Addendum 1

State of Connecticut
Department of Social Services
Social Services Block Grant
Case Management Services
Request for Proposals

The State of Connecticut Department of Social Services is issuing **Addendum 1** to the **Social Services Block Grant Case Management Services Request for Proposals 06/11/15.**

Addendum 1 contains:

1. Update to Section I. General Information C.3. Procurement Schedule;
2. Revision of Section I. D. 4. Executive Summary;
3. Correction of page 27, Section III.C.2.0 Scope of Service maximum page limitation;
4. Revision to Section III.C.5.0. a. Subcontractor Profile form (embedded as a hyperlink);
5. Revision of Section III. D.1. Financial Requirements;
6. Clarification of the procurement phrase "catchment area"; and
7. Questions submitted by interested parties and the official responses.

These responses shall amend or clarify the requirements of the RFP. In the event that a response does not sufficiently clarify a question submitted, please forward that question and response to crystal.redding@ct.gov by **July 13, 2015, 2:00 pm**.

In the event of an inconsistency between information provided in the RFP and information in these responses, the information in these responses shall control.

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1. **Procurement Schedule Update:**

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

- RFP Released: June 10, 2015
- Deadline for Questions: June 25, 2015, 2:00 p.m.
- Answers Released (tentative): July ~~02,~~ **08**, 2015
- ***MANDATORY*** Letter of Intent Due: July ~~09~~, **13**, 2015, 2:00 p.m.
- Proposals Due: July 30, 2015, 2:00 p.m.
- (*) Start of Contract: ~~August 15, 2015~~ **To Be Determined**

2. **Section I.D.4. Executive Summary Revision:**

The Executive Summary must not exceed two (2) pages per organization proposed to provide direct SSBG and SSBG/TANF Counseling (Therapeutic) Services to clients. The Executive Summary shall include the eligibility and qualifications of all organizations proposed to provide direct SSBG and SSBG/TANF Counseling (Therapeutic) Services to clients and the legal address of the respondent's/fiduciary agent's administrative office in Connecticut. **If the fiduciary agent does not have direct client service experience,**

then please describe your abilities to carry out the responsibilities of the fiduciary agent as described in Section III.C. Main Proposal of the procurement.

3. **Correction of page 28, Section III.C.2.0 Scope of Service maximum page limitation:**

   Maximum Page Limitation= ~~Twenty~~ **Twenty-five** (25) Pages

4. **Section III.C.5.0.a. Subcontractor Profile Form Revision:**

   A **Subcontractor Profile** (revised) for each proposed subcontractor, which is embedded in this section as a hyperlink, shall be included in Section IV.G. Appendices, as Appendix 8.

5. **Section I.D.4. Section III. D.1. Financial Requirements Revision:**

   To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's ~~and each proposed subcontractor's~~ fiscal stability, accounting and financial reporting systems, and relevant business practices. **The Respondent's proposal shall address items (a) Audited Financial Statements through (f) Mixed funding.**

   The financial requirements of the proposed subcontractors are (e) Mixed Funding-Staff and (f) Mixed Funding – Clients.

6. **'Catchment Area' Phrase Clarification:**

   Although the Department is requesting a statewide response to the SSBG services, the Department acknowledges that all towns/municipalities will require the same level of services. A responsive proposal will identify the specific towns/cities to provide the Case Management services. Describe your regional approach/extension to all cities and towns to deliver statewide services.

7. **Questions and Official Responses:**

   1. **Question:**

      In reading the case management RFP, it indicates a statewide service provider and later indicates that we would identify the cities and towns where programming would take place. I also see 1 award. Can you clarify? Is DSS looking for a single agency to manage all of the case management services statewide? And then to subcontract to other entities in specific towns?

      Response:

      The Department of Social Services is seeking one entity and/or entities (fiduciary agency plus subcontractors) to provide statewide case management services to Connecticut's vulnerable population. A responsive proposal shall clearly state whether it is one entity or one entity (fiduciary agent) with subcontractors and identify towns/cities(s) where services shall be provided to demonstrate statewide coverage. In SSBG_CM_RFP_061115, Section1.B, the Department provides

abbreviations/acronyms/definitions to assist potential respondents with understanding terminology. Examples of such terms are as follows:

Fiduciary Agent	The lead organization for a proposed SSBG-funded program, which will act as respondent and contractor, and which will assume primary responsibility for the success of the program
Respondent	A private 501(c)(3) nonprofit provider organization or municipality that has submitted a proposal to the Department in response to this RFP
Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP.

On page 24, Section III.C of the initial issuance of the RFP, it states:

"Contractor responsibilities as fiduciary agent"

The SSBG-funded program must be led by a qualified organization, which will act as respondent, contractor, and fiduciary agent, and which will assume primary responsibility for the success of the program. SSBG and SSBG/TANF funds may be utilized for expenditures associated with an identified staff position to be responsible for contract compliance by subcontractors. The resultant contractor shall be responsible for ensuring that the delivery system for contracted SSBG and SSBG/TANF services is organized to meet the Department's requirements.

Finally, on page 28, Section III.C of the initial issuance of the RFP, it states,

Service Delivery Area. Identify the cities and towns where the SSBG and SSBG/TANF case management services identified in Section III.B.3. Program Policies and Guidance above, will be provided for state-wide service delivery.

2. **Question:**

I am writing in regards to the recently posted requests for proposals to provide Social Services Block Grant Case Management, Counseling, Family Planning, and Legal Services. Would you be able to tell me who the current providers of these services are for the Stamford/Norwalk area?

Response:

The four (4) competitive procurements identify four (4) separate categories. The current providers for the Greater Stamford/Norwalk catchment area for each category are as follows:

- Case Management: FSW, Inc.; City of Stamford; and Senior Services Coordinating Council
- Counseling: FSW, Inc.
- Legal Services: Connecticut Legal Services

- Family Planning: Planned Parenthood of Southern New England

To review the actual contract language and corresponding subcontractors, please utilize the Department's contract page, Contracts – (SBG) Social Services Block Grant or click on the following link: http://www.ct.gov/dss/cwp/view.asp?a=2345&q=539106

3. **Question:**

   Is the State looking for only one contract for the whole state (see page 3)? I am confused about the SSGB Case Management RFP.

   Response:

   See the Department's response to Question 1 above.

4. **Question:**

   We note that the state will be moving to have one statewide contract rather than directly contract with existing providers of Case Management and Counseling Services. Is the state's expectation that the selected contractor will continue working with the current providers of these services?

   Response:

   See the Department's response to Question 1 above. It is the prospective respondent's responsibility to submit a proposal to that is responsive. The Department will not require an entity to contract with an entity that is not identified in their proposal.

5. **Question:**

   Noting that the RFP for Case Management cites the current number of clients served at approximately 54,000 with approximately $1.9 million available to provide case management services for an average of $35 per client per year, does the state expect that the SSBG funding will supplement existing funding sources for case management? (A similar situation exists for counseling services, with SSBG funds totaling approximately $280,000 to serve 21,000 annually, for a rate of $13 per client per year).

   Response:

   The Department is requesting that prospective respondents submit proposals for each category based upon RFP requirements. The majority of current SSBG contractors utilized a combination of SSBG funding and supplemental funding that aligns with SSBG services to support the SSBG goals and service delivery model. The Section III.D. Cost Proposal provides the prospective respondent with the opportunity to delineate it the proposal is solely funded or mixed funded. It is the respondent's responsibility and prerogative to submit a proposal that states that SSBG funds will support the respective category at 100% or that services will be provided through a combination of multiple sources.

6. **Question:**

If the state does not expect the selected contractor to necessarily subcontract with the current providers, does the state expect that the contractor will detail how it will ensure appropriate access to this funding source throughout all regions of the state, and have the contractor detail the current number of case management and counseling clients served by the contractor's proposed subcontractors?

Response:

See Department response to Case Management Questions 1, 3 and 4 above.

7. **Question:**

Although answers to the questions for this RFP are due to be released on 7/2 and the Mandatory Letter of Intent is not due until 7/9, would the state be willing to provide the contact details of all Letter of Intent submissions following the 7/9 deadline with as much advance notification possible prior to the 7/30 deadline for final submission?

Response:

Upon the close of the LOI deadline the Department shall determine if it will post the prospective respondent's names through an addendum no later than July 14, 2015.

8. **Question:**

Can primary subcontractors provide regional services by contracting with other agencies (secondary subcontractors)?

Response:
The Department does not acknowledge or understand the terms "primary" or "secondary" subcontractor. In Section 1.B, a subcontractor is defined as, ..

Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP.

If the respondent is proposing to utilize subcontractors, it is the respondent's responsibility to ensure Section III.C. Main Proposal, Subcontractor section is fully addressed, as well as any other section of the proposal that describes the activities that the subcontractor shall be providing to support the SSBG category.

9. **Question:**

Can municipalities/organizations be listed as proposed subcontractors on multiple applications under the Case Management category?

Response:

Yes.

10. **Question:**

Will you publish a list of Fiscal Agents applying under this RFP in advance of the deadline? How can potential subcontractors know who to approach to be included in applications?

Response:

See the Department's response to Question No. 7.

11. **Question:**

Is there a page limit to the proposal?

Response:

Please refer to the following section of the RFP:

- Section III.C. on pages 26 – 34 of the original RFP identifies specific "maximum page limitations for the applicable sections The specific area identify page limitations by topics. If not expressly stated, then no page limitation exists for that particular section.

12. **Question:**

What is the target number of individuals to be served by this program and funding allocation?

Response:

The above question must be addressed by the prospective respondent in the submission of their response to the RFP, as any specific information could give an entity an unfair advantage in the submission of a competitive and responsive proposal. The Department identified minimum qualifications for organizations because experience with the target population would assist with the identification of the target population and proposed budget to serve the target population.

Section III.D.2.0(d) Scope of Service Requirement, Target Population states, "***Target Population***. The population to be served is "vulnerable or at-risk" individuals and families, as defined in Section III.B.3.a.iii. Target Population above. Identify the number of anticipated individuals and/or families that will be served on a quarterly basis for SSBG and SSBG/TANF Case Management Services as identified in Section III.B.2. Service Description above. Describe in detail how the respondent will target and prioritize those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and the elderly). Describe whether the respondent would target any specific subpopulation(s) within the "vulnerable or at-risk" population and explain why." Also, the RFP identifies the maximum available funding on page 3 of the original RFP. The Prospective Respondent should review Section III.D Cost Proposal to address the funding allocation.

13. **Question:**

If the numbers served by case management services in 2014 (53,915) are similar to expected numbers served in 2015 under this grant, then the grant allocation only allots $35/client. How does the Department envision providing this level of services at this reimbursement level?

Response:

The Department refers the proposed respondent to the Department's response to Question 12. The Department provided the number of clients served for FFY 2014 for informational purposes. The services purchased during FFY 2014 were not a statewide service delivery system and thus the proposed respondent should refer the Department's expectations and submit a responsive proposal. To access "Contracts - (SBG) Social Services Block Grant" please click on this link: http://www.ct.gov/dss/cwp/view.asp?a=2345&q=539106. The listing includes case management, counseling, family planning and legal services contracts.

14. **Question:**

What was the funding level in 2014 to support the 53,915 people with case management services?

Response:

The funding level for FFY 2014 was $1,707,966.00. Please note that all Department contracts are based upon the availability of funding and thus awarded allocations can be impacted by the federal budget, state budget, federal sequestration, state rescissions, etc.

15. **Question:**

Can you define what kind of services would constitute being included in the count of those receiving case management in 2014? Would phone support be included in that number? Is this an unduplicated count? Is it including all members of a family if one family member received support?

Response:

The Department refers the prospective to the RFP and the described services identified in the procurement. Section III.B provides a program description, service description and program policies and guidance. A responsive proposal should review this information and submit a proposal accordingly.

16. **Question:**

Is this funding supplementing SSBG dollars used in existing programs? Or is the Department planning to pull SSBG Case Management dollars currently funding services to fund this new model.

Response:

The Department does not understand the proposed question. The Department does not view competitive procurement as pulling SSBG Case Management dollars currently funding services to fund this new model. The current contracts expire September 30, 2015 and the Department will competitively procure services to obtain efficiencies and effectiveness. The Department stated its intention to competitively procurement these monies in its Social Services Block Grant Allocation Plan for FFY 2012 to comply with Connecticut General Statute 4-70b. Unfortunately due to multiple constraints, the Department's intent to procurement SSBG case management, as well as counseling, family planning and legal could not be realized until this fiscal year; however each subsequent year the SSBG Annual Allocation Plan stated the Department's intent to competitively procure these resources. The Department advised current SSBG case management providers of its intention to procure SSBG case management in June 2015. Also, it should be noted that the Department advised SSBG contractors of its intent to competitively procure these resources on a number of occasions such as the following:

- December 13, 2011 letter;
- SSBG procurement meeting held on April 27, 2012;
- November 20, 2013 letter; and
  June 8, 2015 letter.

17. **Question:**

    Is the chosen contractor expected to subcontract with entities that are currently providing services through SSBG Case Management resources to continue those existing services?

    Response:

    See the Department's response to Question 4, 8 and 9.

18. **Question:**

    What is the plan for services currently funded through SSBG Case Management resources?

    Response:

    Current services expire 9/30/15 and Department program staff are currently finalizing close-out and transition activities. The Department is choosing not to renew current contracts for FFY 2016 and shall enter into contract with the successful respondent as a result of the procurement.

19. **Question:**

    Will the Department publish the list of all entities who submit letters of intent?

    Response:

    See the Department's response to Question 7.

20. **Question:**

Can the Department provide information about the current use of the program by geographic area and types and levels of services provided?

Response:

No. Unfortunately the services were not provided by a regional or town service delivery model. The Department refers you to its SSBG Contract page listing to review the contract language specific to types of services, program location, etc. To access "Contracts - (SBG) Social Services Block Grant" please click on this link: http://www.ct.gov/dss/cwp/view.asp?a=2345&q=539106. The listing includes case management, counseling, family planning and legal services contracts.

21. **Question:**

Is there an expectation that this program be provided as an office based, telephone support and/or community or home based program?

Response:

See the Department's response to Question 15.

22. **Question:**

Are there expectations for staff credentials other than the FDC Program?

Response:

The Department refers the prospective respondent to page 31, Section IIII.3.0 – Staffing Requirements.

23. **Question:**

What are the expectations for outcomes?

Response:

The Department refers the prospective respondent to the Page 19 – 20, Section III.B Social Services Block Grant (SSBG) Program Overview, which identifies, goals, category of services, service delivery system, primary goals, etc. A responsive proposal shall address these items in Section III.C – Main Proposal, pages 24- 36.

24. **Question:**

Please clarify p. 1, under Qualifications, regarding the experience needed by the Lead Contractor. This section reads that the entity must have experience providing CASE Management Services and are currently provide Case Management services. Does the respondent have to be a direct provider of Case Management or can they meet the experience criteria through its subcontractors?

Response:

The actual sentence on page 1 of the Procurement notice states, Qualifications: Organizations proposing to provide SSBG and SSBG/TANF Case Management Services to clients must, at a minimum, meet the following qualifications: …" The key language was "**services to clients**". This being a statewide contract, the Department understood that possible fiduciary agents might submit proposals with multiple subcontractors and placed language in the procurement to address this possible occurrence. Subcontractors providing case management services to clients must meet the minimum qualifications. It is the prospective respondent's responsibility to ensure that their Executive Summary address the distinction between direct service delivery and fiduciary responsibilities.

The Department requests that you read further into the procurement document, specifically page 24

> ***"Contractor responsibilities as fiduciary agent***
> The SSBG-funded program must be led by a qualified organization, which will act as respondent, contractor, and fiduciary agent, and which will assume primary responsibility for the success of the program. SSBG and SSBG/TANF funds may be utilized for expenditures associated with an identified staff position to be responsible for contract compliance by subcontractors. The resultant contractor shall be responsible for ensuring that the delivery system for contracted SSBG and SSBG/TANF services is organized to meet the Department's requirements. The resultant contractor's responsibilities as fiduciary agent shall include but not be limited to the following:
>
> a. Developing and implementing a system to coordinate and deliver the required SSBG and SSBG/TANF services in order to fill gaps in necessary supports, complement existing services, and transform the response system for vulnerable and at-risk individuals and families residing in the state.
> b. Subcontracting with community partners to provide the required SSBG and SSBG/TANF services.
> c. Identifying a staff position to be responsible for contract compliance by subcontractors. SSBG and SSBG/TANF funds may be utilized for expenditures associated with this position.
> d. Serving as a fiscal conduit for SSGB and SSBG/TANF funds including but not limited to issuing payments to subcontractors in a timely manner.
> e. Managing the service delivery system and analyzing performance.
> f. Ensuring collection and submission of required data."

25. **Question:**

Please clarify and explain what is meant by "Maximum Funding Available Per Year pending availability of funding: COLA-$85,063.00" on p. 3, 4. Contract Offers, in the table. Is the total COLA amount of $85,063.00 applied in each year (years 2 and 3) of the contract period or is that COLA amount the total that is to be added in years 2 and 3? Meaning, the amount would be divided between those two years for an amount of $42,531.50?

Response:

The amounts identified under the maximum funding available are an annual amount for each federal fiscal year (October 1, - September 30). Thus the estimated available monies shall not exceed **$1,903,572.00** annually. Please note that $27,636.00 is identified for start-up activities. The total potential monies available for the proposed contract term of 3 years and 1.5 months is as follow:

term	amount	purpose
August 15, 2015 - September 30, 2015	$ 27,636.00	start-up costs (one-time)
October 1, 2015 - September 30, 2016	$1,903,572.00	SSBG Case Management
October 1, 2016 - September 30, 2017	$1,903,572.00	SSBG Case Management
October 1, 2017 - September 30, 2018	$1,903,572.00	SSBG Case Management
Total	$5,738,352.00	

26. **Question:**

P. 7, under Section C., 6, "Proposal Due Date and Time," states, "Faxed or e-mailed proposals will not be evaluated." However, p. 10 states, "An acceptable submission must include the following: Respondents shall also provide one (1) electronic copy via e-mail to the Official Contact with SSBG_CM_RFP 6/11/2015 Main Proposal in the subject line. Respondents shall also provide one (1) electronic copy via e-mail to the Official Contact with SSBG_CM_RFP 6/11/2015 Cost Proposal in the subject line." Does the main proposal and cost proposal have to be submitted via email? If so, how will this be possible given the large file size of the main proposal and cost proposal?

Response:

The Department apologizes for the confusion. Page 7, is stating that an e-mailed or faxed submission will not be evaluated as a stand-alone submission. Page 9 – 10, Section I.D.8 "**Packaging and Labeling Requirements. THIS RFP SHALL BE SUBMITTED IN TWO SEPARATE AND DISTINCT SEALED PACKAGES OR BOXES**." The Department also defines what an acceptable submission, which includes the following for SSBG CM 6/11/2015 RFP Main Proposal and SSBG CM 6/11/2015 RFP Cost Proposal:

Main Proposal:

- One (1) original of the **Main Proposal**
- Three hard copies of **Main Proposal**
- One (1) disk, (no flash drive) of **Main Proposal**
- **Respondents shall also provide one (1) electronic copy via e-mail** to the Official Contact with SSBG_CM_RFP 6/11/2015 Main Proposal in the subject line.

Cost Proposal:

- One (1) original of the Cost Proposal
- Three (3) hard copies of the Cost Proposal
- One (1) disk, (no flash drive) of the Cost Proposal
- **Respondents shall also provide one (1) electronic copy via e-mail** to the Official Contact with SSBG_CM_RFP 6/11/2015 Cost Proposal in the subject line.

27. **Question:**

Do the lead contractor and its subcontractors have to address all of the target populations listed on p. 22, Section 3. Policies and Procedures iii. (a-i)?

Response:

No; however, the prospective respondent does not have to address all of the populations targeted for SSBG funds. On page 22, it states, "Vulnerable or at risk individuals and families are those that exhibit one **or** more of the following conditions."

28. **Question:**

Can the Department provide a demographic breakdown of the 53,915 clients referenced on p. 23 who received case management services in FY 2014? (i.e. Race, Age, Gender, etc…)

Response:

The Department reports the following information to HHS on an annual basis….

Service Supported with SSBG Expenditures		Children	Adults			Total Adults	Total
			Adults Age 59 Years & Younger	Adults Age 60 Years & Older	Adults of Unknown Age		
2	Case Management	6,642	39,733	7,451	89	47,273	53,915

29. **Question:**

P. 28 at the very top states, "2.0 Scope of Service Requirements - Maximum Page Limitation = Twenty (25) Pages". Is the limit 20 or 25 pages?

Response:

The Department apologizes for the confusion and typo. The maximum page limit is twenty-five (25) pages. This section will be updated to reflect this fact in word and number.

30. **Question:**

When the Subcontractor Profile document referenced as a hyperlink on p. 35 is downloaded as a Microsoft Word document, it does not allow you to type text in the section titled, "Brief Description of Services to be Provided during the length of the subcontract or agreement." Can this document be re-released and modified so that text can be typed in? It does not allow you to modify the document yourself.

Response:

The Department apologizes for the confusion and typo. The form is updated (see updated hyperlink above in #4 of Addendum List corrections)

31. **Question:**

P. 37, Section D. COST PROPOSAL states, "To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting systems, and relevant business practices." However, within that section, a. *Audited Financial Statements* states: "Submit one (1) copy of each of the Respondent's two (2) most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA)." Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. The Department will not require subcontractors to submit Audited Financial Statements. Audited Financial Statements are required of the respondent only. Language shall be revised to clarify the Department's intention.

32. **Question:**

P. 37, Section D. COST PROPOSAL states, "To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting systems, and relevant business practices." However, within that section, b. *Financial Policies and Procedures* states: "Include two (2) electronic copies, compact disk (CD)of the respondent's financial policies and procedures." Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. The Department will not require subcontractors to submit financial policies and procedures. Financial policies and procedures are required of the respondent only. Language shall be revised to clarify the Department's intention.

33. **Question:**

P. 37, Section D. COST PROPOSAL states, "To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting

systems, and relevant business practices." However, within that section, c. *Cost Allocation Plan* states: "The respondent's Cost Allocation Plan (CAP) must include provisions for allocating allocable-as-direct costs, Administrative and General (A&G) costs, and salaries and wages." Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. The Department will not require subcontractors to submit cost allocation plan. Cost Allocation Plans is required of the respondent only. Language shall be revised to clarify the Department's intention.

34. **Question:**

P. 37, Section D. COST PROPOSAL states, "To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting systems, and relevant business practices." However, within that section, d. *Financial Capacity* states: "Describe the respondent's financial capacity to properly isolate contract-related income and expenditures. Discuss internal controls used to ensure that a thorough record of expenditures can be provided for purposes of an audit." Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. The Department will not require subcontractors to submit financial capacity. Financial capacity is required of the respondent only. Language shall be revised to clarify the Department's intention.

35. **Question:**

P. 37, Section D. COST PROPOSAL states, "To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting systems, and relevant business practices." However, within that section, e. *Mixed Funding – Staff*, states: "Describe how staff time dedicated to this program will be tracked, if staff assigned to the program will be paid from various funding sources." Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. **Yes**, this information is required for both the Respondent and each proposed subcontractor. As staff are integral to a case management service delivery model, the Department wants to review the proposal's staff levels in relation to the narrative sections described in the Main proposal.

36. **Question:**

P. 37, Section D. COST PROPOSAL states, “To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent’s and each proposed subcontractor’s fiscal stability, accounting and financial reporting systems, and relevant business practices.” However, within that section, f. *Mixed Funding – Clients* states: “Demonstrate: 1) how eligible clients will be distinguished from clients served by the respondent’s and each proposed subcontractor’s other social service programs; and 2) how eligible clients will be distinguished from clients served by other funding sources, for example, Medicaid and Medicare.” Is this information required for both the Respondent and each proposed subcontractor, or just the respondent?

Response:

The Department reviewed this section again based upon the question. **Yes,** this information is required for both the Respondent and each proposed subcontractor. As staff are integral to a case management service delivery model, the Department wants to review the proposal’s ability to describe how mixed funding specific to clients will be distinguished from other funding sources and programs.

37. **Question:**

Can the Department provide a breakdown of the clients served in case management for FY 2012 and FY 2013 along with a demographic breakdown?

Response:

Due to the time sensitive nature of this procurement, the Department cannot provide that level of detail.

38. **Question:**

Who are the current providers of the services described in the RFP?

Response:

The Department refers you to its SSBG Contract page listing to review the contract language specific to types of services, program location, etc. To access “Contracts - (SBG) Social Services Block Grant” please click on this link: http://www.ct.gov/dss/cwp/view.asp?a=2345&q=539106. The listing includes case management, counseling, family planning and legal services contracts.

39. **Question:**

Can you please provide a list of the entities who submit Letters of Intent to this RFP?

Response:

See the Department’s response to Question 7.

40. **Question:**

Is there a preference for a single provider to deliver all the services?

Response:

The RFP is silent on such a preference. The Department will evaluate proposals based upon submissions.

41. **Question:**

If sub-contractors are used, will this be perceived favorably or not?

Response:

The RFP does not state whether it is perceived as favorable or not. The Department will evaluate proposals based upon submissions.

42. **Question:**

There is a short amount of time between when the RFP is due and when the award will be announced. Does that mean you expect to continue working with an existing provider for these services?

Response:

The schedule has been adjusted to TBD.

43. **Question:**

Is it correct DSS seeks only one contractor statewide for this grant program?

Response:

Yes, that is the Department's intent to select one (1) contractor to provide statewide case management services identified in this proposal.

44. **Question:**

Please confirm the total dollars for this RFP. Is the maximum funding per year $1,903,572?

Response:

See the Department's response to Question 25.

45. **Question:**

Currently, it appears some of the funds from the block grant are given to various non-profit agencies and municipalities. Does DSS require that the respondents to the RFP use some or all of these organizations?

Response:

See the Department's response to Questions 1 and 4.

46. **Question:**

Can DSS publish a list of the organizations submitting letters of intent?

Response:

See the Department's response to Question 7.

State of Connecticut
Department of Social Services
Social Services Block Grant
Case Management Services
Request for Proposals

Addendum 1 issued July 08, 2015

Approved: _____
Crystal Redding

State of Connecticut Department of Social Services
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission

_____ _____
Authorized Signer Name of Company

PROCUREMENT NOTICE

State of Connecticut Department of Social Services

Social Services Block Grant
Case Management Services
Request for Proposals

SSBG_CM_RFP_061115

The State of Connecticut, Department of Social Services (the Department), is seeking proposals from private provider organizations designated as fiduciary agents, with community partners as their subcontractors, to provide Social Services Block Grant (SSBG) and SSBG Temporary Assistance for Needy Families (TANF) **Case Management Services**. These services will be provided to the target population, for purposes of this RFP, defined as "vulnerable or at-risk" individuals and families with special emphasis on groups that are less able than others to care for themselves.

Eligible Entities:

Eligible respondents are Connecticut municipalities and fiduciary agents/private provider organizations defined as non-state entities that are either 501(c)(3) nonprofit corporations or partnerships with principal place of business located in Connecticut. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

Qualifications:

Organizations proposing to provide SSBG and SSBG/TANF Case Management Services to clients must, at a minimum, meet the following qualifications:

1. A minimum of three (3) years of demonstrated experience providing Case Management Services to "vulnerable or at-risk" populations with special emphasis on serving those groups that are less able than others to care for themselves, for example, children with special health care needs, youth, and the elderly;
2. **Currently** provide Case Management Services within the State of Connecticut;
3. Have demonstrated ability to serve multicultural, multilingual populations in a culturally sensitive and linguistically competent way; and
4. **Currently** provide Case Management Services to "vulnerable or at-risk" populations.

The Request for Proposals (RFP) is available in electronic format on the State Contracting Portal at http://das.ct.gov/cr1.aspx?page=12 or from the Official Contact:

Name: Crystal Redding, Contract Administration and Procurement
Address: State of Connecticut, Department of Social Services
55 Farmington Avenue, Hartford, CT 06105
Phone: 860-424-5234
E-Mail: Crystal.Redding@ct.gov

The RFP is also available on the Department's web site at http://www.ct.gov/dss/rfp

Questions or requests for information in alternative formats must be directed to the Department's Official Contact at 860-424-5234. Persons who are deaf or hearing impaired may use a TDD by calling 1-800-842-4524.
The due date for submission of proposals is **July 30, 2015, 2:00 p.m. Eastern Time**.

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I. GENERAL INFORMATION

A. INTRODUCTION

1. **RFP Name.** Social Services Block Grant Case Management Services Request for Proposals, **SSBG_CM_RFP_061115**

2. **Commodity Codes.** The services that the Department wishes to procure through this RFP are as follows:

   0098: Medical Services or Medical Testing Services
   1000: Healthcare Services
   1500 Human Service Provider
   2000: Community and Social Services

3. **Summary.** The State of Connecticut, Department of Social Services (the Department), is seeking proposals from private provider organizations designated as fiduciary agents, with community partners as their subcontractors, to provide Social Services Block Grant (SSBG) and SSBG Temporary Assistance for Needy Families (TANF) Case Management Services. These services will be provided to the target population, for purposes of this RFP, defined as "vulnerable or at-risk" individuals and families with special emphasis on groups that are less able than others to care for themselves.

   Eligible respondents are Connecticut municipalities and fiduciary agents/private provider organizations defined as non-state entities that are either 501(c)(3) nonprofit corporations or partnerships with principal place of business located in Connecticut. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

4. **Contract Offers.** The offer of the right to negotiate a contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:

Contract Term:	August 15, 2015 to September 30, 2018 3 years, 1.5 months
Maximum Funding Available Per **Year** pending availability of funding:	SSBG - $1,707,966.00 SSBG/TANF $ 110,543.00 COLA - $ 85,063.00
Maximum Funding Available for start-up costs (one-time funding)	$27,636.00
Number of Contracts:	**Up to one (1)**

5. **Synopsis.** Organizations proposing to provide SSBG and SSBG/TANF Case Management Services to clients must, at a minimum, meet the following qualifications:

    1. A minimum of three (3) years of demonstrated experience providing Case Management Services to "vulnerable or at-risk" populations with special emphasis on serving those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and elderly);
    2. **Currently** provide Case Management Services within the State of Connecticut;
    3. Have demonstrated ability to serve multicultural, multilingual populations in a culturally sensitive and linguistically competent way; and
    4. **Currently** provide Case Management Services to "vulnerable or at-risk" populations.

■ B. ABBREVIATIONS/ACRONYMS/DEFINITIONS

2-1-1	Connecticut's free information system and referral service. Simply by dialing 2-1-1, a toll-free number throughout Connecticut, callers can reach knowledgeable, multilingual staff and get information, referrals or seek help in a crisis. 2-1-1 operates 24 hours a day, every day of the year. TDD access is available. 2-1-1 is supported by the State of Connecticut and the Connecticut United Ways.
BFO	Best and Final Offer
CFDA	Catalog of Federal Domestic Assistance
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunities (CT)
Community Partner	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or human services as part of a contract with the Department as a result of this RFP
Contractor	A private 501(c)(3) nonprofit provider organization or municipality that enters into a contract with the Department as a result of this RFP
CT	Connecticut
DAS	Department of Administrative Services (CT)
DSS	Department of Social Services (CT)
DUNS	Data Universal Numbering System
Family	One or more minor children (age 17 or under), in the legal custody of one or more adults (not to exceed two) who are living together and working cooperatively to care for the children
FDA	Food and Drug Administration (U.S.)
Fiduciary Agent	The lead organization for a proposed SSBG-funded program, which will act as respondent and contractor, and which will assume primary responsibility for the success of the program
FOIA	Freedom of Information Act (CT)
HHS	Department of Health and Human Services (U.S.)
Household	All persons residing within the same dwelling
Individual	Household consisting of one person
IRS	Internal Revenue Service (U.S.)
LOI	Letter of Intent
MLIA	Medicaid for Low-Income Adults of HUSKY D (formerly SAGA Medical Assistance)
MOU	Memorandum of Understanding
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
P.A.	Public Act (CT)
POS	Purchase of Service
Prospective Respondent	A private 501(c)(3) nonprofit provider organization or municipality that may submit a proposal to the Department in response to this RFP, but has not yet done so
Respondent	A private 501(c)(3) nonprofit provider organization or municipality that has submitted a proposal to the Department in response to this RFP
RFP	Request for Proposals
SAGA Cash	State Administered General Assistance (CT) Cash
SEEC	State Elections Enforcement Commission (CT)
SSBG	Social Services Block Grant (U.S.)
Subcontractor	An individual (other than an employee of the contractor) or business entity hired by the contractor to provide, directly to clients, specific health or

	human services as part of a contract with the Department as a result of this RFP
TANF	Temporary Assistance for Needy Families (U.S.)
U.S.	United States
Vulnerable or at-risk populations	Populations that exhibit one or more of the following conditions: economically disadvantaged; physically, mentally, neurologically or developmentally disabled; abused or neglected; in need of language translation and culture-based awareness assistance or technical immigration assistance; in need of drug or alcohol abuse services; in need of family planning services; in need of mental health support services; in need of supportive services to remain in the community; or in need of shelter assistance.

C. INSTRUCTIONS

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

   Name: **Crystal Redding, Contract Administration and Procurement**
   Address: 55 Farmington Avenue, Hartford, CT 06105
   Phone: 860-424-5234
   E-Mail: Crystal.Redding@ct.gov

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

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

   - Department's RFP Web Page
     http://www.ct.gov/dss/rfp

   - State Contracting Portal
     http://das.ct.gov/cr1.aspx?page=12

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

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

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

- RFP Released: June 10, 2015
- Deadline for Questions: June 25, 2015, 2:00 p.m. Eastern Time
- Answers Released (tentative): July 02, 2015
- ***MANDATORY*** Letter of Intent Due: July 09, 2015, 2:00 p.m. Eastern Time
- Proposals Due: July 30, 2015, 2:00 p.m. Eastern Time
- (*) Start of Contract: August 15, 2015

4. **Letter of Intent.** A Letter of Intent (LOI) is ***REQUIRED*** by this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal. The LOI must be submitted to the Official Contact by e-mail (preferred) or U.S. mail by the deadline established in the Procurement Schedule. The LOI must clearly identify:

    - the sender, including name, mailing address, telephone number, fax number, and e-mail address

    It is the sender's responsibility to confirm the Department's receipt of the LOI. ***Failure to submit the required LOI in accordance with the requirements set forth herein shall result in disqualification from further consideration.***

5. **Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process must be submitted to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. This RFP requires a Letter of Intent and the Department reserves the right to answer questions only from those who have submitted such a letter. The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written addendum to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agency will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments or addenda to this RFP on the State Contracting Portal and on the Department's RFP Web Page. At its discretion, the Department may distribute any amendments and addenda to this RFP to prospective respondents who submitted a Letter of Intent. **Proposals must include a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFP.**

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

    - Due Date: July 30, 2015
    - Time: 2:00 p.m. Eastern Time

    Faxed or e-mailed proposals will not be evaluated. The Department shall not accept a postmark date as the basis for meeting the proposal due date and time. Respondents should not interpret or otherwise construe receipt of a proposal after the due date and time as acceptance of the proposal, since the actual receipt of the proposal is a clerical function. The Department suggests the respondent use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the proposal. When

hand-delivering proposals, submitters should allow extra time to comply with building security and delivery procedures.

Hand-delivered proposals must be delivered to the lobby at the DSS, 55 Farmington Avenue, Hartford, CT 06105-3730. Proceed to the security desk and the Official Contact or designee will be called to receive the submission and provide the Respondent or courier with a receipt. Visitor parking is available across the street from 55 Farmington Ave.

Proposals shall not be considered received by the Department until they are in the hands of the Official Contact or another representative of the Contract Administration and Procurement Unit designated by the Official Contact. At the discretion of the Department, late proposals may be destroyed or retained for pick-up by the submitters.

7. **Claim of Exemption from Disclosure.** Respondents are advised that all materials associated with this request, procurement or contract are subject to the terms of the Freedom of Information Act, Conn. Gen. Stat. §§ 1-200 et seq. (FOIA). Although there are exemptions in the FOIA, they are permissive and not required. If a Respondent believes that certain information or documents or portions of documents required by this request, procurement, or contract is exempt from disclosure under the FOIA, the Respondent must mark such information or documents or portions of documents as EXEMPT. In Section X of its submission, the Respondent must indicate the documents or pages where the information labeled EXEMPT is located in the proposal.

   For information or documents so referenced, the Respondent must provide a detailed explanation of the basis for the claim of exemption. Specifically, the Respondent must cite to the FOIA exemption that it is asserting as the basis for claim that the marked material is exempt. In addition, the Respondent must apply the language of the statutory exemption to the information or documents or portions of documents that the Respondent is seeking to protect from disclosure. For example, if a Respondent marks a document as a trade secret, the Respondent must parse the definition in section 1-210(b)(5)(A) and show how all of the factors are met. Notwithstanding this requirement, DSS shall ultimately decide whether such information or documents are exempt from disclosure under the FOIA.

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

■ D. PROPOSAL FORMAT

1. **Required Outline.** All proposals must follow the required outline presented in Section IV. Proposal Outline. Proposals that fail to follow the required outline will be deemed, at the discretion of the Department, non-responsive and not evaluated.

2. **Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents must complete and use the Cover Sheet form, which is embedded in this section as a hyperlink.

3. **Table of Contents.** All proposals must include a Table of Contents that conforms to the required proposal outline. (See Section IV.)

4. **Executive Summary.** The Executive Summary must not exceed two (2) pages per organization proposed to provide direct SSBG and SSBG/TANF Case Management Services to clients. The Executive Summary shall include the eligibility and qualifications of all organizations proposed to provide direct SSBG and SSBG/TANF Case Management Services to clients and the legal address of the respondent's/fiduciary agent's administrative office in Connecticut.

   The Department will not evaluate proposals from organizations that do not meet these minimum qualifications.

5. **Attachments.** Attachments other than the required Appendices and Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices and Forms must not be altered or used to extend, enhance or replace any requirement of this RFP. Failure to abide by these instructions will result in disqualification.

6. **Style Requirements.** The original proposal and each of the conforming copies of the original proposal must conform to the following specifications:

Binding Type:	Loose leaf binders with the Legal Name of the respondent, and the RFP Name appearing on the outside front cover of each binder: **SSBG CM 6/11/2015 RFP Main Proposal** or **SSBG CM 6/11/2015 RFP Cost Proposal**
Dividers:	A tab sheet keyed to the table of contents must separate each subsection of the proposal; the title of each subsection must appear on the tab sheet
Paper Size:	8½" x 11", "portrait" orientation
Print Style:	1-sided
Font Size:	Minimum of 11-point
Font Type:	Arial or Tahoma
Margins:	The binding edge margin of all pages shall be a minimum of one and one half inches (1½"); all other margins shall be one inch (1")
Line Spacing:	Single-spaced

7. **Pagination.** The Legal Name of the respondent must be displayed in the header of each page. All pages, from the Cover Sheet through the required Appendices and Forms, must be numbered consecutively in the footer.

8. **Packaging and Labeling Requirements. THIS RFP SHALL BE SUBMITTED IN TWO SEPARATE AND DISTINCT SEALED PACKAGES OR BOXES.**
   Box or package 1 is the Main Proposal and box or package 2 is the Cost Proposal. Both should be addressed to the Official Contact. The Legal Name and Address of the respondent must appear in the upper left corner of the package or box. The RFP Name must be clearly displayed on the package or box:

SSBG CM 6/11/2015 RFP Main Proposal and

SSBG CM 6/11/2015 RFP Cost Proposal.

An acceptable submission must include the following:

- ✓ One (1) original of the **Main Proposal**
- ✓ Three hard copies of **Main Proposal**
- ✓ One (1) disk, (no flash drive) of **Main Proposal**
- ✓ **Respondents shall also provide one (1) electronic copy via e-mail** to the Official Contact with SSBG_CM_RFP 6/11/2015 Main Proposal in the subject line.

An acceptable submission must include the following in a separate and distinct package from the Main Proposal:

- ✓ One (1) original of the Cost Proposal
- ✓ Three (3) hard copies of the Cost Proposal
- ✓ One (1) disk, (no flash drive) of the Cost Proposal
- ✓ **Respondents shall also provide one (1) electronic copy via e-mail** to the Official Contact with SSBG_CM_RFP 6/11/2015 Cost Proposal in the subject line.

***Note Worthy: Flash drives are not acceptable. Hyperlinks referenced within proposals are not acceptable.**

The original submissions shall carry original signatures and be clearly marked on the cover as "Original." Unsigned submissions will not be evaluated. The original submissions and each conforming copy of the submissions shall be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team. **The electronic copies of the submission shall be compatible with Microsoft Office Word except for the Budget, which may be compatible with Microsoft Office Excel.** For the electronic copy, only the required appendices and forms may be scanned and submitted in Portable Document Format (PDF) or similar file format.

Main Proposal:

THE MAIN PROPOSAL MUST INCLUDE THE FOLLOWING SECTIONS *ONLY*:

- Cover Sheet
- Table of Contents
- Declaration of Confidential Information
- Conflict of Interest – Disclosure Statement
- Executive Summary
- Organizational Requirements
- Service Requirements
- Staffing Requirements
- Data Reporting and Technology Requirements
- Subcontractors
- Work Plan
- Appendices
- Forms

The original main proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated.

Cost Proposal:

THE COST PROPOSAL MUST INCLUDE THE FOLLOWING SECTIONS *ONLY*:

- Financial Requirements
- Budget Requirements

Note Worthy: The original proposal (Main and Cost) and each conforming copy of the proposal must be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team. **The electronic copies of the proposal must be compatible with *Microsoft Office Word* except for the Budget, which may be compatible with *Microsoft Office Excel*.** For the electronic copy, only the required Appendices and Forms identified in Section IV may be scanned and submitted in Portable Document Format (PDF) or similar file format.
Any received proposal that does not conform to these packaging or labeling instructions will be opened as general mail. Such a proposal may be accepted by the Department as a clerical function, but it will not be evaluated. At the discretion of the Department, such a proposal may be destroyed or retained for pick-up by the submitters.

E. EVALUATION OF PROPOSALS

1. **Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful respondents, and offering the right to negotiate contracts, the Department will conform to its written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).

2. **Evaluation Team.** The Department will designate one or more Evaluation Team(s) to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Evaluation Team(s). Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any respondent (or representative of any respondent) to contact or influence any member of the Evaluation Team(s) may result in disqualification of the respondent.

3. **Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFP. To be eligible for evaluation, proposals must (a) be received on or before the due date and time; (b) meet the Proposal Format requirements; (c) follow the required Proposal Outline; and (d) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any proposal that deviates significantly from the requirements of this RFP.

4. **Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team(s) will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The criteria are weighted according to their relative importance. The weights are confidential.

   - Organizational Requirements

- Service Requirements
- Staffing Requirements *see note*
- Data Reporting and Technology Requirements
- Subcontractors
- Work Plan
- Financial Requirements
- Budget Requirements
- Appendices

Note:
As part of its evaluation of the Staffing Requirements, the Evaluation Team will consider the respondent's demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

Proposals will be evaluated in three phases. In **Phase 1**, the minimum submission requirements will be evaluated pursuant to Section I.E.3 above. In **Phase 2**, the Main Proposal (Organizational Requirements, Service Requirements, Staffing Requirements, Data Reporting and Technology Requirements, Subcontractors, Work Plan, and Appendices subsections of the proposal) will be evaluated. In **Phase 3**, the Cost Proposal (Financial Requirements and Budget Requirements subsections of the proposal) will be evaluated, **only for proposals that achieve a minimum of 75 percent of the total available points in Phase 2.**

5. **Respondent Selection.** Upon completing its evaluation of proposals, the Evaluation Team(s) will submit the rankings of all proposals to the Department head. The final selection of a successful respondent is at the discretion of the Department head. Any respondent selected will be so notified and offered an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful respondents will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and respondent selection process.

6. **Debriefing.** After receiving notification from the Department, any respondent may contact the Official Contact and request a Debriefing of the procurement process and its proposal. If respondents still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Department to discuss the procurement process. The Department shall schedule and conduct Debriefing meetings that have been properly requested, within **fifteen (15) days** of the Department's receipt of a request. The Debriefing meeting must not include or allow any comparisons of any proposals with other proposals, nor should the identity of the evaluators be released. The Debriefing process shall not be used to change, alter or modify the outcome of the competitive procurement. More detailed information about requesting a Debriefing may be obtained from the Official Contact.

7. **Appeal Process.** Any time after the submission due date, but **not later than thirty (30) days** after the Department notifies respondents about the outcome of the competitive procurement, respondents may submit an Appeal to the Department. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. Respondents may appeal any aspect of the Department's competitive procurement; however, such Appeal must be in writing and must set forth facts or evidence in sufficient and convincing detail for the Department to determine whether during any aspect of the competitive procurement there was a failure to comply with the State's statutes, regulations or standards concerning competitive procurement or the provisions of the RFP. Any such Appeal must be submitted to the Agency Head

with a copy to the Official Contact. The respondent must include the basis for the Appeal and the remedy requested. The filing of an Appeal shall not be deemed sufficient reason for the Department to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.

8. **Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board…" More detailed information is available on the State Contracting Standards Board web site at http://www.ct.gov/scsb/site/default.asp.

9. **Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Department's contracting procedures, which may include approval by the Office of the Attorney General.

II. MANDATORY PROVISIONS

A. STANDARD CONTRACT, PARTS I AND II

By submitting an application in response to this RFP, the Respondent implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract":

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, budget, reports, and program-specific provisions of any resulting contract.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the contract. The latest revision of **Part II Mandatory Terms and Conditions** is provided as a hyperlink. Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g) (2)) advising executive branch State contractors and prospective State contractors of the ban on campaign contributions and solicitations.

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

B. ASSURANCES

By submitting an application in response to this RFP, a respondent implicitly gives the following assurances:

1. **Collusion.** The Respondent represents and warrants that it did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The Respondent further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the Respondent's application. The Respondent also represents and warrants that the submitted application is in all respects fair and is made without collusion or fraud.

2. **State Officials and Employees.** The Respondent certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The State may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the Respondent, contractor, or its agents or employees.

3. **Competitors.** The Respondent assures that the submitted application is not made in connection with any competing organization or competitor submitting a separate application in response to this RFP. No attempt has been made, or will be made, by the Respondent to induce any other organization or competitor to submit, or not submit, an application for the purpose of restricting competition. The Respondent further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the Respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

4. **Validity of Application.** The Respondent certifies that the application represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or addenda hereto. The submission shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the application, by reference or otherwise, into any contract with the successful Respondent.

5. **Press Releases.** The Respondent agrees to obtain prior written consent and approval of the Department for press releases that relate in any manner to this RFP or any resulting contract.

■ C. TERMS AND CONDITIONS

By submitting an application in response to this RFP, a respondent implicitly agrees to comply with the following terms and conditions:

1. **Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.

2. **Preparation Expenses.** The State shall not assume any liability for expenses incurred by a respondent in preparing, submitting, or clarifying any application submitted in response to this RFP.

3. **Exclusion of Taxes.** The State is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Respondents are liable for any other applicable taxes.

4. **Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.

5. **Changes to Application.** No additions or changes to the original application will be allowed after submission. While changes are not permitted, the Department may request and authorize Respondents to submit written clarification of their qualifications, in a manner or format prescribed by the Department, and at the Respondent's expense.

6. **Supplemental Information.** Supplemental information will not be considered after the deadline for submission of qualifications, unless specifically requested. A respondent may be asked to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in an application. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of Respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per Respondent.

7. **Presentation of Supporting Evidence.** If requested, a respondent must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. At its sole discretion, the Department may also check or contact any reference provided by the Respondent.

8. **RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or confer any rights on any Respondent

unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the Respondent and the State and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the Respondent or for payment of services under the terms of the contract until the successful Respondent is notified that the contract has been accepted and approved by the Department and, if required, by the Attorney General's Office.

■ D. RIGHTS RESERVED TO THE STATE

By submitting an application in response to this RFP, a respondent implicitly accepts that the following rights are reserved to the State:

1. **Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the State.

2. **Amending or Canceling RFP.** The State reserves the right to amend or cancel this RFP on any date and at any time, if the State deems it to be necessary, appropriate, or otherwise in its best interests.

3. **No Acceptable Qualifications.** In the event that no acceptable qualifications are submitted in response to this RFP, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.

4. **Offer and Rejection of Qualifications.** The Department reserves the right to offer in part, and/or to reject any and all qualifications in whole or in part, for misrepresentation or if the application limits or modifies any of the terms, conditions, or specifications of this RFP. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the application of any Respondent who submits an application after the submission due date and time.

5. **Sole Property of the State.** All qualifications submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract offered as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.

6. **Contract Negotiation.** The Department reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Department further reserves the right to contract with one or more Respondent(s) for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFOs) on cost from Respondents. The Department may set parameters on any BFOs received.

7. **Clerical Errors in Offer.** The State reserves the right to correct inaccurate offers resulting from its clerical errors. This may include, in extreme circumstances, revoking the offering of the right to negotiate a contract already made to a respondent and subsequently offering the right to negotiate a contract to another Respondent. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial Respondent is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the Respondent.

8. **Key Personnel.** When the State is the sole funder of a purchased service, the State reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The State also

reserves the right to approve replacements for key personnel who have terminated employment. The State further reserves the right to require the removal and replacement of any of the Respondent's key personnel who do not perform adequately, regardless of whether they were previously approved by the State.

■ E. STATUTORY AND REGULATORY COMPLIANCE

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

1. **Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their qualifications any confidential information. If the Respondent indicates that certain documentation, as required by this RFP in Section I.C.12 above, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

2. **Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** Connecticut statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons. Detailed information is available on CHRO's web site at Contract Compliance.
IMPORTANT NOTE: The Respondent must upload the Workplace Analysis Affirmative Action Report into the Department of Administrative Services (DAS) on-line data vault, called BizNet, prior to submitting an application in response to this RFP. More information about uploading standard contract documents is embedded in this section as a hyperlink.

3. **Consulting Agreements, C.G.S. § 4a-81.** Qualifications for State contracts with a value of $50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall require a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the application. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of

   solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the

provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at OPM: Ethics Forms
IMPORTANT NOTE: The Respondent must upload the Consulting Agreement Affidavit (OPM Ethics Form 5) into the Department of Administrative Services (DAS) on-line data vault, called BizNet, prior to submitting an application in response to this RFP. More information about uploading standard contract documents is embedded in this section as a hyperlink.

4. **Limitation on Use of Appropriated Funds to Influence Certain Federal Contracting and Financial Transactions, 31 USC § 1352. A responsive submission shall include** a Certification Regarding Lobbying form, which is embedded in this section as a hyperlink, attesting to the fact that none of the funds appropriated by any Act may be expended by the recipient of a federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the: (A) awarding of any federal contract; (B) making of any federal grant; (C) making of any federal loan; (D) entering into of any cooperative agreement; or (E) extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

5. **Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g)(2). If a respondent is offered** an opportunity to negotiate a contract with an anticipated value of $50,000 or more in a calendar or fiscal year, the Respondent must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and Connecticut State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at OPM: Ethics Forms
IMPORTANT NOTE: The selected Respondent must upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) into the Department of Administrative Services (DAS) on-line data vault, called BizNet, prior to contract execution. More information about uploading standard contract documents is embedded in this section as a hyperlink.

6. **Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1). If a respondent is offered an opportunity** to negotiate a contract, the Respondent must provide the State with *written representation* or *documentation* that certifies the Respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and Connecticut State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at OPM: Nondiscrimination Certification
IMPORTANT NOTE: The selected Respondent must upload the Nondiscrimination Certification into the Department of Administrative Services (DAS) on-line data vault, called BizNet, prior to contract execution. More information about uploading standard contract documents is embedded in this section as a hyperlink.

III. PROGRAM INFORMATION

A. DEPARTMENT OVERVIEW

The Department of Social Services (DSS) administers and delivers a wide variety of services to children, families, adults, people with disabilities and elders, including health care coverage, child support, long-term care and supports, energy assistance, food and nutrition aid, and program grants. DSS administers myriad state and federal programs and approximately one-third of the state budget, currently serving more than 950,000 individuals in 600,000 households (October 2014 data).

By statute, DSS is the state agency responsible for administering a number of programs under federal legislation, including the Food Stamp Act, the Older Americans Act, and the Social Security Act.

The department is headed by the Commissioner of Social Services, Roderick L. Bremby. The agency delivers most of its programs through 12 field offices (including three benefits centers available by phone) located throughout the state, with central administrative offices located in Hartford. In addition, many services funded by the agency are available through community-based agencies and partner contractors.

Mission and Vision

DSS Mission

Guided by shared belief in human potential, we aim to increase the security and well-being of Connecticut individuals, families, and communities.

DSS Vision

To become a world-class service organization.

B. SOCIAL SERVICES BLOCK GRANT (SSBG) PROGRAM OVERVIEW

1. Program Description

The Social Services Block Grant (SSBG) program is funded by the U.S. Department of Health and Human Services (HHS). The SSBG program is authorized by the Social Security Act, Title XX, as amended.

The purpose of SSBG funds is to enable each state to furnish social services best suited to meet the needs of individuals residing within the state. The Department of Social Services transfers a portion of the State's SSBG funding allotment to SSBG/TANF services. The Department submits its Social Services Block Grant Allocation Plan annually to the Connecticut Legislature for review and approval prior to submission to HHS. A copy of the SSBG Allocation Plan for Federal Fiscal Year (FFY) 2015 is embedded in this section as a hyperlink. SSBG-funded programs are identified by the Catalog of Federal Domestic Assistance (CFDA) Number 93.667 and SSBG/TANF funded programs are identified by the CFDA Number 93.558.

Services funded by the SSBG are directed toward one or more of the following goals:

- Achieving or maintaining economic self-support to prevent, reduce or eliminate dependency;
- Achieving or maintaining self-sufficiency, including reduction or prevention of dependency;
- Remedying neglect, abuse or exploitation of children or adults unable to protect their own interests, or preserving, rehabilitating or reuniting families;
- Preventing or reducing inappropriate institutional care by providing for community based care, home-based care or other forms of less intensive care; and/or
- Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.

The resultant contractor shall be required to provide the mandated SSBG and SSBG/TANF Case Management Services to the target population, due to the funding identification, directly and/or indirectly through subcontracts.

2. Service Description – (Case Management)

a. Category of Service

The Respondent resultant contractor shall be required to provide case management services to the target population through a statewide service delivery model, directly and/or indirectly through subcontracts. Said case management services must be multi-generational and comprehensive, while incorporating evidence based practices in its efforts to address the SSBG goals defined above.

Case Management Services (SSBG and SSBG/TANF) are those services or activities for the arrangement, coordination, and monitoring of services to meet the needs of individuals and families. Component services and activities may include individual service plan development; case management; monitoring, developing, securing, and coordinating services/benefits; monitoring and evaluating client progress; and assuring that clients' rights are protected. According to the Commission for Case Manager Certification (CCMC), "*Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes*." http://ccmcertification.org/about-us/about-case-management/definition-and-philosophy-case-management.

b. Service Delivery System

A responsive proposal must demonstrate a client-centered strength based approach to service delivery with the respondent as fiduciary agent, and community partners as subcontractors, throughout the state. The resultant contractor shall be required to perform the following specific activities, directly and/or indirectly through subcontracts, to support required SSBG and SSBG/TANF case management.

i. **Client Intake and Assessment** shall include collection of basic information regarding each client at intake and subsequent assessment of need. Such information shall include, at a minimum, age, gender, marital status, family size, race, ethnicity, major source of income, housing status, employment status, education history, history of substance abuse, mental and physical health, and identified need for service.

ii. **Client Services** may include but are not limited to counseling, crisis intervention, ongoing assessments, goal planning, life-skills training, monitoring and encouraging client progress, assistance with obtaining housing, and referrals to additional community support services including treatment or other services. The respondent may also provide transportation

assistance; job readiness training, education, and employment assistance; income management; and daily living skills training. CCMC also adds, "*Case management facilitates the achievement of client wellness and autonomy through advocacy, assessment, planning, communication, education, resource management, and service facilitation. Based on the needs and values of the client, and in collaboration with all service providers, the case manager links clients with appropriate providers and resources throughout the continuum of health and human services and care settings, while ensuring that the care provided is safe, effective, client-centered, timely, efficient, and equitable. This approach achieves optimum value and desirable outcomes for all—the clients, their support systems, the providers, and the payers*." http://ccmcertification.org/about-us/about-case-management/definition-and-philosophy-case-management.

iii. **Action Plan/Service Plan** is a mutually agreed upon tool, developed between the contractor and client as a result of the Client Intake and Assessment. The Action Plan/Service Plan shall be used to identify any impediments toward addressing the client's program service(s) needs and establish such goals as permanent housing, access to health care, mental health and addiction services, and information and referral services. The resultant contractor shall review and update the Action Plan/Service Plan at least once every three (3) months during any 12-month period. The resultant contractor shall maintain case notes for each client as an on-going record of client needs assessments. Referrals to additional social services must occur as a result of the client needs assessments and Action Plan/Service Plan reviews. The review and update of the Action Plan /Service Plan, as well as documentation of case notes in client records shall denote follow-up activities to demonstrate that client needs/barriers were identified and addressed.

c. Service Delivery Area

The Department has identified all towns for this statewide service delivery approach. For your ready reference the listing of Connecticut towns are found by utilizing the following link entitled, "CT DPH towns 2013". Respondents must state their ability to provide services to each of the identified towns.

d. Primary Goals and outcomes include, but are not limited to:

i. Case Management

a) Clients have basic needs satisfied to sustain adequate life-functions.

- Clients in the Program have obtained housing or retained existing housing.
- Clients in the Program have successfully obtained food, clothing, fuel assistance, shelter and other basic needs.
- Clients in the Program who are deemed eligible for public assistance benefits (TFA, SAGA Cash, HUSKY, SNAP, etc.) are connected and received eligible benefits.
- Clients in the Program participated in appropriate treatment plans to improve their overall life-functions or to resolve personal conflicts (e.g. family and/or individual problem, mental health, substance abuse, disability, etc.).
- Clients in the Program and in need of medical services were referred and subsequently received appropriate medical care.

b) Clients have obtained employment facilitating economic self-sufficiency.

- Clients in the Program seeking employment have obtained employment.
- Clients in the Program obtained skills/competencies required for employment.
- Clients in the Program, who have obtained employment, maintained such for at least ninety (90) working days.
- Clients in the Program seeking an improved employment situation have obtained a job earning satisfactory income to meet the clients' financial needs.

3. Program Policies and Guidance

a. Program Policies and Guidelines. The resultant contractor shall implement and operationalize policies and procedures, as well as guidance specific to Case Management and as appropriate, the following:

i. SSBG Income Eligibility Requirements: an eligible client is a person whose income is at or below **150%** of the Federal Poverty Income Guidelines, embedded in this section as a hyperlink.

ii. SSBG/TANF Income Eligibility Requirements: an eligible household is a family with at least one child under 18 years of age, and whose income is at or below **200%** of the Federal Poverty Income Guidelines, embedded in this section as a hyperlink.

iii. Target Population: The target population is "vulnerable or at-risk" individuals and families with special emphasis on serving those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and elderly). "Vulnerable or at-risk" individuals and families are those that exhibit one or more of the following conditions (*in no particular order*):

a) Economically disadvantaged (unemployed, under-employed or low-income);
b) Physically, mentally, neurologically or developmentally disabled;
c) Abused or neglected (for example, sexual assault victims or abused or exploited children or elderly);
d) In need of language translation and culture-based awareness assistance or technical immigration assistance;
e) In need of drug or alcohol abuse services;
f) In need of family planning services;
g) In need of mental health support services (for example, distressed families or individuals who may be at risk of institutionalization);
h) In need of supportive services to remain in the community; or
i) In need of shelter assistance.

iv. Describe service delivery model; income verification procedures; client flow, and follow-up;

v. Method to document service delivery;

vi. Compliance with federal and state requirements.

b. Clients Served by Case Management Services (Federal Fiscal Year 2014)

The number of clients served statewide during Federal Fiscal Year (FFY) 2014 (October 1, 2013– September 30, 2014) is shown in Table 1.

Table 1

Category:	**Number of clients (individuals) served: (FFY 2014)**
Case Management	53,915

C. MAIN PROPOSAL

Eligible respondents are Connecticut municipalities and fiduciary agents/private provider organizations defined as non-state entities that are either 501(c)(3) nonprofit corporations or partnerships with principal place of business located in Connecticut. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

Respondents are required to provide the information requested about itself and each subcontractor proposed to provide direct services to clients where indicated throughout this section of the RFP. Failure to comply with this requirement may result in the immediate disqualification of the proposal, determined as incomplete.

Any organization proposed to provide SSBG and SSBG/TANF Case Management Services to clients must, at a minimum, meet the following qualifications:

1. A minimum of three (3) years of demonstrated experience providing Case Management Services to "vulnerable or at-risk" populations with special emphasis on serving those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and elderly);
2. **Currently** provide Case Management Services within the State of Connecticut;
3. Have demonstrated ability to serve multicultural, multilingual populations in a culturally sensitive and linguistically competent way; and
4. **Currently** provide Case Management Services to "vulnerable or at-risk" populations.

The Department reserves the right to reject the submission of any respondent in default of any prior contract.

Contractor responsibilities as fiduciary agent

The SSBG-funded program must be led by a qualified organization, which will act as respondent, contractor, and fiduciary agent, and which will assume primary responsibility for the success of the program. SSBG and SSBG/TANF funds may be utilized for expenditures associated with an identified staff position to be responsible for contract compliance by subcontractors. The resultant contractor shall be responsible for ensuring that the delivery system for contracted SSBG and SSBG/TANF services is organized to meet the Department's requirements.

The resultant contractor's responsibilities as fiduciary agent shall include but not be limited to the following:

a. Developing and implementing a system to coordinate and deliver the required SSBG and SSBG/TANF services in order to fill gaps in necessary supports, complement existing services, and transform the response system for vulnerable and at-risk individuals and families residing in the state.
b. Subcontracting with community partners to provide the required SSBG and SSBG/TANF services.
c. Identifying a staff position to be responsible for contract compliance by subcontractors. SSBG and SSBG/TANF funds may be utilized for expenditures associated with this position.
d. Serving as a fiscal conduit for SSGB and SSBG/TANF funds including but not limited to issuing payments to subcontractors in a timely manner.
e. Managing the service delivery system and analyzing performance.
f. Ensuring collection and submission of required data.

g. Assisting the Department with the coordination of a statewide data collection system to document clients served on a quarterly and annual basis.
h. Ensure 2-1-1's Database of health and human services is current with services funded through SSBG and SSBG/TANF by accessing the following link: https://forms.ctunitedway.org/agency-update/ and update, as needed throughout the contract period.

1.0 Organizational Requirements-Maximum Page Limitation = Twenty (20) Pages

To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the administrative and operational capabilities of the respondent, and each proposed subcontractor where indicated throughout this section of the RFP.

a. **Entity Type.** Provide proof of the respondent's 501(c)(3) nonprofit status, such as a copy of the Internal Revenue Service (IRS) determination letter, in Section IV.G. Appendices, as Appendix 1.

b. **Location of Offices**. Specify the legal address of the respondent's administrative office in Connecticut.

c. **Functional Organization**. Provide an organization chart showing the hierarchical structure of functions and positions within the respondent's and each proposed subcontractor's organization, and the respondent's hierarchical and programmatic relationships with each proposed subcontractor, in Section IV.G. Appendices, as Appendix 2. Indicate on the chart where the following functions related to this program will be located: Program Manager; contract management; case management; administrative support; and other functions and positions associated with the delivery of the required SSBG and SSBG/TANF services. See Section III.C.3. Staffing Requirements, for more information about the Program Manager function.

d. **Qualifications**. Describe how each organization proposing to provide SSBG and SSBG/TANF Case Management Services to clients meet the following required minimum qualifications of this RFP:

1) A minimum of three (3) years of demonstrated experience providing Case Management Services to "vulnerable or at-risk" populations with special emphasis on serving those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and elderly);
2) Currently provide Case Management services within the State of Connecticut;
3) Have demonstrated ability to serve multicultural, multilingual populations in a culturally sensitive and linguistically competent way; and
4) Currently provide Case Management Services to "vulnerable or at-risk" populations.

e. **References**. Provide three (3) letters of reference for the respondent and each proposed subcontractor, in Section IV.G. Appendices as, Appendix 3. Letters must be from individuals or organizations familiar with the respondent's or proposed subcontractor's ability to perform the services specified in this RFP. Letters cannot be from the organization's current employees. If the organization has provided services to the State of Connecticut within the past three years, directly or indirectly through a subcontract, the organization must include a letter from a State of Connecticut employee. The organization may include letters from current and former DSS staff.

f. **Audit Compliance**. Describe the respondent's and each proposed subcontractor's success with contract compliance requirements during the past three years. Identify any deficiencies in program audits and, if applicable, detail what steps the organization has taken to address any recommendations. List all sanctions, fines, penalties or letters of noncompliance issued against the respondent and each proposed subcontractor by any funding source (public and/or private). Describe the circumstances eliciting the sanction, fine, penalty or letter of noncompliance and the corrective action or resolution to the sanction, fine, penalty or letter of noncompliance. If no sanctions, fines, penalties or letters of noncompliance were issued, a statement that attests that no sanction, fine,

penalty or compliance action has been imposed on the respondent and each proposed subcontractor within the past three years must be submitted.

g. **Dun & Bradstreet (D-U-N-S) Number**. Submit a Dun & Bradstreet (D-U-N-S) number for the respondent and each proposed subcontractor. The DUNS number is a nine-digit identification number.

In addition to the organizational requirements in Section III.C.1.a through Section III.C.1.g., Main Proposal, above, **a responsive proposal must** include the following information about the administrative and operational capabilities of the respondent and each proposed subcontractor.

h. **Current Range of Services.** Summarize the current services provided by the respondent and each proposed subcontractor emphasizing: 1) case management provided to "vulnerable and at-risk" populations; and 2) services currently provided through statewide service delivery model.

i. **Relevant Experience**. Describe the respondent's and each proposed subcontractor's experience providing the services as specified in Section III.B.2.,Service Description - (Case Management) above, to the target population. Summarize the respondent's experience: a) administering city, state, and/or federal grants; b) leading a collaborative effort; and c) coordinating multiple subcontractors.

2.0 Scope of Service Requirements-Maximum Page Limitation=Twenty (25) Pages

The respondent and proposed subcontractors shall jointly develop shared goals and objectives; coordinate client referrals, intake, and services; and develop protocols for each organization that will allow each organization to do its work in a way that complements and supports the work done by the other organizations. The respondent and each subcontractor shall also implement whatever changes are necessary in their policies, procedures, and communication practices to achieve common goals and outcomes for the SSBG and SSBG/TANF program.

The resultant contractor shall provide SSBG and SSBG/TANF Case Management Services as specified in Section III.B.2. Service Description – Case Management. The resultant contractor shall administer SSBG and SSBG/TANF Case Management Services to eligible individuals and families as appropriate in order to support program goals and objectives, and in accordance with the Social Services Block Grant Allocation Plan.

To submit a responsive proposal, THE RESPONDENT SHALL describe how the respondent shall, directly or indirectly through subcontracts, provide the SSBG and SSBG/TANF category specified in Section III.B.2. Service Description above, throughout the state.

a. *Service Delivery Area.* Identify the cities and towns where the SSBG and SSBG/TANF case management services identified in Section III.B.3. Program Policies and Guidance above, will be provided for state-wide service delivery.

b. *Community Need.* Provide documentation to support the need for SSBG and SSBG/TANF Case Management services based on input from and collaboration with the proposed subcontractors.

c. *Location of Offices/Hours of Operation.* Specify the location of all direct client service sites, the days and times all sites will be open for service. Demonstrate compliance with the Americans with Disabilities Act regarding handicapped access for direct client service sites.

   NOTE WELL: Program staff must be available at times when critical communication can take place with the target population including evenings and weekends, and in response to emergency situations. Program staff must be willing to travel throughout the state.

d. *Target Population.* The population to be served is "vulnerable or at-risk" individuals and families, as defined in Section III.B.3.a.iii. Target Population above. Identify the number of anticipated individuals and/or families that will be served on a quarterly basis for SSBG and SSBG/TANF Case Management Services as identified in Section III.B.2. Service Description above. Describe in detail how the respondent will target and prioritize those groups that are less able than others to care for themselves (for example, children with special health care needs, youth, and the elderly). Describe whether the respondent would target any specific subpopulation(s) within the "vulnerable or at-risk" population and explain why.

e. *Culturally Competent Services.* Describe the respondent's and each proposed subcontractor's ability to serve multicultural, multilingual populations in a culturally sensitive and linguistically competent way.

f. *Project Planning tool.* Describe the respondent's and each proposed subcontractors, if appropriate, project intentions; what it hopes to accomplish and statewide impact. The Department identified its goals and outcomes in above, Section III B.2.d; the

respondent shall identify activities, outcomes and goals to align with the goals and outcomes as defined. After year 1, the Department shall review performance through a results based accountability lenses and the respondent should ask/answer the following questions: How much did we do?; How well did we do it?; and Is anyone better off?.

g. *Service Capacity/Delivery Plan.* Describe in detail services that will be provided, as well as linkages and leveraged services with other private provider organizations and municipalities located throughout the state. The proposal shall describe a Service Capacity/Delivery Plan to ensure that services are available no later than October 1, 2015. Said plan shall include but not be limited to:

1) Information about the respondent's and each proposed subcontractor's staffing capacity, and existing resources and relationships to ensure a seamless delivery system;
2) All planned implementation activities and a description of how said activities will be carried out; and
3) A description of the commitment and involvement of each proposed subcontractor in the delivery of services to the target population.

h. *Service Delivery Methodologies*. Concisely describe the methodologies for determining the SSBG and SSBG/TANF Case Management Services. The model shall, at a minimum, include evidence-based practice(s); identification of need; existing resources/partnerships to ensure a seamless service delivery system, elimination of duplication of services; incorporation of client feedback, etc.

i. *Case Management Policies and Procedures.* Describe in detail the case management policies and procedures that will be the guidelines and methods of services provided to the target population. Said policies and procedures shall include but not be limited to:

1) frequency of client contact;
2) client file maintenance (for example, each client must have a secure confidential file that contains specific documentation including but not limited to: application; assessment; service plan/action plan; case notes; referrals; follow-up notes; client authorization form to share information, if appropriate; and all other corresponding paperwork);
3) documentation of services provided;
4) client grievance policies and procedures; and
5) service follow-up process (for example, frequency that follow-up will be provided with clients, and method of follow-up with clients (written, telephone, in-office visit)). Describe the proposed case management model, for example, strengths-based, client-centered or another model.

j. *Capacity/Waitlist Procedures.* Selected respondents shall be required to develop and submit to the Department, prior to contract execution, a waitlist process and procedure. The process and procedure shall be a consistent, fair, and predictable method by which the resultant contractor shall manage the capacity/waitlist. A responsive proposal must include an example of a current programmatic waitlist procedure. If the respondent does not currently utilize a waitlist procedure, a responsive proposal must state such.

k. *Quality Assurance Protocols.* Describe the respondent's and each proposed subcontractor's current internal process to ensure the quality and appropriateness of services provided. If an external quality assurance process is used, describe the process. Concisely describe the methods and processes proposed to facilitate a comprehensive SSBG and SSBG/TANF evaluation, and the proposed process to inform the Department and the resultant contractor's, and subcontractors' Board of Directors of any irregularities or problems with the operation of the services.

l. *Linkages/Program Collaboration/Coordination.* Describe in detail the collaborative efforts that are currently in place between the respondent and proposed subcontractors, and the existing resources throughout the state. Identify leveraged services that will support SSBG program operations, and describe any coordinated services between the respondent, proposed subcontractors, and other service providers that will be beneficial to the target population.

m. *Confidentiality Policies and Procedures.* Provide a copy of the respondent's and each proposed subcontractor's current confidentiality policies and procedures for protecting client records in Section IV.G. Appendices as, Appendix 4.

n. *Administrative Performance.* The resultant contractor shall be required to perform specific administrative tasks to ensure efficient and effective program administration including policies and practices to ensure subcontractors' performance in assisting with the delivery of services. Said policies and practices shall include but not be limited to the following:

1) a written agreement with each proposed subcontractor;
2) frequency of contact with proposed subcontractors;
3) method(s) of communication with proposed subcontractors;
4) oversight of proposed subcontractors to ensure satisfactory completion of contract deliverables; and
5) monitoring capacity including but not limited to frequency of monitoring, method of documentation, technical assistance, client satisfaction surveys, and review of services provided by proposed subcontractors.

a) Describe the evaluation methodologies that will be used to measure the administrative performance tasks.

o. *Department Responsibilities.* Identify specific support t required from the Department to perform the activities required by the resultant contract. If the respondent does not require any specific support from the Department, a responsive proposal must state such. The Department retains the ultimate decision-making authority required to ensure program activities are completed. Specific Department responsibilities shall include:

1) Program management -- A program director will be assigned by the Department. This individual will be responsible for monitoring program progress and will have final authority to approve or disapprove deliverables;
2) Staff coordination -- The program director will coordinate all necessary contacts between the contractor and Department staff;
3) Approval of deliverables -- The program director will review, evaluate, and approve all deliverables prior to the contractor's being released from further responsibility;
4) Providing technical assistance in relation to data collection, to ensure uniform collection of data by all contractors;
5) Identifying forms and tools to be used for the SSBG program; and
6) Issuing additional program guidance as necessary.

3.0 Staffing Requirements-Maximum Page Limitation = Twenty (20) Pages

To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the number and qualifications of staff that the respondent and proposed subcontractor(s) and their intended employees, to deliver the SSBG and SSBG/TANF Case Management Services required by this RFP.

a. *Program Staff/Manager*. Identify all staff positions that will be responsible for implementing and providing the services required by this RFP, including but not limited to a Program Manager. The Program Manager's responsibilities shall include but not be limited to day-to-day oversight of the program. Include the number of hours per week and percentage of time each position will be dedicated to the program services. Indicate whether each position will be newly created or existing. If the staff that will be assigned to the program are currently employed by the organization, include their names and job titles. If the staff that will be assigned to the program are not currently employed by the organization, present a strategy to recruit and hire staff that possess the qualifications specified in the job descriptions requested in Section III.C.3.b, *Job Descriptions,* below.

   Note: The Department must be notified in writing and in advance regarding the departure of any staff from the program.

b. *Job Descriptions*. Provide current job descriptions for each position identified in Section III.C.3.a above, in Section IV.G. Appendices, as Appendix 5. The job descriptions must outline the specific duties associated with the SSBG program, and minimum credential, license, education, training, and experience requirements. Job descriptions should clearly show how the positions support the delivery of planned SSBG and SSBG/TANF services.

c. *Multilingual and Multicultural Competency*. Describe the ability of all program staff identified in Section III.C.3.a. above to respond to various language and cultural situations in a culturally sensitive and linguistically competent way.

d. *Resumes*. Provide resumes, not exceeding two pages per resume, for all program staff identified in Section III.C.3.a above that are currently employed by the organization, in Section IV.G. Appendices, as Appendix 6. Resumes must reflect staff qualifications including credentials, licenses, education, training, experience with the respondent (or proposed subcontractor), experience with government-funded projects, and other relevant experience.

e. *Staff Training*. Describe the training techniques that will be used to ensure staff competency in the performance of program services.

f. *Children's Trust Fund Family Development Credential (FDC) Program*. Respondents that identify children and/or families as their target population must describe how the FDC program could benefit the target population. Advise whether the respondent or any proposed subcontractors have staff that are credentialed in the FDC program. If not, state whether the respondent or proposed subcontractors would be willing to participate in the FDC program.

4.0 Data Reporting and Technology Requirements-Maximum Page Limitation = Twenty (20) Pages

<u>To submit a responsive proposal, THE RESPONDENT SHALL</u> provide the following information about the respondent's and each proposed subcontractor's information management and performance measurement systems.

a. *Equipment*. The resultant contractor shall be required to provide wireless Internet services via wireless card or tethered cell phone, virus software protection, and password protected workstations. The respondent shall describe its ability to comply with these equipment requirements and ensure that each proposed subcontractor also complies with these requirements.

b. *Data Collection*. The resultant contractor shall be required to develop a means to maintain, at a minimum, the following information:

   1) A list of each individual/household contact by service;
   2) Client application, intake, and denial of service (if applicable);
   3) Client need for service and barriers;
   4) Client income, assessment of need, case management documentation, type of service provided, and follow-up activities;
   5) Client file closure documentation; and
   6) An encrypted list of each individual/household applicant including the Social Security Number(s).

   The respondent shall describe its ability to utilize technology to comply with these data collection requirements and ensure that each proposed subcontractor also complies with these requirements.

   Please note that the Department will provide technical assistance to the resultant contractor in relation to data collection, to ensure uniform collection of data by all contractors.

c. *Data Reporting.* The resultant contractor shall be required to submit the following reports.

   1) Quarterly statistical reports in a format to be defined by the Department, either via a Microsoft Office Excel file or via the Department's electronic "SSBG Data Collection System," which is currently in development and should be operational no later than October 1, 2015. Quarterly reports shall be submitted within 15 days following the end of each quarter.
   2) Quarterly fiscal reports on forms provided by the Department, within 15 days following the end of each quarter.
   3) Six (6) month progress narrative reports on forms provided by the Department. The progress narrative report shall be submitted within 30 days following the end of each six (6) month period. Each progress narrative report shall discuss changes in the SSBG program including but not limited to population trends, needs of clients being served, technical or programmatic assistance needs or problems, potential gaps in client services, and the respondent's SSBG program outcomes and performance measures. A final progress narrative report shall be submitted within forty-five (45) days after the contract end date.

4) Annual reports that shall include but not be limited to the number of unduplicated annual clients by age and expenditure level (using SSBG funding and other funding to support SSBG and SSBG/TANF program services). Annual reports shall be submitted no later than October 31 of each year.

The respondent shall describe its ability to utilize technology to comply with these data reporting requirements.

d. *Assessment of Client Satisfaction*. The respondent shall describe its and each proposed subcontractor's current client satisfaction process (surveys, etc.). Summarize feedback (number and percent of returned surveys, summary of concerns expressed by clients, etc.). Provide a brief narrative of follow-up actions taken or plans regarding concerns expressed by clients. Include a copy of the respondent's and each proposed subcontractor's current client satisfaction survey in Section IV.G. Appendices, as Appendix 7.

e. *Disclosure Policy*. Case file information on SSBG and SSBG/TANF clients, including names, Social Security Numbers, and other sensitive information is considered confidential and may not be released. The resultant contractor must protect confidential and private information gained from clients. Appropriate physical and computer security policies must be in place to protect sensitive information. The respondent shall describe its and each proposed subcontractor's ability to comply with this disclosure policy.

f. *Program Evaluation*. The respondent shall describe the evaluation methodologies that will be used to measure achievement of program goals including how goals will be evaluated, frequency of evaluation, and evaluation instruments to be used. Include the tracking methodology that will be implemented to review progress toward meeting goals, and to present suggestions for revising goals if it is demonstrated that goals cannot be met. Describe the respondent's and each proposed subcontractor's experience implementing Results-Based Accountability (RBA) practices within their organizations.

In addition to the data technology and reporting requirements in Section III.C.4.a. through Section III.C.4.f. above, **a responsive proposal must** include the following information about the respondent's and each proposed subcontractor's information management and performance measurement systems.

g. *Performance Measures*. The proposal must include specific and quantifiable annual performance measures for SSBG and SSBG/TANF funded activities. The respondent shall describe the processes used to identify the performance measures for SSBG and SSBG/TANF funded activities, how service delivery will be monitored to ensure that performance measures are met, and the data collection methodology to ensure documentation of service delivery. The respondent shall describe the approach and methodology utilized to identify performance measures.

The respondent shall describe the anticipated number of clients to be served annually for SSBG and SSBG/TANF Case Management Services. Based on this information, the Department shall calculate the proposed percent of clients to be served annually. Examples of performance measures include; but are not limited to the following:

1). Case Management

a) Clients have basic needs satisfied to sustain adequate life-functions.

(1) Clients in the Program have obtained housing or retained existing housing

(2) At least _____ **of** _____ of the clients seeking services in the Program have successfully obtained food, clothing, fuel assistance, shelter, and other basic needs.

(3) At least _____ **of** _____ of the clients seeking services in the Program who are deemed eligible for public assistance benefits (cash, medical or both) received eligible benefits.

(4) At least _____ **of** _____ of the clients seeking services in the Program participated in appropriate treatment plans to improve their overall life-functions or to resolve personal conflicts (e.g., family and/or individual problem, mental health, substance abuse, disability, etc.).

(5) At least _____ **of** _____ of the clients seeking services in the Program and in need of medical services were referred to and subsequently received appropriate medical care.

b) Clients have obtained employment facilitating economic self-sufficiency.

(1) At least _____ **of** _____ of the clients seeking services in the Program, who were seeking employment, have obtained employment.

(2) At least _____ of _____ of the clients in the Program obtained skills/competencies required for employment.

(3) At least _____ **of** _____ of the clients seeking services in the Program, who have obtained employment, maintained such for at least ninety (90) working days.

(4) At least _____ **of** _____ of the clients seeking services in the Program, who were seeking an improved employment situation, have obtained jobs earning satisfactory income to meet the clients' financial needs

5.0 Subcontractor

Each organization that will be delivering SSBG and SSBG/TANF Case Management Services must be identified in the proposal. All proposed subcontractors are subject to the Department's prior approval. **To submit a responsive proposal, THE RESPONDENT SHALL** include the following information about each proposed subcontractor.

a. A Subcontractor Profile for each proposed subcontractor, which is embedded in this section as a hyperlink, shall be included in Section IV.G. Appendices, as Appendix 8.

b. A draft written agreement between the respondent and each proposed subcontractor shall be included in Section IV.G. Appendices, as Appendix 9. Selected respondents shall be required to submit a copy of a final written agreement with each subcontractor prior to contract execution.

c. A letter of commitment from each proposed subcontractor, indicating willingness to provide the proposed services throughout the entire contract period, shall be included in Section IV.G. Appendices, Appendix 10. Each letter must be signed by an authorized official of the proposed subcontractor.

6.0 Work Plan

<u>To submit a responsive proposal, THE RESPONDENT SHALL</u> include a comprehensive and realistic work plan **for the two-month start-up period (August 15, 2015 to September 30, 2015) and each subsequent federal fiscal year (October 1 to September 30)**. The work plan must demonstrate the flow of program services in a logical and sequential manner with each year building upon the previous year. The proposed work plan must include:

a. **Start-up and implementation** activities to be carried out by the respondent and each proposed subcontractor that clearly identifies the SSBG and SSBG/TANF Case Management Service to be provided at each direct client service site;

b. **Tasks and deliverables** to be carried out to provide the proposed services, and the staff who will be responsible for carrying out each task and deliverable; and

c. **Timetable/Schedule** that clearly identifies a time frame for each task and deliverable, as well as when the SSBG and SSBG/TANF Case Management Services will be fully operational at each direct client service site.

■ D. COST PROPOSAL

1. Financial Requirements - Each response to this RFP shall include an original Part D (clearly marked) and four (4) copies submitted in a separate, sealed envelope or package and properly marked SSBG CM 6/11/2015 RFP Cost Proposal.

To submit a responsive proposal, THE RESPONDENT SHALL include the following information about the respondent's and each proposed subcontractor's fiscal stability, accounting and financial reporting systems, and relevant business practices.

a. *Audited Financial Statements.* Submit one (1) copy of each of the Respondent's two (2) most recent annual financial statements prepared by an independent Certified Public Accountant, and reviewed or audited in accordance with Generally Accepted Accounting Principles (GAAP) (USA). The copies shall include the following applicable documents:

1) Financial statements;
2) Auditor's reports;
3) Management letters; and
4) Reissued components.

If audited financial statements for each of the last two (2) fiscal years were not prepared, the Respondent shall provide comparable statements that will document the Respondent's financial stability. The additional documentation shall include, at a minimum:

- Unaudited balance sheets/Statement of Financial Position for the previous town (2) years.
- Unaudited income statements/Statement of Operations for the previous two (2) years.
- Cash flow statements for the previous two (2) years.
- IRS Form 990 for the previous two (2) years.
- Bank statements for all operating accounts for the previous twelve (12) months.
- Significant federal/state award letters.
- Description of major classes of payables including an accounts payable aging schedule.

b. *Financial Policies and Procedures*. Include two (2) electronic copies, compact disk (CD)of the respondent's financial policies and procedures Written financial policies and procedures shall include, at a minimum, the following:

1) managing and tracking cash receipts and disbursements;
2) budgeting;
3) procurement;
4) reconciling expenditures;
5) separation of duties and functions; and
6) payroll.

c. *Cost Allocation Plan*. The respondent's Cost Allocation Plan (CAP) must include provisions for allocating allocable-as-direct costs, Administrative and General (A&G) costs, and salaries and wages. The amount of detail in the plan would depend on a number of factors including, but not limited to the size and complexity of the organization, the number of revenue sources, and the number of programs. Based on these factors, the detailed budget and cost item allocation documents may or may

not need to be included in the CAP. If the respondent's CAP is not already included in the Financial Management Procedures requested in Section III.D.1.b above, one copy only shall be included on the Compact Disk (CD).

d. *Financial Capacity*. Describe the respondent's financial capacity to properly isolate contract-related income and expenditures. Discuss internal controls used to ensure that a thorough record of expenditures can be provided for purposes of an audit.

e. *Mixed Funding -- Staff*. Describe how staff time dedicated to this program will be tracked, if staff assigned to the program will be paid from various funding sources.

NOTE WORTHY: The Department shall require the successful respondent to identify a department/cost center/account code for the SSBG and SSBG/TANF Case Management Services be provided.

f. *Mixed Funding -- Clients*. Demonstrate: 1) how eligible clients will be distinguished from clients served by the respondent's and each proposed subcontractor's other social service programs; and 2) how eligible clients will be distinguished from clients served by other funding sources, for example, Medicaid and Medicare.

2. Budget Requirements

a. *Cost Standards*. All costs are subject to federal cost policy guidance and the standards developed by the State Office of Policy and Management for determining the cost of contracts, grants, and other agreements with organizations that receive funding from the State. In the event of any inconsistency, the federal cost policy guidance shall supersede the OPM cost standards. The applicable federal cost policy guidance is available at Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards https://www.federalregister.gov/articles/2013/12/26/2013-30465/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards, and Office of Community Services Information Memorandum, Transmittal No. 02-2008. Be advised that the cost proposal is subject to revision prior to contract execution in order to ensure compliance with the OMB SuperCircular and OPM cost standards and federal cost policy guidance. More information about the cost standards is available on OPM's web site: Cost Standards.

b. *Budget*. **To submit a responsive proposal, THE RESPONDENT SHALL include a separate Budget form**, which is embedded in this section as a hyperlink, **for the respondent and each proposed subcontractor**. Proposals must utilize the funding amount for Case Management Services.

The respondent's total administration costs, including administrative salaries, fringe benefits and payroll taxes, and overhead, **shall not exceed 18 percent** of the annual and total funding requested. The total administration costs of the proposed subcontractors shall be determined by the respondent, but shall not exceed 18 percent of the annual and total funding requested. The remaining balance of the total funding requested shall be for the SSBG services required by this RFP.

Detailed budget instructions are included in this section as a hyperlink.

c. *Budget Justification/Narrative*. A responsive proposal shall detail how costs included in the budget were calculated. Either Microsoft Office Word or Excel format is acceptable.

Note 1: The Department reserves the right to fund portions of a proposed budget and/or require adjustments.

Note 2: The Department reserves the right to consider all factors including cost in the final selection of a successful respondent. The opportunity to negotiate a contract with the Department will not be offered based on cost alone.

Note 3: The Department reserves the right to reject the proposal of any respondent that is not financially viable based on the assessment of the annual financial statements.

IV. PROPOSAL OUTLINE

*This section presents the **required** outline that must be followed when submitting a proposal in response to this RFP. Proposals must include a Table of Contents that exactly conforms with the required proposal outline (below). Proposals must include all the components listed below, in the order specified, using the prescribed lettering and numbering scheme. Incomplete proposals will not be evaluated.*

Page

A. Cover Sheet 1

B. Table of Contents 2

C. Declaration of Confidential Information . . . . . Etc.

D. Conflict of Interest - Disclosure Statement . . . . .

E. Executive Summary . . . . . .

F. Main Proposal . . . . . .

1. Organizational Requirements . . . . . .

a. Location of Offices . . . . . .
b. Current Range of Services . . . . . .
c. Qualifications . . . . . .
d. References . . . . . .
e. Audit Compliance . . . . . .
f. Dun & Bradstreet (D-U-N-S) Number . . . . . .
g. Current Range of Services . . . . . .
h. Relevant Experience . . . . . .

2. Service Requirements . . . . . .

a. Service Delivery Area . . . . . .
b. Documentation of Community Needs . . . . . .
c. Location of Offices/Hours of Operation . . . . . .
d. Target Population . . . . . .
e. Culturally Competent Services . . . . . .
f. Logic Model . . . . . .
g. Service Capacity/Delivery Plan . . . . . .
h. Service Delivery Methodologies . . . . . .
i. Case Management Policies and Procedures . . . . . .
j. Capacity/Waitlist Procedures . . . . . .
k. Quality Assurance Protocols . . . . . .
l. Linkages/Program Collaboration/Coordination . . . . . .
m. Administrative Performance . . . . . .

3. Staffing Requirements . . . . . .

a. Program Staff . . . . . .
b. Supervision / Management . . . . . .
c. Multilingual and Multicultural Competency . . . . . .
d. Staff Training . . . . . .

e. Children's Trust Fund Family Development Credential (FDC) Program . .

4. Data Reporting and Technology Requirements . . . . .

a. Equipment . . . . . .
b. Data Collection . . . . . .
c. Data Reporting . . . . . .
d. Assessment of Client Satisfaction . . . . . .
e. Disclosure Policy . . . . . .
f. Program Evaluation . . . . . .
g. Performance Measures . . . . . .

5. Subcontractors . . . . . .

a. Services To Be Provided Under Subcontract . . . .
b. Subcontract Cost and Term per Service . . . . . .

6. Work Plan . . . . . .

G. Appendices . . . . . .

1. IRS Determination Letter. . . . . .
2. Organization Charts . . . . . .
3. Confidentiality Policies and Procedures . . . . . .
4. Job Descriptions . . . . . .
5. Résumés . . . . . .
6. References . . . . . .
7. Client Satisfaction Surveys . . . . . .
8. Subcontractor Profiles . . . . . .
9. Sample Subcontracts . . . . . .
10. Letters of Support . . . . . .

H. Forms . . . . . .

1. Department . . . . . .

a. Certification Regarding Lobbying . . . . . .
b. Addendum Acknowledgement(s) . . . . . .

2. Other . . . . . .

a. Commission on Human Rights and Opportunities, Workplace Analysis Affirmative Action Report [1] . . . . . .
a. Consulting Agreement Affidavit (OPM Ethics Form 5) [2] . . . .

I. Cost Proposal . . . . . .

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[1] The respondent must upload this report through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The DAS guide to uploading affidavits and nondiscrimination forms online is embedded in this section as a hyperlink.

[2] Required when the contract resulting from this RFP has an anticipated value of $50,000 or more in a calendar or fiscal year. The respondent must upload this certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can

1. Financial Capacity . . . . . .
2. Mixed Funding . . . . . .
3. Budget. . . . . .
4. Budget Justification/Narrative . . . . . .
5. Audited Financial Statements. . . . . .
6. Financial Policies and Procedures . . . . . .