

**REQUEST FOR PROPOSALS TCP 1-2018**

**“Family Temporary Shelter (Non-ADA Specific)”**

Issuance Date: February 16, 2018

Closing Date: May 18, 2018

Closing Time: 2:00 p.m.

Bidders Conference:

March 28, 2018

1:00 pm

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**INTRODUCTION**

The Community Partnership for the Prevention of Homelessness (TCP) is seeking proposals from which it will award one or more contracts to operate temporary shelter for families in facilities owned or leased by the District of Columbia. TCP may select one or multiple proposals to ensure all family temporary shelter sites have a contracted provider. TCP will accept proposals from current providers of temporary shelter for families and providers that do not currently provide services to families in temporary shelter.

Awardees will receive separate contracts for case management and operating costs:

- Case management contracts awarded under this solicitation will be requirements firm-fixed unit price component consisting of not-to-exceed amounts.
- Operating contracts awarded under this solicitation will be firm-fixed price component consisting of not-to-exceed amounts.

All proposals must seek to provide both the case management and operating components of each site. TCP will not consider joint proposals.

**SECTION A: GENERAL DESCRIPTION**

**A.1. Project Locations:**

**Location 1:**

- 1413 Girard Street, NW
- 20 apartment units and program office space

**Location 2:**

- 2601 Naylor Road, SE and 2603 Naylor Road, SE
- 28 apartments units and program office space

**A.2. Funding Source, Funding Available, Unit Cost, Leveraged Resources, and Inspection**

**Funding Source:**

The funding source is the District of Columbia.

**Funding Available:**

1. Case management requirements firm-fixed unit cost:

## TCP SOLICITATION 1-2018

- Location 1 (1413 Girard Street NW): \$927.00 with a total not-to-exceed amount of \$349,067.83
- Location 2 (2601 Naylor Road SE and 2603 Naylor Road SE): \$927.00, with a total not-to-exceed amount of \$540,000.00

### 2. Operating firm-fixed not-to-exceed amount:

- Location 1 (1413 Girard Street NW): total not-to-exceed 12-month amount of four hundred seventy seven thousand one hundred twenty eight and 16/100 dollars (\$477,128.16)
- Location 2 (2601 Naylor Road SE and 2603 Naylor Road SE): \$927.00, with a total not-to-exceed 12-month amount of one hundred ninety five thousand and 0/100 dollars (\$195,000.00)

### Leveraged Resources:

Organizations that can leverage in-kind or cash contributions to support operations will receive extra consideration.

### Inspection:

#### A.2. Definitions

1. **"Applicable Law"** means laws and any other legal instruments having the force of law in the District of Columbia. For the avoidance of doubt, Applicable Law shall include any applicable statute, ordinance, decree, regulation or by-law or any rule, circular, directive or any license, consent, permit, authorization, concession or other approval issued by any Government authority which has appropriate jurisdiction.
2. **"Apartment Style"** means a housing unit that has separate cooking facilities and other basic necessities to enable families to prepare and consume meals; bathroom facilities for the use of the family; and separate sleeping quarters for adults and minor children in accordance with the occupancy standards of Title 14 of the D.C. Municipal Regulations.
3. **"Building Operating Plan (BOP)"** means a mandatory plan, which the Contractor prepares for District Approval and describes the Contractor's program for operating and maintaining the building, to include both normal circumstances and contingencies.
4. **"Case Management"** is a service that engages homeless individuals and families and provides assistance in: identifying barriers, needs and strengths; developing goals; identifying resources and support; and, connecting homeless individuals and/or families residing in a shelter or other homeless services programs within the Continuum of Care to the needed resources, supports and supportive services to achieve identified goals.
5. **"Case Planning" means:**
  - a. **"Individualized Case Plan"** means a written document developed by the Case Manager assigned to work with the homeless family. The plan outlines the goals and objectives for homeless youth and youth at risk of homelessness with collaboration from the Providers. The document delineates the roles and responsibilities of all parties involved in the execution of the case plan. Case plans are reviewed periodically to assess progress and identify barriers to meeting the plan's goals and objectives.
  - b. **"Service Plan"** is defined by the HSRA to mean a written plan, collaboratively developed and agreed upon by both the provider and the client, consisting of time-specific goals and objectives designed to promote self-sufficiency and attainment of permanent housing and based on the client's individually assessed needs, desires, strengths, resources, and limitations. Individualized Case Plans and Service Plans must be documented in the HMIS.
6. **"Chronically Homeless"** is defined by the US Department of Housing and Urban Development (HUD) in HUD's CoC Program interim rule at 24 CFR 578.3, a chronically homeless person is an individual who: 1) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; 2) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and 3) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria for a chronically homeless individual, before entering that facility; or A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria [as described in Section I.D.2.(a) of this Notice, including a family whose composition has fluctuated while the head of household has been homeless].

7. **“Clinical Services”** are mental health services, substance abuse treatment services, medical services, and victims’ services. Certifications for licensed supervision includes Licensed Independent Clinical Social Worker (LICSW), masters level Licensed Professional Counselor (LPC), registered nurse, licensed psychologist, Certified Addiction Specialist (CAS), or Certified Addiction Counselor (CAC).
8. **“Coordinated Assessment and Housing Placement (CAHP)”** means the standardized access and assessment for all individuals, through a coordinated referral and housing placement process to ensure that people experiencing homelessness receive appropriate assistance with both immediate and long-term housing and service needs. Coordinated Entry systems are a requirement of the U.S. Department of Housing and Urban Development (HUD) for all communities. In the District of Columbia, the designated populations for CAHP Systems include families, adult single individuals and youth single individuals.
9. **“Culturally Competent”** is defined by the Homeless Services Reform Act of 2005 (HSRA), as the ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.
10. **“Customer Assessment Tracking and Case History (CATCH II)”** is defined by the DHS TEP Manual as a web-based case management system that providers of employment and employment related services use to develop the customer’s Detailed Individual Responsibility Plan. Additionally, CATCH II tracks and records customers’ participation in work activities, and generates monthly invoices (reimbursement payments to service providers) based on that participation. The system provides real-time access to customers’ engagement information for purposes of policy development, program enhancement and resource allocation.
11. **“Exterior”** means entrances, landing, steps, sidewalks, parking areas, facades, moats, and lawns located adjacent to the building and extending to the established property line.
12. **“Family”** under the HSRA, family means:
  - a. A group of individuals with at least one minor or dependent child, regardless of blood relationship, age, or marriage, whose history and statements reasonably tend to demonstrate that they intend to remain together as a family unit; or
  - b. A pregnant woman in her third trimester.
13. **“Fire Protection Systems”** means systems and equipment installed in the building for the purposes of detecting fires or heat or smoke, alarming occupants of possible fire, activating certain emergency responses in other systems and equipment (e.g., Elevator recall, stairwell pressurization), and suppressing fires. These systems include Electrical, Mechanical, Instrumentation, and Controls components.
14. **“Harm Reduction”** means a set of strategies that reduce negative consequences of substance use and that incorporate a spectrum of strategies from safer use, to managed use, to abstinence.
15. **“Heating, Ventilation and Air-Conditioning (HVAC)”** HVAC includes all systems with the function of providing ventilation or temperature control to building spaces. HVAC equipment is a subset of Mechanical, Electrical and Controls equipment and systems, and intersects the definitions of each of these.
16. **“Homeless”** is defined as lacking a fixed, regular residence that provides safe housing, and lacking the financial means to acquire such a residence immediately, including any individual or family who is fleeing, or is attempting to flee, domestic violence and who has no other residence and lacks the resources or support networks to obtain safe housing; or
  - a. Having a primary nighttime residence that is:
  - b. A supervised publicly or privately operated shelter or transitional housing facility designed to provide temporary living accommodations; or
  - c. A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
17. **“Homeless Management Information System (HMIS)”** is a software application designed to record and store client-level information on the characteristics and services needs of people experiencing homelessness. Each CoC maintains its own HMIS, which can be tailored to meet local needs, but also shall conform to HUD HMIS Data and Technical Standards.
18. **“Housing First”** under the HSRA, means a program that provides clients with immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Clients in Housing First programs may choose the frequency and type of supportive services they receive and refusal of services will have no consequence for their access to housing or on continuation of their housing and supportive services. HUD and the District encourage homeless services programs to follow a Housing First approach to the maximum extent practicable. To that end, a Housing First orientation is specified as one of the universal qualities that a coordinated assessment process should include. Coordinated assessment tools should not be used to determine “housing readiness” or screen people out

for housing assistance, and therefore should not encompass an in-depth clinical assessment. A more in-depth clinical assessment can be administered once the individual or family has obtained housing to determine and offer an appropriate service package.

19. **“Household Type”** means the composition of a household upon entering a shelter program. People enter shelter as either an individual or as part of a family.
20. **“Length of Stay”** means the average cumulative number of days a household receives assistance in a given program intervention. This is measured from entry to exit (or last day of report period) within the given program.
21. **“Length of Time Homeless”** means the average cumulative number of days households receive outreach services, emergency shelter, and transitional housing as measured by their sum total days of program participation. For each program enrollment, this is measured from first program entry to exit or last day of report period.
22. **“LGBTQ”** means a person who self-identifies as lesbian, gay, bisexual, transgender, gender nonconforming, queer, or questioning their sexual orientation or gender identity and expression.
23. **“Monitoring”** means contract oversight activities, included but not limited to:
  - a. **“Desk Audits”** are compliance measures established to ensure that the Awardee is providing services to the approved homeless population, serving the contracted number of program participants, as well as, assuring the program(s) under this contract have adequate staff and support, as identified throughout the contractual agreement between TCP and the Awardee.
  - b. **“Site Visits”** are visits to the program location by TCP for the purposes of contract monitoring, complaint or grievance investigation and or facilities management concerns. Site visits can be announced or unannounced by TCP Staff and may include the Department of Human Services (DHS), or authorized another entity.
24. **“Permanent Housing”** means to community-based housing without a designated length of stay and where the client is the lease-holder. Permanent housing models included in this plan are Rapid Re-Housing, Permanent Supportive Housing, and Targeted Affordable Housing. Individuals and families who are living in permanent housing are no longer considered to meet the HUD homeless definition.
25. **“Pest Control”** means those measures which are necessary to suppress the population of crawling and flying insects, rats, mice, and any other species which become a pest within or around the Facility.
26. **“Program Rules”** means the set of provider rules, client rights, and complaint and appeal procedures, including those enumerated in this chapter, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.
27. **“Progressive Engagement”** is defined by the US Interagency Council on Homelessness as a case management strategy of offering a small amount of assistance initially, and adding more assistance as needed to help each household reach stability. This strategy uses the lightest touch possible for each household to be successful, knowing more assistance can be added later if needed. Assessment is critical to this strategy, but for the purpose of identifying a household’s strengths and barriers, not to determine the amount of assistance they will ultimately need.
28. **“Requirements Contract”** is a contract between a supplier or manufacturer and a buyer, in which the supplier agrees to sell all the particular products that the buyer needs, in return for which, the buyer agrees to purchase the goods exclusively from the supplier.
29. **“Response Time”** means the time allowed the Contractor by the District after initial notification to be physically on the premises at the work site, with appropriate tools, equipment and materials, ready to perform the required work.
30. **“Safe Environment”** means either: 1) a physical location that protects homeless persons from harm from abuse, assault, threat, exhaustion, or the elements; or 2) a psychological/emotional “space” where homeless persons are entitled to speak, to be respected, to tell their story, to ask for help, and to be heard.
31. **“Service Provider”** means a contractor or subcontractor that provides direct shelter and related services.
32. **“Site Based”** means housing/homeless program that is centralized in one or more specific building(s)/facility(ies) in which all (or most) occupants/tenants are participants in the same program.
33. **“SPDAT” or “Full SPDAT” or “F-SPDAT”** The SPDAT and F-SPDAT (for families) created by OrgCode Consulting, Inc., is an evidence-informed approach to assessing a household’s acuity. The SPDAT is a deeper assessment than that of the VI-SPDAT versions as it includes methods of information collecting beyond that of client self-report. The tool, across multiple components, informs who to serve next and why, while concurrently identifying the areas in the household’s life where support and services are most likely necessary, in order to avoid housing instability. The SPDAT is also used to inform the provision of case management and measure acuity of individuals and families from their experience of homelessness through the maintenance of permanent housing.

## TCP SOLICIATION 1-2018

34. **“Supportive Services”** are an array of social services aimed at enabling housing stability and the improved quality of life of an individual or family who is at risk of homeless, experiencing homelessness, or is formerly homeless and requires ongoing assistance. These services may include: employment; physical health; mental health; alcohol and other substance abuse recovery; child care; transportation; case management; and, other health and social service needs which, if unmet, may be barriers to obtaining or maintaining permanent housing.
35. **“Temporary shelter”** is used for the purpose of meeting short-term housing needs and other supportive service needs. It refers to a 24-hour apartment-style housing accommodation for families that are homeless, other than a severe weather shelter, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter and supportive services.
36. **“The Shelter To Exit Plan (STEP)”** is defined by DHS as a web-based tool designed to track all stages of a family’s transition from shelter into permanent housing. The QuickBase STEP application is utilized by all the staff that work with a family along this process. The STEP Tool allows staff to view a family’s household information, track housing resource and program application status (Rapid Rehousing and Permanent Supportive Housing) and support the process of a family leasing up into a housing unit. This tracking process provides for the agency’s maintenance of a unit inventory, tracking landlords, buildings, units, inspections, furniture requests and moving assistance. All steps of the tracking process have the ability to upload documentation.”
37. **“Trauma-Informed Care”** means most individuals seeking public behavioral health services and many other public services, such as homeless and domestic violence services, have histories of physical and sexual abuse and other types of trauma-inducing experiences. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and re-traumatization can be avoided.
38. **“Youth”** a person who is aged 24 year or younger.

### **Inspection:**

TCP and the District reserve the right to inspect the Awardee’s program operations and/or service delivery without notice at any time during the contract period.

TCP and the District reserve the right to inspect and to determine the quality of case management services without notice at any time during the contract period.

### **A.3. Minimum Requirements**

All proposals must address and comply with the following minimum requirements

#### **HMIS Participation:**

The Awardee shall use the Homeless Management Information System to document demographic information, client services, and case plans.

1. HMIS Data Entry Requirements:
  - a. Entry Date: Collected for all persons in families served by the Awardee.
    - i. Minimum Frequency of Data Collection: This should be entered into the HMIS at the time of program entry to record service start date.
  - b. Exit Date: Collected for all persons in families served by the Awardee.
    - i. Minimum Frequency of Data Collection: This should be entered into the HMIS at the time of program exit to record service end date.
  - c. Reason for Leaving: Collected for all persons in families served by the Awardee.
    - i. Minimum Frequency of Data Collection: This should be entered into the HMIS at the time of program exit to document the reason a person or family is leaving the program.
  - d. Destination: Collected for all persons in families served by the Awardee.
    - i. Minimum Frequency of Data Collection: This should be entered into the HMIS at the time of program exit to document a person’s or family’s housing situation upon leaving the program.
  - e. Family-SPDAT
    - i. Minimum Frequency of Data Collection: This should be entered into the HMIS at the time of program entry, and again at the 30 day, 60 day, and 90 day mark and every 90 days following.
  - f. Universal Data Elements: Collected for all persons in families served by the Awardee.

## TCP SOLICIATION 1-2018

- i. Minimum Frequency of Data Collection: These data elements shall be collected at project entry, update (if changed during project enrollment), annual assessment for individuals and families enrolled in projects for one year or more without exit, and upon project exit.
  - g. Housing Move-in Date - only applies to permanent housing (including Rapid Rehousing and Permanent Supportive Housing).
    - i. Minimum Frequency of Data Collection: These data elements shall be collected once (at the time of move in).
  - h. Disabilities Subassessment: Collected for all persons in the household.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and exit as well as updated as necessary while clients are actively enrolled in the program.
  - i. Monthly Income Subassessment: Collected for persons in families aged 18 years or older.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated annually or whenever there is a change in income sources or amounts while a client is actively enrolled in the program.
  - j. Non Cash Benefits Subassessment: Collected for persons in families aged 18 years or older.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated annually or whenever there is a change in benefit sources or amounts while a client is actively enrolled in the program.
  - k. Health Insurance Subassessment: Collected for everyone in the household (including children).
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and exit and updated annually while the clients are actively enrolled in the program.
  - l. Military Service/Veterans Subassessments: Collected for persons the household.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated as necessary while clients are actively enrolled in the program.
  - m. Employment questions: Collected for persons in families aged 18 years or older.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated as necessary while a client is actively enrolled in the program.
  - n. Education questions: Collected for all clients served by the Awardee.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated as necessary while a client is actively enrolled in the program.
  - o. Domestic Violence questions: Collected for all clients served by the Awardee.
    - i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry and updated as necessary while a client is actively enrolled in the program.
  - p. Individualized Case Plans and Service Plans must be documented in the HMIS. This includes goals, case notes, and action steps.
  - q. The Awardee shall ensure that all notes related to engagement activities, client contacts, progress against plan goals, follow up action items, and clinical notation are recorded in the client electronic record within 72 hours of service delivery in HMIS.
- 2. HMIS Data Completion Threshold: The HMIS Data Completion Threshold refers to the level of HMIS data completion required of the Awardee. The Awardee must maintain HMIS records for each person served. All HMIS records must be at least 90 percent complete. PLEASE NOTE: The responses Refused and Don't Know/Unknown will not count towards the data completion requirement.

All HMIS data entry requirements and all requirements related to data, reporting, and performance measurements are subject to change at any time with or without notice. Such changes may not be communicated via the issuance of a new contract; in such cases they will be communicated by TCP to the Awardee's designated HMIS Agency Administrator(s). The Awardee shall comply with all new and adjusted requirements during the contract term.

### CAHP Participation:

1. Awardees will be required to participate in the Coordinated Assessment and Housing Placement (CAHP) system. Participation in the CAHP system means:
  - a. Identifying an agency CAHP lead who will be the primary contact for communicating vacancies, accepting referrals, and all other CAHP inquiries.

## TCP SOLICIATION 1-2018

- b. Accepting referrals for new clients from CAHP, participating in CAHP matching meetings for appropriate populations, recording move-in dates and all other CAHP inquiries.
  - c. Participating in CAHP matching meetings.
  - d. Submitting program vacancies to designated CAHP staff at the requested interval prior to matching meetings.
  - e. Providing a timely response to all CAHP related inquiries to allow housing providers to contact individuals and move them to permanent housing through the CAHP system.
  - f. Operating according to the Housing First model to the maximum extent practicable.
  - g. Conducting the F-SPDAT with families served as directed and trained by the CAHP Administrator and as communicated through CAHP meetings, trainings and policies and procedures manual.
  - h. Assisting families to collect all necessary documentation to obtain assistance so as not to delay the process of moving into housing once matched through the CAHP system. Documentation may include, but is not limited to, identification cards, birth certificates, social security cards, income statements, DD-214, and medical records.
2. CAHP Training Requirements:
- a. Awardees must participate in the training sessions necessary to participate in the CAHP system.
  - b. CAHP & HMIS Data Quality Training (Assignments, Unassignments, Re-experiencing) - Case Managers, Program Managers, Housing Specialists
  - c. VI-SPDAT, TAY-VI-SPDAT, Full SPDAT and/or Full F-SPDAT - Case Managers, Program Managers, Housing Specialists

### **Case Management Requirements for families in temporary shelter:**

1. Family Temporary Shelter Providers shall ensure that each family temporary shelter is assigned a case manager upon entry into the program.
2. Each Case Manager shall maintain a caseload of no more than 30 families.
3. Family participation in case management and the development of a Family Stabilization Plan is required.
4. Family Temporary Shelter Providers shall incorporate harm reduction policies and procedures into its program design and shelter operations.
5. Case Managers are considered Mandated Reporters of suspected child and senior abuse and shall report suspicions of child or senior abuse as required by District Law.

### **Service Engagement Requirements:**

1. Family Temporary Shelter Providers shall ensure that case management staff work in partnership with DHS housing placement case managers/vocational development specialists (VDS) and cooperate in a multidisciplinary case management model.
2. Family Temporary Shelter Providers shall ensure that case management staff coordinate with TEP provider or other TANF related services, and document interactions in CATCH per DHS guidance.
3. Family Temporary Shelter Providers shall monitor children's school participation/attendance, and shall assist households to troubleshoot any issues or concerns.

### **Standards for Case Management Services and Documentation:**

1. Family Temporary Shelter Providers shall ensure that case management staff collect all necessary documentation to support assistance. Documentation shall include, but is not limited to, identification cards, birth certificates, social security cards, income statements, and medical records.
2. In coordination with DHS VDS, case management staff shall collect all necessary documentation for housing applications.
3. Family Temporary Shelter Providers shall ensure that licensed supervision is provided for all clinical services.
4. Certifications for licensed supervision includes Licensed Independent Clinical Social Worker (LICSW), masters level Licensed Professional Counselor (LPC), registered nurse, licensed psychologist, Certified Addiction Specialist (CAS), or Certified Addiction Counselor (CAC).
5. Family Temporary Shelter Providers shall ensure that case management makes appropriate referrals to alcohol and substance abuse treatment, mental health services and supports clients to access public benefit programs, based on assessment need.
6. Family Temporary Shelter Providers shall establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation shall be maintained in participant file (HMIS record).
7. Family Temporary Shelter Providers shall maintain a file for each participant that contains the following, but not limited to:
  - a. Referral documentation- initial triage assessment, and other applicable assessments

## TCP SOLICIATION 1-2018

- b. Family Stabilization Plan
- c. A copy of the participant's photo ID
8. Family Stabilization Plans should be created within 7 days of initial case management session and documented in HMIS. The awardee is expected to create a Family Stabilization Plan that will utilize all resources available and make all efforts possible to minimize length of stay to families in Family Temporary Shelter to no more than 90 days.
9. Family Temporary Shelter Providers shall ensure that case managers actively participate in "warm handoff" process with community Providers (i.e. outreach staff RRH/PSH/TAH case managers, or housing navigators) in order to facilitate housing placements.
10. Family Temporary Shelter Providers shall establish a process that ensures when an individual has refused housing resources (while in shelter), that the assigned case manager documents this refusal in HMIS and notifies a client that refusal of two permanent housing opportunities may result in a termination. The Provider shall ensure that all required notices are issued in accordance with the HSRA.
11. Family Temporary Shelter Providers shall ensure that case managers work with clients in meeting their family stabilization plan goals. This includes coordinating, monitoring, and evaluating all supportive services. Case managers shall serve as the clients' advocate.
12. Family Temporary Shelter Providers shall ensure that case management staff document all progress on goals into the designated system within 72 hours of engagement with clients. Progress notes shall include updates with date, time, and status of the meeting. The Provider shall ensure that case management staff document all client and family information, including data required by DHS, which includes, but is not limited to HMIS, STEP, and CATCH.

### **Standards for Residential Monitors (Monitors)**

1. Monitors shall coach clients on maintaining their home environment and how to be a good neighbor. Provide direction and assistance to residents as needed.
2. Monitors shall perform daily cleaning assignments, as appropriate, perform daily curfew checks complete and submit daily activity logs, walk the hallways every 30 minutes, make hourly shift log entries in the log book, inform lead monitors of resident concerns requiring resolution and follow-up. Assist security with providing a safe and peaceful environment and enforce established program rules.
3. Monitors shall attend all required trainings, including Department of Human Services' Unusual Incident Report (UIR) training.
4. The Prime Contractor shall have at a minimum of four (4) to six (six) Residential Monitors (Monitors) per shift at each location where monitoring is required, and two (2) Lead Residential Monitors qualified to perform the services at all times. Monitors shall work in pairs of two (2).
5. Monitors shall work seven (7) days a week in eight (8) hour shifts operating in three (3) hour shifts from 7AM to 3PM; 3PM to 11PM; and 11PM to 7PM.

### **Facilities Management:**

#### **Janitorial Services:**

The Awardee shall ensure floors, base moldings, and grout are clean and free of debris including, but not limited to, dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. The Awardee shall ensure floors maintain their natural luster and do not have a dull appearance. Wet mopped floors shall be cleaned using disinfectant cleaner(s) with additional scrubbing. Additionally, the Awardee shall ensure floors are not slippery; surfaces, baseboards, and corners are clean, and dry, walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment and there shall be no visible buildup of finish in corners or crevices. In addition, the Awardee shall at a minimum:

- a) Sweep all non-carpeted floors, to include staircases, closets and offices, minimally two times daily, or as frequently as required to maintain standards set herein.
- b) Dispose of all material collected from sweeping.
- c) Vacuum all carpeted floors daily or as frequently as required to maintain standards set herein.
- d) Mop all non-carpeted floors (with clean disinfectant water), to include staircases minimally daily or as frequently as required to maintain standards set herein.
- e) Supply, place and remove appropriate and proper signs/warning signs for wet floors in order to ensure end user safety.

The Awardee shall provide additional floor care services as described below:



## TCP SOLICITATION 1-2018

- a) Laminated Flooring (ADP Floors): Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP) space.
- b) Asphalt Floors: Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.
- c) All applicable floor areas shall be maintained in accordance with Awardee's Quality Control Plan. Surfaces shall be maintained clean and free of smudges, dust, dirt, and removable soil substances. Surfaces shall present a uniform luster. Marble surfaces should be cleaned with a dampened dust cloth.
- d) Loading Dock Floors: Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) (Applicable Document #2). The Awardee shall maintain these areas to ensure that trash, debris, and other discarded materials do not accumulate. Policing should be done, at a minimum, three (3) times a day.
- e) Stripping, Sealing and Waxing: The Awardee shall perform full-scale stripping, sealing and waxing standard planned services on a semi-annual basis. The old finish or wax shall be removed in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, burns, scuffmarks, or wax build-up in corners or crevices. Walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks, and skipped areas. The finished area shall have a uniform luster.
- f) Buff and Shine: All floors shall be buffed to an industry standard or the Awardee shall perform buffing in high traffic areas standard planned services on a bi-weekly basis and low traffic areas on a monthly basis, manufacture standard.
- g) Sealing: The Awardee shall apply industry standard sealant to appropriate floors on a semi-annual basis. Sealant shall adhere to the floor. Floor areas shall be evenly coated with a slip resistant seal. Sealant shall only be applied to appropriate floors.
- h) Stairwells and Landings: Surfaces shall be free of dust, dirt, spillage, and other removable soil substances. Carpeted surfaces shall be free of obvious dirt, dust, spots, and spillages as further defined in Room Cleaning.
- i) Wood Floors: There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring. The Awardee shall mop all non-carpeted floors, to include staircases or as frequently as required to maintain standards set herein.
- j) Carpet and Rug Service: Carpeted areas shall be maintained, cleaned, and free of spots and odors. The Awardee shall vacuum all carpeted floors as frequently as required to maintain standards set herein.
- k) Carpeting in Main Public Areas: The Awardee shall maintain rugs and carpet clean and free of spots and odors. There shall not be any visible dirt, soil substances, spillages, or removable stains. Build-ups, spills, and crusted material shall be removed along with spots and smears. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets.
- l) Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted material. Spot cleaning shall be accomplished by cleaning only the immediate affected area to remove any evidence of the dirt, soil, debris, liquid, stains, or other foreign materials which made the cleaning necessary.
  - i. Carpet spotting shall be completed, wherever necessary.
  - ii. If carpet spotting does not accomplish the goals outlined in item l above, Awardee shall notify the TCP if carpet/flooring needs replacement.
- m) Vacuuming: Carpet surfaces are to be free of dirt, dust, crumbs, and other debris. Basic vacuuming (e.g. all high traffic areas and main hallways/walkways) shall be minimally three times daily or as frequently as required to maintain standards set herein. Detail vacuuming (e.g. all high traffic areas, all main hallways/walkways, all offices, all conference rooms, cubicles, and all workrooms) shall be throughout the day as needed.
  - i. The Awardee shall utilize vacuum cleaners that meet the requirements of the Carpet and Rug Institute "Green Label/Green Label Plus" Testing Program
- n) Carpet Shampooing and Extraction Cleaning: The Awardee shall take measures to prevent the growth of mold. Moving of copier equipment, computer equipment, and similar type electric and electronic equipment shall be done prior to cleaning of the carpet. Any furnishings moved are to be returned to their original positions. Carpet shampooing and extraction cleaning standard planned services shall be on a semi-annual basis.
- o) Carpeting in Conference Rooms, Offices, and Other Rooms: These areas shall be cleaned in accordance with the above standards
- p) Vinyl Composition Tile (VCT): These floors shall be swept and cleaned with disinfectant mop water three times daily or as frequently as required to maintain the standards set herein.
- q) Concrete: These floors shall be swept and cleaned with a damp mop.

## TCP SOLICITATION 1-2018

The Awardee shall provide Restroom Services in accordance with Occupational Safety and Health Administration (OSHA) 29 CFR 1910.1030. In the case of human waste or fluids all cleaning and disposal shall follow Blood Borne Pathogens as specified in (OSHA) 29 CFR 1910.1030.

**Glass Cleaning:** All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70' of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture. Glass cleaning shall be done every third business day with the exception of restroom mirrors. Restroom mirror service shall be completed three times daily or as frequently as required to maintain standards set herein.

**General Fixtures:** Fixtures and surfaces shall be clean with no dust, spots, soil substances, discoloration, mold, build-up, or excess moisture.

**Walls: Clean Spots and/or Marks:** Wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning should not cause discoloration.

**High Dusting/Cleaning:** High dusting/cleaning is any interior room cleaning of seventy inches (70") and above. High dusting services shall be completed weekly or more frequently as needed to maintain standards set herein. Surfaces shall be free from all dust, lint, litter and soil (beyond 70"). Walls shall be free from dirt, smudges and markings. Ceiling shall be free from cobwebs and loose dirt.

The Awardee shall provide the following trash, waste, and recycling services:

- a) **Trash:** All trash and recycling throughout the entire building, including but not limited to restrooms, office spaces, conference areas, clinic, kitchen and cafeteria shall be collected and removed throughout the day. Trash and recycle containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled materials. Plastic liners for all trash container, debris containers, and recycling bins shall not be torn, worn, or contain residue.
- b) **Recycling:** The Awardee shall provide all labor, equipment, and means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas. Recycling containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled materials. Plastic liners for all trash, debris containers, and recycling bins shall not be torn, worn, or contain residue. Recycling boxes shall be provided by the Awardees for staff office within the facility. Multiport Trash and Recycling common area bins shall be provided by the Awardees to each common area (i.e. break room, lunchroom, and etc.) within the facility.
- c) **Trash and Recyclables Collection Process:** The standards established from the ruling in the District case DC Gov. VS. Sierra Club 2001(Revised 2005) (Applicable Document #8) dictates responsibilities for District solicitations of recycling services and Awardee reporting of recycling data. Therefore, the following protocol shall be followed:
  - i. **Collection and Disposal:** The Awardee shall provide clearly labeled "Recycling Only" Utility Collection Carts to collect and transport recyclable
  - ii. **Materials within the Facility:** The Awardee shall never store or transport recyclables and trash together (even if bagged separately) in the same Utility Collection Cart, unless is a compartmentalized cart in order to avoid or give the appearance of contamination.
  - iii. The Awardee shall collect recyclables on a daily basis from offices where large and mid-sized centralized containers are located. Centralized containers may be large white corrugated boxes approximately 42" high holding white ledger paper and/or mixed paper and smaller corrugated boxes approximately 18" high holding newspapers. Other centralized containers may also be composed of a plastic material. Utility Collection Carts containing recyclable materials shall be taken to the loading dock or designated hauling pick-up point within the premises to be emptied into "Recycling" designated hauling containers for transport to a recycling center.
  - iv. Awardee shall provide descriptive labels (Spanish and English) on all containers used to transport trash or recyclables to the loading dock or designated hauling pick-up point within each building.
  - v. Awardee shall, at a minimum collect, for recycling purposes the following materials (mixed office paper, including newspapers and inserts, soft cover publications, catalogs, unwanted mail, magazines, all other paper, any color any size), paperboard, corrugated boxes, food and beverage containers made of glass, plastic, tin and aluminum, toner cartridges, or other recyclable materials as deemed appropriate by the District).
  - vi. Awardee shall pull corrugated containers from the trash stream and place them in designated recycling containers. The Awardee shall, if necessary, bundle or bind the corrugated containers to facilitate transport by the recycling hauler. Note: corrugated cardboard shall never be placed in trash dumpsters or compactors for disposal.
- d) **Plate Glass:** All glass (to include glass over and in exterior and vestibule doors, spandrel glass, all plate glass around entrances, lobbies, and vestibules) shall be clean and free of dirt, grime, streaks, and moisture and shall not be cloudy.

## TCP SOLICIATION 1-2018

- e) Window Washing-Interior: Window sashes, sills, woodwork, and other surrounding of glass shall be wiped free of drippings and other watermarks. In addition, windows shall be thoroughly cleaned (free of dirt, grime, streaks, and moisture, and shall not be cloudy) from corner to corner on the interior on a daily basis.
- f) Windows Blinds & Coverings (not including Drapes, Curtains, & Unique Coverings)
- g) Windows and blinds services shall be completed minimally on a semi-annual basis.
- h) Dusting: All blinds and coverings, cord tapes, and valances shall be clean and free of dust and spots.
- i) Washing: Both sides of blinds and coverings shall be washed.

The Awardee shall provide the following exterior cleaning services:

- a) Servicing Outside Area-The Awardee shall ensure, at a minimum, the following exterior cleaning services are provided:
  - i. Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material.
  - ii. Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded material.
  - iii. Exterior Trash Dumpsters, Compactors, and Recycle Bins: The Awardee shall maintain the areas around the exterior bins free of trash, debris, and clutter.
  - iv) Exterior Plate Glass: The Awardee shall ensure all glass including spandrel glass, glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies, and vestibules is clean and free of dirt, grime, streaks and moisture, and shall not be cloudy.

Exterior Excrement Removal (Human): The Awardee shall ensure all steps and stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control (CDC) protocols. The Awardee shall maintain knowledge of cautionary requirements in cleaning areas contaminated by human excrement. The Awardee shall ensure staff designated to perform these services do so in accordance with OSHA standards. Historically, excrement removal practices often mandate the application of a disinfectant on the excrement prior to its removal and/or on the affected surfaces after the removal process. Nowadays, most authorities agree that there is no need to apply anything to the excrement except water, although the use of a detergent will help remove the excrement from the surface. Since the route of the infection with harmful organisms living in the excrement is via respiration, they are rendered biologically neutral if they are not airborne. In many cases, the most efficient way to apply water under low pressure to dry excrement is by means of a hand-operated sprayer.

### **Maintenance Services:**

Awardee shall ensure maintenance staff is available to perform the following repairs/services:

- a. Change lightbulbs in all communal spaces, hallways, stairwells, and offices.
- b. Plunge staffing and client restroom toilets when needed.
- c. Apartment turnover after a family as exited the program. All structural damages and new appliance requests should be reported to TCP electronically through our established data base.

**Note:** The janitorial services described in this solicitation pertains to all common spaces, hallways, offices, and exterior. The cleanliness of the client's living quarters must be maintained by the occupying client.

If the Awardee so chooses, they may sub-contract for both the Janitorial and Maintenance Services outlined in this section. The Awardee may choose one vendor to provide Janitorial Services and another vendor for Maintenance Services, or use one vendor to provide both. The Awardee will have the responsibility of ensuring the requirements listed in this solicitation are met by sub-contractor.

### **A.4. Eligible Organizations, Conflict of Interest, and Limits on Funding to Primary Religious Organizations**

#### **Eligible Organizations:**

Organizations that are incorporated or registered to do business in the District of Columbia, that can provide a DC Department of Consumer Regulatory Affairs (DCRA) Certificate of Good Standing and a DC Office of Tax and Revenue (OTR) Certificate of Good Standing, and that meet the following conditions may apply under this solicitation.

#### **Conflict of Interest:**

## TCP SOLICIATION 1-2018

Applicants must avoid any conflict of interest in carrying out activities funded by the District of Columbia. Generally, this means that a person who is an employee, otherwise in a decision-making position, or has information about decisions made by the organization (such as an agent, consultant, volunteer, Board member, officer or elected or appointed official of the organization) may not obtain a personal or financial interest or benefit from the organization's activity, including through contracts, subcontracts, or agreements. This exclusion continues during the employee's tenure and for one year following employment.

As part of general guidelines for the procurement of goods and services, organizations are required to have a "code of conduct" or "conflict of interest" policy in place that prohibits employees, officers, agents, or volunteers of the organization from participating in the decision-making process related to procurement if that person, or that person's family, partner, or any organization employing any of the above has a direct financial interest or benefit from that procurement. In addition, these persons may not accept any gratuity, favors, or anything of monetary value from an Awardee, consultant, or other entity whose services are procured for the organization. Organizations should develop standards for avoiding such apparent or potential conflicts. Such standards must include written policy that is part of the employee policies. Employees and board members are required to sign a statement indicating that they have read the policy and will comply.

### **Limits on Funding to Primary Religious Organizations:**

TCP recognizes that primary religious organizations and the faith community are important partners in carrying out the CoC's mission. However, TCP must ensure that that services are provided in a way that is free from religious influence. Therefore, a number of conditions apply to the provisions of funding to organizations that are primarily religious in nature. These provisions generally require that when funded, a religious organization will provide services in accordance with the following principals:

- The organization will not discriminate against any employee or applicant for employment on the basis of religion, and will not limit employment or give preference in employment on the basis or religion.
- The organization will not discriminate against, limit services provided to, or give preference to any person obtaining shelter, other service(s) offered by the project, or any eligible activity on the basis of religion and will not limit such service provision or give preference to persons on the basis of religion.
- The organization will not provide religious instruction, counseling, religious services, worship, engage in religious proselytizing, or exert other religious influences in the provision of shelter or other eligible activities.

Requiring that a program participant attend religious services or meetings as a condition of receiving other social services at the organization is not allowed under this provision. Allowing participant to choose to take part in services or meeting offered by the organization as they wish, is allowable.

### **A.5. Pre-Application Meeting**

A pre-application meeting will be held on March 28, 2018 at 1:00 pm, at 801 Pennsylvania Avenue, SE. Persons or organizations planning to attend should RSVP via Eventbrite no later than March 23, 2018, at 5:00 pm. Persons or organizations unable to attend the Pre-Application Meeting, but who wish to be considered for funding under this solicitation must register with TCP, via email at [rfp@community-partnership.org](mailto:rfp@community-partnership.org) no later than March 23,2018, at 5:00 pm.

### **A.6. Queries and Amendments**

Requests for information about this announcement should be addressed in writing to:

Jose Lucio  
[rfp@community-partnership.org](mailto:rfp@community-partnership.org)

No informational visits or phone inquiries regarding this will be allowed. Prospective applicants may address written questions about this solicitation to [rfp@community-partnership.org](mailto:rfp@community-partnership.org). Questions will be accepted from the date the solicitation is released until April 3, 2018, at 5:00 pm. Written responses will be provided to all registered prospective applicants as an addendum to this solicitation no later than April 6, 2018.

### **A.7. Application Closing Date**

Applications must be submitted electronically no later than May 18, 2018, at 5:00 pm. Applications received after the closing date and time will not be considered unless they are the only applications received.

## TCP SOLICITATION 1-2018

### **A.8. Initial Offers and Negotiations**

TCP may negotiate with applicants for the purpose of obtaining the best price, or arriving at a statement of work that is most advantageous to the functioning of the project.

### **A.9. Award Notification**

From the date of notification until the effective date of the award, it shall be the responsibility of the successful applicant to advise TCP of any change in status regarding its ability to comply with the requirements mandated for the fulfillment of the terms of the contract.

### **A.10. Retention of Applications**

All applications will be retained by TCP and will not be returned to the applicants.

### **A.11. Protests**

Any applicant may file a protest in connection with this solicitation addressed to Judith Dobbins, Chair of the Board of Directors of The Community Partnership for the Prevention of Homelessness (TCP), with a copy to Sue Marshall, Executive Director of The Community Partnership for the Prevention of Homelessness, stating the reason for the protest and providing written evidence or documentation. Protests will be acted on by the Board of Directors of TCP within two meetings of the Board following receipt of the protest. Decision of the Board of Directors shall be final. Protests should be addressed in writing to:

Judith Dobbins, Board Chair  
cc: Sue Marshall, Executive Director  
The Community Partnership for the Prevention of Homelessness  
801 Pennsylvania Avenue, SE  
Suite 360  
Washington, DC 20009

## **SECTION B: APPLICATION PREPARATION AND SUBMISSION**

### **B.1. Application Submission**

Applications must be sent via email and received by the closing date and time to [rfp@community-partnership.org](mailto:rfp@community-partnership.org)

### **B.2. Application Style**

All applications must be submitted as a Portable Document Format (PDF) file electronically via email attachment. Each application will have numbered pages, with type not less than 12 points and double line spacing.

Facsimile and hard copy applications **will not** be accepted. Unnecessarily elaborate applications beyond the information needed to present a complete and effective response to this solicitation are not desired.

### **B.3. Application Form and Content**

Section F provides instructions regarding the format and required contents of the response to this SOLICITATION.

### **B.4. Confidential/Proprietary Information in Application**

Applicants must specifically identify those portions of their applications deemed to be confidential, proprietary information or trade secrets, which should not be disclosed by TCP. Such confidential/proprietary information must be easily separable from the non-confidential sections of the application.

## **SECTION C: REQUIREMENTS**

### **C.3. Organizational Experience**

#### **Organizational and Background Information:**

State the full name and address of your organization and, if applicable, the branch office or other subordinate elements that will perform, or assist in performing, the work. Indicate whether it operates as an individual, partnership, or corporation; if as a

## TCP SOLICIATION 1-2018

corporation, include the jurisdiction in which it is incorporated. Provide the following information: Year Company /Organization was established. Is your company / organization a subsidiary of another company / organization - If yes, information should be included for both parent and subsidiary. Current Number of Company Employees. Provide evidence of your financial strength and ability to manage accounts relative to the size and scope you are bidding – examples may include recent annual reports, income statement, balance statement, and/or equivalent information (independent statement of net worth)

### **Prior Experience:**

Applicants must indicate relevant experience that demonstrates the ability to successfully manage a contract for the services defined by this RFP. Include sufficient detail to demonstrate the relevance of this experience to the size and scope of the locations that you are bidding. Proposals submitted should include, in this section, descriptions of at least one qualifying relevant experience to include project/client descriptions, costs, and starting and completion dates of projects/contracts successfully completed.

Additionally, applicants must demonstrate experience in the following areas:

1. Applicant must have and demonstrate specific experience in providing housing, and/or supportive services, and/or clinical services to the priority population it proposes to serve. TCP will not accept applications from any organization that does not demonstrate such experience.
2. Applicant must articulate and demonstrate existing partnerships with public or private education agencies or systems to improve educational outcomes for clients served and how these partnerships will be expanded to better serve the intended priority population to be served pursuant to this RFP.
3. Applicant must articulate and demonstrate existing partnerships with public or private employment agencies or systems to improve employment outcomes for clients served and how these partnerships will be expanded to better serve the population served pursuant to this RFP.
4. Applicant must articulate and demonstrate existing partnerships with public or private agencies or systems to improve behavioral and physical health outcomes for clients served and how these partnerships will be expanded to better serve the population served pursuant to this RFP.

The applicant should provide supporting data on successful outcomes and service delivery.

Applicants that currently contract or subcontract with TCP, DHS, or any other District Government Agency, Department or Office must provide the following information:

- Identify the contract owner, principal, or other entity with which the applicant is contracted to provide a good or service (if an applicant has more than one contract or subcontract with TCP, DHS, and/or any other District Government Agency, Department or Office, all contracts and subcontracts and contract owners must be identified).
- State whether or not it has any unresolved monitoring or compliance findings issued by TCP, DHS, or any Agency or Department or the Government of the District of Columbia.
- If so, the applicant must provide a detailed explanation.
- State whether or not, within the past 12-months, it has been placed on a corrective action plan by any of its contract owners or been issued findings for noncompliance by TCP, DHS, or any other District Government Agency, Department, or Office.
- If so, the applicant must provide detailed explanation.

Applicants that do not currently contract or subcontract with TCP, DHS, or any other District Government Agency, Department or Office but has done so within the last five years must provide the following information:

- Identify the contract owner, principal, or other entity with which the applicant was contracted to provide a good or service (if an applicant had more than one contract or subcontract with TCP, DHS, and/or any other District Government Agency, Department or Office, all contracts and subcontracts and contract owners must be identified).
- State whether or not it has any unresolved monitoring or compliance findings issued by TCP, DHS, or any Agency or Department or the Government of the District of Columbia at the time the contract or subcontract ended.
- If so, the applicant must provide a detailed explanation.
- State whether or not the contract(s) or subcontract(s) were terminated for default.
- State whether or not the contract(s) or subcontract(s) were renewable.
- If so, provide an explanation about why the contract(s) or subcontract(s) were not renewed

## TCP SOLICIATION 1-2018

### **C.1. Scope of Work and Work Plan**

The Scope of Work (SOW) must state in clear, non-technical language how the applicant will serve the intended priority population with competent and appropriate supportive services while also connecting them to other available Continuum of Care services that will assist them to increase income and benefits, education or job training skills, manage disabilities, and maintain permanent housing. The SOW should also outline the applicant's projected average length of service for serving the intended priority population. Length of service should be based on past experience serving the intended priority population; such experience should be articulated in the proposal. The SOW will become the guiding document for evaluating the operations and outcomes of the applicant's program.

- An accurate understanding of Homeward DC and how temporary shelter supports its strategic goals;
- An accurate understanding of the Housing First Model;
- An accurate understanding of the progressive engagement case management model
- An accurate understanding of harm reduction
- Proposed service model;
- Experience providing services to the intended population; and
- The applicant's own place and role within the District of Columbia Continuum, and how it coordinates with other agencies and components of the Continuum to deliver services to the proposed population.

### **C.2. Staffing Plan**

The written proposal should indicate the competence of personnel whom the bidder intends to assign to the project. Provide information for staff training, development and how staff will be deployed to provide: on the following:

1. Program management and oversight;
2. Program reporting;
3. Program monitoring and evaluation;
4. Conduct outreach;
5. Provide ongoing service coordination; this must articulate the proposed client to staff ratio;
6. Provide employment assistance; this must articulate the proposed client to staff ratio; and
7. Provide housing counseling and search assistance; this must articulate the proposed client to staff ratio.
8. The staffing plan must indicate the number of staff filling each of the roles listed above; the applicant must indicate the positions that will be filled by current staff and the positions that will be filled after an award is made. The staffing plan must state the estimated time needed to become fully staffed.
9. Organizational chart demonstrating supervisory relationships, with complete and adequate job descriptions of all staff.

### **C.3. Budget, Budget Narrative, and Audit**

#### **Budget:**

Projects will submit a detailed project budget, using the Excel forms provided with this RFP. The budget must indicate the total funding required for the project and denote the itemized costs which are being requested. There are two budget sheets, one for operating costs and one for personnel costs. Ensure the budget includes line items for ALL of the minimum required services described in the RFP.

#### **Budget Narrative:**

The budget narrative should clearly define the purpose intended for requested funds by identifying and justifying the need for project activities. This narrative should be presented in an organized, concise format that includes:

- A detailed description for each line item, which breaks down monthly costs and the anticipated number of clients to be served or other detail, as appropriate. Sufficient information must be provided to indicate accuracy of projected costs.
- A description of leveraged in-kind or cash match resources the program will be able to utilize.

#### **Audit:**

Applicants must submit their most recent Certified Audited Financial Statement.

### **C.6. Monitoring and Evaluation**

## TCP SOLICITATION 1-2018

The provider will be monitored and evaluated by TCP and/or DHS according to its scope of work and performance objective which will be an integral part of its awarded contract. TCP and DHS will at all times have access to the work being performed under the contract, wherever it may be in progress. TCP and/or DHS will review program data, observe program operations, interview staff and participants, examine program and financial records regarding the contract, and review records regarding volunteer hours, in-kind contributions, or cash resources which the applicant has declared as part of their match for accomplishing program objectives.

### **SECTION D: OTHER TERMS AND CONDITIONS**

Any contract resulting from this solicitation shall be subject to the following terms and conditions:

#### **D.1. 51% District Residents New Hires Requirements and First Source Employment Agreement**

1. For contracts for services in the amount of \$300,000 or more, awardees shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code § 2-219.01 et seq. (First Source Act).
2. Awardees shall enter into and maintain during the term of the contract, a First Source Employment Agreement (Employment Agreement) with the District of Columbia Department of Employment Service's (DOES), in which the Contractor shall agree that:
  - (a) The first source for finding employees to fill all jobs created in order to perform the contract shall be the First Source Register; and
  - (b) The first source for finding employees to fill any vacancy occurring in all jobs covered by the Employment Agreement shall be the First Source Register.
3. Awardees shall not begin performance of the contract until its Employment Agreement has been accepted by DOES. Once approved, the Employment Agreement shall not be amended except with the approval of DOES.
4. Awardees agree that at least 51% of the new employees hired to perform the contract shall be District residents.
5. Awardees' hiring and reporting requirements under the First Source Act and any rules promulgated thereunder shall continue for the term of the contract.
6. The provisions of the First Source Act do not apply to nonprofit organizations that employ 50 employees or fewer.

#### **D.2. Living Wage**

1. Awardees shall pay its employees and subcontractors who perform services under the contract no less than the current living wage published on the OCP website at [www.ocp.dc.gov](http://www.ocp.dc.gov).
2. Awardees shall include in any subcontract for \$15,000 or more a provision requiring the subcontractor to pay its employees who perform services under the contract no less than the current living wage rate.
3. The DOES may adjust the living wage annually and the OCP will publish the current living wage rate on its website at [www.ocp.dc.gov](http://www.ocp.dc.gov).

#### **D.3. Audits**

The successful applicant will be expected to maintain complete and accurate records substantiating all actual expenditures and leaving a clear audit trail to the point of origin. At any time during the period of the grant or for three years thereafter, TCP and/or the Government of District of Columbia may have the applicant's financial and program records audited. Any contract payments found not to have been spent on agreed upon and allowable program purposes shall be returned to TCP. TCP will also require that all successful applicants have an annual independent audit of their contract-related program conducted, and its pricing limits assume that this administrative cost will be part of the project's budget.

The Applicant must provide in its responses to this solicitation a copy of its most recent financial audit.

#### **D.4. Insurance**

The standard insurance provisions required by the District of Columbia Department of Human Services contracts will be applicable to this contract:

1. The Awardee, at its expense, shall obtain the minimum insurance coverage set forth below prior to award of the Contract and keep such insurance in force throughout the contract period. A Certificate of Insurance naming "The Community Partnership for the Prevention of Homelessness 801 Pennsylvania Ave SE, Suite 360, Washington, DC 20003" as an additional insured for all coverage except automobile and worker's compensation and proof of current insurance coverage for any coverage not listed on the certificate shall be forwarded to TCP at the time of contract execution.



## TCP SOLICITATION 1-2018

2. The Awardee shall carry general liability coverage of up to one million dollars (\$1,000,000).
3. The Awardee shall carry Umbrella/Excess Liability with a five million dollar (\$5,000,000) limit per occurrence.
4. If the Awardee uses any vehicles in connection with this contract, the Awardee shall carry automobile liability insurance written on the comprehensive form of policy. The policy shall provide for bodily injury and property liability covering the operation of all automobiles. Policies covering automobiles shall provide coverage of up to two hundred thousand dollars (\$200,000) per person and five hundred thousand (\$500,000) per occurrence for bodily injury and twenty thousand dollars (\$20,000) per occurrence for property damage.
5. If the Awardee shall carry Workers' Compensation insurance, including employer's liability coverage, covering all of its employees employed upon the premises and in connection with its other operations pertaining to this Contract, and shall comply at all times with the provisions of the Workers' Compensation laws of the District or other state if the Contract work is performed outside of the District of Columbia. The policy shall provide for one hundred thousand (\$100,000) per accident for injury, one hundred thousand (\$100,000) per employee for disease with a five hundred thousand (\$500,000) policy limit for disease.
6. When the Awardee's scope of work includes the provision of professional case management services, the Awardee shall carry Professional Liability Insurance of \$1,000,000 per claim.
7. All insurance provided by the Awardee as required by this section, except comprehensive automobile liability and Workers' Compensation insurance, shall set forth TCP as an additional insured. All insurance shall be written with responsible companies licensed by the District's regulatory agency (DCRA) to do business in the District. The policies of insurance shall provide for up to thirty (30) days written notice to TCP prior to their termination or material alteration.
8. At its option, the Awardee may maintain the above stated minimum levels of insurance through a self-insurance plan. Should this option be exercised, the Awardee is relieved of responsibility to comply with Article XII, Item 6 however the Awardee must certify in writing to TCP at the time of contract execution that coverage is maintained through a self-insurance plan.

### **D.5. Compliance with Tax Obligations**

Prior to receipt of a contract as a result of this SOLICITATION, a successful applicant must be in compliance with District and Federal tax requirements. Appropriate documentation of these facts from the District Department of Consumer and Regulatory Affairs must be provided when requested by TCP.

## **SECTION E: EVALUATION CRITERIA**

### **E.1 Scoring and Competitive Range**

The factors for rating and ranking applications and the points for each factor are provided below. The points in the evaluation criteria outlined below will provide a scoring system to be used in making recommendations for awards to the Executive Director of TCP. A total maximum of 100 points is possible plus 15 bonus points. Only applicants who score at least 80 points in E.2 (see below) will be considered to be in the competitive range for contract awards.

Interviews may be scheduled to clarify proposals. Negotiations with qualified applicants with respect to program size, location, or cost may precede contract award decisions, at TCP's discretion.

### **E.2 Specific Criteria and Points (100 points)**

- A. Organizational and Background Information(10 points)
- B. Scope of Work & Work Plan (45 points)
- C. Staffing Plan (25 points)
- D. Budget, Budget Narrative, and Audit (20 points)

### **E.3 Bonus Points (15 points)**

- A. Applicants may receive bonus points based on their ability to demonstrate and document resources that will be used to leverage the DHS contract funds. Leverage resources may be cash or in-kind (15 points).

## **SECTION F: INSTRUCTIONS FOR APPLICATION AND FORMAT FOR RESPONDING TO TCP SOLICITATION 1-2018**

## TCP SOLICIATION 1-2018

These instructions contain the required content and format for agencies to submit an application for funding under **SOLICITATION TCP 1-2018**. Applicants must adhere to the form outlined in these instructions, including page limitations, in order for their application to be reviewed for funding. All narratives should be formatted as described below within the given page limits.

Narratives and other attachments to your application must follow the following format guidelines:

- Page Size: 8.5" x 11"
- Margins: one-inch all around
- Font: Times New Roman
- Font (regular text): 12 point
- Font size/style for headings: 16 point, Bold. (subheadings - 12 point, Bold.)
- Spacing: Double-spaced
- Headers: Left-justified - indicate the rating factor or executive summary.
- Footers: Left-justified - name of applicant. Right-justified - page number out of total pages. (ex. Page 1 of 3)

### **F.1 Authorization for Application and Summary Information (Maximum 2 pages)**

- A. Date the application is submitted to TCP.
- B. Name and business address of the organization(s); include both the full legal name of the organization and its commonly used name, if different.
- C. Provide phone number and facsimile number (if any) of the organization applying.
- D. Provide contact person of the organization applying, include their phone number.
- E. State the total annual budget of the organization(s) and fiscal year used for accounting.
- F. State the total budget for the work proposed in this application, including both cash and in-kind and volunteer resources to be applied to this work.
- G. State the total funding requested by this application.
- H. Include the organization's Federal tax identification (EIN) number.
- I. At the end of this section provide a signature of the person in the organization with authority to contract.

### **F.2 Evaluation Criteria (Maximum 15 pages)**

See Section E.

### **SECTION G: Documents Incorporated**

The following documents are incorporated and made part of this solicitation:

- A. Homeless Services Reform Act of 2005 – including all amendments enacted since its passage
- B. TCP's Policy on Serving Transgender and Gender Non-Conforming Clients

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Attachments:

1. Budget Forms
2. Contract Deliverables