

## **Addendum 2**

State of Connecticut  
Department of Social Services and Department of Labor

### **TEMPORARY ASSISTANCE FOR NEEDY FAMILY CASE MANAGEMENT PROGRAM Request for Proposals**

**TANF\_CM\_RFP\_111716**

The State of Connecticut Department of Social Services and the Department of Labor is issuing **Addendum 2** to the **Temporary Assistance for Needy Family Case Management Program Request for Proposals**.

**Addendum 2** contains:

- Listing of Letter of Intent Respondents.

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#### **Letter of Intent Respondents:**

1. Acro Service Corporation  
39209 West Six Mile Road  
Suite 250  
Livonia, MI 48152
2. Advanced Behavioral Health Inc.  
213 Court Street  
Middletown, CT 06457
3. Arbor E&T, LLC d/b/a ResCare Workforce Services  
9901 Linn Station Road  
Louisville, Kentucky 40299
4. Community Renewal Team, Inc.  
555 Windsor Street  
Hartford, CT 06120
5. Connecticut Council of Family Service Agencies  
1310 Silas Deane Highway  
Wethersfield, CT 06109
6. New Opportunities, Inc.  
232 North Elm Street  
Waterbury, CT 06702

7. Thames Valley Council for Community Action, Inc.  
1 Sylvandale Road  
Jewett City, CT 06351

State of Connecticut  
Department of Social Services and Department of Labor

**TEMPORARY ASSISTANCE FOR NEEDY FAMILY  
CASE MANAGEMENT PROGRAM  
Request for Proposals**

**Addendum 2 issued December 23, 2016**

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 Organization

## Addendum 1

State of Connecticut  
Department of Social Services and Department of Labor

### TEMPORARY ASSISTANCE FOR NEEDY FAMILY CASE MANAGEMENT PROGRAM Request for Proposals

TANF\_CM\_RFP\_111716

The State of Connecticut Department of Social Services and the Department of Labor is issuing **Addendum 1** to the **Temporary Assistance for Needy Family Case Management Program Request for Proposals**.

**Addendum 1** contains:

1. Questions submitted by interested parties and the official responses.
2. Revision of Section V. Proposal Outline.
3. Revision to the Letter of Intent form.

*In the event of an inconsistency between information provided in the RFP and information in this response, the information in this response shall control.*

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#### **1. Questions and Responses**

1. **Question:** Please advise if there is a planned Pre-Bid Conference call scheduled for the TANF\_CM\_RFP\_111716 RFP to provide an overview of the RFP to the prospective vendors.  
**Response:** There will no Pre-Bid Conference Call.
2. **Question:** Would you please provide your current staffing structure and wages?  
**Response:** Please view the following link that lists the current contractor and the corresponding contract for the Safety Net program as identified on Page 7 – D.3. of the RFP. <http://www.ct.gov/dss/cwp/view.asp?a=2345&q=539018>
3. **Question:** What is the current spending on basic needs payments? Does that spending level meet the current needs of the state?  
**Response:** The SFY 2017 allocation is \$400,000. Basic needs payments are monitored closely to meet the needs of the enrolled eligible participants.
4. **Question:** Are basic needs considered a direct expense or a pass-through expense?  
**Response:** The contractor is expected to process basic expenses on behalf of an eligible participant but not directly to the eligible participant.

5. **Question:** Are basic needs funds included in the \$4 million available for this procurement?  
**Response:** **Yes. See Section II - General Information, A- Introduction, 4 – Contract Offers, b. – Funding on Page 8 of the RFP.**
6. **Question:** The RFP does not mention Work Participation Rates as a deliverable. Can you please clarify expectations with regard to Work Participation Rates?  
**Response:** **The Work Participation Rate is not a contract deliverable.**
7. **Question:** For families identified as 2.2, does the Case Management program manage work-related services, or do those families attend DOL contractors for anything related to employment?  
**Response:** **The targeted families in 2.2 currently do not receive any Case Management services.**
8. **Question:** With regard to space requirements, will it suffice to include a short list of spaces that meet the requirements and evidence of our communications with landlords regarding potential lease?  
**Response:** **Yes.**
9. **Question:** Is profit allowed on this procurement? If so, what is the guidance for profit? Our organization offers many economies of scale, as well as deep corporate resources and subject matter expertise. The costs associated with these resources are applied via an indirect cost rate that is derived using a modified total direct method. As a sub-recipient of federal funds, our indirect cost rate is independently reviewed by an outside auditor in accordance with federal cost principals. This line item is not addressed in the RFP or budget form. Please confirm that costs are allowable, any limits in place, and where it should be included in the budget form.  
**Response:** **On page 24 Section III.D.3 states, of the RFP states, “Budget information must comply with the statewide cost standards published by the State of Connecticut Office of Policy and Management. The cost standards are available online at:**  
[http://www.ct.gov/opm/cwp/view.asp?a=2981&Q=382994&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2981&Q=382994&opmNav_GID=1806)  
**According to the costs standards published on 10/21/2016, allowable and unallowable costs related to “profit” are defined under item No. 44 “Return on Investment and Profit Margins”. Below are 3 snips (definitions, allowable costs and unallowable costs) from the cost standards:**

a. Definitions-

***Return on investment*** is defined as revenues generated by charging a State agency for the use of the organization’s assets in the performance of an award.

***Profit margin*** is defined as the amount by which an organization’s (combined) revenues exceeds its (combined) expenses, expressed as a percentage.

**b. Allowable Costs-**

**Non.**

**c. Unallowable Costs-**

**Cost of return on investment are unallowable.**

**Profits margins taken or obtained from a State award are unallowable.**

10. **Question:** Regarding the eligible entities section on page 1: Could you please define "principal place of business"?

**Response:** **Principal place of business is where administrative functions are performed.**

11. **Question:** For a sample month, could you provide the number of families in each of the targeted categories: families with significant barriers to participate in mandatory work-related activities, families residing in Middletown who are eligible for TFA and are exempt, families who have exhausted their TFA time limit?

**Response:** **Please refer to Page 20 of the RFP, for projected referrals and active caseloads.**

12. **Question:** Does a Connecticut corporation established under the CT non-stock act and which the IRS considers a for profit company meet the "Eligible Entities" criteria? (page #1 of RFP).

**Response:** **Yes.**

13. **Question:** What is the average length of stay for clients in each of the existing case management programs? If this information is not available, what is the anticipated average length of stay for clients in each of the existing case management programs? (page #20 of RFP).

**Response:** **It can vary due to the respective family needs. Our initial thinking is that the duration will not exceed 12 months except for unusual circumstances.**

14. **Question:** What is the total caseload for each of the existing case management programs at any given time? If this information is not available, what is the anticipated total caseload for each of the existing case management programs at any given time? (page #20 of RFP).

**Response:** **Please refer to Department's response to Question 11.**

15. **Question:** What is the average number of home visits for each of the existing case management programs? If this information is not available, what is the anticipated average number of home visits for each of the existing case management programs? (page #20 of RFP)

**Response:** **Please refer to Page 20 of the RFP for home visit expectations.**

16. **Question:** In a household with two or more individuals requiring Case Management services, is the client considered to be the household or is each separate individual considered a client? (page #20 of RFP)  
**Response:** The caseload will be families. A family is expected to receive Case Management services.
17. **Question:** What outcomes are measured? (page #22 of RFP)  
**Response:** The outcomes listed on Page 22 of the RFP and those that the Respondent may propose.
18. **Question:** When are outcomes measured? (page #22 of RFP)  
**Response:** Please refer to the Department's response to Question 17.
19. **Question:** What is the expected process to evaluate outcomes? (page #22 of RFP)  
**Response:** The Department expects the Respondent to propose the data collection process to capture the participating outcomes.
20. **Question:** What specifically can be purchased through basic needs funds? (page #21 of RFP).  
**Response:** The following are items typically purchased: utility payments, food, security deposits, and/or bus passes.
21. **Question:** In the section for "Unit Rate" costs what is considered "a unit"? (budget form, summary page of RFP)  
**Response:** The budget form is a standard DSS form. You can ignore "#1 - Unit Rate" for the purpose of constructing your budget.
22. **Question:** If the Basic Needs budget is the line item itself, where specifically would the line item be reported on Appendix XII (budget form, summary page of RFP)  
**Response:** Please list in line item - #5/Other Costs, 5h – Other Project Expenses
23. **Question:** Is there clarification on exactly what is a Voucher? Is this a Gift Card or other form? (page #21 of RFP)  
**Response:** We consider a "voucher" to be items such as but not limited to: gift card for food store, bus card/pass, and/or payment directly to utility company on behalf of the eligible participant.
24. **Question:** Does the budget for "Basic Needs" include costs to administer Basic Needs Payments or is the intent of the RFP that \$400,000 be paid out annual in allowable basic need expenses? (page #21 of RFP)  
**Response:** The budget for Basic Needs Payments represents total funds that are paid on behalf of an eligible participant. They do not include costs to administer the allocation.
25. **Question:** Will the Department publish a list of all organizations who submit a Letter of Intent?  
**Response:** Yes.

26. **Question:** As this is a joint RFP from DOL and DSS, how will each agency be involved in the evaluation of proposals?  
**Response:** Evaluators from DOL and DSS will participate in the evaluation process.
27. **Question:** Why is the town of Middletown identified as a target area?  
**Response:** It was selected based on caseload projections of TFA exempt clients sufficient to implement a pilot program.
28. **Question:** Is there an expectation that bidders have a process for clients to self-refer to the program?  
**Response:** No.
29. **Question:** Can you explain what is meant on page 7 that the “TANF Case Management Program RFP will re-define the SNSN scope of work as currently delineated.” Does this mean that ESP, IPC and SNP will no longer exist as program components? If yes, then what are the program components under TANF Case Management?  
**Response:** The Scope of Work for the TANF Case Management Program begins on Page 18 of the RFP.
30. **Question:** The outline lists organizational charts in both F.1. (Main Proposal) and in G.1. (Appendix). Would you confirm that the organizational charts should be included in the appendix (as they will likely not be Word documents)?  
**Response:** The organizational chart’s narrative and description should be located in Section F.1. The actual organizational charts should be included as an Appendix, as G.1. Please refer to the revised Proposal Outline.
31. **Question:** The outline does not identify a location for job descriptions and resumes of current employees. We assume these should also go in the Appendix. Would you clarify where you would like these in the order of the outline?  
**Response:** Job descriptions should be in the Appendix section as G.2. Resumes should be located as G.3. Please refer to the revised Proposal Outline.
32. **Question:** The outline lists references in both F.1 and G.2. Would you clarify where you would like references to be included?  
**Response:** References should be located in F.1. Please refer to the revised Proposal Outline.
33. **Question:** How should the subcontractor responses be organized within the outline?  
**Response:** Subcontractors’ information should follow the Respondent’s response in each corresponding section. The Subcontractor Profile and Written Agreements should be located in the Appendices Section (G.4. and G.5.) Please refer to the revised Proposal Outline.
34. **Question:** Can the Department provide more detail on the specific outcomes sought by the RFP?  
**Response:** The proposed outcomes are listed on page 22 of the RFP.



35. **Question:** When does the Department expect to select a provider to negotiate with for this contract?  
**Response:** It is our expectation that we will begin negotiations prior to March 31, 2017 in order to execute a contract prior to July 1, 2017.
36. **Question:** On page 16, letter c the RFP requires agencies to provide information about organization changes within the last two years. Are respondents also expected to include information about contract compliance for the respondent and subcontractors in this response (i.e. sanctions, fines, penalties by any funding source within the last X years)? As this information is typically required by state RFPs, if it is not required in this section, where would the Department like this information included?  
**Response:** We are only interested in your response to those items listed on Page 16 – A.1.c., which should be included in this section response.
37. **Question:** Page 5 identifies families in the Town of Middletown that have been exempt from work-related activities as a target of the Program. Does this preclude serving families who are exempted from mandatory work-related activities residing in other communities?  
**Response:** Yes.
38. **Question:** Which organizations in the State of Connecticut currently operate the TANF Case Management Program?  
**Response:** There is no current contract for the TANF Case Management Program as presented within this RFP.
39. **Question:** What will this RFP mean for current JFES grantees? Will their contracts be eliminated?  
**Response:** JFES grantees funded by the CT Department of Labor will not be eliminated and are expected to collaborate with the successful Respondent.
40. **Question:** The Employment Success Program (ESP) receives 100 referrals a month. Can you summarize the location of the referrals by town?  
**Response:** We do not track by individual town but by the DSS regional office. Please refer to the [location chart](#) embedded in this response as a hyperlink.
41. **Question:** The Individual Performance Contract (IPC) Program receives 35-40 referrals a month. Can you summarize the location of the referrals by town?  
**Response:** Please refer to the Department's response to Question 40.
42. **Question:** The Safety Net Program (SNP) receives 45-50 referrals a month. Can you summarize the location of the referrals by town?  
**Response:** Please refer to the Department's response to Question 40.
43. **Question:** How many people does DSS anticipate will need case management services?  
**Response:** Please refer to page 20 of the RFP.

44. **Question:** Can the number of anticipated people who will need case management be quantified by city/town and/or region?  
**Response:** Please refer to the Department's response to Question 40.
45. **Question:** Under Section 4. Participant Outcomes – Can the department please share the success rate for FY 15 and FY 16 of the current contractor in meeting each of the three objectives identified?  
**Response:** The TANF Case Management Scope of Work and Participant Outcomes are new; no data is available.
46. **Question:** If this participant outcome data is available can it also be broken down by town or Workforce Development Region?  
**Response:** Please refer to the Department's response to Question 40.
47. **Question:** Will the successful respondent have direct access to the ImpaCT system?  
**Response:** No.
48. **Question:** Can a respondent utilize their own Case Management Software product if it has the ability to track the proposed family outcomes?  
**Response:** Yes, as the Department does not have a Case Management software product.
49. **Question:** Is there a department mandated software system that must be utilized by staff of the successful respondent for carrying out the activities as outlined in the RFP?  
**Response:** No
50. **Question:** Please confirm that currently the State is looking for support for English and Spanish. Please advise on the other languages that are expected to be supported.  
**Response:** It is expected that the Respondent will have the ability to communicate with all eligible families who do not speak English. Access to electronic translation services is acceptable. Spanish is the primary language other than English.
51. **Question:** Please share tentative departmental organization charts for DSS and DOL.  
**Response:** The organizational charts for [DSS](#) and [DOL](#) have been embedded in this response as hyperlinks.
52. **Question:** Please advise if there are any existing application solutions that are currently in use to manage key activities spelled in RFP for DOL and DSS.  
**Response:** There are no "application solutions" identified in the RFP.
53. **Question:** Please advise if data Conversion/Migration is considered to be part of the scope of this RFP.  
**Response:** No, it is not considered.
54. **Question:** Please advise on the number of applications and their respective data sizes that are expected to be converted/migrated as a part of the scope of this RFP.  
**Response:** There are none.

55. **Question:** Please advise if there is any preference for location of the vendor team - State location or vendor location within the US.

**Response:** We expect the successful Respondent to have a physical presence in Connecticut.

56. **Question:** Please advise if the State currently uses any payment mechanism/gateways that can potential be leveraged in the vendor's proposal.

**Response:** We do not have any current “payment mechanism/gateway” targeted for this Program.

2. **Revision of Section V. Proposal Outline**

**V. 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.*

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b.	Consulting Agreement Affidavit (OPM Ethics Form 5)	.	.	.	.	.	.	.	.

**3. Revision to the Section II. B. 4. Letter of Intent form**

**Letter of Intent.** A Letter of Intent ([LOI](#)) is **REQUIRED** by this RFP. The [LOI](#) is a standard fillable form, embedded in this RFP as a hyperlink. The [LOI](#) is non-binding and does not obligate the sender to submit a proposal. It must be submitted to the Official Contact by e-mail (preferred) to [Crystal.Redding@ct.gov](mailto:Crystal.Redding@ct.gov) or U.S. mail by the deadline of **December 22, 2016, 2:00 p.m. EST.**

State of Connecticut  
Department of Social Services and Department of Labor

**TEMPORARY ASSISTANCE FOR NEEDY FAMILY  
CASE MANAGEMENT PROGRAM  
Request for Proposals**

**Addendum 1 issued December 19, 2016**

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 Organization

# PROCUREMENT NOTICE

## State of Connecticut

### Department of Social Services and Department of Labor

#### TEMPORARY ASSISTANCE FOR NEEDY FAMILY CASE MANAGEMENT PROGRAM

#### Request for Proposals

#### TANF\_CM\_RFP\_111716

The State of Connecticut Department of Social Services (DSS) and the State of Connecticut Department of Labor (DOL) are requesting proposals from qualified organizations to implement a statewide Temporary Assistance for Needy Family (TANF) Case Management (CM) Program (here-to-after referred as "Program"). The Program will target families applying, receiving and/or having received cash assistance benefits from the DSS Temporary Family Assistance (TFA) program. TFA is a program of the federal Temporary Assistance for Needy Families (TANF) Block Grant. DSS and DOL will fund one (1) organization to provide services in all 169 Connecticut (CT) cities/towns.

The resultant contract period is anticipated to begin on July 1, 2017 and end on June 30, 2019. The total available funds through this procurement are estimated to not exceed \$4,000,000 and are subject to final state budgets allocations for state fiscal years 2018 and 2019.

**Purpose:** The purpose of the Program is to engage families with appropriate interventions and support services to eliminate barriers and address unforeseen barriers that limit participation in employment and/or vocational skill training opportunities.

**Eligible Entities:** Eligible Respondents are Connecticut municipalities and agents/private provider organizations defined as non-state entities that are either for-profit organizations, 501(c)(3) nonprofit corporations or partnerships with principal place of business located in Connecticut.

**Qualifications:** A qualified organization is one that has a minimum of five (5) years direct service experience serving multicultural, multilingual families in a culturally sensitive and linguistically competent way.

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](mailto:Crystal.Redding@ct.gov)

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

Questions must be directed to the Department's Official Contact at 860-424-5234. Persons who are deaf or hard of hearing may use a TDD by calling 1-855-470-3767.

The due date for submission of proposals is **January 19, 2016 2:00 p.m. Eastern Time.**

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## ABBREVIATIONS/ACRONYMS/DEFINITIONS

Addendum	An addition to a completed written document. Addenda should be signed separately and attached to the original document so that there will be no confusion as to what is included or intended
Affirmative Action Plan	Action taken to provide equal opportunity, as in hiring or admissions, for members of previously disadvantaged groups, such as woman and minorities, often involving specific goals and timetables
DORS	Connecticut Department of Rehabilitation Services
Case Management (CM)	The principles that underpin Case Management are individualized service delivery based on comprehensive assessment that is used to develop a case or service plan. The plan is developed in collaboration with the client and reflects their choices and preferences for the service arrangements being developed. The goal is to empower the client and ensure that they are involved in all aspects of the planning and service arrangement in a dynamic way
American Jobs Centers (AJC)	Is a consortium of private and public workforce development organizations that individually and collectively assist job seekers in gaining employment, with services provided at such local “One-Stops”, usually at the same location as the Jobs First Employment Services (JFES) case management
Contractor	Connecticut municipalities and agents/private provider organizations defined as non-state entities that are either for-profit organizations, 501(c)(3) nonprofit corporations or partnerships with principal place of business located in Connecticut that enters into a contract with the Department as a result of this RFP
CT	Connecticut
DAS	Connecticut Department of Administrative Services
DCF	Connecticut Department of Children and Families responsible for child welfare, abuse/neglect background checks for parents and personnel who work with children and training of personnel who work with children
DSS	Connecticut Department of Social Services
DOL	Connecticut Department of Labor
EEO-1 Data	The composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area
EST	Eastern Standard Time
Evidence and Research – based Program Model	A program or model that has been tested, is well-designed, is methodologically sound and has shown evidence to produce significant reductions in poor outcomes or associated risk factors
FOIA	Freedom of Information Act
IPC	The Individual Performance Contract (IPC) tool is based on an assessment conducted by the prevention services worker, and using referral information and the employment plan, and prior conciliation efforts, to collaborate with a JFES participant: to set goals and objectives consistent with the JFES employment plan; to include activities that support employment or remove barriers to participation in the JFES employment plan, or in employment; and to bring the individual into compliance with her/his JFES employment plan and /or lead to employment
Jobs First Employment Services (JFES)	JFES is the Connecticut employment and training program administered jointly by DSS and DOL for TFA recipients who are required to participate in work related activities.



Job Search and Job Readiness	Supervised group and individual job search activity which may include classroom instruction in job search techniques, completing job applications, interviewing, resumes; life skills training, orientation to the world of work, motivational exercises, family budgeting, etc.; job placement and job development; job seekers support groups (job clubs)
Letters of Agreement	The writing or document of an arrangement between parties regarding a method of action, covenant, or treaty
LOI	Letter of Intent
Medicaid	The Connecticut Medical Assistance Program (CTMAP) operated by the State of Connecticut Department of Social Services under Title XIX of the Federal Social Security Act and related State and Federal rules and regulations
NASW	National Association of Social Workers
One-Stop Career Center	A feature or physical section of the American Jobs Center (AJC) location, which provides a variety of services and resources to assist people in job search, such as: job boards; job and training announcements; phone, mail, fax usage; internet access; résumé stationery, educational, financial and job search resource and information
OPM	Office of Policy and Management
P.A.	Public Act
POS	Purchase of Service
Prospective Respondent	An eligible organization that may submit a proposal to the Department in response to this RFP, but has not yet done so
Respondent	An eligible organization or municipality that has submitted a proposal to the Department in response to this RFP
RFP	Request for Proposal
Subcontract	Any written agreement between the contractor and another party to fulfill any contract requirements
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
Target Population	The population, clients, or subjects intended to be identified and served by the program
TOC	Table of Contents
Transmittal Letter	Required with submission, addresses Respondent assurances for independent price determination. Must include Respondent's Federal Employer Identification Number, if an organization and Social Security Number if an individual
Workforce Development Boards (WDB)	A regional board consisting of private and public sector members that plan and coordinate work force development for a geographic region within Connecticut. Each board assesses the needs and priorities for investing in the development of local human resources; incorporates the needs of local business and industry; and coordinates a broad range of employment, education, training, and related services in the region

## I. PROGRAM INFORMATION

### ■ A. PURPOSE OF REQUEST FOR PROPOSAL

The State of Connecticut Department of Social Services (DSS) and the State of Connecticut Department of Labor (DOL) are requesting proposals from qualified organizations to implement a Temporary Assistance for Needy Family (TANF) Case Management Program (here-to-after referred as “Program”).

The Program will target families applying, receiving and/or having received cash assistance benefits from the DSS Temporary Family Assistance Program (TFA). TFA is a program of the federal Temporary Assistance for Needy Families (TANF) Block Grant. The purpose of the Program is to engage families with appropriate interventions and support services to eliminate barriers and address unforeseen barriers that limit participation in employment and/or vocational skill training opportunities. DSS and DOL will fund one (1) organization to provide services in all 169 Connecticut cities/towns. A qualified organization is one that has a minimum of five (5) years direct service experience serving multicultural, multilingual families in a culturally sensitive and linguistically competent way.

The Program will target the following families:

1. Families residing in any of the 169 Connecticut towns that apply and/or receive TFA and are required to participate in work-related activities. These families receive an initial service needs assessment by a DSS Eligibility Specialist and an employability assessment by a DOL/Jobs First Employment Services (JFES) Case Manager. Such families may be identified as having significant barriers to participate in mandatory work-related activities and they would be referred to the TANF Case Management Program by DSS and/or DOL.
2. Families residing in the Town of Middletown that have been deemed eligible to receive TFA by a DSS Eligibility Specialist but are exempt from mandatory work-related activities. Such families would be offered an opportunity to be referred to the TANF Case Management Program as this is not a mandatory requirement. Such families will be referred to the TANF Case Management Program by DSS.
3. Families residing in any of the 169 Connecticut towns identified as having exhausted their time-limited eligibility for TFA. Such families will be referred to the TANF Case Management Program by DSS.

### ■ B. DEPARTMENT OF SOCIAL SERVICES 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 but not limited to, Temporary Assistance for Needy Families, (TANF), Supplemental Nutrition Assistance Program (SNAP), and Social Services Block Grant (SSBG).

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 (3) 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.*

### ■ **C. DEPARTMENT OF LABOR OVERVIEW**

The Department of Labor is committed to protecting and promoting the interests of Connecticut workers. To accomplish this in an ever-changing environment, DOL assists workers and employers to become competitive in the global economy. DOL takes a comprehensive approach to meeting the needs of workers and employers and the other agencies that serve them. It ensures the supply of high-quality integrated services that meet the needs of its customers.

The Department is led by Commissioner Scott D. Jackson and assisted by a Deputy Commissioner. DOL has offices located in the twenty American Jobs Centers throughout the State, serving job seekers, students, displaced workers, unemployed individuals, and those who want to change jobs or continue to move in their careers. At these facilities, assessment, testing, workshops, veterans' services, and career guidance is available to everyone. DOL also provides businesses with job-related counseling services, apprenticeship programs, recruiting services, Occupational Safety and Health Administrative (OSHA) assistance, wage and workplace standards information, and labor market information.

### ■ **D. OVERVIEW OF CURRENT DOL and DSS PROGRAMS**

1. **Temporary Family Assistance (TFA) Program** - The TFA Program is administered by DSS and provides cash assistance to needy families. TFA applicants and/or recipients may be required to participate in work related activities and will receive monthly cash assistance with a 21 month time limit, unless exempted. TFA recipients are determined to be exempt from work related activities if they meet one of the several exemption criteria. For reference, the [TFA Exemption Criteria](#) is embedded in this section as a hyperlink.

DSS Eligibility Specialists determine eligibility for TFA, identify individuals in the family required to participate in the JFES Program, conduct an initial family needs assessment and administer the sanctioning policy that reduces or discontinues TFA benefits for families not cooperating with the JFES Program.

2. **Jobs First Employment Services (JFES) Program** - The JFES Program is administered by DOL and provides employment assistance, training opportunities, case management and support services for TFA/JFES participants. DOL contracts with five (5) regional Workforce Development Boards (WDB) in order to provide this array of services. JFES assists TFA applicants and recipients to become and remain independent of TFA. Individuals required to participate in the JFES Program are scheduled for an orientation at a local American Jobs Center. The JFES Case Manager is responsible for developing an employment plan, assigning JFES participants to work related activities, and monitoring and reporting on participation.
3. **Safety Net Services Network (SNSN)** - The SNSN is currently funded by DSS and DOL and is administered by an external contractor. SNSN is comprised of three (3) different program components. The TANF Case Management Program RFP will re-define the SNSN scope of work as currently delineated below.

Employment Success Program (ESP) – ESP provides in-depth assessment and intensive case management to TFA/JFES recipients, who exhibit barriers for successful participation in work-related activities. ESP enables the TFA/JFES recipient to remain in compliance with the requirements of the JFES Program. Approximately 100 referrals per month are received by the SNSN contractor.

Individual Performance Contract (IPC) Program – IPC provides a family assessment, intensive support services and referrals to appropriate agencies to those individuals in danger of losing TFA because of non-cooperation with JFES requirements. Approximately 35 to 40 referrals per month are received by the SNSN contractor.

Safety Net Program (SNP) – Case Management services are offered to families who have exhausted their 21 months of TFA and are not eligible for an extension. In addition, basic needs payments to support food, shelter and clothing as well as other family support services are provided. Approximately 45 to 50 referrals per month are received by the SNSN contractor.

## II. GENERAL INFORMATION

### ■ A. INTRODUCTION

1. **RFP Name.** Temporary Assistance for Needy Family Case Management Program Request for Proposals, **TANF CM RFP 111716**
2. **Commodity Codes.** The services that the Department wishes to procure through this RFP are as follows:  
  
2000:           Community and Social Services
3. **Summary.** The State of Connecticut Department of Social Services (DSS) and the State of Connecticut Department of Labor (DOL) are requesting proposals from qualified organizations to implement a statewide TANF CM Program.
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:
  - a. **Contract Period:** The resultant contract period is anticipated to begin on July 1, 2017 and end on June 30, 2019. The total available funding through this procurement shall not exceed \$4,000,000.
  - b. **Funding:** DSS and DOL have combined their resources to support the program components and provide an allowance for administrative functions. We have identified the following budget cost categories and funding levels. These are estimated levels to assist your budget preparation and will be negotiated during contract development.

The estimated totals are as follows:

<i>Component</i>	<i>Term Start</i>	<i>Term End</i>	<i>Amount</i>
Case Management	July 1, 2017	June 30, 2018	\$1,300,000
Case Management	July 1, 2018	June 30, 2019	\$1,300,000

Subtotal: **\$2,600,000**

<i>Component</i>	<i>Term Start</i>	<i>Term End</i>	<i>Amount</i>
Basic Needs Payments	July 1, 2017	June 30, 2018	\$ 400,000
Basic Needs Payments	July 1, 2018	June 30, 2019	\$ 400,000

Subtotal: **\$ 800,000**

<i>Administration</i>	<i>Term Start</i>	<i>Term End</i>	<i>Amount</i>
Administrative Functions	July 1, 2017	June 30, 2018	\$ 300,000
Administrative Functions	July 1, 2018	June 30, 2019	\$ 300,000

Subtotal: **\$ 600,000**

The total for components and administrative functions for the resultant contract period of July 1, 2017 to June 30, 2019, shall not exceed **\$4,000,000**.

5. **Synopsis.** Organizations must have a minimum of five (5) years demonstrated direct service experience serving multicultural, multilingual families in a culturally sensitive and linguistically competent way.

■ **B. 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](mailto: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.

<b>RFP Released</b>	November 17, 2016
<b>Deadline for Questions</b>	December 8, 2016, 2:00 p.m. EST
<b>DSS Official Responses released (tentative)</b>	December 15, 2016
<b>MANDATORY <a href="#">Letter of Intent</a> Due</b>	December 22, 2016, 2:00 p.m. EST
<b>Proposals Due</b>	<b>January 19, 2017, 2:00p.m. EST</b>
<b>(*) Start of Contract</b>	July 1, 2017

4. **Letter of Intent.** A [Letter of Intent](#) (LOI) is **REQUIRED** by this RFP. The [LOI](#) is a standard fillable form, embedded in this RFP as a hyperlink. The LOI is non-binding and does not obligate the sender to submit a proposal. It must be submitted to the Official Contact by e-mail (preferred) to [Crystal.Redding@ct.gov](mailto:Crystal.Redding@ct.gov) or U.S. mail by the deadline of **December 22, 2016, 2:00 p.m. EST.**

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, [Crystal.Redding@ct.gov](mailto:Crystal.Redding@ct.gov) before **December 8, 2016, 2:00 p.m. EST.**

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 LOI 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 (1) 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 Department will release the answers to questions on **December 15, 2016** (tentative). 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 LOI. **Proposals must include a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFP.**

It is solely the sender's responsibility to ensure and verify the Department's receipt of questions.

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:** **January 19, 2017**
- **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.

## ■ C. PROPOSAL FORMAT

1. **Required Outline.** All proposals must follow the required outline presented in Section V. 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. (Refer to Section V.)
4. **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.

5. **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.”

6. **Executive Summary.** The Executive Summary must include a high-level summary limited to two (2) pages that summarizes the content of the proposal. The Executive Summary shall include the Respondent’s demonstrated experience of a minimum of five (5) years’ experience providing similar services. The Respondent must certify that they are in good standing with the Connecticut Secretary of State Office, and have a minimum of five (5) years direct service experience serving multicultural, multilingual families in a culturally sensitive and linguistically competent way.
5. **Attachments.** Attachments other than the required Appendices and Forms identified in Section V 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:  
**TANF CM RFP 111716**

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:

**TANF CM RFP 111716 Main Proposal and  
TANF CM RFP 111716 Cost Proposal**

An acceptable submission must include the following:

- One (1) original of the **Main Proposal**
- Five (5) hard copies of the **Main Proposal**
- One (1) compact disk, (no flash drives) of the **Main Proposal**

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

- One (1) original of the **Cost Proposal**
- Five (5) hard copies of the **Cost Proposal**
- One (1) disk, (no flash drive) of the **Cost Proposal**

**Note Worthy:**

- ❖ **Flash drives are not acceptable.**
- ❖ **Requested information needs to be printed and included within the proposal—referencing hyperlinks in the proposal is 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.

**Proposal:**

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

- [Cover Sheet](#)
- Table of Contents
- Declaration of Confidential Information
- Conflict of Interest – Disclosure Statement
- Executive Summary
- Organizational Capacity and Structure
- Scope of Services
- Business Cost Proposal

Note Worthy: The original proposal 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 V 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.

■ **D. 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.

Evaluation Criteria	Weight Amount
Organizational Capacity and Structure	25 percent
Scope of Services and Implementation Plan	50 percent
Business Cost Proposal	25 percent

Proposals will be evaluated in four (4) phases.

- **Phase 1**, the Minimum Submission requirements will be evaluated pursuant to Section II.D.3 above.
- **Phase 2**, the Organizational Capacity, Structure, Scope of Services and Implementation Plan will be evaluated. ***Proposals must achieve a minimum of 75 percent (56.25 points) of the total available points in order to proceed to Phase 3.***
- **Phase 3**, the Business Cost Proposal will be evaluated, It will be scored for:
  - a. Cost comparison (determined by comparing bid price information), and
  - b. Cost reasonableness (determined by examining the Business Narrative and the relationship between the costs, personnel, and the work plan outlined in the proposal).

- **Phase 4**, Ranking of the Proposals- Upon Completion of Phases One (1) through Three (3), the Evaluation Team has the discretion to interview the Respondents. After the Evaluation Team has scored the proposals, the points awarded will be totaled to determine the ranking. Recommendations, along with pertinent supporting materials, will then be conveyed to the Commissioners of Social Services and Labor. The final selection of a successful Respondent is at the discretion of the Department heads.
5. **Respondent Selection.** Upon completing its evaluation of proposals, the Evaluation Team 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. 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 Respondent 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.

### III. PROPOSAL CONTENTS

#### ■ A. ORGANIZATIONAL CAPACITY AND STRUCTURE

**Page limitation - A maximum of ten (10) pages for the Respondent and a maximum of ten (10) pages for each subcontractor (if applicable). (Maximum page limitation is inclusive of Organizational Capacity and Structure, Sections 1-4.)**

1. **Summary of Organizational Capacity** - DSS and DOL are requesting proposals from qualified organizations to implement a statewide Program. Qualified organizations are those organizations with a minimum of five (5) years' experience serving multicultural, multilingual families in a culturally sensitive and linguistically competent way. The Respondent is expected but not required to provide identified services directly or through designated subcontractors.

(See Section III.B. - Scope of Services)

Note - If the Respondent proposes the use of subcontractors for the direct provision of services, a responsive proposal must also include information for each proposed subcontractor.

A responsive proposal must summarize the Respondent's overall qualifications to implement, monitor, and manage the Program, as described herein.

To submit a responsive proposal, **THE RESPONDENT SHALL** include the following specific details regarding the Respondent and, if applicable, any proposed subcontractors for the direct provision of services:

- a) Agency establishment date, the agency mission at time of establishment, the current agency mission, and if the current agency mission is different from the original, a description of the changes in focus that led to the current mission;
- b) Agency size in relation to number of and type of personnel;
- c) Organizational changes within the last two (2) years including any reorganization and/or turnover of key personnel, acquired grants for current programs and lost grants including the reasons for loss of grants;
- d) The physical facility that will house the actual Program including:
  - (1) The address of the facility/facilities;
  - (2) The name and telephone number of a contact person who has access to the facility/facilities if the DSS or DOL wish to visit the site prior to granting the right to negotiate;
- e) Respondent's technological abilities, challenges, and goals;
- f) Experience relevant to the functions to be performed under the resultant contract and a listing and summary of recent contracts for similar services;
- g) Experience servicing culturally and linguistically diverse populations;

- h) A description of the agency's professional skill development program with specific reference to staff development opportunities over the past three (3) years; and
- i) A description of the agency's evaluation and/or assessment processes/outcomes for special programs or projects within the past two (2) years.

## 2. **Organizational Chart and Description**

To submit a responsive proposal, **THE RESPONDENT SHALL** include:

- a) A functional organizational chart and accompanying narrative detailing how the proposed Program fits within the entire organizational structure. The accompanying narrative must also describe the relationship between program personnel and the specific tasks and assignments proposed to accomplish the Scope of Services (*See Section III.B.*); and
- b) A narrative that describes how the existing organizational programs, services, and structure will support the successful implementation of the Program.

## 3. **Respondent References**

References are individuals able to comment on the Respondent's ability to perform the services specified in this RFP. The reference contact person must be an individual familiar with the Respondent's organization and its day-to-day performance. The references may include the State of Connecticut employees. Respondents are strongly encouraged to contact their references to ensure the accuracy of their contact information and their willingness and ability to be a reference. The DOL and DSS expect to use these references in its evaluation process which includes the references of subcontractors for the direct provision of services.

To submit a responsive proposal, **THE RESPONDENT SHALL** include:

- a) Three (3) specific references for the Respondent that include the references' organization name, address, email address, current telephone number and name of a specific contact person, and
- b) Two (2) references for each proposed subcontractor that include the references' organization name, address, email address, current telephone number and name of a specific contact person.

## 4. **Key Personnel and Staff Resources**

Key personnel and staff resources must include, but are not limited to, a Program Coordinator who will be responsible for the implementation and management of the Program, day-to-day oversight and attendance at all Program meetings at the request of the DOL and DSS. The Program Coordinator will be expected to respond to the DOL and DSS requests for status updates and all required reports.

The Respondent is expected to have all staff complete abuse/neglect training, as provided by the State of Connecticut Department of Children and Families (DCF) or the DCF designated training entity.

The Respondent can employ higher credentialed or specialized staff and would need to describe how and when this would occur. (*See Scope of Services - National Association of Social Workers (NASW) Standard #2 - Qualifications*)

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Identify key positions that will be responsible for the operation and success of the Program and include a job description for each key position and, if applicable, a resume for the proposed key personnel. The job descriptions and resumes must include detail regarding each individual's experience working with contracts, credentials, education, training, and the percentage of time dedicated to the Program.
- b) If the key positions identified are not currently established and/or filled, include a detailed description and timeline of the steps to be taken by the Respondent to establish and fill the key positions before the anticipated start of the resultant contract period.

Note - If the Respondent proposes the use of subcontractors for the direct provision of services, a responsive proposal must also include this information for each proposed subcontractor.

■ **B. SCOPE OF SERVICES:**

***Page limitation – A maximum 15 pages for the Respondent and a maximum of 15 pages for each subcontractor (if applicable). (Maximum page limitation is inclusive of Scope of Services, Sections 1-6.)***

The Respondent is expected to implement the following:

- Case Management Service Delivery System (*See Section III.B.3.1*)
  - Basic Needs Payment System (*See Section III. B.3.2*)
  - Administrative Reporting Structure (*See Section III.B.3.3*)
1. **Evidence and Research-based Program Model** - The Respondent shall be required to fully describe its plan to implement a program that follows identified Evidence and Research-based Program Models. This may include, but is not limited to, intensive and culturally competent engagement and retention strategies, motivational approaches to achieve workforce readiness and employment, and creative and flexible approaches to the delivery of support services.

For further information, please access:

<http://www.socialworkpolicy.org/research/evidence-based-practice-2.html>

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Identify and describe the rationale for its selection of the Evidence and Research-based Program Model.

- b) Describe any training and ongoing support that will be provided for staff to ensure their competence in the delivery of the Evidence and Research-based Program Model.
2. **Target Population and Geographic Area** - The Respondent shall provide Program services to the following families:
- 2.1 Families residing in any of the 169 Connecticut towns that apply and/or receive TFA and are required to participate in work-related activities. These families receive an initial service needs assessment by a DSS Eligibility Specialist and an employability assessment by a DOL/JFES Case Manager. Such families may be identified as having significant barriers to participate in mandatory work-related activities and they would be referred to the TANF Case Management Program by DSS and/or DOL.
- 2.2 Families residing in the Town of Middletown that have been deemed eligible to receive TFA by a DSS Eligibility Specialist but are exempt from mandatory work-related activities. Such families would be offered an opportunity to be referred by DSS to the TANF Case Management Program as this is not a mandatory requirement.
- 2.3 Families residing in any of the 169 Connecticut towns identified as having exhausted their time-limited eligibility for TFA. Such families will be referred to the TANF Case Management Program by the DSS.

The families listed above may experience significant barriers to successful participation and have the greatest difficulty making the transition from welfare to work. They often face multiple barriers to obtain and maintain employment. These families struggle with one or more of the following issues: disabilities, domestic violence, insufficient financial resources, housing instability, limited English proficiency and adult basic skills, mental health complications for their children and themselves, substance abuse and access to transportation.

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Include a description of how the services provided will be accessible to all potential families; including addressing transportation and mobility issues of clients, coordination of services with local resources and any subcontractors' responsibilities and roles in the delivery of Program services.
3. **Program Components** - The Respondent must design and implement a **Case Management Service Delivery System** for the TFA families described in B.2.1, 2.2 and 2.3 and a **Basic Needs Payments System** for families described in B.2.3.
- 3.1 **Case Management Service Delivery System** - The Respondent is expected to develop a Case Management Service Delivery System based on an Evidence and Research-based Program Model that supports the families described in B.2.1, 2.2, 2.3. The Respondent is expected to have extensive knowledge and understanding of the described families and the ability to target specialized and/or intensive services based on a comprehensive and thorough family assessment.



- 3.1.1 The Respondent will need to provide referral for assessment and handling of more difficult and complex situations utilizing staff experienced in managing such clients.
- 3.1.2 The Respondent will need to provide continuous educational and staff development opportunities.
- 3.1.3 The Respondent shall model its Case Management Delivery System in accordance with the National Association of Social Workers (NASW) Standards.

For reference, the **NASW Standards** for social work case management are detailed at:

<http://www.socialworkers.org/practice/naswstandards/CaseManagementStandards2013.pdf>

DOL and DSS expect that all families referred will receive Social Work Case Management Services for a maximum of twelve (12) months. Enrolled families should be monitored at four (4) month intervals assuming the family retains program eligibility. DSS and/or the DOL will complete family and employability assessments on the targeted families. DSS and DOL will work with the Respondent to share relevant data that can support the Respondent's case management process.

Family referrals will be made from DSS or DOL. The Department expects that the monthly referrals and active cases for Case Management Services for the targeted families identified in B.2.1, 2.2, and 2.3 will be as follows:

- 2.1 135 to 140 referrals and 65 to 75 active
- 2.2 20 to 30 referrals and 15 to 20 to remain active
- 2.3 45 to 50 referrals and 35 to 40 active

Families are required to receive at least one (1) home visit as part of their case management participation. Additional home visits are expected depending on the individual client assessment and service plan.

Due to the barriers experienced by the targeted families, services may need to be provided during non-traditional hours, such as evenings and weekends. Staffing schedules will need to reflect this and thus, back-up schedules should be considered to provide coverage for staff leave time, holidays, etc.

The Respondent is required to implement and staff a 1-800 in-State, toll-free telephone line with voice mail option and other technology, to allow families to communicate with the Respondent and its subcontractors, if applicable.

The Respondent is expected to have technology that allows for electronic referrals from DOL and DSS. (See Section III.3.3 - Administration/Data Collection/Reporting)

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Identify and describe how the proposed Case Management Service Delivery System will be developed to support the target populations;
- b) Describe how the proposed Case Management Delivery System is patterned upon generally accepted standards of social work case management as defined by NASW;
- c) Describe the Respondent's efforts to provide ongoing educational and staff development opportunities and;
- d) Provide a description as to how **each** of the twelve (12) NASW Standards will be fulfilled.

- 3.2 **Basic Needs Payments System** - The Respondent is expected to develop a Reimbursement System with sufficient fiscal controls that provides a variety of services through the existing community service delivery network and other resources as provided in this RFP. Basic Needs Payments can be provided for such items as food, shelter and clothing. Basic Needs Payments must be issued by voucher or through a vendor but not directly to the family. Such services and expenditures are allowed **only to families identified in B.2.3.**

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Describe the Reimbursement System including identification of fiscal controls.

- 3.3 **Administration/Data Collection/Reporting** - The Respondent is expected to:

- Develop an Administrative Reporting Structure for all administrative functions, such as personnel, call center, accounting, financial/program reporting and quality assurance.
- Work with DSS and DOL to identify how services can be offered at the existing sites of DSS, DOL and their subcontractors.
- Develop a Case Record Documentation System for all participating families following the guidelines established in NASW Standard # 10. Such system shall document and report open, closed, active, pending and discontinued families.
- Establish statewide toll-free telephone access, at least one (1) direct dial number and arrange communication services as required for deaf, hard of hearing and visually impaired. Such telephone service should offer the caller multiple options (i.e. leave request in voice mailbox) and have trained staff capable of addressing the multi-lingual target population. Voice mailbox messages must be returned within 24 hours or less.
- Provide translation services for non-English/non-Spanish speaking persons.

Final reporting formats will be negotiated during contract negotiations with the successful Respondent.

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Describe the Administrative Reporting Structure for all administrative functions, such as personnel, accounting, financial/program reporting and quality assurance;
  - b) Identify any administrative services that may be offered at the existing DSS, DOL and/or DOL subcontractor sites;
  - c) Describe how case record documentation will follow the guidelines established in NASW Standard # 10;
  - d) Describe the data collection system to report on open, closed, active, pending, and discontinued families; and
  - e) Describe the telephone service operations and technological capabilities.
4. **Participant Outcomes** - The Respondent is expected to develop a Service Delivery System that will indicate status, progress and outcomes for referred Program families.

The expected outcomes that will be negotiated during contract development are as follows:

- Families identified in 2.1
  - will engage in work-related activities upon their return to DOL contractors after completion of barrier intervention services as determined via a family assessment. DOL contractors will confirm family engagement.
- Families identified in 2.2
  - will volunteer to participate in work-related, other family intervention activities or seek disability assistance upon completion of barrier intervention services as determined via a family assessment. The successful contractor is expected to document this within its Case Management Reporting System.
- Families identified in 2.3
  - will have barriers resolved after intervention services are completed, as determined via a family assessment. The successful contractor is expected to document this within its case management reporting system.

The Department will consider other family outcomes as proposed by the Respondent.

To submit a responsive proposal, **THE RESPONDENT SHALL:**

- a) Describe how family outcomes will be collected, documented and evaluated; and
- b) Identify additional family outcomes and provide a rationale for their selection.

5. **Timeline for Project Implementation** - It is anticipated that there may be a start-up period prior to actually serving participants. Start-up activities may include staff hiring, staff training, negotiation of subcontracts and/or other collaborative arrangements.

To submit a responsive proposal, THE RESPONDENT SHALL:

- a) Include a timeframe that clearly identifies key program implementation components.

6. **Oversight and Support** - DSS and/or DOL will provide programmatic oversight and support including:

- Program and fiscal monitoring
- Sharing related information
- Providing technical assistance on department programs and services
- A Project liaison

To submit a responsive proposal, THE RESPONDENT SHALL:

- a) Describe any additional support from DSS and DOL to implement the Program.

■ **C. SUBCONTRACTOR:**

The Respondent must identify proposed subcontractors that will be delivering TANF Case Management Services in the proposal. All proposed subcontractors are subject to the Department's prior approval. In addition to the requested information in Section III.A-B., all proposed Respondents must submit the following information about **each** proposed subcontractor.

**To submit a responsive proposal, THE RESPONDENT SHALL** include the requested information:

1. A [Subcontractor Profile](#) for each proposed subcontractor, which is embedded in this section as a hyperlink, shall be included in Section V.G. Appendices, as Appendix # 3.
2. A draft written agreement between the Respondent and each proposed Subcontractor shall be included in Section V.G. Appendices, as Appendix# 4. Selected Respondents shall be required to submit a copy of a final written agreement with each subcontractor prior to contract execution.
3. 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 V.G. Appendices, Appendix # 5. Each letter must be signed by an authorized official of the proposed subcontractor.

■ **D. BUSINESS COST PROPOSAL:**

Cost information or other financial information may only be included in this portion of the proposal. Any proposal that fails to adhere to this requirement will be disqualified as non-responsive. Each proposal must include cost information and other financial information in this section in the following order:

1. Audited Financial Statements - Audited Financial Statements. Submit one (1) copy of the Respondent's two (2) most recent annual financial statements (in the original binder) 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:
  - a) Financial statements
  - b) Auditor's reports
  - c) Management letters; and
  - d) 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 two (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.

2. Business Cost Proposal - To submit a responsive proposal, **THE BIDDER SHALL** complete and submit a separate [Budget](#) form, which is embedded in this section as a hyperlink:

- A one-year budget for the period July 1, 2017 through June 30, 2018
- A one-year budget for the period July 1, 2018 through June 30, 2019
- A combined two-year budget for the period July 1, 2017 through June 30, 2019

*If subcontractors are identified, a two-year and one-year budgets must be submitted for each subcontractor.*

3. Business Cost Proposal Narrative (maximum five (5) pages) - To submit a responsive proposal, **THE RESPONDENT SHALL** include a narrative that provides a rationale for the costs for each line item included in the budget. The narrative must include a listing and brief explanation of each staff position including number of hours worked weekly, number of weeks worked yearly, and hourly rate. If subcontractors are identified, a similar form must be submitted for each subcontractor.

Budget information must comply with the statewide cost standards published by the State of Connecticut Office of Policy and Management. The cost standards are available online at:

[http://www.ct.gov/opm/cwp/view.asp?a=2981&Q=382994&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2981&Q=382994&opmNav_GID=1806)

Payment Provisions - The Respondent shall be paid in accordance with expenditures incurred with the negotiated line-item budget. While specific payment terms will be finalized during contract negotiations, it is anticipated that the payments will be made quarterly, contingent upon the Respondent's timely compliance with the terms of the Respondent including, but not limited to, the Respondent's submission and the DSS acceptance of all required reports and payment requests.

**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. 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.

## V. 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.*

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<b>B. Table of Contents</b> . . . . .	<b>2</b>
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b. Budget . . . . .	.
c. Narrative . . . . .	.
<b>G. Appendices</b> . . . . .	.
1. Organization Charts . . . . .	.
2. References . . . . .	.
3. Subcontractor Profile . . . . .	.
4. Subcontractor Written Agreement . . . . .	.
5. Letters of Commitment . . . . .	.

- 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 . . . . .
  - b. Consulting Agreement Affidavit (OPM Ethics Form 5) . . . . .