support services. With this transition open units in the supportive housing programs are able to assist new homeless

individuals. These 110 rental certificates were transferred to DOH with its creation in 2013.

### **iii. Connecticut Collaborative on Re-entry (formerly FUSE)**

The Connecticut Collaborative on Re-entry (CCR) Program is a permanent supportive housing program that identifies and assists individuals who cycle through the homeless service and corrections systems in the state's largest urban centers—Bridgeport, Hartford, New Haven, New London/Norwich and Waterbury. The Connecticut Department of Correction (DOC) and Judicial Branch's Court Support Services Division (CSSD), in partnership with DMHAS, DOH, the Corporation for Supportive Housing (CSH), and the Connecticut Coalition to End Homelessness (CCEH), provide technical assistance, staff support and financial assistance, including support services funding from DMHAS and RAP certificates from DOH, for this project. The DMHAS services funding provide the staffing capacity needed to ensure timely and effective case management as the newly-housed tenants stabilize and establish ties to treatment and other community resources. The case management services provide much-needed outreach and engagement services to facilitate the successful transition from the shelters and/or jails/prisons to community living. In addition, given the critical role of income and employment for recovery and quality of life, a particular focus of this program is on the employment/income outcomes for all participants.

The legislature expanded this program by allocating funding for the creation of 90 new units of CCR for fiscal year 16. With these new units, the CCR program now serves 190 households and is one of the largest programs of this type in the country.

### **3. Social Innovation Fund**

The Social Innovation Fund (SIF), a program of the Corporation for National and Community Service (CNCS), combines public and private resources to grow promising community-based solutions that have evidence of results in any of three priority areas: economic opportunity, healthy futures, and youth development. AIDS CT (ACT), in collaboration with the Partnership for Strong Communities has been awarded a SIF grant to fund innovative solutions that link supportive housing and healthcare. The funded project, Connecticut Integrated Healthcare & Housing Neighborhoods, is one of four pilot programs selected to participate in a national effort to demonstrate that the integration of housing, care management and health services is effective in improving health outcomes for the vulnerable men and women caught in a revolving door of hospitals, emergency rooms, detox and other crisis health services.

Connecticut Integrated Healthcare & Housing Neighborhoods will house and provide patient-centered health care to 160 individuals in an effort to integrate housing, care management and health care to the improve health of individuals while lowering public costs. Housing will be supported by DOH RAP certificates and will be located in the Bridgeport, Hartford, New Haven and New London metropolitan areas. This multi-year pilot is a healthy-home outreach model using assertive outreach and care coordination to link high-cost, high-need clients with primary care, behavioral healthcare and supportive/affordable housing. The overall project aims to identify and target Medicaid-enrolled high users of health services who are homeless or at risk of homelessness and who have chronic medical conditions, including serious mental illness, substance abuse disorders or other chronic medical conditions.

### **4. DOH and DSS Housing Collaborative**

#### **Money Follows the Person (MFP)**

Money Follows the Person (MFP) is a Federal Demonstration program funded by the Centers for Medicare and Medicaid Services designed to help states rebalance their long-term care systems by assisting individuals to transition from living in institutional settings to community living. The program provides service funding for elderly and disabled individuals, including those with mental health disorders or developmental disabilities to live independently in the community. To be eligible a person must (1) have been institutionalized for at least six months and (2) meet Medicaid eligibility criteria. In addition, it cannot cost more to care for the person in the community than in an institution. The appropriate state agency (DDS for individuals with developmental disabilities, DMHAS for individuals with mental health disorders and Department of Social Services for the elderly) has case workers that assess the service needs and develop a care plan for the individual, as well as assist the individual with locating housing and services in the community. DOH provides a RAP certificate to the eligible participant to ensure that the individual has access to affordable, safe, decent and sanitary housing. Currently, DOH provides over 1100 RAP certificates to MFP eligible individuals and it is expected that this number will continue to rise in the coming years.

#### **5. DOH and DDS Housing Collaborative**

In State Fiscal Year 2014, The DDS received 15 RAP certificates for use in covering the rental costs associated with transitioning individuals from 24 hour privately operated group homes to community based living settings. DDS currently supports over 1300 individuals in apartment-type settings throughout the state. Typically DDS has funded rental costs for individuals (in excess of their contribution) through a rental subsidy program managed internally. Starting in 2013 DDS has had the opportunity to utilize the RAP as a new resource as an alternative to prior practices.

DDS is committed to serving individuals in the least restrictive and most inclusive settings and believes it is their mission to support lifelong planning to assist individuals to be valued members of their communities. Common support services that individuals utilize to gain and maintain skills necessary to live independently include Individualized Home Supports (formerly Supported Living), Health Care Coordination, and Behavioral Management Supports, as well as additional support services. The residential support services provided to an individual in a community-based housing setting assist with the acquisition, improvement and /or retention of skills and provide necessary support to achieve personal outcomes that enhance an individual's ability to live in their community as specified in their Individual Plan. DDS has secured a Medicaid Waiver from the Centers of Medicare and Medicaid that will allow DDS to bill Medicaid for the services provided to these individuals.

#### **6. DOH and Connecticut Housing Finance Authority (CHFA) Housing Collaborative**

In the statewide effort to end chronic homelessness, CHFA committed funding to create 50 rental subsidies to be given to chronically homeless individuals. The CHFA funding was transferred to DOH and will support these 50 units for 10 years. The program will be administered in a similar manner as the RAP.

## **DOH Initiatives**

### **1. RAP VASH Program**

DOH expanded upon the federal VASH program described above to provide additional supportive housing resources to homeless veterans. The Department administered 100 RAP VASH vouchers in fiscal year 2016, and when combined with the federal VASH resources and other supportive housing resources Connecticut became the first state to end chronic veteran homelessness and the second state to end all veteran homelessness during fiscal year 16.

### **2. State Sponsored Housing Portfolio RAP (SRAP)**

Through the State Sponsored Housing Portfolio (SSHP), DOH is allocating project based RAP resources to ensure that the SSHP has adequate funding to provide affordable housing to Connecticut households. The SRAP certificate guarantees affordability to the household residing in the property and as well as providing the property enough income to maintain quality standards. Beginning in fiscal year 2011, the legislature approved 150 SRAPS annually for 10 years to the SSHP

## **■ C. MAIN PROPOSAL COMPONENTS**

### **1. Organizational Requirements**

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

(a) Purpose/Mission: Describe how your proposed program fits within your organization's mission and current programs configuration. Summarize the services you currently provide and demonstrate how you would be able to manage these programs on a statewide level. Organizational chart shall be included in Section IV.H, Appendices.

(b) Qualifications, Relevant Experience and References: Summarize your ability to administer state and/or federal grants. Describe any potential risks to DOH and risks that could be encountered by acting as a Department contractor and if any, propose solutions or approaches for managing those risks. Describe the Respondent's familiarity and sensitivity with managing the proposed program and provide data regarding past performance in administering programs consistent with the required areas in this RFP. Provide three specific programmatic references (contact information only, not letters of reference). References must be persons able to comment on the Respondent's capability to perform the services specified in this RFP. The contact person must be an individual familiar with the organization and its day-to-day performance.

### **2. Proposed Program Description**

A responsive proposal shall thoroughly describe the proposed program. The Respondent must describe how it will implement the following objectives;

- 1) Manage the Section 8 Tenant-Based HCV Program, Project-based Section 8 HCV Program, and Section 8 SRO Moderate Rehabilitation Program in accordance with the applicable Federal regulations,
- 2) Improve the domestic stability of at-risk families participating in the Section 8 Family Unification program through cooperative efforts with DOH, DCF, and allied state and local community organizations,

- 3) Enhance the education, employment skills and economic self-sufficiency of families participating in the Section 8 Family Self Sufficiency Program through linkages with state and local community organizations,
- 4) Manage the Rental Assistance Program in accordance with the applicable State rules and regulations. Included in Managing the RAP program, the Respondent must describe how it will assist individuals and families participating in the various state funded housing programs mentioned above (PSHI, MFP, FUP, etc.),
- 5) Determine eligibility certification and annual or interim re-certifications 30 days prior to the annual lease renewal date,
- 6) Ensure through an established evaluation system that 100% of tenant housing sites meet HUD Housing Quality Standards,
- 7) Manage a financial system that ensures the minimum utilization rate of certificates and vouchers at 95% of budget authority and assures timely payments,
- 8) Encourage racial and economic integration when consistent with an individual or family's wishes,
- 9) Maintain a participant review process for determining eligibility and service provision and coordination,
- 10) Comply with Fair Housing Act provisions,
- 11) Recruit tenants and landlords for participation in the housing programs.
- 12) Conduct consumer education workshops for tenants and landlords prior to the receipt of a certificate or voucher and during the application process,
- 13) Direct client contact - available and open access at sites and through telephone contact. Landlord and tenant telephone calls must be responded to in a prompt manner, either addressed immediately or returned within one business day unless the specific circumstance requires immediate attention,
- 14) Distribute basic mobility information,
- 15) Resolve disputes between certificate holders and landlords,
- 16) Implement an Applicant and consumer appeal processes,
- 17) Refer tenants to community support services,
- 18) Provide communication both written and oral, with non-English speaking applicants and consumers.
- 19) Ensure families will have access to safe, stable, decent and affordable housing in all areas of the state.
- 20) Ensure families will be able to choose and secure housing in the neighborhoods and towns of their choice.

### **3. Administrative Performance:**

The resultant contractor shall be required to perform specific administrative tasks to enhance consumer participation in the Section 8 and State-funded Housing and Rental Assistance Programs and ensure efficient and effective program administration. The Respondent shall describe how it will:

- 1) Maintain a wait list in accordance with pre-determined and published conditions,
- 2) Announce the opening of waiting lists, in papers of general circulation, minority community papers and newsletters, and radio and television Public Service Announcement slots when waiting lists fall below acceptable levels,
- 3) Prepare and update, as needed, a Rent Reasonableness survey that meets HUD requirements, to compare and evaluate rents and ensure fair market value,
- 4) Determine tenant rental share,

- 5) Issue rent payments to landlords based on State and HUD established rules and rates,
- 6) Inspect housing units on an annual basis,
- 7) Execute contracts with landlords,
- 8) Maintain a Quality Control system that ensures timely re-certification of participants and the accurate determination of tenant and landlord payments,
- 9) Maintain an automated operating system capable of compiling and maintaining all landlord and tenant data necessary to support the efficient administration of the programs, including eligibility determination and re-certification,
- 10) Maintain an automated payment processing system,
- 11) Prepare and submit on a monthly basis management and fiscal reports in a manner and format determined by DOH,
- 12) Prepare and submit on a monthly basis, all required HUD forms,
- 13) Provide DOH, on a frequency and format determined by DOH, clear and concise reports from the Contractor's database for each of the housing programs.

#### **4. Program Measures and Program Reporting**

The resultant contractor shall be required to provide DOH with periodic program reporting consistent with HUD and DOH requirements. At a minimum, DOH will utilize the program measures listed below to determine the extent to which program standards and expected participant outcomes are fulfilled. The Respondent shall describe how it will be able to report on the following program measures:

- 1) Percentage of families moving from "core" cities to suburbs or an equivalent measure of movement from areas of poverty concentration to de-concentration.
- 2) Time periods for issuance of the first rent check and on-going monthly checks.
- 3) Time periods for initial and annual lease renewal and housing inspections.
- 4) Percentage of housing units approved on initial and annual lease renewal inspection and percentage of those rejected on re-inspection.
- 5) Number of educational workshops for tenants and landlords.
- 6) Percentage of tenants and landlords attending at least one workshop.
- 7) Time periods for tenants to find apartments.
- 8) Number of new participating landlords.
- 9) Number of housing units at, below or above the Fair Market Rent rate.
- 10) Number of tenant-landlord complaints resolved through contractor intervention.
- 11) Number of families voluntarily relinquishing their voucher or certificate and/or terminated for just cause.

#### **5. Staffing Requirements**

- (a) Key Personnel: Provide the names and titles of proposed personnel key to the success of the proposed program and the hours and percentages of time dedicated to this project. Describe how your staffing will successfully meet this RFP's requirements in light of any other obligations this staff have to any other



entity or program activity. Summarize your procedures to secure and retain professional staff and your method to evaluate personnel performance. Included in key personnel must be a full time accountant that describes how the Respondent will be able to track DOH funding for these housing programs.

- (b) Job Descriptions: Attach job descriptions for proposed funded positions and resumes if position hours are to be filled by % of FTE of existing staff members in Section IV.H, Appendices.
- (c) Staff-to-Client Ratio: Describe the support staff to client ratio proposed for your program and the rationale used for arriving at that ratio. (Note: there is no pre-set ratio determined by DOH.)

## 6. COST PROPOSAL COMPONENT

### A. Financial Requirements

- (i) Audited Financial Statements: The Respondent shall submit 1 copy of the Respondent's two most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA). Each copy shall include all applicable financial statements, auditor's reports, management letters, and any corresponding reissued components. Audited Financial Statements do not count toward the total page limit of the proposal. Each copy shall be included with the proposal in Section IV.H. Appendices.
- (ii) Financial Management Procedures. The Respondent shall submit the Respondent's written financial management procedures that include policies/procedures for: (i) managing and tracking cash receipts/disbursements; (ii) budgeting; (iii) procurement; (iv) reconciling expenditures; (v) separation of duties/functions and (vi) payroll. Include with the proposal in Section IV.H. Appendices.
- (iii) Financial Capacity: Describe the organization's financial capacity to properly isolate Section 8 and RAP related income and expenditures. Discuss the internal controls used to ensure the safeguarding of funds to ensure that a thorough record of expenditures can be provided for purposes of an audit.
- (iv) Mixed Funding: If Respondent is utilizing staff from various funding sources, Respondent will document how staff time for this program will be tracked.

### B. Budget Requirements

- (i) Budget: Use the Budget form embedded in this section as a hyperlink, to prepare an annual line item budget that depicts the allowable costs associated with the program. [Annual BUDGET Form.xlsx](#)
- (ii) Budget Narrative: Detail how expenses listed in the annual budget were calculated. Either Microsoft Word or Excel format is acceptable. Use the budget instructions embedded in this section as a hyperlink to prepare an annual narrative. [BUDGET INSTRUCTIONS-narrative.doc](#)
- ❖ DOH reserves the right to fund portions of a proposed budget and/or require adjustments.

## IV. PROPOSAL OUTLINE

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