Solicitation Information
August 21, 2017

Continuous Recruitment #55

Solicitation #7554642

TITLE: Recovery Housing Level II

Submission Deadline: September 19, 2017 at 10:00 AM Eastern Time (ET)

Questions concerning this solicitation must be received by the Division of Purchases at dawn.vittorioso@purchasing.ri.gov no later than August 30, 2017 @ 10:00 AM (ET). Questions should be submitted in a Microsoft Word attachment. Please reference the CR# on all correspondence. Questions received, if any, will be posted on the Division of Purchases’ website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: No
PAYMENT AND PERFORMANCE BOND REQUIRED: No

Dawn Vittorioso
Buyer I

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:
Proposals received without the entire completed Rhode Island Vendor Information Program ("RIVIP") generated Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM
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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (“BHDDH”), is soliciting proposals from qualified firms to provide Recovery Housing services. This solicitation is being conducted under the State’s Continuous Recruitment (CR) Process and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at www.purchasing.ri.gov.

The initial contract period will begin approximately November 1, 2017 for one year with the potential of four (4) additional 12-month periods based upon vendor performance and the availability of funds. The continuous recruitment process will begin once the initial awards have been issued. Vendors may submit proposals after the submission deadline for continuous recruitment consideration, which will be reviewed on a monthly-basis throughout the life of the award.

Instructions and Notifications to Offerors

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.

4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.

6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the vendor’s proposal and the subcontractor(s) to be used is identified in the proposal.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.

8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, et seq. and may be released for inspection upon request once an award has been made.
Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than $10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an “Affirmative Action Policy Statement.”

Vendors with 50 or more employees and $50,000 or more in government contracts must prepare a written “Affirmative Action Plan” prior to issuance of a purchase order.

a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.

b. Vendors further agree, where applicable, to complete the “Contract Compliance Report” (http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf), as well as the “Certificate of Compliance” (http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at http://odeo.ri.gov/offices/mbeco/mbwbe.php. Information regarding DisBEs may be accessed at www.gcd.ri.gov.

For further information, visit the Office of Diversity, Equity & Opportunity’s website, at http://odeo.ri.gov/ and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov

13. HIPAA - Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

14. Eligible Entity - In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an “eligible entity,” as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an “eligible entity,” as defined by 45 C.F.R. § 155.110.

15. Bid Surety Bond – Vendors responding to this RFP must furnish, with their bid proposals, either a bid bond from a surety licensed to conduct business in the State of Rhode Island or a certified check payable to the State of Rhode Island in the amount of five (5%) percent of the vendor’s cost proposal. (Vendors for Rhode Island Department of Transportation highway and bridge projects must furnish, with their bid proposals, a bid bond from a surety licensed to conduct business in the State of Rhode Island. Certified checks are not permitted for these projects.) An attorney-in-fact who executes a bond on behalf of the surety must provide a certified current copy of the power of attorney. A successful vendor who fails to submit the additional documentation required by the tentative letter of award and/or fails to commence and pursue the work in accordance with the contract awarded pursuant to this solicitation may forfeit, at the discretion of the State Purchasing Agent, the full amount of the bid surety as liquidated damages. The State will retain the bid surety
of all vendors until the earliest of: (i) the issuance of the Purchase Order; (ii) the 61st day following the proposal submission deadline; or (iii) the rejection of all proposals.

16. Payment and Performance Bond - The successful vendor must furnish a 100% payment and performance bond from a surety licensed to conduct business in the State of Rhode Island upon the tentative award of the contract pursuant to this solicitation.

SECTION 2. BACKGROUND

Agency Context

Per RI General Law Title 40.1, the Director of the Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) is empowered as the State Mental Health Authority and as the Co-Single State Authority for Substance Abuse with the Executive Office of Health and Human Services for the purposes of determining the Maintenance of Effort for the substance abuse education, prevention and treatment programs as a result of the state consolidating the behavioral health Medicaid funding. The Office of Facilities and Program Standards and Licensure, within the Department, is responsible for the licensing of behavioral health, developmental disabilities and traumatic brain injury programs for the State of Rhode Island.

The Division of Behavioral Healthcare Services (DBH) maintains the overall responsibility for planning, coordinating and administering a comprehensive State-wide system of mental health promotion and substance abuse prevention, intervention and treatment activities. The Division’s Units provide a comprehensive approach to attainment of six overarching goals. These goals are consistent with those of SAMHSA’s National Behavioral Health Quality Framework. They are:

1. Promote the most effective prevention, treatment and recovery practices for behavioral health disorders
2. Assure behavioral healthcare is person, family and community centered
3. Encourage effective coordination within behavioral healthcare and between behavioral healthcare and primary care and other healthcare, recovery and social supports
4. Support communities to use best practices to enable healthy living
5. Make behavioral healthcare safe by reducing harm caused in delivery of care
6. Foster affordable, high quality behavioral healthcare through a new and recovery-oriented delivery model

Goals of the Services

The overall goal of this procurement is to increase access to recovery residences to support individuals in addiction recovery that are need of a supportive and structured living environment.

Current Service Outcomes

Recovery residences offer an alcohol and illicit drug-free living environment with a focus on peer support and connection to other recovery services. Recovery residences function as a supportive dwelling and are not halfway houses or programs that are required to be licensed by any state agency. While Recovery residences are not required to be licensed, RI General Law § 40.1-1-13 requires that all referrals made from state agencies or state-funded facilities must be to certified residences that meet national standards. Certification is a voluntary process but necessary in order to receive such referrals and/or state funding for recovery housing.
In 2011, the National Alliance of Recovery Residences (NARR) established a national standard for recovery residences. This standard defines the spectrum of recovery oriented housing and services and distinguishes 4 different types, which are known as “levels” or “levels of support.” The standard defines the minimum elements people in recovery should require from their recovery house provider. Based on the national standard, NARR developed a certification program that it licenses to its affiliates and trains them to implement. In turn, affiliate organizations are responsible for certifying recovery residences that meet the national standard.

In Rhode Island, the local NARR affiliate is the Ocean State Coalition of Recovery Homes (OSCRH). There is a probable conflict of interest in their serving as the entity that issues and revokes certification due to the fact that OSCRH is comprised of recovery home providers who may be impacted by these decisions. NARR acknowledged this conflict and recognizes Rhode Island Communities for Addiction Recovery Efforts (RICARES) as the sole entity to implement their certification program in Rhode Island. OSCRH will continue to perform other functions associated with the program including marketing, training and technical assistance to residences seeking certification even those that are not members of the Coalition.

**Expected Service Outcomes**

The State is in need of recovery residences that adhere to criteria consistent with NARR’s standard for Level II and that accept individuals receiving medication assisted treatment. It is expected that all vendors seeking funds from this solicitation will apply to RICARES for certification at this level.

Providers will facilitate linkages to recovery resources in the community that further promote social connections and development of recovery capital. Connections to external resources and services including peer support from external Certified Peer Recovery Specialists will be made. In addition to assisting residents with achieving personal recovery goals the core outcomes expected are:

**End Service Outcomes**

- Housing Stability—exits to stable permanent housing  
  Measure: # residents discharged to a permanent place to live  
- Income—Obtaining and maintaining employment and/or increasing income  
  Measure: # residents employed or with increased income at discharge  
- Abstinence – decrease in frequency of use of substances  
  Measure: # residents with negative toxicology screens

**Intermediate Service Outcomes**

- Increase access to peer recovery services and other recovery supports  
  Measure: # and % of individuals receiving services after referral  
- Increase collaborations with housing, employment/education programs and other support services  
  Measure: # of organizations that enter into formal written agreement to improve collaboration

Target populations will be determined by DBH. They include but are not limited to:

- Adults with an overdose or opioid use disorder history  
- Adults being stepped down from residential substance abuse treatment  
- Adults who are being directly released from emergency departments or prison

**Eligibility Criteria:**

- Citizen of US or in country lawfully  
- Resident of RI for at least 6 months  
- 18 years of age or older  
- Income not to exceed 200% above federal poverty guideline
• Willingness to participate
• Other criteria as determined by individual housing providers

Individuals interested in receiving financial support for recovery housing will need to contact the Rhode Island Hope and Recovery line at 401-942-STOP (7867) to be screened for eligibility.

Eligibility will be re-assessed every 90 days for up to one year. No additional fees may be assessed on individuals that are supported in full or in part by this program.

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

Vendors will provide recovery housing in accordance with national standards established for NARR Level II. Residences will be monitored by a dedicated house manager.

Specific Activities / Tasks

1. Develop personal recovery and wellness plans with residents
2. Facilitate connections/referrals to:
   a. structured peer-delivered services from external Certified Peer Recovery Specialist (PRS)
   b. individuals, family members and community organizations that support recovery
   c. housing stabilization services
   d. employment services including ORS, Network RI and Community Action Agencies, etc.
   e. smoking cessation programs
   f. third party clinical services
3. Provide opportunities for house meetings, social gatherings, recreational activities and onsite support groups
4. Maintain a supply of naloxone and periodically train staff and residents in overdose reversal procedures and access to naloxone
5. Submit bed availability to DBH or their subcontractor on a daily basis and adhere to all waitlist standards

Outputs

# Residents receiving recovery housing
# Referrals to external recovery support services
# People trained to administer naloxone
# Recovery oriented activities offered

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Quality of Proposed Services

   a) Describe the Offeror’s approach to performing each of the tasks outlined in the scope of work. BHDDH seeks proposals aligned with best practices, comprehensively described, with detail on theoretical basis or philosophy, service components, intensity and duration of service, frequency and setting service, population served, staffing patterns (including level of effort), staffing ratios for service delivery, supervision and administration.
b) Describe the Offeror’s prior experience delivering the proposed service to the described target populations. BHDDH seeks proposals that reflect successful track record of effectively delivering services similar to those of the target population.

2. Staff Qualifications

a) Describe qualifications and experience of key staff who will be involved in this project, including their experience in the field.

b) Attach job descriptions, cv or resumes

3. Capability, Capacity, and Qualifications of the Offeror

a) Describe Offeror’s practices for required data collection, insuring data quality, confidentiality/privacy and submission of data or reports as required or requested by BHDDH.

b) Describe Offeror’s practices for continuous quality improvement and using quantitative and/or qualitative information to improve performance.

c) Describe Offeror’s ability to properly invoice for services rendered. BHDDH seeks proposals that describe practices to ensure invoices to the Department are accurate and timely, and supported by required documentation, and demonstrate ability to reconcile claims and resolve discrepancies between amounts billed and services rendered.

SECTION 5: COST PROPOSAL

Vendors must attest in a written statement that they agree to be paid the flat rate of $20.00 per day for recovery housing services provided herein. No cost proposals or budgets are to be submitted. The distribution of referrals to recovery residences will be based upon consumer choice.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. The Technical Proposal must receive a minimum of 70 technical points out of a maximum of 100 technical points (70%). Any technical proposals scoring less than 70 points will be dropped from further consideration and will not be included in the Continuous Recruitment’s qualified vendor list. Proposals scoring 70 technical points or higher will be added to the Continuous Recruitment’s qualified vendor list.

The State reserves the right to select the individual(s) or firm(s) (“vendors”) that it deems to be in the State’s best interest to accomplish the project as specified herein; and conversely, reserves the right to cancel the solicitation in its entirety.

Proposals will be reviewed and scored based upon the following criteria:

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<th>Criteria</th>
<th>Possible Points</th>
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<tr>
<td>1. Quality of Proposed Services</td>
<td>40 Points</td>
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<tr>
<td>2. Staff Qualifications</td>
<td>30 Points</td>
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<tr>
<td>3. Capability, Capacity, and Qualifications of the Offeror</td>
<td>30 Points</td>
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<tr>
<td>4. Cost Attestation Statement</td>
<td>Pass/Fail</td>
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<td><strong>Total Possible Points</strong></td>
<td><strong>100 Points</strong></td>
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Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7. QUESTIONS AND PROPOSAL SUBMISSION

Questions concerning this solicitation must be e-mailed to the Division of Purchases at dawn.vittorioso@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference RFP 7554642 / CR # 55 on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, will be posted on the Division of Purchases’ website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

Interested offerors must submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases shall not be accepted.

Responses should be mailed or hand-delivered in a sealed envelope marked “RFP 7554642 - Recovery Housing Level II - Continuous Recruitment #55 to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 8. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP generated Bidder Certification Cover Form (included in the original copy only) downloaded from the RI Division of website at www.purchasing.ri.gov. Do not include any copies in the Technical or Cost proposals.

2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the RI Division of Purchases website at http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf. Do not include any copies in the Technical or Cost proposals.
3. **A Separate Technical Proposal** - describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to ten (10) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
   b. One (1) printed Paper copy, marked “Technical Proposal - Original” and signed.
   c. Three (3) printed Paper copies

**B. Formatting of Proposal Response Contents shall consist of the following:**

1. **Formatting of CD-Rs** – Separate CD-Rs are required for the Technical Proposal and Cost Proposal. All CD-Rs submitted must be labeled with:
   a. Vendor’s name
   b. CR #
   c. CR Title
   d. Proposal Type (e.g., Technical Proposal or Cost Proposal)
   e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the State’s inability to read your CD-Rs may be grounds for rejection of a Vendor’s proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the State may consider it “non-responsive”. USB Drives or any other electronic media will not be accepted. Please note that CD-Rs submitted, shall not be returned.

2. Formatting of written documents and printed copies:
   a. For clarity, the Technical Proposal shall be typed. These documents shall be single-spaced with 1” margins on white 8.5” x 11” paper using a font of 12 point Calibri or 12 point Times New Roman.
   b. All pages on the Technical Proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
   c. Printed copies are to be only bound with removable binder clips.

**SECTION 9. CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.
The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

**If a Vendor is selected for an award, no work is to commence until a Purchase Order is issued.**

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the CR. The State’s General Conditions of Purchases/General Terms and Conditions can be found at the following URL: https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf.
## Domains, Core Principles and Standards

### 1. Administrative and Operational Domain

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#### A. Core Principle: Operate with integrity

1. Be guided by a mission and vision
   - a. A written mission statement that corresponds with NARR’s core principles as stated in this document.
   - ✔ ✔ ✔ ✔
   
   b. A vision statement that corresponds with NARR’s core principles as stated in this document.
   - ✔ ✔ ✔ ✔

2. Adhere to legal and ethical codes
   - a. An affidavit that attests to complying with non-discriminatory state and federal requirements.
   - ✔ ✔ ✔ ✔
   
   b. A policy that marketing materials, claims and advertising will be honest and substantiated and that forbids the use of any of the following:
      - False or misleading statements or unfounded claims or exaggerations;
      - Testimonials that do not really reflect the real opinion of the involved individual;
      - Price claims that are misleading;
      - Therapeutic strategies for which licensure and/or counseling certifications are required but not applicable at the site; or
      - Misleading representation of outcomes.
   - ✔ ✔ ✔ ✔
   
   c. A policy that all fees and charges a resident will be expected to pay, will be presented, explained, and signed prior to the individual entering into any binding agreement.
   - ✔ ✔ ✔ ✔
   
   d. Policies and procedures for insuring accurate, complete records of charges, payments, and deposits, and the ability to provide residents with statements of their individual charges and payment history upon request.
   - ✔ ✔ ✔ ✔
   
   e. Refund policy and procedure presented to applicants in advance of signing any binding residency agreement.
   - ✔ ✔ ✔ ✔
   
   f. Policies and procedures that preclude staff becoming involved in residents’ personal financial affairs, including lending or borrowing money, or other transactions involving property or services. (Exception: operators may make agreements with residents with respect to payment of fees.)
   - ✔ ✔ ✔ ✔
   
   g. Policy and procedure that ensures refunds consistent with terms of resident agreements and ensuring that refunds are provided no later than 10 business days after departure.
   - ✔ ✔ ✔ ✔
### 3. **Be financially honest and forthright**

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|   | Use of an accounting system which documents all resident financial transactions, such as fees, payments and deposits.  
  o Ability to produce clear statements of a resident’s financial dealings with the operator within reasonable time frames. | ✔ | ✔ | ✔ | ✔ |
| b. |   |   |   |
|   | Policy and procedure for disclosing to potential residents their financial obligations, including costs for which they might become liable, such as forfeiture of any deposits and fees as a result of prematurely leaving the residence. | ✔ | ✔ | ✔ | ✔ |
| c. |   |   |   |
|   | Policy and procedure for return of deposits if financial deposits are required, including time frame for return. | ✔ | ✔ | ✔ | ✔ |
| d. |   |   |   |
|   | Policies and procedures that ensure the following conditions are met if the residence provider or a staff member employs, contracts with or enters into a paid work agreement with residents:  
  o Paid work arrangements are completely voluntary.  
  o Residents do not suffer consequences for declining work.  
  o Residents who accept paid work are not treated more favorably than residents who do not.  
  o Paid work for the operator or staff does not impair participating residents’ progress towards their recovery goals.  
  o The paid work is treated the same as any other employment situation.  
  o Wages are commensurate with marketplace value, and at least minimum wage.  
  o The arrangements are viewed by a majority of the residents as fair.  
  o Paid work does not confer special privileges on residents doing the work.  
  o Work relationships do not negatively affect the recovery environment or morale of the home.  
  o Unsatisfactory work relationships are terminated without recriminations that can impair recovery. | ✔ | ✔ | ✔ | ✔ |

### 4. **Collect data for continuous quality improvement**

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<td>Procedures that collect resident’s demographic information</td>
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<td></td>
<td>Procedures that collect, evaluate and report accurate process outcomes data for continuous quality improvement.</td>
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### 5. **Operate with prudence**

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<tr>
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<td>Legal business entity documentation e.g. incorporation, LLC documents or business license.</td>
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<td>b.</td>
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<td>Documentation that the owner/operator has current liability coverage and other insurance appropriate to the level of support.</td>
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<td>Written permission from the property owner of record (if someone other than the recovery residence operator) to operate a recovery residence on the property.</td>
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<td>d.</td>
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<td>Policies and procedures that ensure that background checks are conducted on all staff, including volunteers that have direct and regular interaction with residents.</td>
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© Strongly recommended

### B Core Principle: **Uphold Residents’ Rights**

### 6. **Communicate rights and requirements before agreements are signed**

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<td>Documentation of an orientation process that ensures residents understand agreements, policies and procedures prior to committing to terms.</td>
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</table>
7. **Promote self and peer advocacy**
   a. ☐ Grievance policy and procedures, including the right to take unresolved grievances to the operator’s oversight organization.  
   b. ☐ Applicant screening policies and procedures that provide current residents a voice in the acceptance of new residents.  
   c. ☐ Policies and procedures that promote resident-driven length of stay.  
   d. ☐ Policies and procedures that defend residents’ fair housing rights.

9. **Protect privacy**
   a. ☐ Policies and procedures that keep resident’s records secure, with access limited to authorized staff.  
   b. ☐ Policies and procedures that comply with applicable confidentiality laws.  

C **Core Principle: Be Recovery Oriented**

10. **View recovery as a person-driven, holistic and lifelong process**
   a. ☐ Documentation that residents participate in the development of their recovery plan including an exit plan and/or lifelong plan.  
   b. ☐ Documentation that the operator cultivates alumni participation.

11. **Ensure staff are culturally responsive and competent**
   a. ☐ Policies and procedures that identify the priority population for residents, which at a minimum includes persons in recovery from substance use but may also include other demographic criterion.  
   b. ☐ A staffing or leadership plan that reflects the priority population’s needs.  
   c. ☐ Documentation of cultural responsiveness and competence staff trainings that are relevant to the priority population.

D **Core Principle: Use Peers to Staff and Govern**

12. **Involve peers in governance in meaningful ways**
   a. ☐ Documentation that some rules are made by the residents that the residents (not the staff) enforce.  
   b. ☐ Documentation that a resident council or process is in place that ensures resident’s voices can be heard.  
   c. ☐ Documentation that the resident council has a voice in the governance of the home.
13. Use peer staff and leaders in meaningful ways
   a. ☐ Documentation that residents’ responsibilities increase with
      their length of stay or progress in their recovery. ✓ ✓ ✓ ✓
   b. ☐ Staffing or leadership plan that formally includes a peer
      component. ✓ ✓ ✓ ✓
   c. ☐ Written job descriptions and/or contracts for peer staff and
      leaders. - - ✓ ✓

14. Maintain resident and staff leadership based on recovery principles
   a. ☐ Staffing or leadership plan that includes input from current
      residents and where possible, former residents who model
      recovery principles. ✓ ✓ ✓ ✓
   b. ☐ Documentation that leader and/or staff job descriptions and
      selections are based in part on modeling recovery principles. ✓ ✓ ✓ ✓

15. Create and sustain an atmosphere of recovery support
   a. ☐ Documentation that recovery support is integrated in the daily
      activity schedule. ✓ ✓ ✓ ✓
   b. ☐ Documentation that residents’ schedules include formal and
      informal opportunities for staff and resident interaction in
      support of recovery. - - ✓ ✓

16. Ensure staff are trained or credentialed appropriate to their level
   a. ☐ Written staffing or workforce development plan. - © ✓ ✓
   b. ☐ Policies and procedures for acceptance of certification(s) and
      verification. - - ✓ ✓

17. Provide Supportive Staff Supervision
   a. ☐ Policies and procedures for supervision of staff. © © ✓ ✓
   b. ☐ Documentation that staff are provided with ongoing skills
      development, oversight and support policies and procedures
      appropriate to staff roles and level of support. © © ✓ ✓

© Strongly recommended

2 Recovery Support Domain

E Core Principle: Create a Healthy Recovery Environment

18. Encourage residents to own their recovery
   a. ☐ Policies and procedures that encourage each resident to develop
      and participate in her/his own personalized recovery plan
      (Person-driven recovery). ✓ ✓ ✓ ✓
   b. ☐ Policies and procedures that encourage residents to make their
      own outside appointments. ✓ ✓ ✓ ✓

19. Inform and encourage residents to participate in a range of community-
    based supports
   a. ☐ Documentation that staff and/or resident leaders are provided
      with proficiently knowledgeable of local community-based
      resources. ✓ ✓ ✓ ✓
   b. ☐ Documentation that resource directories or similar resources
      are readily available to residents. ✓ ✓ ✓ ✓

20. Offer recovery support in informal social settings
   a. ☐ Staffing plan documenting informal recovery support services. ✓ ✓ ✓ ✓
### Core Principle: Provide a Home-like Experience

#### 21. Offer recovery support services in formal settings

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**Document**

- Documentation of traditions, policies or procedures that foster mutually supportive and recovery-oriented relationships between residents and/or staff through peer-based interactions.

#### 22. Offer life skills development services in a formal setting

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**Document**

- Documentation of weekly schedule(s) of recovery support services recognized as appropriate by the respective NARR Affiliate organization.

#### 23. Offer clinical services in accordance with state law

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**Document**

- Documentation of weekly clinical services scheduling made available to residents across all phases if multiple phases are used.

**Note:**

- **Core Principle:** Provide a Home-like Experience
  - **F Core Principle:** Provide a Home-like Experience
  - **G Core Principle:** Promote Health and Safety
  - **H Core Principle:** Support Peer Leadership
  - **I Core Principle:** Sustain Recovery
  - **J Core Principle:** Promote Life Skills Development
  - **K Core Principle:** Foster Social Interactions

---

**Note:**

- **Strongly recommended** for the following items:
  - Core Principle: Provide a Home-like Experience
  - Core Principle: Promote Health and Safety
  - Core Principle: Support Peer Leadership
  - Core Principle: Sustain Recovery
  - Core Principle: Promote Life Skills Development
  - Core Principle: Foster Social Interactions

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**G Core Principle: Inspire Purpose**

27. Promote meaningful daily activities

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<tbody>
<tr>
<td>a.</td>
<td>Documentation of weekly schedule of resident activities.</td>
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<td>b.</td>
<td>Documentation that residents are encouraged to do at least one of the following:</td>
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<td>c.</td>
<td>Documentation that recovery planning &amp; peer governance are person-driven activities.</td>
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**H Core Principle: Cultivate Community**

28. Create a “functionally equivalent family” within the residence as evidenced by meeting at least 50% of the following:

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<tbody>
<tr>
<td>a.</td>
<td>Documentation that residents are involved in food preparation.</td>
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<td>b.</td>
<td>Documentation that residents have a significant voice in determining with whom they live.</td>
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<tr>
<td>c.</td>
<td>Documentation that residents help maintain and clean the home (chores, etc.).</td>
</tr>
<tr>
<td>d.</td>
<td>Documentation that residents share in household expenses.</td>
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<tr>
<td>e.</td>
<td>Documentation that family or residence meetings are held at least once a week.</td>
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<tr>
<td>f.</td>
<td>Documentation that residents have access to the common areas of the home.</td>
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29. Foster ethical, peer-based mutually supportive relationships between residents and/or staff

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<tr>
<td>a.</td>
<td>Policies and procedures that encourage residents to engage one another in informal activities and conversation.</td>
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<tr>
<td>b.</td>
<td>Policies and procedures that encourage staff to engage residents in informal activities and conversations.</td>
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<tr>
<td>c.</td>
<td>Policies and procedures that coordinate community gatherings, recreational events and/or other social activities amongst residents and/or staff.</td>
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30. Connect residents to the local (greater) recovery community as evidenced by at least 50% of the following for levels II, III, and IV, and at least one of the following for level I:

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<tr>
<td>a.</td>
<td>Documentation that residents are informed of or linked to mutual aid, recovery community centers, recovery ministries recovery-focused leisure activities and recovery advocacy opportunities.</td>
</tr>
<tr>
<td>b.</td>
<td>Documentation that the recovery residence helps participants find a recovery mentor or mutual aid sponsor if they are having difficulty finding one.</td>
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<td>c.</td>
<td>Documentation that mutual aid meetings are hosted on site and there are typically attendees from the greater recovery community.</td>
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<td>d.</td>
<td>Documentation that participants are encouraged to find a recovery mentor or mutual aid sponsor before leaving the recovery residence.</td>
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### Property and Architecture Domain

#### Core Principle: Provide a Home-like Space

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#### Core Principle: Promote Community

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#### Core Principle: Promote Health and Safety

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b. □ Signed, dated safety self-assessment checklist which includes
   o Functioning smoke detectors in the sleeping rooms.
   o Functioning carbon monoxide detectors, if there are gas
     appliances.
   o Functioning fire extinguishers in plain sight and/or clearly
     marked locations.
   o Interior and exterior of the property are in a functional, safe and
     clean condition and free of fire hazards
   ✔ ✔ ✔

c. □ Policy regarding smoke-free living environment policy and/or
designated smoking area outside of the residence.
   ✔ ✔ ✔ ✔

d. □ Verification that Naloxone is available and accessible; evidence that staff members and residents are trained in its use.
   ✔ ✔ ✔

e. □ Verification that Naloxone is available and accessible; evidence that residents are trained in its use.
   ✔ ✔ ✔

34. Have an emergency plan
   a. □ Verification that emergency numbers, procedures and evacuation maps are posted in conspicuous locations.
      ✔ ✔ ✔ ✔
   b. □ Documentation that emergency contact information is collected from residents and that they are oriented to emergency procedures.
      ✔ ✔ ✔ ✔

4 Good Neighbor Domain

K Core Principle: Be a Good Neighbor

35. Be Compatible with the neighborhood
   a. □ Documentation that if recovery residence is in a residential neighborhood, there are no external indications that the property is anything other than a single family household typical of its neighborhood.
      ✔ ✔ ✔ ✔
   b. □ Verification that the property and its structures are consistently maintained.
      ✔ ✔ ✔ ✔

36. Be responsive to neighbor concerns
   a. □ Policies and procedures that provide neighbors with the responsible person(s) contact information upon request.
      ✔ ✔ ✔ ✔
   b. □ Policies and procedures that require the responsible person(s) to respond to neighbor’s concerns even if it is not possible to resolve the issue.
      ✔ ✔ ✔ ✔
   c. □ Documentation that new resident orientation includes how residents and staff are to greet and interact with neighbors and/or concerned parties.
      ✔ ✔ ✔ ✔

37. Have courtesy rules
   a. □ Policies that are responsive or preemptive to neighbors’ reasonable complaints regarding
      o Smoking
      o Loitering
      o Parking
      o Noise
      o Lewd or offensive language
      o Cleanliness of public space around the property
      ✔ ✔ ✔ ✔
b. [ ] Documentation that there are parking courtesy rules where street parking is scarce. 

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