REQUEST FOR PROPOSALS TCP July 2026

"Bridge Housing Shelter Operations and Case Management Services"

Issuance Date: July 17, 2026

Closing Date: August 14, 2026
Closing Time: 2:00 p.m.

Bidders Conference:
July 22, 2026
11:00am – 12:00pm
TEAMS

TCP Contacts:
Candyce J. Coates
Michael Berry
De'Sean Young
rfp@community-partnership.org

INTRODUCTION

TCP is seeking proposals from which it will award one or more contracts to provide shelter operations for low barrier and severe weather shelter operations at the following District of Columbia-owned or -leased facilities:

Site/Location	Base Year Monthly Budget	Base Year 12-month Budget	Capacity
The Aston - 1129 New Hampshire Ave NW	$126,072.67	$1,512,872.04	101
E Street - 25 E Street NW	$204,586.26	$2,455,035.12	185

SECTION A: GENERAL DESCRIPTION

A.1. Funding Source and Amount of Funding Available and Leveraged Resources
A.1.a. Funding Source and Amount of Funding Available:
The funding source is the District of Columbia. $3,967,907.16 (Operations) and $493,255.92 (Services) is available under this solicitation.

Individual bidders are not required to provide shelter operations services at all program sites listed above. TCP may select one or multiple proposals to ensure all program sites listed above receive security services. Proposals from current security vendors and vendors that do not currently provide security services at homeless services programs will be accepted. The selected organizations will be awarded a performance based and cost reimbursable contract contingent upon the receipt of funding from the District of Columbia.

A.1.b. Leveraged Resources:

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

A.2. Minimum Proposal Requirements

A.2.1 Staffing Requirements

A.2.1a The awardee shall maintain a competent staff to carry out the programs as outlined in the Awardee's Scope of Work and shall employ a staff, pursuant to performing this Contract, who possesses the requisite training, qualifications and competence to perform the duties to which they are assigned.
A.2.1b The Awardee shall submit to the Contract Officer and Contract Administrator, using TCP Form 905, a listing of all personnel charged to this Contract along with the signed contract agreement. The list must include for each position: the position title and name of staff person(s) currently in each role, "vacant" if a position is unfilled and the salary for each charged position. If the position is vacant, a projected hire date must be provided and the annual salary should be prorated based on hire date. This total of the salaries listed should equal the total of the salary line-item in the budget. Changes in any staffing patterns during the contract period, must documented by the submission of an updated TCP Form-905 Staffing List and accompanied with appropriate supporting documentation.

A.2.1c The Awardee shall maintain complete written job descriptions for all positions under this Contract. Copies of each job description must be forwarded to the Contract Administrator or designee with this signed Contract. Any changes to job descriptions must be submitted to TCP Contract Officer, Administrator or designee at least **30 days** in prior to implementation.

A.2.1d The Awardee shall develop and maintain an organizational structure and operational capability which provide direct services to program participants as defined by this Contract. The organizational chart shall display organizational relationships and demonstrate who has responsibility for administrative oversight and supervision of services under this Contract. A copy of the organizational chart must be submitted to the Contract Administrator with an original signed copy of the contract.
A.2.1e The Awardee shall provide before job placement, on the job training and additional on-going training to all staff to ensure that staff is equipped to perform the requirements outlined in this contract.
A.2.1f The Awardee shall provide a new hire orientation session for each staff member funded under this Contract with respect to administrative procedures, program goals, and policies and practices to be adhered to under this Contract. Documented evidence of staff orientations shall be maintained in personnel records and available for review by TCP program monitoring team on an ongoing basis.
A.2.1g The awardee shall make an independent assessment of each job position charged to the contract to determine which of the following categories each position fits:

- **Safety Sensitive-**Positions in which it is reasonably foreseeable that, if the employee performs the position's routine duties while under the influence of drugs or alcohol, the employee could suffer a lapse of attention or other temporary deficit that would likely cause actual, immediate and serious bodily injury or loss of life to self or others.

- **Protection Sensitive**-Positions that are not safety sensitive positions, but that include duties or responsibilities that involve caring for children or vulnerable Adults.
- **Security Sensitive**- Positions of special trust that may reasonably be expected to affect the access to or control of activities, systems, or resources that are subject to misappropriation, malicious mischief, damage, or loss or impairment of communications or control

A.2.1h The awardee shall provide to TCP a list of all staff (full and part time employed), charged to the contract, including volunteers, that identifies each staff person's position title and position category.

A.2.i The Awardee shall provide the following clearances for all staff (full and part time employed), charged to the contract (as well as volunteers) based on position category:

Safety Sensitive Positions

Clearance	Required Frequency
FederalBureauofInvestigations (FBI) fingerprint background check	Required at the time of hire and every two years thereafter
MetropolitanPoliceDepartment(MPD) background check	Required at the time of hire and every two years thereafter
Child and Family Services Agency (CFSA) Child Protection Registry (applicable only to providers that serve youth (up to 24 years of age).	Required at the time of hire and every two years thereafter
National Sex Offender (NSO) Registry	Required at the time of hire and every two years thereafter
Traffic Record Check (applicable to employees that will drive as part as their routine duties).	Required at the time of hire and every two years thereafter
Preemployment Drug and Alcohol screening to include screening of the following: a. cocaine b. marijuana c. opiates d. amphetamines e. Phencyclidine f. codeine g. derivatives h. methamphetamines i. other synthetic drugs.	Required at the time of hire. *Drug and alcohol screenings may be conducted on an as needed basis for reasonable suspicion purposes or post-accident or incident.
Drug and Alcohol Screenings conducted at random to include the drugs note above.	Required Annually

Protection Sensitive Positions

Clearance	Required Frequency
FederalBureauofInvestigations (FBI) fingerprint background check	Required at the time of hire and every two years thereafter
MetropolitanPoliceDepartment(MPD) background check	Required at the time of hire and every two years thereafter
Traffic Record Check (applicable to employees that will drive as part as their routine duties).	Required at the time of hire and every two years thereafter
Preemployment Drug and Alcohol screening to include screening of the following: a. cocaine b. marijuana c. opiates d. amphetamines e. Phencyclidine f. codeine g. derivatives h. methamphetamines i. other synthetic drugs.	Required at the time of hire. *Drug and alcohol screenings may be conducted on an as needed basisforreasonable suspicion purposes or post-accident or incident
Drug and Alcohol Screenings conducted at random to include the drugs note above.	Required Annually
Tuberculosis Screening	Required at the time of hire and every two years thereafter. (Please be advised that the provider must provide evidence of a medical screening/physical for all employees with positive TB Screenings.

Security Sensitive Positions

Clearance	Required Frequency
FederalBureauofInvestigations (FBI) fingerprint background check	Required at the time of hire and every four years thereafter
MetropolitanPoliceDepartment(MPD) background check	Required at the time of hire and every four years thereafter

Reasonable suspicion drug and alcohol test, post-accident or incident drug or alcohol test to include the following drugs: a. cocaine b. marijuana c. opiates d. amphetamines e. Phencyclidine f. codeine g. derivatives h. methamphetamines i. other synthetic drugs.	As needed
Traffic Record Check (applicable to employees that will drive as part as their routine duties).	Required at the time of hire and every four years thereafter

***Valid employee background clearances are required for contract payment if required by the Suitability Policy. Failure to submit active employee background clearances for applicable positions will result in the issuance of a Deficiency Notice and the withholding of contract payment until all requirements are satisfied.**

The awardee must create for each employee charged to the contract a zip file that includes all clearance documents that shall be submitted to TCP through an identified electronic database. Each employee's zip file should be titled with the employee's first initial, last name, and date of hire in the following format (12.19.2021). Example: "JJohnson12.19.2021".

A.2.1j Where applicable, the Awardee shall comply with the requirements of Chapter 4 of Title 27 on the DCMR and the *Safety Sensitive* employee requirements as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004(Act).

A.2.1k The Awardee shall complete a General Suitability Screening on each employee charged to the contract (no matter the position) that verifies the following:

- Past employment, including dates and titles held
- Educational background, including all relevant diplomas, degrees and relevant certifications
- Licenses, certifications, and training, required for the position
- At least three (3) reference checks to ascertain character, reputation, relevant traits, and;
- Other relevant qualities, and whether the individual providing the reference would recommend the applicant for the position for which he or she is being considered. The reference checks shall be made with the individual's former employer except those personal references may be utilized instead of, or in addition to, checks with former employers, as deemed necessary by the personnel authority.

*Results to General Suitability Screenings should be maintained in each employee's file an provided to TCP upon request.

A.2.1l The Awardee shall maintain an individual locked personnel file for each staff person and all program volunteers containing the required clearances, application for employment, resumes, professional and personal references, applicable credentials and certifications, personnel actions including time records, documentation of all training received, an annual evaluation for the current or preceding year, and notation of any allegations of professional misconduct including documentation of the Awardee's actions with respect to such. In the event of staff being terminated, the date and cause(s) for termination of employment shall be placed in the file. If the Awardee chooses to maintain personnel files in an electronic system, the following conditions apply:

a. The Awardee must ensure that the electronic filing system accounts for ease of retrieval.

b. The Awardee must establish security protocols that ensure only authorized individuals can access each electronically maintained file. This includes creating a secure and reliable electronic storage environment, including off-site backup, and complete and secure destruction protocols consistent with the retention policy for hard copies.
c. If technology does not self-audit or contain compliance monitoring, the Awardee must implement a quality assurance protocol that includes regular evaluations and checks of the electronic record-keeping system.
d. The Awardee must retain paper copies of any records that cannot be clearly, accurately, or completely transferred to an electronic record-keeping system.
e. All personnel materials shall be made available to TCP's Contract Officer or designee and Contract Administrator upon request.
f. The Awardee shall ensure that sufficient professional staff is available to provide training, technical assistance, contract administration, financial management, oversight and monitoring for all services provided. The Prime Awardee shall submit a staffing plan to TCP.

A.3. Staffing Qualifications and Requirements: The Awardee shall submit a staffing plan to TCP. The awardee shall not invoice TCP for any position not listed in Section 2, Required and Key Personnel. The Awardee's professional staff shall include:

A.3.1 Required Positions – Bridge Housing/Non-Congregate Shelter Key Personnel: The following positions are the only positions that shall be charged to this Contract Agreement, i.e., the only positions that Awardee may invoice under this Contract Agreement:

Required Position	Comparable SCA Position	Required Minimum SCA Rate of Pay	Required Minimum Hourly Health and Welfare Rate of Pay
Program Manager	Exempt From SCA	Not applicable	Not applicable
Shift Supervisor	General Clerk III	$24.65	$5.55
Case Manager Supervisor	Exempt from SCA	Not applicable	Not applicable
Case Manager	Case Manager	$23.07	$5.55
Program Assistant	Guard I	$20.31	$5.55
Housing Specialist	Housing Referral Assistant	$26.61	$5.55
Employment Specialist	Personnel Assistant II	$25.08	$5.55
Admin Support/Data Analyst	General Clerk I	$20.12	$5.55

Note: Consistent with SCA, persons holding these positions may also be entitled to other benefits of employment, e.g., vacation leave, sick leave, etc.

A.3.1.a Case Manager Staffing Cap

a. The Contractor shall charge no more than **{X} full-time employee** (FTE) Case Managers under this Contract without prior written approval from the Contracting Officer.

A.3.1.b Case Managers Salaries Allowable Cost

a. The Contractor may invoice TCP only for the actual salaries and wages (including allowable fringe benefits) of Case Managers who are directly assigned to and performing work under this Contract.

b. The Contractor shall not invoice for:
   1. Case Managers who are not actively performing work under this Contract during the billing period;
   2. Case Managers assigned to other projects or administrative functions not allocable to this Contract;
   3. Any costs associated with Case Manager positions exceeding the authorized **[X] FTE cap**, unless prior written approval has been obtained;
   4. Any other position not identified as or performing duties as a Case Manager.

All billed costs must be allocable, reasonable, and adequately documented in accordance with applicable cost principles as outlined in the TCP Budget and Finance Manual.

A.3.2 Program Manager (or equivalent): must have a bachelor's degree and five years of experience in a human services or related field or ten years of experience. A master's degree is preferred. He/she must have a minimum of four years of professional supervisory and/or managerial experience in human services delivery. The Program/Project Manager must have professional knowledge of the theories, principles, techniques, and practices of social service delivery systems.

General responsibilities include but not limited to:

a. Responsible for the day-to-day operations of the program.
b. Implement and ensure the participant services including shelter stay, meals, and case management.
c. Supervise and direct all program staff.
d. Leading all aspects of the site operations for sub-awardees, staff, and the facility.
e. Ensure all specialists are actively engaging in outreach services.
f. Facilitate mediation with participants and case managers.
g. Develop tracking systems to allow for accurate reporting.
h. Identify training needs and assist with training staff.
i. Participate in monthly District/Staff meetings.
j. Collaborate with the District's Street Outreach/PSH/RRH-I to connect participants to housing interventions.
k. Maintain knowledge regarding community resources for marginalized communities.
l. Ensure their Agency is following all District policies and procedures related to homeless service programming.
m. Coordinate and conduct intake meetings/trainings with new program staff to explain the housing programs.
n. Develop and implement quality control and quality improvement strategies.
o. Review and ensure applicable databases for data quality and completeness.
p. Conduct monitoring of program performance on a regular basis.

A.3.13 **Shift Supervisor(s) or equivalent:** must have a minimum bachelor's degree and/or he/she must also have a minimum of five years of professional experience providing counseling, case management, or direct care services to individuals experiencing homelessness or other related populations. The five years of experience may be waived if the candidate for employment can document having experienced homelessness.

General responsibilities include but not limited to:

a. Provide supervision to the Program Assistants to ensure each shift runs smoothly.
b. Receives meals from Food vendors and submits food service inventory report for the applicable shift.
c. The shift supervisor at the LBS site shall serve as the primary point of contact for the Prime Awardee and for the District.
d. Ensure appropriate coverage for each site is identified for each shift.
e. Provide appropriate oversight of the participants at the low-barrier shelter site and enforce program policies and procedures.
f. Provide an efficient and safe working environment for participants, employees, and visitors at the low-barrier shelter site. This includes ensuring spills are attended to and universal precautions are utilized.
g. Ensure a daily log is maintained to record all activities and information and be accessible on demand to the awardee or Contract Administrator (CA).
h. Provide daily shift reports summarizing the activities and information during each shift.
i. Provide de-escalation services to the participants as needed and ensure the safety and well-being of all staff and residents, including contacting MPD and Mobile Crisis.
j. Primary point of contact for the Operations Team on building matters.
k. Ensure the effectiveness and operations of participant shelter stay and meals. Report any instances of pests to the Operations Team.
l. Ensure the submittal of all Unusual Incident Reports (UIRs) in the appropriate time frame during each shift. Coordinate the delivery, storage, disposal, and distribution of meals.

A.3.4 Program Assistant (PA): Program Assistants shall have a minimum of a high school diploma or equivalent. Note that the educational experience may be waived if the candidate for employment can document having experienced homelessness. The subawardee shall ensure the duties assigned to each Program Assistant match their qualifications, skills and competence to perform the assigned task. Program Assistants are responsible for observing and reporting at each Low Barrier Shelter (LBS) & Transitional Housing sites. General Responsibilities Include but are not limited to:

a. The Awardee shall provide 24-hour onsite monitoring services to support the safety and well-being of Low Barrier Shelter residents, staff, and of the building.
b. The Awardee shall ensure that Program Assistants, while performing their shelter monitor duties, regularly conduct visual observations of the available CCTV monitors located at the front desk, workstations, or shelter guest check-in area. The provider shall ensure a staff member be at the front desk/guest check in area at all times.
c. Program Assistants shall promptly alert site management, and security personnel to any active or imminent risks they observe during their shifts and shall document such observations in accordance with contract requirements and program procedures.
d. The Awardee shall ensure to greet participants and guest as they enter the building. During the intake and/ or bed check-in process the provider shall ensure no more than two bags are allowed per client and shall ensure clients adhere to the program rules and District regulations.
e. The Awardee shall ensure that the Program Assistants assist in receiving meals from food vendors(s) and submitting food service inventory reports for the applicable shifts.

f. The Awardee shall ensure that, during hourly shift monitoring, Program Assistants (PAs), visually observe the immediate exterior areas of the building that are visible from the client entrances. PAs shall report, escalate, and document any safety or maintenance concerns to site management, facility, and security personnel immediately, as applicable.
g. Program Assistants shall provide de-escalation services as needed and report accurate pertinent information to appropriate Case Managers and supervisory senior staff. Program Assistants shall assist in the planning and organization of recreational activities and events.
h. The Awardee shall ensure Program Assistants shall rove occupied floors to monitor and observe the building and all individuals for compliance with the program and the facility's posted rules and regulations.
i. The Awardee shall provide and ensure Program Assistants carry two-way communication devices during their entire Tour of Duty to provide real-time updates and emergency response as necessary.
j. The Awardee shall ensure that Program Assistants adhere to the following guidelines to maintain professionalism and focus:
    1. Program Assistants must wear attire that clearly identifies them as staff members to clients and guests of the shelter.
    2. Under no circumstances should Program Assistants possess personal radios, reading materials, smartphones, games, or any other distractions during their shifts.
    3. Program Assistants are required to remain awake and alert at all times while on duty, ensuring they can provide assistance and support effectively.

A.3.5 Housing Specialist: All Housing Specialist must have a minimum of a bachelor's degree in business administration, social work, psychology, sociology, counseling, or related service/science disciplines and one year of experience involving engagement with landlords or property manager in real estate, or conducting appropriate connections of individuals, especially those experiencing homelessness, to housing services. Knowledge of housing resources, subsidy programs, and the continuum of care for individuals experiencing homelessness, as well as experience working with landlords and property managers, is preferred. Where necessary and appropriate, a Housing Specialist without a bachelor's degree can meet minimum qualifications by substituting at least three years of work experience in social service and/or human service field, business administration, or experience e involving engagement with landlords or property managers, in real estate, or conducting appropriate connections of individuals, especially those experiencing homelessness, to housing services. Certification and/or licensure in a relevant discipline (*e.g.*, certified addictions counselor) may also substitute for educational requirements. Individuals who have experienced homelessness are encouraged to apply.

General Responsibilities Include but are not limited to the following:

a. Maintain a relationship with existing property managers/owners and establish new relationships with those willing to house Transitional Housing participants. Research and locate stable housing leads for Transitional Housing participants which may include leads in the District of Columbia, Maryland, Virginia, or other jurisdictions.
b. Assist in accessing housing units that are consistent with the participant's needs and preferences (within the limits of their income combined with available subsidy), taking into consideration safety and access to transportation, connection to health care, treatment, school, support systems, and employment opportunities.

c. Assist participants with completing housing applications if needed. May assist participants with advocating to landlords and accompany or transport them to housing tours.
d. Use a Housing First approach, Housing Navigation assistance is designed and implemented to identify and secure housing for participants as quickly as possible, by doing activities which may include, but are not limited to:
    i. Active recruitment and retaining of landlords and housing managers willing to rent to participants (who may otherwise fail to pass typical tenant screening criteria)
    ii. Housing unit search and identification
    iii. Helping participants gather documents needed for housing placement
    iv. Move and secure basic housing needs
e. Have knowledge, skills, and resources to understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord support.
f. Assist case managers with triaging issues that arise to ensure landlord concerns are responded to in a timely manner and assist case management staff in mediating any landlord-tenant issues that may arise.
g. Conduct regular community outreach initiatives to increase the number of landlords participating in District programs and expand the number of units available to participants served through Transitional Housing Programs.
h. Use best practices related to housing participants in Transitional Housing programs including shared housing opportunities.
i. Maintain a Property Manager/Owner Contact Log to meet set expectations. Establish, update, maintain, and communicate a list of available housing opportunities at least twice per week.

A.3.6 Employment Specialist: All Employment Specialists must meet minimum qualification standards. The minimum qualifications for employment specialists are a bachelor's degree in human resources, business administration, or related service/science disciplines and one year of experience involving engagement with conducting appropriate connections of individuals, especially those experiencing homelessness, to employment or employment training services, conducting interview and resume preparation, or building relationships with employers to hire individuals. Knowledge of employment hiring practices, employment training resources, interviewing and resume-building skills, the continuum of care for individuals experiencing homelessness, as well as experience working with employers to secure employment for others, is preferred. Where necessary and appropriate, an employment specialist without a bachelor's degree can meet minimum qualifications by substituting at least three years of work experience in a social service and/or human service field, or experience involving engagement with employment hiring practices, employment training resources, interviewing and resume building skills, as well as experience working with employers to secure employment for others. Individuals with lived experiences are encouraged to apply.

General responsibilities include but not limited to:

a. Engage participants and establish trusting, collaborative relationships directed toward the goal of competitive employment, training, or potential internships in community job settings, including creating resumes and cover letters for program participants, as well as interview preparation and navigating a new role for employment opportunities.

b. Assist participants with reviewing their benefits requirements (e.g., SSI, Medicaid, etc.) to determine the impact employment may have on benefit eligibility. Refer participants to benefits counseling, as needed. Help participants report earnings, as needed.
c. Assess participants' vocational functioning on an ongoing basis utilizing background information and work experiences.
d. Conduct job development and job search activities directed toward positions that are individualized to the interests and uniqueness of the participants.
e. Provide individualized follow-along support to assist participants in maintaining employment. Writes job support plans with participants and adjusts plans according to participants' needs and preferences.
f. Work closely with consumers, staff, and other partners to develop jobs through various methods such as conducting online job searches, setting up job interviews, cold calling, and accessing other available community-based job banks.
g. Provide education and support to employers as agreed upon by participants, which may include negotiating job accommodation and follow-along contact by the employment specialist with the employer.
h. Inform case managers of participants' engagement level with employment services. Assist case managers as needed in the development of action plans to reengage participants.
i. Provide timely interventions. Return phone calls and other forms of communication in a timely manner. For example, return participant phone calls within 24 hours. Follow-up with employers regarding participant's job loss through e-mail or telephone communication within 24 hours of notification. Follows up on job leads within 48 hours. Conduct quarterly surveys on employer satisfaction with employers that are working with the participants in Transitional Housing Programs.
j. Complete monthly and quarterly progress reports of program participants' participation.
k. Conduct regular community outreach initiatives to increase the number of employers willing to support the hiring of participants in Transitional Housing Programs.
l. Use best practices related to employing or improving employment options for participants in Transitional Housing Programs.

A.3.7 Admin Support/Data Analyst: must have a minimum of an associate's degree or two years of related professional experience. Demonstrate the ability to communicate and collaborate effectively with individuals and teams at all levels, internally and externally.

General responsibilities include but not limited to:

a. Maintain supplies/inventory by checking stock to determine inventory level, anticipating needed supplies, and placing and expediting orders for supplies.
b. Ensure equipment operation by completing preventive maintenance requirements, calling for repairs, maintaining inventories, and evaluating new

equipment and techniques.

c. Work closely with the program manager to ensure staff training requirements are documented/tracked.
d. Aid the program manager with required monthly program reports.
e. Coordinate and schedule meetings, interviews, and groups, and maintain the calendar of appointments/events.
f. Organize and deploy equipment such as laptop and desktop computers, mobile devices, monitors, and printers.
g. Be proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and a variety of data systems.
h. Have experience with Smartsheets project management software to help with project planning and delivery.
i. Collaborate with team members to collect and analyze data into one or more databases, documents, or spreadsheets.
j. Perform data collection design, aggregation, cleaning, and analysis.
k. Perform other related duties as assigned.

Employees hired before July 1, 2024, with good performance standings shall be exempted from Program/Project Manager and Case Manager Supervisor Qualifications, to include the educational background requirements. Employees hired after July 1, 2024, shall meet the Qualifications outlined for Case Manager Supervisor.

A.4. GENERAL STAFFING REQUIREMENTS

A.4.1. The Awardee shall ensure the subawardee professional staff is available to provide training, technical assistance, contract administration, financial management, oversight, and monitoring for all provided services. The Awardee shall ensure that staff are in compliance with the Suitability Screening Policy Section 1. At a minimum, the Awardee's professional staff shall include key personnel listed in Section 2.

A.4.2. The Awardee shall develop and submit a staffing plan to TCP that includes at minimum the requirements listed in the Staffing Qualifications and Requirements for the Prime and subawardees. The Awardee shall include recruitment strategies, staff replacement strategies (i.e. when an unexpected vacancy occurs), organizational structure (including staff information and samples of proposed schedules, schedules of activities, and performance and satisfaction surveys), organizational charts, position descriptions, and staffing qualifications at minimum. The staffing plan shall be submitted to TCP within thirty calendar days of subcontract execution, updated annually, and when modified (as needed).

A.4.3. The District reserves the right to demand a change in or removal of any staff provided by the Awardee, or the subawardees based on unsatisfactory performance at no additional cost to the District.

A.4.4. In compliance with Chapter 4 of Title 27 of DCMR, Criminal Background Checks for District Government Awardees that Provide Direct Services to Children and Youth, the Awardee shall secure criminal background checks for individuals and unsupervised volunteers, employees, and applicants for employment as required for contracting entities contracting with the District of Columbia to provide direct services to children or youth.

A.4.5. The Awardee shall test all employees or staff who have direct contact with families and children for drug and alcohol use. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act) and shall be tested pursuant to the Act. The Awardee shall provide documents certifying negative drug and alcohol test results for all subawardees within 60 days of contract award to TCP.

A.4.6. The Awardee shall maintain job descriptions, resumes, and annual evaluations of each staff person. The Awardee shall provide updated information to TCP within 30 days when there is a change in personnel.

A.4.7. The Awardee shall provide and maintain staff documents in a locked file with access by senior management staff and District monitors.

A.4.8. The Awardee shall maintain an organizational chart that shows the reporting relationship and function of key staff persons. The Awardee shall maintain a written job description for each position funded through the contract that must be included in the awardee's files and be available for inspection on request by TCP. The job description shall include:

a. Education, experience, and/or licensing/certification criteria;
b. A description of duties and responsibilities,
c. Hours of work, and
d. Performance evaluation criteria.

A.4.9. The Awardee shall maintain an individual personnel file for employees working under the contract which shall contain:

a. The application for employment,
b. Professional and personal references,
c. Applicable credentials/certifications,
d. Personnel actions including time records,
e. Documentation of all training history,
f. An annual evaluation for the current or preceding year,
g. Notation of any allegations of professional or other misconduct,
h. The awardee's action with respect to these allegations and
i. The date and reason for the awardee's actions if the staff member is terminated,
j. Documentation of a current Tuberculosis Test.

A.4.10. The Awardee shall make all personnel materials available to TCP upon request.
A.4.11. The Awardee shall provide orientation sessions for each staff member and volunteer covering administrative procedures, program goals, and policies and practices to be adhered to under this SOW.
A.4.12. The Awardee shall maintain, if volunteers are used, a personnel file for each volunteer that shall contain:

a. Background check requirements,
b. Documentation of professional and personal references,
c. Applicable credentials/certifications,
d. Training completed,
e. Information documenting skills that contribute toward the success of this contract,

f. Notation of any allegations of professional or other misconduct,
g. The Awardee's action with respect to the allegations and
h. The date and reason for the Awardee's actions if the volunteer is terminated from the contract,
i. Documentation of a current Tuberculosis Test for those staff having direct contact with participants.

A.4.13. The Awardee shall provide any changes in staffing patterns in advance and in writing to TCP for approval.
A.4.14. Changes in staffing patterns include, but are not limited to, organization restructurings, key personnel turnover, or staff augmentation.
A.4.15. The Awardee shall maintain documentation of the names and reporting relationships of the key personnel that shall be used to perform the work under the proposed contract. The Awardee shall also maintain documentation that personnel possess adequate training, certifications, qualifications, and competence to perform the duties to which they have been assigned.
A.4.16. The Awardee shall ensure the sub-awardee employs at a minimum two bilingual staff at each program. The Awardee shall ensure bilingual support is provided at sites with a large population of non-English speaking clients. The Awardee shall ensure that culturally competent and linguistically appropriate services are provided to individuals and families. The Awardee shall ensure the ability of appropriately trained and qualified staff, service partners, and subawardees 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 participants so the subawardee can respond to the individual needs of each participant. The Awardee shall also have a comprehensive listing of resources and/or language lines to ensure that non-English speaking participants can be linked to appropriate services.
A.4.17. The Awardee shall ensure that each person experiencing homelessness with foreign language needs receives housing-focused case management services without any interruption or delay in service delivery and that persons with bilingual needs meet the minimum focused case management requirements.
A.4.18. The key personnel are essential to the work being performed hereunder. Prior to diverting any of the specified key personnel for any reason, the Prime Awardee shall notify the CA at least 30 calendar days in advance and shall submit justification, including proposed substitutions, in sufficient detail to permit evaluation of the impact upon the contract. The Prime Awardee shall obtain written approval of the CA for any proposed substitution of key personnel.

A.5 Case Management Requirements

A.5.1 The Contractor shall ensure to provide case management services that:

a. Support individuals experiencing homelessness to access permanent housing
b. Support individuals who are exiting homelessness to maintain housing; and
c. Facilitate meaningful, coordinated connections to needed services and support outside the homeless system.
d. Shall ensure a ratio of no more than 25 participants to one Case Manager.
e. Shall ensure a ratio of no more than 10 Case Managers to one on-site Supervisor; Supervisors do not need to be on-site.

A.6 Case Management for Individuals in Bridge Housing/Non-congregate Requirements

A.6.1. The Contractor shall ensure that case management services for individuals in low-barrier shelters, temporary shelters, and transitional housing are consistently offered to participants and provided on-site during residents' hours in the building.

A.6.2 Each Case Manager shall maintain an ongoing caseload of approximately 25 residents. Protocol for identifying and enrolling participants in case management services shall be determined in coordination with and approved by the District.

A.6.3. The Contractor shall ensure that case management services for individuals in low-barrier shelters, temporary shelters, and transitional housing are consistently offered to participants and provided on-site during residents' hours in the building.

A.6.4. The Contractor shall operate a housing first system that appropriately ensures programs funded through this SOW are accessible and accept referrals from the District and partner agencies and other public and private agencies operating in the District without undue barriers to entry.

A.6.5. The Contractor shall ensure providers and subcontractors conduct intakes, including collecting all HUD-required demographic information. Intakes determine the participant's eligibility for services, the circumstances causing or contributing to their homelessness, or are at imminent risk of homelessness condition.

A.6.6. All programs shall incorporate harm reduction policies and procedures into their program design and shelter operations.

A.6.7. 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.

A.7. Engagement in Case Management Services

A.7.1. The Contractor shall ensure subcontractors offer case management and supportive services. Every attempt should be made to engage participants in these services. Participation in these services is not required as a condition of receiving low-barrier shelter services. All attempts and engagements shall be documented using the DAP in HMIS or the applicable database system.

A.7.2. The Contractor shall conduct targeted engagement of the participants with the longest stays in the low barrier system, per protocol established and approved by the District. The Contractor shall monitor and provide the shelter operator with reports of longest-stayers and track engagement attempts among targeted long-stayers not connected to other outreach or housing providers in HMIS.

A.7.3. The Contractor shall ensure the engagement of priority populations (e.g., Veterans and Youth) per District guidance.

A.7.4. The Contractor shall ensure that crisis intervention services are provided to program participants as needed.

A.7.5. The Contractor shall ensure that the subcontractor participates in the District's CAHP System and shall attend monthly matching meetings.

A.7.6. The Contractor shall oversee the completion of participant screening/assessment using the District's assessment tool (VI-SPDAT, SPDAT) for all program participants who either request case management services or participants identified by an alert in the DC CoC HMIS system as high priority for assessment due to their chronic homeless status and their participation in multiple, prior year low-barrier/emergency shelter programs. Assessments shall be scheduled and completed as soon as possible for all participants who meet the criteria above *and* have stayed for at least five consecutive nights in the shelter. Assessments should be completed by case managers, other appropriately trained staff, Coordinated Entry System staff, or partner agencies responsible for coordinated entry system operation in the geographic area where the low barrier/emergency shelter is located.

A.7.7. Intake and all completed assessments shall be entered into HMIS, with the appropriate HMIS consent, within 24 hours of client intake.

A.7.8. The Contractor shall assist with locating individuals matched to housing that are staying in low-barrier shelters and facilitate the connection between these participants and their housing navigator/case manager, as assigned through the CAHP system, for the remainder of the time the client is living in a shelter. Additional requirements include assisting in providing the housing case manager access to meet with the client throughout the client's housing process and collaborating with the housing manager to complete tasks necessary to fulfill the client's housing subsidy and move the client into housing.

A.8. Standards for Case Management Services and Documentation

A.8.1. The Contractor shall ensure that case management staff support individuals to collect all necessary documentation to obtain assistance. Documentation shall include but is not limited to identification cards, birth certificates, social security cards, income statements, and medical records. This information shall be included in the monthly report.

A.8.2. The Contractor shall ensure that case managers make appropriate referrals to alcohol and substance abuse treatment and mental health services and support participants in accessing public benefits programs based on the assessment of the participant's need and will to engage in services.

A.8.3. The Contractor shall establish referral and follow-up procedures to confirm all referrals made to alcohol and substance abuse treatment and mental health services. Documentation of referrals made and referral confirmation shall be maintained in the participant file (HMIS record or applicable database). Documentation shall be in DAP.

A.8.4. The Contractor shall establish effective working relationships with employment programs and support participation in services to prepare for and obtain employment.

A.8.5. The Contractor shall maintain a file for each participant that contains the following, but is not limited to:

a. Referral documentation (if applicable)
b. CoC CAHP Standardized Assessment Form (VI-SPDAT) (if applicable)
c. Housing Stability Plan (if applicable)
d. Documentation verifying the participant’s eligibility to receive assistance
e. Photo of the participant taken at the time of enrollment
f. A copy of the participant’s photo ID

A.8.6. The Contractor shall ensure that case managers routinely document the content and outcome of case management meetings with participants and document their progress in achieving the desired outcomes. Case managers shall document all meetings, collateral contacts, referrals, missed meetings, and other relevant information about the participant's progress toward obtaining housing and other support services. Progress notes shall be updated within 24 hours of a participant meeting and documented using DAP

A.8.7. The Contractor shall ensure case managers maintain clients' caseloads until they exit from low-barrier shelters. Exits consist of self-resolved, diversion, and permanent housing placement.

A.8.8. The Contractor shall establish a process that ensures when an individual has refused housing resources (while in the shelter that when an individual has refused housing resources (while in the shelter, the assigned case manager documents a follow-up offer in HMIS (or applicable database) at least every two weeks.

A.9. Housing- Focused Case Management

A.9.1. The Contractor shall ensure subcontractors provide Housing-Focused Case Management at all LBS and Transitional Shelter sites and shall be responsible for ensuring subcontractors offer the following:

a. Introductory to LBS and screening for immediate referral to the onsite Project Reconnect Staff for rapid exit. If rapid exit is not an option, the participant shall then receive:

   1. An orientation to the LBS and Transitional Housing programs and an explanation of the Program Rules (participants must sign and receive a copy; a second copy shall be uploaded to the participant's electronic file).

   2. Initial screening for onsite programs and services to determine any critical, immediate needs.

   3. A request to complete a CAHP Housing Assessment within 48 hours and an invitation to participate in Housing-Focused Case Management.

   4. The Contractor shall develop an electronic system for tracking bed assignments in coordination with the District. The bed assignment process shall facilitate real-time tracking of bed lists in the at each facility.

   5. The Contractor shall be responsible for identifying which staff position (or combination of positions) is (are) responsible for fulfilling this function in its Staffing Plan -- e.g., Case Manager, Shift Supervisor(s) (or equivalent), or Program Assistant (PA).

   6. The Contractor shall ensure that subcontractors implementing housing-

focused case management participate in CAHP meetings (including completing attestation and precheck forms).

A.9.2. At the LBS sites any participants that are housing motivated and wish to engage in shelter exit planning shall be assigned a Case Manager. At the Transitional shelters, all participants shall participate in housing-focused case management. All case managers for LBS and Transitional shelters shall maintain an ongoing caseload of 25 participants and shall be responsible for:

- **Assessment:** The Prime contract shall ensure that every participant on their caseload has an up-to-date Housing Assessment using the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) or another tool as determined by the District. Case Managers shall complete an assessment for participants who still need a current assessment within 48 hours of enrollment on the caseload.
- **Individualized Housing Stability Plan:** Working with the participant to develop (or update, as applicable) a Housing Plan. This includes:

    1. Completing a Housing Preference Survey using a tool to be determined by DHS;

    2. Assisting participants to consider options realistically available in the short term based on their household income (e.g., staying with family, renting a room, identifying a roommate – continuing to revisit Rapid Exit strategies);

    3. Reviewing the participant's household income and support the participant in developing a housing budget;

    4. Reviewing the likelihood of the participant being matched to a subsidy within a three-month timeframe based on their assessment score and the District's CAHP prioritization policy;

    5. The Case Manager shall conduct a Benefit Screening (either directly or with the help of a team member specializing in mainstream benefits) to ensure participants are receiving all benefits for which they are eligible;

    6. Assisting participants to map out measurable goals, action steps, and target timeframes that support progress towards the participant's identified housing pathway; and

    7. Housing Stability Plans shall be completed no more than seven days following participant enrollment in Case Management and shall be uploaded in HMIS or other systems as determined by DHS. In the event that a participant has not achieved permanent housing within 90 days, Housing Plans shall be formally reviewed with the participant and updated on a quarterly basis.

A.9.3. Benefit Application. Assisting participants in applying for any benefits for which they are eligible but not currently receiving, including but not limited to the following:

1. Supplemental Nutrition Assistance program (SNAP);
2. Security Income (SSI) and/or Social Security Disability Insurance (SSDI) in coordination with the coordinator with the SOAR specialist;
3. Veterans benefits;
4. Earned Income Tax Credit (EITC);
5. Coronavirus Economic Impact Payments (or similar future benefits);
6. Medicaid/Medicare/DC Alliance Insurance; and/ or
7. and other health-related benefits (e.g., Elderly and Physically Disabled Waivers, Assertive Community Treatment).

A.9.4. Employment Support. For participants interested in employment – conduct an employment assessment, either directly or through an Employment Specialist, to understand participant skills, work experience, and interests, to help participants develop an immediate earning strategy, as well as potential longer-term career pathway options. Any employment goals and action steps shall be documented in the participant's Individualized Housing Stability Plan.

A.9.5. Identification Documentation. Offer all participants, regardless of their exit plan, assistance with applying for an Identification card and Social Security card. Support participants in obtaining the necessary documents to apply for housing (the specific documents needed will depend on the participant's ISP Plan).
A.8.6. Communication Tools. Assisting participants without a phone to obtain a free cell phone through SafeLink, Lifeline, or other similar government-funded services to facilitate communication and support progress on the participant's Housing Plan.

A.9.7. Case Coordination. Serving as a liaison to other service providers working with the participant, including housing providers (e.g. Rapid Rehousing or Permanent Supportive Housing Case Manager), health/behavioral health providers, and/or employment and training providers. The Shelter Case Manager is responsible for helping the participant to get and remain connected to needed support, including scheduling appointments, participating in three-way check-ins (as appropriate and invited by the participant), and ensuring the participant has the resources needed (e.g., transportation tokens) to follow through on appointments and other commitments).

A.9.8. In-Person Support: Case Managers shall be prepared to accompany participants to appointments when greater assistance or support is needed to achieve an objective or ensure connectivity with another provider.

A.9.9. Case File Documentation: Case Managers shall establish and maintain an electronic case file in HMIS for every participant on his or her caseload. Case managers shall routinely document the content and outcome of case management meetings with participants, including the participant's progress in achieving the desired outcomes. Case managers shall document all meetings, collateral contacts, referrals, missed meetings, and other relevant information about the participant's progress toward housing attainment and supporting goals in HMIS. (See Section C.4.4 for more information on documentation and recordkeeping.)

A.9.10. Engagement of Long-Term Stayers: In addition to services provided to participants enrolled in Housing-Focused Case Management, the Prime Contractor shall identify and continuously engage Long-Term Stayers to participate in Housing-Focused Case Management, using techniques such as motivational interviewing, relational strategies, and other evidenced-based social work practices. The Prime Contractor shall ensure case management engagement efforts are documented in HMIS. In accordance with the protocols established in coordination with the District and the Prime Contractor.

A.9.11. Protocol Development: The Contractor shall be responsible for establishing written protocols to support its delivery of Housing-Focused Case Management. This includes protocols for:

1. Conducting initial orientation and screening of all participants entering the Low Barrier Shelter and Transitional Shelter.
2. Making referrals to partner or district agencies to ensure connection to services;
3. Building and maintaining housing- focused case management caseloads;
4. Accompany participants to appointments as needed;
5. Identifying and engaging Long-Term Stayers; and
6. Any other protocols determined necessary by the Prime Contractor and/or District.

A.10. Case Management Monitoring and Oversight

A.10.1. The Contractor is responsible for monitoring, overseeing, and building capacity in housing-focused case management services, standards, and expectations set forth by the District.

A.10.2. The Contractor shall monitor and provide technical assistance as needed to ensure that case managers are actively and effectively working with participants, subcontractors, and community liaisons, as applicable, to meet the participant-driven housing goals.

A.10.3. The Contractor shall notify the District of major problems or risks related to specific case trends as needed to ensure a successful exit to permanent housing.

A.10.4. The Contractor shall ensure that subcontractors receive case management training specific to housing-focused and best practices.

10.1 The Contractor shall provide bilingual staff or interpretation services to meet the needs of those persons experiencing homelessness and imminently at risk of homelessness, receiving services and benefits in accordance with the DC Language Access Act and the Americans with Disabilities Act.

A.10.5. The Contractor shall abide by all local, state, and federal confidentiality laws.

A.10.6. The Contractor shall ensure that no shelter or housing program stores or otherwise handles participant medications except upon request by the participant as a reasonable accommodation. All accommodations must be approved by TPC before implementation.

A.10.7. The Contractor shall monitor and provide technical assistance as needed to ensure that case managers are actively and effectively working with clients, their family members, and other service providers as applicable, to meet their housing and other goals.

A.10.8. The Contractor shall notify DHS of major problems or risks related to specific cases as appropriate.

A.10.9. The Contractor shall monitor, train, and provide oversight to ensure quality case management services are provided. The Contractor will make recommendations to DHS as appropriate.

A.10.10. The Contractor shall provide bilingual staff or interpretation services to meet the needs of those persons experiencing homelessness and imminently at risk of homelessness receiving services and benefits in accordance with the DC Language Access Act, the DHS Human Rights Act, and the Americans with Disabilities Act.

A.10.11. The Contractor shall abide by all local, state, and federal confidentiality laws.

A.10.12. The Contractor shall ensure that no shelter or housing program, without prior approval from TCP, stores or otherwise handles client medications, except upon request by the client as a reasonable accommodation and approved by the TCP.

A.11. Standards for Housing-Focused Case Management Services and Documentation

A.11.1. The Contractor 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.

A.11.2. In coordination with DHS VDS, case management staff shall collect all necessary documentation for housing applications.

A.11.3. The Contractor shall ensure the subcontractor professional staff is available to provide training, technical assistance, contract administration, financial management, oversight, and monitoring for all provided services. The prime contractor shall ensure that staff are in compliance with the Suitability Screening Policy -C.5.2.3.2. At a minimum, professional staff shall include key personnel listed in section C.5.5.2 - Staffing Qualifications and Requirements.

A.11.4. The Contractor 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.

A.11.5. The Contractor 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 the participant file (HMIS record).

A.11.6. The Contractor 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 (administered by DHS or Prime Contractor)
b. Family Stabilization Plan
c. Documentation verifying the family's eligibility to receive assistance
d. A photo of the participant taken at the time of enrollment
e. A copy of the participant's photo ID

A.11.7. Family Stabilization Plans should be created within seven days of the initial case management session and documented in HMIS.

A.11.8. Case managers shall document relatives, family connections, and other supports that contribute to the well-being of the family.

A.11.9. The Contractor shall ensure that case managers actively participate in the "warm handoff" process with community providers (i.e. outreach staff RRH/PSH/TAH case managers, or housing navigators) in order to facilitate housing placements.

A.11.10. The Contractor 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 three permanent housing opportunities may result in a termination. The prime shall ensure that all required notices are issued in accordance with the HSRA.

A.11.11. The Contractor 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 client's advocate.

A.11.12. The Contractor shall ensure that case management staff document all progress on goals into the designated system within 24 hours of engagement with clients. progress notes shall include updates with the date, time, and status of the meeting. The Contractor shall ensure that case management staff document all client and family information, including data required by DHS.

A.12. HMIS, SOAR, and CAHP Requirements

A.12.1. Homeless Management Information System (HMIS) Requirements:

i. The contractor shall use the Homeless Management Information System to document demographic information, client services, and other case management information.
ii. The contractor must abide by TCP's current DC Standard Policies and Operating Procedures (DC SOP) which outlines the use of the DC HMIS as well as staff and training requirements.
iii. All HMIS data entry requirements and all requirements related to data, reporting, and performance measurements are subject to change at any time. Such changes may be communicated via the issuance of a new contract, contract amendment or by TCP to the Contractor's leadership or designee. The Contractor shall comply with all new and adjusted requirements during the contract term.
iv. HMIS Data Completion Threshold: The HMIS Data Completion Threshold refers to the level of HMIS data completion required of the Contractor.
v. The Contractor must maintain HMIS records for each person served by the program. The Contractor must respond to all questions in the assessment. When a program participant does not wish to share information or does not know the response to a question, a response indicating why the information was not collected must be entered by provider. In the event that the Contractor did not collect a piece of an information, the Contractor is responsible for entering a "Data not collected" response.

A.12.2. HMIS Basic Data Entry Requirements:

j. Project Start Date: Collected for all persons served by the Contractor. Minimum Frequency of Data Collection: This shall be entered into the HMIS at the time of program entry to record service start date. The service start date should will be set when the program participant is beginning an episode of homelessness at the shelter site.
k. Project Exit Date: Collected for all persons served by the Contractor. Minimum Frequency of Data Collection: This shall be entered into the HMIS at the time of program exit to record service end date. The service end date will be set when a Contractor is aware that the program participant/household has exited the shelter to another level of the Continuum of Care, including permanent housing options, to housing on their own, to other non-CoC destinations, or when the participant has not been served by the program in 60 days.
l. Reason for Leaving: Collected for all persons served by the Contractor. Minimum Frequency of Data Collection: This shall be entered into the HMIS at the time of program exit to document the reason a person or family is leaving the program.
m. Destination: Collected for all persons served by the Contractor. Minimum Frequency of Data Collection: This shall be entered into the HMIS at the time of program exit to document a household's housing situation upon leaving the program.
n. Universal Data Elements (UDE): Collected for all persons served by the Contractor.

i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.
ii. New UDE: Housing Move-in Date - only applies to permanent housing (including Rapid Rehousing and Permanent Supportive Housing)

iii. Minimum Frequency of Data Collection: This element is collected for all household members as an interim review: update when the household physically moves into their permanent housing unit

o. Disabilities Sub-assessment: Collected for all persons served by the Contractor. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, updated as necessary and upon program exit.

p. Monthly Income Sub-assessment: Collected for all persons aged 18 and older as well as youth heads of households.

i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, during the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

ii. Income for minor children (under age 18) is collected under the record for the designated Head of Household. Examples include, SSI, SSDI, Child Support and TANF. The records must be updated if the child turns 18 while enrolled in the program.

q. Non-Cash Benefits Sub-assessment: Collected for the Head of Household only.

i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

ii. Health Insurance Sub-assessment: Collected for all persons served by the Contractor.

iii. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

r. Military Service/Veterans Sub-assessment: Collected for Veterans only.

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.

s. Education questions: Collected for all persons served by the Contractor.

i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

t. Domestic Violence questions: Collected for all persons served by the Contractor.

i. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

A.12.3. CoC Specific Data Elements:

i. Are you engaged with case management: Collected for all Adults and Youth heads of households.

a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

ii. Homelessness Primary Reason: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
iii. Have you ever been in foster care: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
iv. Have you ever resided in an institutional setting: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
v. Sexual Orientation: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
vi. Zip Code of Last Permanent Address: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
vii. Client Contact Information: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These are optional data elements that shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.
viii. Language Access Questions: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.
ix. Commercial Sexual Exploitation / Sex Trafficking Experience: Collected for all Adults and Youth heads of households.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

x. Client Identification Information: Collected for all persons served by the Contractor.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit
xi. Client Education Information: Collected for all persons served by the Contractor.
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, the annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

A.12.4. HMIS Case Planning Requirements

1. The contractor shall develop appropriate case plans as outlined in the HMIS manuals. Case plans shall be based on the household's assessed needs, desires, strengths and resources.
    a. Case plans must include details on household's progress related to each goal as well as the efforts of the provider to support the household in the attainment of the goal such as referrals made and services provided.
2. Case plans Case for the entire household shall be documented in HMIS within the Head of Household's record. Case Plans must be documented in the Case Plans tab and must include goals, goal descriptions, actions steps, target dates, and case notes.
    a. Any staff that will be entering notes into HMIS for a household's case plan must add themselves as a "Case Manager" in HMIS under the Case Manager tab so that their name is attached to any case notes that are entered.
    b. Any case notes entered into the system must be entered under the HMIS Log In credentials of the staff person actually entering the information.
3. Upon request from TCP, the Contractor shall print Case plans from the HMIS and have them signed by both the case manager and the head of household.
4. Goals: Each household must have at least a Case Management goal entered into the HMIS at program entry. If the client declines to engage in case management services, this goal is used to track attempts to engage the household in case management services.
    a. Once the household agrees to engage in case management services their case plan should include, at minimum, a housing goal and an increase/obtain income goal.
    b. Goals must be updated or closed as necessary based on the household's progress.
    c. Goals must be closed when the household exits the program.
5. Case Notes: Case notes must be updated, at minimum, four time per month, per active goal in the case plan.
6. Action Steps: Each goal must contain at least one action step that is in progress. Action steps must be updated or closed whenever a task is completed by the household.
7. Target Dates: Each goal and action step must contain a target date that indicates when the household can be expected to complete the goal and/or action step.
8. Goal Descriptions: Each goal must contain a goal description that includes a brief summary of what achieving each goal entails.

A.12.5. Additional HMIS Data Entry Requirements for Youth Providers

i. Required for clients that enter the program as a single individual and are aged 24 or younger OR are parenting youth and no other adult in the household is over the age of 24. Please note that each youth, unless they are parenting youth, that presents at a program is entered into HMIS individually as their own head of household.

ii. Employment Information: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, annual assessment for Youth enrolled in the program for one year or more without exit, and upon program exit.

iii. Education Status: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

iv. Health Status: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

v. Pregnancy Status: Collected for all Youth (as applicable) served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry, if changes occur during program enrollment, annual assessment for households enrolled in the program for one year or more without exit, and upon program exit.

vi. Youth Referral Source: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.

vii. Youth Child Welfare / Foster Care History: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.

viii. Youth Juvenile Justice System History: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.

ix. Family Critical Issues: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program entry.

x. Youth Commercial Sexual Exploitation / Sex Trafficking Experience: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program exit.

xi. Youth Commercial Labor Sexual Exploitation / Trafficking Experience: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program exit.

xii. Youth Project Completion Status: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program exit.

xiii. Youth Counseling Information: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program exit.

xiv. Youth Safe and Appropriate Exit Information: Collected for all Youth served by the Contractor
    a. Minimum Frequency of Data Collection: These data elements shall be collected at program exit.

A.12.6. CAHP Participation

i. The Contractor will be required to participate in the CAHP System. Participation in the CAHP System means:
   a. Participate in all required training including VI-SPDAT, TAY-VI-SPDAT, and Full SPDAT training.
   b. Conduct the VI-SPDAT, TAY-VI-SPDAT, and Full SPDAT assessment tools with clients as appropriate and as directed and trained by TCP as communicated through CAHP meetings, trainings and the CAHP policies and procedures manual.
   c. Identify an agency CAHP lead who will be the primary contact for all CAHP inquiries.
   d. Ensure accurate CAHP-specific HMIS data entry including but not limited to assignments, unassignments, and move-in dates.
   e. Participate in CAHP matching meetings. Participation in CAHP meetings means designating case management, housing staff, or other staff to attend matching meetings who are knowledgeable of individual client experiences, service needs, and barriers to stability in order to make the most appropriate matches.
   f. Provide a timely response to all CAHP inquiries.
   g. Accept referrals for new clients from CAHP.
   h. Assist in locating clients matched to housing resources via CAHP and facilitate contact and communication between housing providers and clients for the purpose of expediting movement to permanent housing.
   i. Assist clients 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.
   j. Operate according to the Housing First model to the maximum extent practicable.

ii. TCP may provide additional guidance or requirements regarding the Contractor's CAHP role and responsibilities at any time during the contract term. Additional guidance or requirements may or may not be provided in the form of a contract modification.

A.13. Division of Responsibility between TCP and the Department of General Services (DGS):

A.13.1 TCP requires each sub-awardee to use the established electronic work order system under the DHS Building Service Application through Quickbase. This system is used to submit, track, and verify the completion of all repair and maintenance requests submitted as work orders. Sub-awardee may also reach out to TCP Operations by phone and/or email should their repair request require additional clarification before submission. The Quickbase Application System has the following categories for sub-awardee to select when submitting work order requests:

1. Kitchen Appliances

2. Surveillance System
3. Windows
4. Unit Turnover
5. Pest Control
6. Painting and Plaster
7. Door/Locks
8. Electrical
9. Plumbing
10. HVAC
11. Emergency
12. Other

A.13.2 It is important for the sub-awardee to submit the repair request in the correct section. This allows TCP's awardee to be able to dispatch the appropriate technician to make the necessary repairs. TCP Operations has the responsibility of designating which agency has the repair responsibility between TCP and DGS based on the repair type submitted by the sub-awardee. The work order system allows for transparency which provides real time information sharing between the designated Sub-Awardee Staff, TCP, DHS, and TCP's Repair Awardee. The system also allows for comments that can be made by anyone that has access to the system.
A.13.3 For emergency requests, TCP requires all sub-awardees to notify the designated TCP Operations staff member and by calling the emergency hotline number (1-877-341-3702). Based on the nature of the emergency, TCP will dispatch the appropriate MJM awardee and/or notify DHS and DGS should the repair fall under the district's purview. TCP's awardee has the ability to respond to all emergencies regardless of the time of day. Generally, our TCP maintenance awardee will respond to all emergencies within two hours. All non-emergency requests will receive an onsite response within 48 hours. TCP Operations will stay in regular communication regarding the status of the emergency repair until its completion. DHS and the sub-awardee will be kept abreast throughout the repair process. TCP's service call process has adopted an additional procedure at the request of DHS. This component is related to all work orders that require a DGS response. Those work orders would include but aren't limited to:

1. HVAC Repairs
2. Roof Repairs
3. Elevator Outages
4. Generator Maintenance
5. Building Power Outages
6. Water Outages
7. Structural Damages
8. Pest Control Services
9. Ceiling Leaks
10. Boiler Repairs
11. Water Tank Repairs
12. Landscaping

A.13.4 When sub-awardees submit repair requests into the DHS Building Services Application for any of the services above, TCP Operations staff has to then submit said request into DGS' Building Maintenance Tool using the Salesforce Application. So, its important sub-awardees are as detailed as possible when submitting repair requests. DGS would generally need to send an outside awardee to complete repairs. The information you provide in the work order allows them to dispatch the appropriate technician.

Nonstructural Repairs Serviced by TCP	**Structural/Maintenance Repairs Serviced by DGS**
Interior Windows	Exterior Doors
Interior Locks	Power Outages
Interior Painting/Plastering	Water Outages
Dry Wall Repair	Gas Line Repairs (where applicable)
Interior leaks (faucets, toilets, sinks, showers)	Boilers/ Water Heaters
Replace Outlet Covers and Fixtures	Roof Repairs
Replacing Light Bulbs/Fixtures	Exterior Damages
Interior Plumbing	HVAC Repairs
Clogged/Inoperable toilet, shower, and sinks	Elevator Maintenance (where applicable)
Surveillance System Repair	Pest Control Services
Unit Turnover Requests (where applicable)	Generator Repair (where applicable)
Appliance Repair/Replacement	Landscaping

A.14. <u>Eligible Organizations, Conflict of Interest, and Limits on Funding to Primary Religious Organizations</u>

A.14.a. 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 conditions and requirements established by this solicitation are eligible for consideration.

A.14.b. Conflict of Interest:

Bidders must avoid any conflict of interest in carrying out activities funded by this solicitation. The organizational conflict of interest rules found in 23 CFR § 636, Subpart A, including 23 CFR § 636.116, are expected to apply to this procurement. 23 CFR § 636.103 defines an "organizational conflict of interest" as follows:

"Organizational conflict of interest means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the owner, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage."

Consultants and subconsultants who assisted TCP In the preparation of this RFP or supporting documents (including environmental reviews or similar documents) are not allowed to participate on an bidder's team. Bidders must provide information regarding all potential organizational conflicts of interest in their proposals, including all relevant facts concerning any past, present, or currently planned interests that may present an organizational conflict of interest, and as required by 23 CFR 636.116. TCP will determine whether an organizational conflict of interest exists and what actions are necessary to avoid, neutralize, or mitigate such conflict.

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 a successful bidder, 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.

A.14.c. 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:

A. The organization will not discriminate against any employee or bidder for employment on the basis of religion, and will not limit employment or give preference in employment on the basis or religion.
B. The organization will not discriminate against, limit services provided to, or give preference to any person obtaining housing, 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.
C. 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 (such as shelter or a meal) is not allowed under this provision. Allowing a participant to choose to take part in services or meetings offered by the organization as they wish, is allowable.

A.15. Pre-Application Meeting
Persons or Organizations who wish to be considered for funding under this solicitation must register with TCP, in writing, via email at rfp@community-partnership.org .

A.16. Queries and Amendments
Requests for information about this announcement should be addressed in writing to:

De'Sean Young
rfp@community-partnership.org

A.16.a. Informational Visits and/or Phone Inquiries
No informational visits or phone inquiries regarding this solicitation will be allowed. Interested parties may address written questions about this solicitation to rfp@community-partnership.org. Questions will be accepted from the date the solicitation is released until TBD. Written responses will be provided to all registered prospective bidders as an addendum to this solicitation no later than TBD.

A.17. Application Closing Date
Applications must be submitted electronically no later than TBD. Applications received after the closing date and time will not be considered unless they are the only applications received.

A.18. Initial Offers and Negotiations

TCP may negotiate with bidders 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.19. Notification of Eligibility
From the date of notification until the effective date of the award, it shall be the responsibility of the successful bidder 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.20. Retention of Applications
All applications will be retained by TCP and will not be returned to the bidders.

A.21. Protests
Any bidder may file a protest in connection with this solicitation addressed to Fred Swan, Chair of the Board of Directors of TCP, with a copy to Sue Marshall, Executive Director of TCP, 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:

Cornell Chapelle, Board Chair
cc: Fred Swan, Executive Director
The Community Partnership for the Prevention of Homelessness
14 Kennedy St. NW
Washington, DC 20009

A.22. Other

1. TCP reserves the right to make changes to this RFP, based on any clarifications in the regulations, legislative changes, or funding level fluctuations from the Federal and/or District government. Funding for sub-grantees is contingent on continued funding from the District.
2. This RFP does not commit TCP to award grants or sub-grants. TCP reserves the right to accept or reject any or all applications. TCP will notify bidders of the rejected proposals. TCP may suspend or terminate an outstanding RFP pursuant to its own grant making rule(s) or any applicable federal or District regulation or requirement.
3. TCP reserves the right to issue addenda and/or amendments subsequent to the RFP process or to rescind the RFP.
4. TCP shall not be liable for any costs incurred in the preparation of applications in response to RFP. Bidders agree that all costs incurred in developing the application are the bidders' sole responsibility.
5. TCP may conduct pre-award on-site visits to verify information submitted in the application and to determine if proposed facilities are appropriate for the proposed services.
6. TCP may require bidders to enter negotiations and submit a price, technical or other revision of their proposal that may result from negotiations.
7. If there are any conflicts between the terms and conditions of the RFP and any federal or District law or regulation, or any ambiguity related thereby, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the bidder to ensure compliance.

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 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 herein provides instructions regarding the format and required content of the response to this solicitation.

B.4. Confidential/Proprietary Information in Application
Bidders 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.1.a. 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).

C.1.b.1. Prior Experience:
Bidders must indicate relevant experience that demonstrates the ability to successfully manage a contract for the services defined by this solicitation. Include sufficient detail to demonstrate the relevance of this experience to the scope of the program described in your bid. Proposals submitted should include, in this section, descriptions of at least one qualifying relevant experience to include project/client descriptions, costs, start, and completion dates of projects/contracts successfully completed.
Bidders must provide references and supporting data on successful outcomes and service delivery.

Bidders that currently contract or subcontract with TCP, HUD, the Department of Human Services (DHS), or any other District Government Agency, Department or Office must provide the following information:

1. 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).
2. 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.
3. If so, the bidder must provide a detailed explanation.
4. 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, HUD, DHS, or any other District Government Agency, Department, or Office.
5. If so, the bidder must provide detailed explanation.

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

1. 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, HUD, DHS, and/or any other District Government Agency, Department or Office, all contracts and subcontracts and contract owners must be identified).
2. State whether or not it has any unresolved monitoring or compliance findings issued by TCP, HUD, DHS, or any Agency or Department or the Government of the District of Columbia at the time the contract or subcontract ended.
3. If so, the bidder must provide a detailed explanation.
4. State whether or not the contract(s) or subcontract(s) were terminated for default.
5. State whether or not the contract(s) or subcontract(s) were renewable.
6. If so, provide an explanation about why the contract(s) or subcontract(s) were not renewed

C.1.b.2. Past Performance Questionnaire:
In order to validate statements made in proposal, ensure best value source selection, and reduces risk, bidders are required to submit three (3) past performance questionnaires from funding agencies or entities. Questionnaires must be completed by the individual most knowledgeable of the bidder's day-to-day operations and overall quality of the services provided under the referenced contract. Questionnaires must be submitted directly to TCP at rfp@community-partnership.org, by these funding agencies or entities by XXXXXdate. A copy of the past performance questionnaire may be found at Attachment 4.

C.2. Scope of Work and Work Plan
Bidders must propose a scope of work that demonstrates how the proposed programing and services will be provided in accordance with the requirements of this solicitation.

C.3. Staffing Plan
All bidders must provide a staffing plan that addresses to how they will deliver services in a manner that is consistent with the requirements of this solicitation. The staffing plan should include:

- Before Job Placement: Explain the type of training that is provided to the employees prior to placing them on the job assignment;
- On the Job Training (OJT): Provide the duration of the training, what the training consists of, the credentials/qualifications of the instructor, etc.; and
- On-Going Training: Provide any on-going training that your company provides to employees; (i.e. weekly, quarterly, semi-annual training, attendance to seminars, certifications held, etc.).

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C.4. Budget and Budget Narrative
C.4.a. Budget:
Bidders will submit a detailed project budget, using the Excel forms provided with this solicitation. The budget must indicate the total funding required for the project and denote the itemized costs which are being requested. Ensure the budget includes line items for ALL of the minimum required services described in the RFP.

C.4.b. 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.

C.4.c. Audit:

Bidders must submit their most recent Certified Audited Financial Statement.

C.4. Recordkeeping, Program Data Collection, Training and Reporting Requirements

The awardee must develop and maintain a Security Services Assignment Record specific to each facility where it will deliver services, for the purpose of tracking how the awardee adequately staff service sites and meet the standard service level requirements outlined in this RFP and in accordance with the most current industry standards.

Awardee must also maintain a record of all company and individual employee licensing and certifications required under this RFP.

C.6. Monitoring and Evaluation

The awardee 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. Department of Labor Wage Determinations

The successful bidder shall be bound by the Wage Determination No. 2015-4281, revision 34, dated July 8, 2025, issued by the U.S. Department of Labor in accordance with the Service Contract Act, 41 U.S.C. §351 et seq., and incorporated herein. The Awardee shall be bound by the wage rates for the term of the contract subject to revision as stated herein and in accordance with Section 24 of the SCP. If an option is exercised, the Awardee shall be bound by the applicable wage rates at the time of the option. If the option is exercised and the CO obtains a revised wage determination, the revised wage determination is applicable for the option periods, and the Awardee may be entitled to an equitable adjustment.

Labor standards clauses for Federal service contracts exceeding $2,500.

D.1.1 The clauses set forth in the following paragraphs shall be included in full by the contracting agency in every contract entered into by the United States or the District of Columbia, in excess of $2,500, or in an indefinite amount, the principal purpose of which is to furnish services through the use of service employees:

1. Service Contract Act of 1965, as amended: This contract is subject to the Service Contract Act of 1965, as amended (41 U.S.C. 351 *et seq.*) and is subject to the following provisions and to all other applicable provisions of the Act and regulations of the Secretary of Labor issued thereunder, found in **Section 30 of the original contract agreement.**
2. Each service employee employed in the performance of this contract by the awardee or any subawardee shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor or authorized representative, as specified in any wage determination attached to this contract.

44.1

a. If there is such a wage determination attached to this contract, the contracting officer shall require that any class of service employee which is not listed therein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the awardee so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits as are determined pursuant to the procedures in this section.

b. Such conforming procedure shall be initiated by the awardee prior to the performance of contract work by such unlisted class of employee. A written report of the proposed conforming action, including information regarding the agreement or disagreement of the authorized representative of the employees involved or, where there is no authorized representative, the employees themselves, shall be submitted by the awardee to the contracting officer no later than 30 days after such unlisted class of employees performs any contract work. The contracting officer shall review the proposed action and promptly submit a report of the action, together with the agency's recommendation and all pertinent information including the position of the awardee and the employees, to the Wage and Hour Division, U.S. Department of Labor, for review. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the contracting officer within 30 days of receipt that additional time is necessary.

c. The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the contracting officer who shall promptly notify the awardee of the action taken. Each affected employee shall be furnished by the awardee with a written copy of such determination or it shall be posted as a part of the wage determination.

44.2

a. The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination depending on the circumstances.

Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under Federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.

b. In the case of a contract modification, an exercise of an option or extension of an existing contract, or in any other case where a awardee succeeds a contract under which the classification in question was previously conformed pursuant to this section, a new conformed wage rate and fringe benefits may be assigned to such conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the awardee shall advise the contracting officer of the action taken but the other procedures in **section 44.2b** of this section need not be followed.

c. No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.

44.3

a. The wage rate and fringe benefits finally determined pursuant to **section 44.2 a and b** ~~paragraphs (b)(2)(i) and (ii)~~ of this section shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract.

44.4

a. Upon discovery of failure to comply with **section 44.2 through section 44.4** ~~paragraphs (b)(2)(i) through (v)~~ of this section, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be retroactive to the date such class of employees commenced contract work.

b. If, as authorized pursuant to section 4(d) of the Service Contract Act of 1965 as amended, the term of this contract is more than 1 year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees shall be subject to adjustment after 1 year and not less often than once every 2 years, pursuant to wage determinations to be issued by the Wage and Hour Division of the Department of Labor as provided in such Act.

c. The awardee or subawardee may discharge the obligation to furnish fringe benefits specified in the attachment or determined conformably thereto by furnishing any equivalent combinations of bona fide fringe benefits, or by making equivalent or differential payments in cash in accordance with the applicable rules set forth in subpart D of 29 CFR part 4, and not otherwise.

44.5

a. In the absence of a minimum wage attachment for this contract, neither the awardee nor any subawardee under this contract shall pay any person performing work under the contract (regardless of whether they are service employees) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this provision shall relieve the awardee or any subawardee of any other obligation under law or contract for the payment of a higher wage to any employee.

b. If this contract succeeds a contract, subject to the Service Contract Act of 1965 as amended, under which substantially the same services were furnished in the same locality and service employees were paid wages and fringe benefits provided for in a collective bargaining agreement, in the absence of the minimum wage attachment for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the awardee nor any subawardee under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreements, to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No awardee or subawardee under this contract may be relieved of the foregoing obligation unless the limitations of § 4.1b(b) of 29 CFR part 4 apply or unless the Secretary of Labor or his authorized representative finds, after a hearing as provided in § 4.10 of 29 CFR part 4 that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in § 4.11 of 29 CFR part 4, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor awardee's collective bargaining agreement are substantially at variance with those which prevail for services of a character similar in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law Judge, or the Administrative Review Board, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract. 53 Comp. Gen. 401 (1973). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.

44.6

a. The awardee and any subawardee under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of section 2(a)(4) of the Act and of this contract.

44.7

a. The awardee or subawardee shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the awardee or subawardee which are unsanitary or hazardous or dangerous to the health or safety of service employees engaged to furnish these services, and the awardee or subawardee shall comply with the safety and health standards applied under 29 CFR part 1925.

44.8

a. The awardee and each subawardee performing work subject to the Act shall make and maintain for 3 years from the completion of the work records containing the information specified in **Section 44.9a 1 through 6** paragraphs (g)(1)(i) through (vi) of this section for each employee subject to the Act and shall make them available for inspection and transcription by authorized representatives of the Wage and Hour Division of the U.S. Department of Labor:

1. Name and address and social security number of each employee.
2. The correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of fringe benefit payments in lieu thereof, and total daily and weekly compensation of each employee.
3. The number of daily and weekly hours so worked by each employee.
4. Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.
5. A list of monetary wages and fringe benefits for those classes of service employees not included in the wage determination attached to this contract but for which such wage rates or fringe benefits have been determined by the interested parties or by the Administrator or authorized representative pursuant to the labor standards clause in **Section 44.2** paragraph (b) of this section. A copy of the report required by the clause in paragraph **Section 44.2b** (b)(2)(ii) of this section shall be deemed to be such a list.
6. Any list of the predecessor awardee's employees which had been furnished to the awardee pursuant to **Section 44.1** § 4.6(l)(2).

b. The awardee shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division. Failure to make and maintain or to make available such records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce such records, the contracting officer, upon direction of the Department of Labor and notification of the awardee, shall take action to cause suspension of any further payment or advance of funds until such violation ceases.

c. The awardee shall permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.

44.9

a. The awardee shall unconditionally pay to each employee subject to the Act all wages due free and clear and without subsequent deduction (except as otherwise provided by law or Regulations, 29 CFR part 4), rebate, or kickback on any account. Such payments shall be made no later than one pay period following the end of the regular pay period in which such wages were earned or accrued. A pay period under this Act may not be of any duration longer than semi-monthly.

44.10

a. The contracting officer shall withhold or cause to be withheld from the Government prime awardee under this or any other Government contract with the prime awardee such sums as an appropriate official of the Department of Labor requests or such sums as the contracting officer decides may be necessary to pay underpaid employees employed by the awardee or subawardee. In the event of failure to pay any employees subject to the Act all or part of the wages or fringe benefits due under the Act, the agency may, after authorization or by direction of the Department of Labor and written notification to the awardee, take action to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of these clauses relating to the Service Contract Act of 1965, may be grounds for termination of the right to proceed with the contract work. In such event, the Government may enter into other contracts or arrangements for completion of the work, charging the awardee in default with any additional cost.

44.11

a. The awardee agrees to insert these clauses in this section relating to the Service Contract Act of 1965 in all subcontracts subject to the Act. The term *awardee* as used in these clauses in any subcontract, shall be deemed to refer to the subawardee, except in the term *Government prime awardee.*

44.12

a. As used in these clauses, the term *service employee* means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as those terms are defined in part 541 of title 29, Code of Federal Regulations, as of July 30, 1976, and any subsequent revision of those regulations. The term *service employee* includes all such persons regardless of any contractual relationship that may be alleged to exist between a awardee or subawardee and such persons.

b. The following statement is included in contracts pursuant to section 2(a)(5) of the Act and is for *informational purposes only:*

1. The following classes of service employees expected to be employed under the contract with the Government would be subject, if employed by the contracting agency, to the provisions of 5 U.S.C. 5341 or 5 U.S.C. 5332 and would, if so employed, be paid not less than the following rates of wages and fringe benefits:

2. The Employee Class, Wage and Fringe Benefit can be found under the Staffing Requirements and Qualifications section of the contract agreement after Exhibit 1.

44.13

a. If wages to be paid or fringe benefits to be furnished any service employees employed by the Government prime awardee or any sub awardee under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Government prime awardee shall report such fact to the contracting officer, together with full information as to the application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance of the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance, such agreements shall be reported promptly after negotiation thereof.

b. Not less than 10 days prior to completion of any contract being performed at a Federal facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains vacation or other benefit provisions based upon length of service with a awardee (predecessor) or successor (§ 4.173 of Regulations, 29 CFR part 4), the incumbent prime awardee shall furnish to the contracting officer a certified list of the names of all service employees on the awardee's or subawardee's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor awardees of each such service employee. The contracting officer shall turn over such list to the successor awardee at the commencement of the succeeding contract.

44.14

a. Rulings and interpretations of the Service Contract Act of 1965, as amended, are contained in Regulations, 29 CFR part 4.

44.15

a. By entering into this contract, the awardee (and officials thereof) certifies that neither it (nor he or she) nor any person or firm who has a substantial interest in the awardee's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed pursuant to section 5 of the Act.
b. No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract pursuant to section 5 of the Act.
c. The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.

44.16

a. Notwithstanding any of the clauses in **Sections 44.2 through 44.15** paragraphs (b) through (m) of this section relating to the Service Contract Act of 1965, the following employees may be employed in accordance with the following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to section 4(b) of the Act prior to its amendment by Public Law 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business:
   1. Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical, or mental deficiency or injury may be employed at wages lower than the minimum wages otherwise required

by section 2(a)(1) or 2(b)(1) of the Service Contract Act without diminishing any fringe benefits or cash payments in lieu thereof required under section 2(a)(2) of that Act, in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, handicapped persons, and handicapped clients of sheltered workshops under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR parts 520, 521, 524, and 525).

2. The Administrator will issue certificates under the Service Contract Act for the employment of apprentices, student-learners, handicapped persons, or handicapped clients of sheltered workshops not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two acts, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR parts 520, 521, 524, and 525).
3. The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in parts 525 and 528 of title 29 of the Code of Federal Regulations.

44.17

a. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program registered with a State Apprenticeship Agency which is recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Bureau of Apprenticeship and Training, Employment and Training Administration, U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the awardee as to his entire work force under the registered program.

44.18

a. Where an employee engaged in an occupation in which he or she customarily and regularly receives more than $30 a month in tips, the amount of tips received by the employee may be credited by the employer against the minimum wage required by Section 2(a)(1) or 2(b)(1) of the Act to the extent permitted by section 3(m) of the Fair Labor Standards Act and Regulations, 29 CFR part 531. To utilize this proviso:

1. The employer must inform tipped employees about this tip credit allowance before the credit is utilized;
2. The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received);
3. The employer must be able to show by records that the employee receives at least the applicable Service Contract Act minimum wage through the combination of direct wages and tip credit;
4. The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of section 4(c) of the Act.

44.19

a. *Disputes concerning labor standards.* Disputes arising out of the labor standards provisions of this contract shall not be subject to the general disputes clause of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR parts 4, 6, and 8. Disputes within the meaning of this clause include disputes between the awardee (or any of its sub awardees) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

a. *(The information collection, recordkeeping, and reporting requirements contained in this section have been approved by the Office of Management and Budget under the following numbers:*

Paragraph	OMB Control No.
(b)(2)(i)-(iv)	1235-0007

(e)	1235-0007
(g)(1)(i)-(iv)	1235-0007 1235-0018
(g)(1)(v)-(vi)	1235-0007
(l)(1), (2)	1235-0007
(q)(3)	1235-0007

[48 FR 49762, Oct. 27, 1983; 48 FR 50529, Nov. 2, 1983, as amended at 61 FR 68663, Dec. 30, 1996; 82 FR 2224, Jan. 9, 2017]

D.2. Audits

The successful bidder 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/DHS may have the bidder'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 bidders 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 Bidder must provide in its responses to this solicitation a copy of its most recent financial audit.

D.2. Insurance

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

1. **Commercial General Liability Insurance ("CGL")** - The successful bidder shall provide evidence satisfactory to TCP with respect to the services performed that it carries a CGL policy, written on an occurrence (not claims-made) basis, on Insurance Services Office, Inc. ("ISO") form CG 00 01 04 13 (or another occurrence-based form with coverage at least as broad and approved by TCP in writing), covering liability for all ongoing and completed operations of the awardee claims for bodily injury, including without limitation sickness, disease or death and mental anguish of any persons, broad form property damage, including loss of use resulting therefrom, personal and advertising injury, and including coverage for liability arising out of an Insured Contract (including the tort liability of another assumed in a contract) and acts of terrorism (whether caused by a foreign or domestic source). Such coverage shall have limits of liability of not less than $1,000,000 for each occurrence, a $2,000,000 general aggregate.

   The Commercial General Liability shall be further endorsed to:
   a) To the fullest extent permitted by law, provide additional insured coverage using ISO form CG 2015 0413 (or it's equivalent) to The Government of the District of Columbia
   b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis with respect to any other insurance, deductibles, or self-insurance available to the additional insureds
   c) A waiver of subrogation in favor of The Government of the District of Columbia
   d) Any Annual Aggregate shall apply on a per location or per project basis (where applicable)
   e) Defense costs shall be in addition to and not erode the limits of liability

2. **Automobile Liability Insurance -** The successful bidder shall provide evidence satisfactory to TCP of commercial (business) automobile liability insurance written on ISO form CA 00 01 10 13 (or another form with coverage at least as broad and approved by TCP in writing) including coverage for all owned, hired, borrowed and non-owned

vehicles and equipment used by the successful bidder in connection with work under this agreement, with a minimum combined single limit of $1,000,000 for bodily injury or death and property damage, including loss of use thereof. Such policy or policies of automobile liability insurance shall be written on an "occurrence" (as opposed to a "claims made") basis.

Auto Physical Damage Coverage - The Awardee shall provide auto physical damage insurance to cover "loss" to a covered "auto" or its equipment:

a) Comprehensive - Fire, lightning or explosion; theft; windstorm, hail or earthquake; flood; mischief or vandalism; or the sinking, burning, collision or derailment of any conveyance transporting the covered "auto".
b) Collision Coverage - Caused by: The covered "auto's" collision with another object or the covered "auto's" overturn.

The Commercial Auto Liability policy shall be further endorsed to:

a) To the fullest extent permitted by law, provide additional insured coverage to The Government of the District of Columbia;
b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis with respect to any other insurance, deductibles, or self-insurance available to the additional insureds;
c) A waiver of subrogation in favor of The Government of the District of Columbia;
d) Defense costs shall be in addition to and not erode the limits of liability;
e) If applicable, include Form CA 99 48 03 06 Pollution Liability - Broadened Coverage for Covered Autos - Business Auto, Motor Carrier and Truckers (or it's equivalent).

3. **Workers' Compensation Insurance** - The successful bidder shall provide evidence satisfactory to TCP of Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

4. **Employer's Liability Insurance** - The successful bidder shall provide evidence satisfactory to TCP of employer's liability insurance as follows: $500,000 per accident for injury; $500,000 per employee for disease; and $500,000 for policy disease limit.

   The Worker's Compensation and Employer's Liability shall be further endorsed to:

   a) Include a Waiver of Subrogation in favor of The Government of the District of Columbia.
   b) Where applicable, include the United States Longshore and Harbor Workers Compensation Act (USL&H)
   c) Where applicable, include Jones Act Coverage for seamen or crew members on an "if any" basis.

5. **Network Security/Privacy (Cyber) Liability Insurance** covering acts, errors, omissions, breach of contract, and violation of any consumer protection laws arising out of the successful bidder's operations or services with a limit of $5,000,000 per claim and in the aggregate. Such coverage shall include but not be limited to, third-party and first-party coverage for loss or disclosure of any data, including personally identifiable information and payment card information, network security failure, violation of any consumer protection laws, unauthorized access and/or use or other intrusions, infringement of any intellectual property rights (except patent), unintentional breach of contract, negligence or breach of duty to use reasonable care, breach of any duty of confidentiality, invasion of privacy, or violations of any other legal protections for personal information, defamation, libel, slander, commercial disparagement, the negligent transmission of computer virus, or use of computer networks in connection with denial of service attacks. Such coverage shall include regulatory defense and fines/penalties in any jurisdiction anywhere in the world. Such coverage shall include contractual privacy coverage for data breach response and crisis management costs that would be incurred by the successful bidder on behalf of The Government of the District of

Columbia in the event of a data breach including legal and forensic expenses, notification costs, credit monitoring costs, and costs to operate a call center. The successful bidder shall maintain coverage in force during the term of this Agreement and for an extended reporting period of not less than two years after.

6. **Professional Liability Insurance (Errors & Omissions)** - The successful bidder shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Contract. The policy shall provide limits of $1,000,000 per claim or per occurrence for each wrongful act and $2,000,000 annual aggregate. The Awardee warrants that any applicable retroactive date precedes the date the successful bidder first performed any professional services for the Government of the District of Columbia and that continuous coverage will be maintained or an extended reporting period will be exercised for a period of at least ten years after the completion of the professional services. Limits may not be shared with other lines of coverage.

7. **Commercial Umbrella or Excess Liability** - The successful bidder shall provide evidence satisfactory to TCP of commercial umbrella or excess liability insurance with minimum limits of $3,000,000 per occurrence and $3,000,000 in the annual aggregate, following the form and in excess of all liability policies. All liability coverages must be scheduled under the umbrella and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance, or reinsurance maintained by The Government of the District of Columbia, and the “other insurance” provision must be amended in accordance with this requirement and principles of vertical exhaustion.

8. **Environmental Liability/Awardees Pollution Liability Insurance** - The successful bidder shall provide evidence satisfactory to TCP of environmental liability insurance covering losses caused by pollution or other hazardous conditions arising from ongoing or completed operations of the successful bidder. Such insurance shall apply to bodily injury, property damage (including loss of use of damaged property or of property that has been physically injured), clean-up costs, transit, and non-owned disposal sites. Coverage shall extend to defense costs and expenses incurred in the investigation, civil fines, penalties, and damages or settlements. There shall be neither an exclusion nor a sublimit for mold or fungus-related claims. The minimum limits required under this paragraph shall be $2,000,000 per occurrence and $2,000,000 in the annual aggregate. If such coverage is written on a claims made basis, the successful bidder warrants that any retroactive date applicable to coverages under the policy precedes the successful bidder’s performance of any work under the contract and that continuous completed operations coverage will be maintained for at least ten years or an extended reporting period shall be purchased for no less than ten years after completion.

   The successful bidder also must furnish to TCP Owner certificates of insurance evidencing environmental liability insurance maintained by third-party transportation and disposal site operators(s) used by the successful bidder for losses arising from the facility(ies) accepting, storing, or disposing of hazardous materials or other waste as a result of the successful bidder’s operations. Such coverages must be maintained with limits of at least the amounts set forth above.

   The Environmental Liability policy shall be further endorsed to include The Government of the District of Columbia as an Additional Insured.

9. **Employment Practices Liability** - The successful bidder shall provide evidence satisfactory to TCP with respect to the operations performed to cover the defense of claims arising from employment-related wrongful acts including but not limited to Discrimination, Sexual Harassment, Wrongful Termination, Workplace Torts, "Bullying" in "any location" and "by any means," including the Internet, whether between employees of the awardee or against third parties. Employment Practices Liability coverage must specifically state Third Party Liability coverage is included. The successful bidder will indemnify and defend The Government of the District of Columbia should it be named co-defendant or be subject to or party to any claim. Coverage shall also extend to Temporary Help Firms and

Independent Awardees hired by successful bidder. The policy shall provide limits of not less than $1,000,000 for each wrongful act and $2,000,000 annual aggregate for each wrongful act.

10. **Sexual/Physical Abuse & Molestation** - The successful bidder shall provide evidence satisfactory to TCP with respect to the services performed that it carries $1,000,000 per occurrence limits; and $2,000,000 aggregate of affirmative abuse and molestation liability coverage. Coverage should include physical abuse, such as sexual or other bodily harm, and non-physical abuse, such as verbal, emotional, or mental abuse; any actual, threatened, or alleged act; errors, omission, or misconduct. This insurance requirement will be considered met if the general liability insurance includes an affirmative sexual abuse and molestation endorsement for the required amounts or through a separate stand-alone sexual abuse and molestation policy with confirmation there are no exclusions for abuse or assault & battery under the General Liability. So-called “silent” coverage or “shared” limits under a commercial general liability or professional liability policy will not be acceptable. Limits may not be shared with other lines of coverage. The applicable policy may need to be submitted to the ORM for compliance review.

SECURITY GUARDS (ARMED AND UNARMED)

General & Professional Liability – The successful bidder shall provide evidence satisfactory to TCP with respect to the services performed that it carries $1,000,000 per occurrence limits; $2,000,000 aggregate for unarmed and $1,000,000 per occurrence limits; $4,000,000 aggregate for armed of Security Guard Liability coverage for both armed and unarmed security officers. This insurance requirement generally presents as a packaged insurance program that includes the General Liability and Professional Liability coverages. However, the requirement is deemed satisfied even as separate insurance policies.

a. Assault and Battery – coverage for injury to third parties. Assault is defined as “an act that threatens physical harm to a person.” Battery is defined as “the crime of unconsented physical contact with another person.”
b. Errors & Omission Endorsement – coverage for committing an error or omission in performance of professional duties;
c. Lost Key – coverage for claims arising out of property damage due to loss arising out of the loss of a customer’s keys by an insured. Covers only the actual cost of the keys, the adjustment of locks to accept new keys, or the cost of purchasing and installing new locks. Does not apply to loss arising out of a variety of dishonest acts committed by any insured.
d. Care, Custody, Control (CCC) – coverage for property damage of third parties when in physical possession of the insured; any party with a legal obligation to exercise care with respect to property that has been deemed to have that property in its CCC
e. Personal Injury – coverage for false arrest, detention, or imprisonment; malicious prosecution; wrongful eviction; slander; libel; and invasion of privacy

D.3. Compliance with Tax Obligations

Prior to receipt of a contract as a result of this solicitation, a successful bidder 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 115 points is possible plus 20 bonus points. Only applicants who score at least 85 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 (15 points)
B. Scope of Work & Work Plan (35 points)
B. Staffing Plan (35 points)
C. Budget (15 points)
D. Trauma Informed Care Plan (15 points)

E.3 Bonus Points (20 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 (10 points).
B. Applicants may receive bonus points based on their ability to demonstrate that they are certified SBEs (10 points).

SECTION F: INSTRUCTIONS FOR APPLICAITION AND FORMAT FOR RESPONDING TO TCP SOLICITATION 1-2026

These instructions contain the required content and format for agencies to submit an application for funding under **SOLICITATION TCP 1-2026.** Bidders 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 bidder. Right-justified - page number out of total pages. (ex. Page 1 of 3)
- Narrative may not exceed 20 pages (this limitation does not include attachments such as documentation of leveraged resources, reference letters, budget forms, etc.).

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

1. Date the application is submitted to TCP.
2. Name and business address of the organization(s); include both the full legal name of the organization and its commonly used name, if different.
3. Provide phone number and facsimile number (if any) of the organization applying.
4. Provide contact person of the organization applying, include their phone number.
5. State the total annual budget of the organization(s) and fiscal year used for accounting.
6. 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.
7. State the total funding requested by this application.
8. Include the organization's Federal tax identification (EIN) number.
9. At the end of this section provide a signature of the person in the organization with authority to contract.

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 Nonconforming Clients

Attachments:
1. Budget Forms
2. Capacity by Program Site
3. Contract Deliverables
4. Past Performance Questionnaire