REQUEST FOR PROPOSALS TCP 2-2018

"Family Rehousing Stabilization Program (FRSP) Case Management"

Issuance Date: February 16, 2018

Closing Date: May 25, 2018
Closing Time: 2:00 p.m.

Bidders Conference:
March 21, 2018
1:00 p.m.
801 Pennsylvania Avenue, SE, Suite 360

TCP Contacts:
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Kevin Craver
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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 provide case management service to families housed in FRSP. TCP seeks to procure 1,200 case management slots under this solicitation. TCP may select one or multiple proposals to ensure all case management slots are procured. Proposals from current FRSP case management providers and providers that do not currently provide FRSP case management will be accepted. Contracts awarded under this solicitation will be awarded requirements firm-fixed unit price component consisting of not-to-exceed rates.

TCP will not consider joint proposals.

SECTION A: GENERAL DESCRIPTION

A.1. Funding Source and Amount of Funding Available, Unit Cost, Leveraged Resources, and Inspection

Funding Source

The funding source is the District of Columbia. .

Unit Price:

The unit price is eight hundred thirteen and 00/100 dollars ($813.00)

Leveraged Resources:

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

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. **"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.
3. **"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.
4. **"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 Addition Counselor (CAC).
5. **"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.
6. **"Customer Assessment Tracking and Case History (CATCH II)"** a web-based case management system that DHS' current 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.
7. **"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.
8. **"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.
9. **"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.
10. **"Housing First"** means under the HSRA, Housing First 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.
11. **"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.

12. **"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.
13. **"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.
14. **"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.
15. **"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.
16. **"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.
17. **"The Shelter To Exit Plan (STEP)**" is 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."
18. **"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.

A.3. Minimum Requirements
All proposals must address and comply with the following minimum requirements

Prohibition on Site-based Programing:
Families receiving FRSP case management services must live in units of permanent housing where they hold leases in their own names and where they are entitled to remain after FRSP rental assistance and case management services end, under the terms of their lease agreements. When families transition out of FRSP case management services providers are required to accept referrals for new families. Therefore, TCP will not consider proposals from bidders proposing to provide FRSP case management in site-based setting.

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. Universal Data Elements: Collected for all persons in families served by the Awardee.
        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.
    f. Housing Move-in Date - only applies to permanent housing (including Rapid Rehousing and Permanent Supportive Housing).
    g. 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.
    h. 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.
    i. 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.
    j. 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.
    k. 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.
    l. 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.
    m. 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.
    n. 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.
    o. Individualized Case Plans and Service Plans must be documented in the HMIS. This includes goals, case notes, and action steps.

p. 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.
    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*:*

1. FRSP case management providers shall ensure there is a ratio of no more than ten (10) Case Managers to one (1) Supervisors; supervisors do not need to be on-site.
2. FRSP case managers shall have degree in a human service subject OR 3 at least three (3) years of direct service experience".
3. FRSP case management providers shall provide case management and housing stabilization supports to families experiencing homelessness, assessed as needing time limited support to regain housing stability, and matched to Rapid Re-Housing (RRH). RRH is intended to provide timely access to permanent housing for households with low to moderate acuity. This means the household is expected to need some financial support and/or case management in a time-limited manner to assist with achieving long-term housing stability. RRH is the primary housing option for families to exit shelter and is offered as part of a progressive engagement approach. If through the course of engagement with a family, the provider assesses a need for PSH, TAH or other housing program, it shall make that recommendation to TCP. Next steps in these instances will be addressed through the CAHP system.
4. FRSP case management providers shall provide assistance in accordance with all applicable Federal and local regulations, including the FRSP regulations, and in the case Federal Emergency Solutions Grant (ESG) funds are used, HUD ESG program regulations.
5. FRSP case management providers shall deliver services within a Housing First philosophy and service orientation.

6. FRSP case management providers shall ensure each Rapid Rehousing case manager has no more than 25 households on a caseload at any point in time, however no more than 10 households that are within their first quarter of receiving assistance.
7. FRSP case management providers shall work collaboratively with a client’s shelter case manager, TANF Employment Provider (TEP) subcontractor, and other service providers (as applicable). This includes joint/in-person meetings, particularly during the first quarter of the client’s participation in RRH programming, but throughout the client’s program enrollment as needed.
8. FRSP case management providers shall ensure that all services be provided by a qualified case manager, licensed/certified clinician, and/or licensed social worker. If more than one Provider team member will be performing case management tasks providers shall identify a primary case manager responsible for coordinating and documenting the service delivery for the individual and/or family.
9. FRSP case management providers shall be present with a RRH client during the signing of a lease to review the terms of the lease. Providers shall also educate the client on how to resolve problems or concerns related to the unit and/or the landlord. Providers shall monitor client’s compliance with their housing lease at least monthly.
10. FRSP case management providers shall monitor, train and provide oversight to ensure quality case management services are provided. The Prime Contractor will make recommendations to DHS as appropriate.

Case Management Meeting Requirements:

1. FRSP case management providers shall ensure Case Managers have a minimum of four (4) contacts per month with a client during the first quarter of assistance. At least (2) two of these contacts must be face-to-face and must take place in the home or community of the client one of which the children must be present. Thereafter, the frequency of contacts will be based on the needs and progress of the client, but in no case shall Case Managers have less than one (1) home visit per month while the client is enrolled in the program.
2. FRSP case management providers shall ensure meetings are scheduled between a Case Manager and the client at a mutually agreeable time that does not conflict with a client’s work schedule, medical appointments, school events, or other appointments that are part of the client’s Plan. The following criteria shall apply to home visits in the Rapid Rehousing program:
    a) Home visits shall be scheduled by the Case Manager and the client at a mutually agreeable time. Case Managers must arrive on time for prearranged home visits. If a Case Manager is more than 30 minutes late, the client may request that the visit be rescheduled for another time.
    b) If the Case Manager cannot reach the client to arrange a mutually agreeable time, the Case Manager may send a letter indicating intent to visit and the date and time of the visit.
    c) A client may allow the Case Manager permission to enter the home if the home visit is unannounced, but is not required to consent to a home visit at that time. A client may ask the unannounced Case Manager to schedule another time for the home visit.
    d) If a client is not home at a mutually agreed-upon time, the Case Manager may leave a note indicating when they will return and offering to reschedule at a mutually convenient time.

Standards for FRSP Case Management Services and Documentation:
The following instruction shall be used for packaging:

1. FRSP case management providers shall assist clients to develop a detailed housing stabilization plan within fourteen (14) days of first contact (which shall happen within days of referral). Housing stabilization plans should incorporate any plans that were developed in shelter, SPDAT score, the TANF Comprehensive Assessment (if available), and assessments from the case management team.
    a. When the client is a TANF recipient, the provider shall meet with the client’s TANF Employment Provider and work collaboratively to update or develop (as appropriate) the client’s Individual Responsibility Plan (IRP) to include goals and action items focused on housing stability. The FRSP Case Manager shall communicate all detailed IRP updates through CATCH case notes; email correspondence, and by phone (when appropriate); document all TANF customer activities, interactions, or lack thereof, in CATCH case notes; verify hours for all relevant activities and assist in sending timesheets when appropriate to the households Primary Service Provider within the prescribed timeframe.

   b. When the client is not a TANF recipient or is not engaged with their TEP subcontractor, the provider shall develop a detailed housing stabilization plan. The Plan shall be unique to each program participant, shall recognize client strengths, identify priorities important to the client, establish appropriate and measurable goals and objectives, desired outcomes, and recommended service interventions that will address any needs and assist an individual in achieving the greatest amount of independence possible. The responsibilities of the client, the Provider, and other service providers shall be clarified throughout the development of the plan. The plan shall be documented in the HMIS.
2. FRSP case management providers shall ensure Case Managers coordinate both formal and informal resources to support clients in maximizing their quality of life, but most importantly, help sustain their tenancy. Services that a Case Manager should address in the Stabilization Plan may include, but are not limited to, the following: acquisition of public benefits (SNAP, TANF, Medicaid, childcare, LIHEAP etc.), chemical and alcohol dependency, clothing, crisis intervention, domestic violence, conduct of a good tenant, Education, School Attendance (for children in the household), Employment Assistance, Client Empowerment, Food, Housing Support including negotiating with landlords and referrals, Budgeting, Credit Counseling, Financial Planning and increasing income, Emergency and Exit Assistance, Legal or Non-Citizen Assistance, Living Environment including utility cut-offs, home repairs and maintenance, hygiene, furniture, Mental and Physical Health Care, Respite/Recreation, Transportation, Visitation Coordination.
3. FRSP case management providers shall ensure Case Managers:
   a. Provide the client with the expected end date of their RRH placement and explain to the client how much rent the client must pay each month and how much rent is being paid for the client;
   b. Provide the client with clear and concise written information about services;
   c. Advocate on behalf of the client if the client encounters obstacles in obtaining services or housing and maintaining such services or housing;
   d. Monitor to assure that the client has accessed services, and that the service is helping the client to meet his or her goals;
   e. Support the client in monitoring and evaluating outcomes and revising the Plan as needed; and
   f. Adjust client rent contributions as appropriate.
4. FRSP case management providers shall assist clients to develop a detailed household budget within fourteen (14) days of first contact. In collaboration with the client, the providers must review (and update as appropriate) the household’s budget on a monthly basis. The budget must be uploaded into HMIS.
5. FRSP Case Managers shall complete the matrix-SPDAT in HMIS quarterly at recertification as measure to evaluate client’s progress towards goal attainment and self-sufficiency.
6. FRSP case management providers shall conduct a formal reassessment of the client’s progress against plan goals, with the purpose of evaluating a client’s need for additional assistance, every three months. The Prime Contractor shall provide the client and the landlord with updated rent payment information using District provided forms and according to District established protocol, upon recertification. This recertification and reassessment is in addition to the interval of completing and updating Full F-SPDATs with the client and entering all relevant information in HMIS.
7. FRSP case management providers shall monitor children’s school participation/attendance, and shall assist households troubleshoot any issues or concerns.
8. FRSP case management providers shall ensure that Case Managers serve as a mediator/liaison between clients and their landlords if needed. Case Managers contact their clients’ landlords minimally on a quarterly basis for a customer service check-in (upon recertification).

A.4. <u>Eligible Organizations, Conflict of Interest, and Limits on Funding to Primary Religious Organizations</u>

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:

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:
In order to uphold the basic provisions of separation of church and state, 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, the religious organization will provide services in a way that is free from religious influences and 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. <u>Pre-Application Meeting</u>
A pre-application meeting will be held on March 21, 2018 at 1:00 p.m, at 801 Pennsylvania Avenue, SE. Persons or organizations planning to attend should RSVP via EventBrite no later than March 16, 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, in writing, via email at rfp@community-partnership.org no later than March 16, 2018, at 5:00 pm.

A.6. <u>Queries and Amendments</u>
Requests for information about this announcement should be addressed in writing to:

Jose Lucio
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. Questions will be accepted from the date the solicitation is released until March 27, 2018. Written responses will be provided to all registered prospective applicants as an addendum to this solicitation no later than March 30, 2018.

A.7. <u>Application Closing Date</u>
Applications must be submitted electronically no later than May 25, 2018, at 2:00 pm. Applications received after the closing date and time will not be considered unless they are the only applications received.

A.8. <u>Initial Offers and Negotiations</u>
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

B.2. Application Style
All applications must be submitted as a Word document or 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
Addendum 1 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 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.

Bidders 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 bidder is contracted to provide a good or service (if a bidder 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 bidder 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 bidder must provide detailed explanation.

Bidders 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 bidder was contracted to provide a good or service (if a bidder 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 bidder 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

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 RRH supports its strategic goals;
- An accurate understanding of the Housing First Model;
- An accurate understanding of the progressive engagement case management model
- 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 points).

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

The provider will be monitored and evaluated by TCP according to its scope of work and performance objective which will be an integral part of its awarded contract. TCP will at all times have access to the work being performed under the contract, wherever it may be in progress. TCP 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.
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.

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.

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 25 bonus points. Only applicants who score at least 80 points 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

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 APPLICAITION AND FORMAT FOR RESPONDING TO TCP SOLICITATION 2-2018

These instructions contain the required content and format for agencies to submit an application for funding under **SOLICITATION TCP 2-2018.** 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: Arial
- Font (regular text): 11 point
- Font size/style for headings: 16 point, Bold. (subheadings - 11 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

Attachments:

1. FRSP Program Regulations
2. Budget Forms
3. Contract Deliverables