



Solicitation Information

14 Sept 05

RFP # B05593

TITLE: Supportive Service Program to End Long Term Homelessness

Submission Deadline: 27 Oct 05 @ 2:00 PM (EDT)

PRE-BID/ PROPOSAL CONFERENCE: 13 Oct 05 @ 2:30 PM

Mandatory: No

Location: Department of Administration / Division of Purchases (Bid Room), One Capitol Hill, Providence, RI

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than 11 October 05 @ 12:00 Noon (EDT). Please reference the RFP# on all correspondence. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems**

**Vendors must register on-line at the State Purchasing Website at
www.purchasing.state.ri.us.**

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Housing Resources Commission is soliciting proposals from qualified firms to provide intensive services in supportive housing to be jointly developed by the Housing Resources Commission in collaboration with Federal, State and community partners including the chosen bidders for this award. The project shall be developed in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.state.ri.us>.

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals. A pre-proposal conference will be conducted to answer questions of potential bidders.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. **For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Office of Purchases.**

- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. This award requires that the prime contractor partner with a subcontractor who is identified and whose use is clearly indicated in the offeror's proposal.
- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state *until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401 222-3040). This is a requirement only of the successful vendor (s)*
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- The Offeror should be aware of the State's MBE requirements, which addresses the State's requirement of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator, at (401) 222-6253 or visit the website <http://www.rimbe.org>

SECTION 2 – OVERVIEW AND BACKGROUND

EXECUTIVE SUMMARY:

The RI Housing Resources Commission, Office of Homelessness is implementing a plan to end chronic homelessness in Rhode Island. Chronic homelessness, according to the federal definition, is homeless for one year or 4 times in the previous 36 months. Supportive services in housing have been identified as a core need to locate and retain housing. This RFP is focused on funding supportive services to move chronically homeless persons into housing and to keep them housed.

The funds being awarded will only be used to assist in the service provision for this project. The vendor who receives this award will be required to have the ability to identify appropriate housing and deliver a wide range of services directly to consumers. This RFP is a joint effort among the Housing Resources Commission (HRC), Rhode Island Mortgage Finance Corporation (RIMFAC), the Corporation for Supportive Housing (CSH), the RI Coalition for the Homeless, and the United Way of Rhode Island (UWRI).

BACKGROUND:

Rhode Island Housing Resources Commission

The Rhode Island Housing Resources Commission was established in 1998 as the housing policy and planning, standards, and programs agency within state government. It is part of the RI Department of Administration, Division of Planning, Office of Housing and Community Development. It has responsibility for: implementation of the Lead Mitigation Act; development of the strategic housing plan; disbursement of the Neighborhood Opportunities Program; homeownership; and planning and programs for Homelessness Services and Emergency Assistance, including funding of three shelter programs. The agency has a staff of 5. It is governed by a board of 27 Commissioners.

Supportive Housing and Services

There have been continuous increases in homelessness among families, adult women and adult men in each of the last seven years in Rhode Island. Housing is costly and scarce for all Rhode Islanders, but the problem particularly affects people with low and moderate incomes. The gap between wages and housing costs continues to grow. Additional factors such as family separation, domestic violence, discrimination, prisoner re-entry, and lack of resources for those with mental illness and addictions contribute to the increase in homelessness. Adult men and women with very low or no income use the largest number of shelter beds and a disproportionate amount of costly resources. Fourteen percent are chronically homeless.

Those who experience long term homelessness move from shelter to shelter and also stay with family, friends, and on the street. While they may often find temporary work, their incomes are insufficient for housing. More often, they have barriers to employment that prevent their working. Forty-one percent (41 %) have an annual income under \$5,000 or none at all. They are frequently victims of accidents and experience chronic health problems necessitating frequent visits to emergency rooms and in-patient stays. Many have no medical coverage. Some move between shelter, psychiatric hospitals, and prison. Access to mental health and substance abuse treatment is limited, inconsistent, and ineffective when people remain homeless or return to homelessness.

In June of 2004, the Housing Resources Commission approved an Action Plan to End Chronic Homelessness and submitted it to the United States Interagency Council on Homelessness. A key part of the plan is to create a pilot program of permanent housing with intensive supportive services with the ultimate goal of 200 units for single adults and families who have experienced long term homelessness. In December of 2004, the United Way of Rhode Island approved funding for a demonstration project that would provide intensive supportive services to 50 people in permanent housing and would evaluate the outcomes. In June of 2005, the state budget included an appropriation to use with the United Way funds so that this project would move forward. **The overarching goal is to reduce the state's use of emergency shelter through creation of an adequate supply of permanent supportive housing.**

Participants. Selection of Housing, and Training

This project will involve the collaboration of a number of partners to facilitate referrals to the Supportive Housing Program and to locate housing.

Target Population of the Program: The target population are adults (18 and over) who:

- are experiencing an extended or repeated pattern of homelessness (sleeping in places not meant for habitation or in emergency shelters);
- have health, mental health, or substance abuse issues that may impact their ability to function in housing'
- at the time of placement, are not enrolled in the Community Support Program of the RI Dept. of Mental Health, Retardation and Hospitals.

The RI Coalition for the Homeless will as serve as a central place for participant referrals from providers throughout the state who work with those who are chronically homeless (although referrals may be made directly to the program once established).

Selection of Housing Units: The Corporation for Supportive Housing (CSH) will work with the provider to identify housing units by coordination with the following.

- Rhode Island Housing will identify potential units financed through the Neighborhood Opportunities Program and the HUD Continuum of Care programs.
- The RI Coalition for the Homeless, Housing Locator will also identify housing.
- CSH and partners will seek out property owners and managers of subsidized housing.

Considerations in Selection of Housing

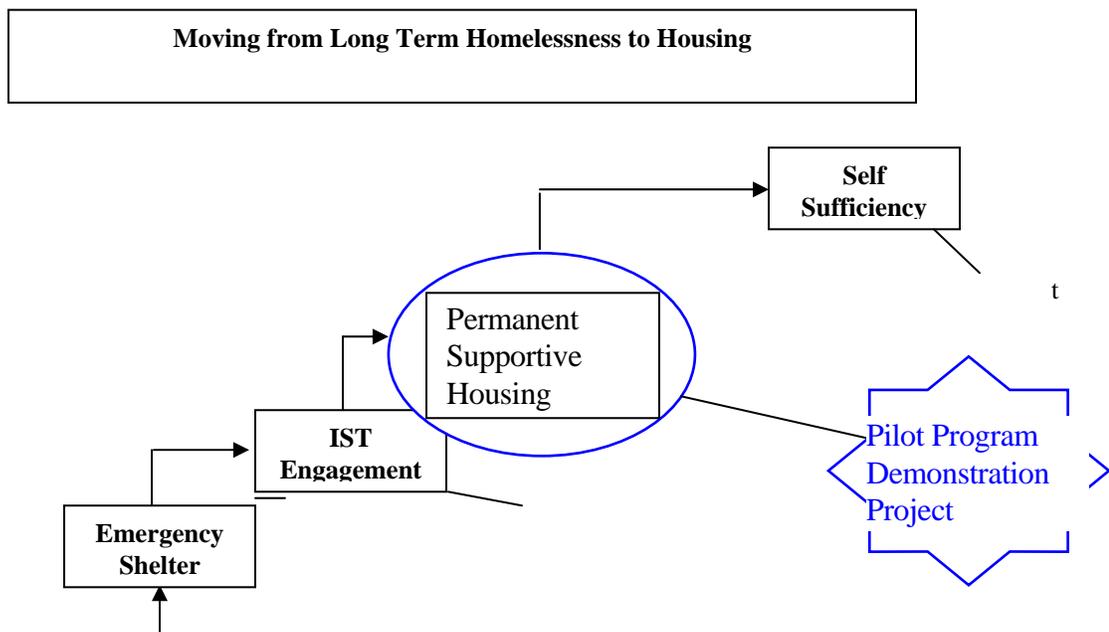
- All units will be apartments with a private kitchen and bath. Efficiency and one-bedrooms are preferred over Single Room Occupancy or shared units.
- A rental subsidy will be in place so that the tenant pays no more than 30% of his or her income for rent.
- Housing meets HUD Housing Quality Standards/local codes; is accessible to public transportation; is safe and secure; and is located in RI.
- Housing should not make tenancy conditional on sobriety or service participation, but tenants must comply with a lease, and the landlord/tenant law applies.

Training: The RI Coalition for the Homeless, in conjunction with The Corporation for Supportive Housing (CSH), will provide training.

Supportive Services Program

This new initiative will create an integrated service team (IST) through collaboration between a behavioral health agency and a homeless service provider to deliver intensive services to 50 homeless adults. The services will include, at a minimum, a combination of outreach, case management peer support, service coordination, vocational services, money management, and clinical health and behavioral health care to the tenants of the supportive housing units. The chosen vendors will implement a supportive services program in collaboration the above partners in accordance to the guidelines in this RFP.

The work done through this RFP will pilot the programming that will become an essential part of the comprehensive progression of social services and housing services available to those who have experienced long term homelessness.



“By design, the supportive housing project support services are intended to help insure stability and to maximize each tenant’s ability to live independently. ...It is expected that some people will eventually be able to live independently without ongoing support, others will need help from time to time and still others will need help into perpetuity. In general, however, most tenants will benefit from services that are intended to further their independence.” [Handbook for Supportive Housing by the Corporation for Supportive Housing].

THE NEW INITIATIVE: The Supportive Services Program

Supportive Service Program Goal: This RFP asks for vendors to propose a program to move 50 chronically homeless adults into housing combined with supportive services provided by an integrated service team (IST). The program is grounded in the concept of “housing first” and “low demand” housing which provides housing immediately with ongoing access to services with minimal requirements. The timeframe for the expenditure of the funds is approximately one year, depending on coordination with the other elements of the supportive housing pilot program.

(Appendix A includes a formal description of types of housing.)

Description: Permanent Supportive Housing: Affordable housing, in any housing configuration (scattered, clustered, single site, mixed tenancy, mixed use, etc.) with supportive services attached that are designed to help people maintain the housing. It is designed and intended for, and or for the most part occupied by people who have been or are at risk of homelessness and who have special needs including disabilities or other substantial barriers to maintaining housing stability. Supportive services are offered on-site to tenants on a voluntary basis. Permanent housing means housing with

no limit on length of stay and no requirement that tenants move out if their service needs change.

SECTION 3 - SCOPE OF WORK

The scope of work has three major elements:

1. Engagement of eligible participants
2. Identification of and placement in housing
3. Ongoing intensive supportive services for the person housed

1. Planning of Supportive Housing

The chosen vendors will work with the above noted partners to identify those who will move into housing and locate the appropriate housing. They will work directly with the clients as they locate and move into their homes and as they identify their service needs. The vendors will then directly provide or connect them to the services. The vendors must represent a partnership between a nonprofit organization providing substantial services to individuals who are homeless and a nonprofit behavioral health services organization. The chosen vendors must be able to deliver the direct services required by this RFP.

2. Supportive Services

The chosen vendors must propose the details and be able to provide the following direct services to persons who have experienced long term homelessness through the IST model:

- a. Case management –The chosen vendors will provide the intensive case management services needed for potential tenant-clients. Case managers must be available to manage 50 clients and guide them through the process of securing housing and supporting their retention of housing.
- b. The chosen vendors will provide and coordinate a full range of community services within the supportive housing.

Services to be provided or coordinated by the IST and its contractors:

- a. Outreach and engagement to bring eligible persons into the Supportive Service Program;
- b. Behavioral health care delivered by a licensed clinical social worker or other professional;
- c. Primary medical care delivered by a mid-level practitioner (nurse), physician, psychiatrist, health outreach worker, and/or a health educator;
- d. Housing coordination including work with landlords, utility set-up, unit inspections, and housing search transportation, and furnishing of basic

- household needs;
- e. Training in independent living skills;
- f. Peer support from a team member who has personal experience with homelessness, recovery from addiction; HIV/AIDS;
- g. Vocational, pre-employment and employment services suited to the needs of people with multiple barriers to employment;
- h. Teamwork and coordination with housing property managers to prevent crises and intervene quickly to prevent loss of housing;
- i. Community building social and recreational activities;
- j. Incorporation of natural supports such as family and faith communities;
- k. Money management;
- l. Benefits consultation and help with applications.

SECTION 4: OTHER REQUIREMENTS

VENDOR CRITERIA

The vendors must:

- a. Be structured as an integrated service team;
- b. Must represent a partnership between a nonprofit organization providing substantial services to individuals who have been chronically homeless and a nonprofit behavioral health services organization;
- c. Must have the ability and capacity to deliver services statewide;
- d. Must clearly delineate their roles and determine which is the team leader responsible for day to day supervision and overall functioning of the program;
- e. Must demonstrate a positive track record in the delivery of services to people experiencing long term homelessness and people with substance addiction and mental illness;
- f. Must demonstrate an understanding and commitment to the goals of the program and to “housing first” and “low demand” approaches
- g. Must have existing and planned linkages to connect people to mainstream resources;
- h. Must include, or document linkage to, one or more providers of primary health care services;
- i. Must demonstrate the ability to deliver services in the most cost-effective manner possible while remaining true to the service model.
- j. Must be willing to participate in a structured evaluation of the program, which may include the development of outcome measures, tracking of client outcomes, documentation of units of service, and costs of services delivered.

PROJECT BUDGET:

In the proposed RFP budget there is no more than \$300, 000 available from State funds and \$175,000 from the United Way of Rhode Island. Agencies may propose to match or allocate additional funding to the project. The budget submitted with the RFP must include expenditures for at least the following positions and services:

- a. Project Administration
- b. Case Managers with staff to client Ratio of 1:8-10
- c. A licensed clinical social worker and other professional staff
- d. A primary medical provider (nurse or physician), and, as required, a psychiatrist, health outreach worker, and health educator
- e. Peer support from a team member who has experienced homelessness, mental illness, recovery from drug or alcohol additions and/or HIV/AIDS

REPORTS AND RESULTS:

The chosen vendors must keep records of all services and work provided. The vendors will report monthly to the Housing Resources Commission Office of Homelessness and Emergency Assistance. The vendors will be required to work according to all the state Guidelines that govern the grant funds being used for this project. The vendors must abide by all State purchasing rules and regulations especially as related to any sub-contracts negotiated as a part of this project.

CIVIL RIGHTS COMPLIANCE:

The successful bidder will be required to certify to the Rhode Island Department of Administration that they are in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity, Limited English Proficiency, and other anti-discrimination laws. The successful bidder may also be required to prepare an Equal Opportunity Employment Plan. A certification of assurances form will be provided to you upon notification of tentative award.

SECTION 5 - PROPOSAL SUBMISSION

Interested offerors may 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. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A completed and signed R.I.V.I.P. generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at: <http://www.purchasing.state.ri.us>;
2. The Cost Proposal Summary form, enclosed, which confirms the offerors acceptance of the total budget level available;
3. One original and Six (6) copies of a Technical Proposal describing the background, qualification, and experience with and for similar programs, as well

as the work plan or approach proposed for this requirement.

4. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

The Technical Proposal must contain the following sections:

Capability, Capacity, and Qualifications of the Offeror

- a. Executive Summary: The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's organization including its purpose and history, primary programs, and technical approach and ability.
- b. Offeror's Staffing: This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort that apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification).
- c. Previous Experience and Background: including the following information:
 1. A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects, and a contact name and telephone number from the client;
 2. A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.
- d. Experience with Supportive Services: Describe the specific type and length of experience of your organization in the delivery of supportive services and the operation of housing or residential facilities for those who are homeless or have special needs.

Quality of the Work Plan Including Service Linkage

- e. Work Plan/Approach: This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired and a work plan for accomplishing the results proposed. The work plan description shall include a detailed proposed project schedule (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

Approach and/or Methodology to Be Employed

- f. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage on the project.

Project Budget: This section should address the budget plan as described in Section 4 of this solicitation.

The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and or a subcontracting plan which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, M.B.E. Officer, at (401) 222-6253.

Proposals - an original plus six (6) copies of the Technical component and an original plus two (2) copies of the Cost component should be mailed or hand-delivered in a sealed envelope. The RFP # and Title (as shown on the cover page and this page header) should be shown on the envelope. The package should be sent to:

**RI Department 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 will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

SECTION 6 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Criteria	Possible Points
Capability, Capacity, and Qualifications of the Offeror: <i>This will include the corporate and staff experience in services to the chronically homeless.</i>	35 Points
Quality of the Work Plan Including Service Linkage	30 Points
Suitability of Approach/Methodology	20 Points
Demonstrated Commitment to the Housing First Approach	10 Points
Minority Business Enterprise Consideration <i>[Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontracts]</i>	5 Points
Total Possible Technical Points	100 Points

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. *Proposal must receive a minimum 50 technical points to warrant further consideration.*

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review Committee will present written findings, to the State's Architect/ Engineer and Consultant Services Selection Committee, which may recommend three finalists to the Director of the Department of Administration, who will make the final selection for this requirement.

COST PROPOSAL SUMMARY

Offeror: _____

Address: _____

Taxpayer ID#: _____

Authorized Agent: _____

Title: _____

Telephone: _____ Fax: _____

E-Mail: _____

Cost Proposal: \$300,000.

Signature of Authorized Agent: _____

Date: _____

Permanent Supportive Housing: Affordable housing, in any housing configuration (scattered, clustered, single site, mixed tenancy, mixed use, etc.) with supportive services attached that are designed to help people maintain the housing, and that is designed and intended for, and or for the most part occupied by people who have been or are at risk of homelessness and who have special needs including disabilities or other substantial barriers to maintaining housing stability. Supportive services are offered on-site to tenants on a voluntary basis. Permanent housing means housing with no limit or length of stay requirement that tenants move out if their service needs change.

Supportive Services: Assistance made available to residents to help them maintain residential stability and/or achieve improvements in health, wellness, independent living skills, income, employment, socialization and quality of life.

Low Demand Housing: Housing that provides a range of supportive services but does not mandate participation in services, thus allowing the residents to have control over when and how to take advantage of these services.

Affordable Housing: Housing that costs no more than 30-40% of the household's income.