

REQUEST FOR APPLICATIONS
PRINCE GEORGE'S COUNTY DEPARTMENT OF SOCIAL SERVICES

"Family Emergency Shelter"
Issue Date: February 24, 2010
Closing Date: April 6, 2010
Closing Time: 4:00 p.m.

Facility Tour
March 2, 2010
1:30 p.m. – 2:30 p.m.

Pre-Application Informational Meeting
March 2, 2010
3:00 p.m. – 4:00 p.m.

DSS Contact: Dandria Williams-Clark
Office of Contracts and Procurement
Prince George's County Department of Social Services
301-909- 7059

Gloria L. Brown
Director

WARNING: *Prospective offerors who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address in order that amendments to the RFA or other communications can be sent to them. Any prospective offeror who fails to notify the Issuing Office of this information assumes complete responsibility in the event that they do not receive communications from the Issuing Office prior to the closing date.*

The State of Maryland and Prince George's County strongly encourage minority businesses to participate in this procurement process.

Issue Date: February 24, 2010

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INTRODUCTION

The Prince George's County Department of Social Services (PGCDSS), in its capacity as the administrative agency for publicly funded shelters in Prince George's County, is seeking applications to provide 24-hour emergency shelter for families experiencing homelessness in Prince George's County, Maryland. PGCDSS seeks providers capable of operating within the context of the Prince George's County Continuum of Care System (See Addendum 2.0) and whose proposals provide shelter residents with crisis intervention as well as acquisition and maintenance of gainful employment and permanent housing.

SECTION I: GENERAL DESCRIPTION

I.1. Summary of Services Required

- PGCDSS is seeking applications from viable Applicant(s) to operate an emergency shelter for families experiencing homelessness in Prince George's County, Maryland. Applicant(s) should be capable of providing shelter (24/7/365) for approximately 75 families per year (minimum service requirement estimated at 23 families / 84 beds at any one time). Units / rooms must be fully furnished and within walking distance to bus lines/Metro and amenities. A minimum of 2 units must be in compliance with ADA regulations and designed to accommodate people with physical disabilities.
- Applicant(s) should be capable of providing intake and assessment, intensive case management, and on-going coordination of onsite and offsite support services such as substance abuse counseling, mental health services, and employment and housing placement services.
- The selected Applicant(s) are expected to have a solid base of existing collaborative partnerships with core service providers throughout the County (ie; substance abuse, mental health, housing placement, and employment services) that will be available to the shelter residents at the inception of an award as well as a detailed plan for developing and maintaining new partnerships. The selected Applicant(s) will be required to participate as an active member of the Homeless Services Partnership.
- The selected Applicant(s) will be required to utilize a web-based homeless management information system (HMIS) that provides automated client tracking, case management, documentation of referrals, bed availability for shelters and reporting.

I.2. Eligible Organizations

All interested parties are encouraged to apply.

I.3. Compliance with Laws and Tax Obligations

By submitting a proposal in response to this RFA, the Applicant(s) hereby represents and warrants:

(a) It is qualified to do business in the State of Maryland, is in good standing (**submit as Attachment 1**) and will take such action as, from time to time, may be necessary to remain so qualified. Applicant(s) not currently registered may contact SDAT/Charter Division via the web (www.dat.state.md.us), by phone (410.767.1340), email (charterforms@dat.state.md.us), or regular mail (State Department of Assessments and Taxation, Charter Division, 301 W. Preston St., Room 801, Baltimore, MD 21201) for guidance. Note: The certificate must be dated within 6 months of the closing date of this RFA in order to be recognized as current;

(b) It is not, nor any of its proposed sub-contractors, debarred, suspended or otherwise excluded from or ineligible for participation in Federal assistance programs or activities. (See Addendum 2.1 and **submit as attachment 2**);

(c) It is not in arrears with respect to the payment of any monies due and owing the State of Maryland, Prince George's County, or any department or unit thereof, including, but not limited to, the payment of taxes and employee benefits and that it shall not become so in arrears should an award be made under this RFA;

(d) It is in compliance with the Fair Labor Standards Act of 1938 (29 USCS, Sections 201-216, 217-219, 557) (See Addendum 2.2 and **submit as attachment 3**);

(e) It is in compliance with the wage requirements of Subtitle 10A, Section 10A-144 of Prince George's County Code and will remain in compliance during the initial term of the contract and all subsequent renewal periods; will automatically pay an increase adjustment in this wage rate (if any) effective July 1 of each year; will keep and submit any verifiable records necessary to show compliance; will conspicuously post notices informing employees of the wage requirements, and will send a copy of each such notice to the Prince George's County Department of Social Services.

(f) No funds have been paid or will be paid to any person influencing or attempting to influence the award of any contract, continuation, renewal, or amendment (See Addendum 2.3 and **submit as attachment 4**). No payments or sub-contracts have been or will be made to any officer or employee of the County whether elected or appointed, or members of his or her immediate family under any contract awarded as a result of this RFA (See Addendum 2.4 and **submit as attachment 5**);

(g) It shall keep fully informed of and comply with all Federal, State and local laws, ordinances, regulations and all orders and decrees of relevant governing, licensing and organizational bodies and tribunals having any jurisdiction or authority, which in any manner affect those engaged or employed to carry out the activities and obligations under this Agreement or which in any way may otherwise affect or are applicable to the service or performance of services under the terms of this RFA; and

(h) It shall procure, at its expense, all licenses, permits, insurance and governmental approval, if necessary for the performance of its obligations under this RFA and any resulting contract.

Failure to meet these requirements will cause the application to be rejected.

I.4. Application Affidavits

The Application Affidavit (See Addendum 2.5 and **submit as attachment 6**) and Offeror Affidavit and Statement of Ownership (See Addendum 2.6 and **submit as attachment 7**) must be completed by all Applicant(s) responding to this RFA. These affidavits include anti-bribery, fraudulent or illegal business practices, non-collusion, debarment, and financial disclosure and political contribution disclosure affirmations.

Failure to submit these affidavits will cause the application to be rejected.

I.5. General Conditions & Certifications

Applicant(s) will be expected to abide by those rules and regulations set forth in the "General Conditions" (See Addendum 2.7) and the "Grant Assurances & Certifications" (See Addendum 2.8).

I.6. Joint Applications/ Applications Involving Sub-Contracting

PGCDSS will accept joint applications for this RFA, provided that organizations involved in the proposal provide the required information and certifications. Joint applications should clearly designate which entity has the authority to act as the Lead Organization in the event an award is made. When an organization participating in such a joint application withdraws prior to the award, the entire application shall be rejected. Withdrawal after an award shall result in the cancellation of the contract. The Lead Organization will be required to assume full responsibility for all services specified in the RFA upon award of a contract.

Agencies may also sub-contract a portion of the services to another agency. This is not considered a joint application, but such an application shall state the intent to sub-contract clearly, and identify the sub-contractor or the process by which a sub-contractor shall be selected. Appropriate documentation must accompany the proposal documenting the sub-contractors capacity to provide the proposed services. PGCDSS reserves the right to reject the selected sub-contractor and subcontractors are prohibited from performing any services under any contractual agreement resulting from this RFA without the prior approval of PGCDSS. Applicant(s) submitting applications involving sub-contractor(s) will be required to assume full responsibility for all services specified in the RFA upon award of a contract.

I.7. Minority and Small Business Preference

PGCDSS encourages applications from certified Minority and Small Business Enterprises. To be considered for bonus points, Applicant(s) must include proof of MDOT Minority Business Enterprise (MBE) certification and/or DGS Qualified Small Business (QSB) certification (**submit as Attachment 8**). *Applicant(s) that document their MBE and/or QSB status are eligible to receive ten (10) bonus points. Applicants that submit joint applications or utilize sub-contractors and can document a minimum of 30% of the services are performed by a certified MBE and/or QSB will be eligible for five (5) bonus points. Applicant(s) documenting their commitment that a minimum of 25% of their administrative/indirect funds will be allocated to certified MBE / QSB businesses will be eligible for two (2) bonus points.*

I.8. Accreditation

The PGCDSS is accredited by the Council on Accreditation (COA) (www.coastandards.org) and any Applicant awarded funding under this RFA will be required to adhere to the Council on Accreditation's Shelter Service Standards (PA-SH). PGCDSS encourages applications from organizations with current Council on Accreditation (COA) certification. To be considered for bonus points, Applicant(s) must include proof of COA certification (**submit as Attachment 9**). *Applicant(s) that document their COA status are eligible to receive five (5) bonus points.*

I.9 Funding Type and Amount of Funding Available

The total annual public funds requested must be equal to or less than **\$600,000.00** which represents the total funding available. Applications that provide the most comprehensive services with the funds requested will be considered the most cost-effective. PGCDSS plans to award one contract pursuant to this RFA. Evaluation points will be awarded according to the cost effectiveness of the application; however, applications are acceptable as long as they do not exceed the maximum funding limit.

Bonus points will be awarded for cash match contributions as follows: 5%: 5 points, 6-10%: 7.5 points, 11% or more: 10 points. Cash match is defined as additional cash resources for personnel and/or services that represent a direct service to this project, from one or more of the following: the selected vendor, the federal government, state or local government, and/or private resources (i.e.; foundation grants, corporate contributions and fundraising activities). Cash matches must be documented separately and may not include any funds already received for this project.

Bonus points will be awarded for in-kind match contributions as follows: 5%: 5 points, 6-10%: 7.5 points, 11% or more: 10 points. In-kind match is defined as non-cash resources such as volunteers and administrative oversight provided to the project for "direct" and/or "indirect" services. In-kind matches should be listed separately.

Note: All matches must be realistic and Applicant(s) must certify that they will provide cash and in-kind resources in the amount proposed should an award be made.

I.10. Pre- Application Informational Meeting

The purpose of the pre-application information meeting will be to answer questions and provide guidance for the creation of the application. A facility tour is scheduled for March 2, 2010 from 1:30 p.m. to 2:30 p.m. followed by a Pre-Application Information Meeting from 3:00 p.m. to 4:00 p.m. at the Department of Social Services Administration Building, 805 Brightseat Road, Landover, Maryland. While attendance at the Pre-Application Information Meeting is not mandatory, information presented may be very informative. All interested applicants are encouraged to attend. If your organization plans to send representatives, please notify the Issuing Office by 4 p.m. by March 1, 2010.

I.11. Queries

The closing date for verbal requests for clarification regarding this RFA will be 4:00 p.m. on March 2, 2010. The closing date for submittal of written requests for clarification regarding this RFA will be 4:00 p.m. on March 5, 2010. Written questions must be submitted to the Issuing Officer via certified mail, fax (301.324.3533) or email (dwclark@dhr.state.md.us). Responses to questions raised at the Pre-Application Information Meeting as well as written requests submitted by March 5, 2010 but no later than 4:00 p.m. will be titled "Addendum 3: RFA Q & A" and mailed to registered Applicant(s) in time for them to incorporate any changes into their final applications. This addendum will become an integral part of the RFA and any resulting award or contract.

I.12. Protests

Any Applicant(s) may file a protest in connection with this solicitation within 7 calendar days of its release. All protests must be submitted in writing to the ISSUING OFFICE. All protests must state the reason for the protest and provide written evidence or documentation to support the allegations. Protests will be acted on by appropriate parties within the Department within two weeks following receipt of the protest. Decisions of the PGCDSS appeals committee shall be final.

I.13. RFA Revisions / Cancellation

If it becomes necessary to revise this RFA, amendments will be mailed to all prospective Applicant(s) who were sent or are otherwise known by the ISSUING OFFICE to have obtained this RFA. Acknowledgment of the receipt of all amendments will be required from all Applicant(s). PGCDSS may cancel this RFA, in whole or in part, whenever this action is determined to be fiscally advantageous to the Department or otherwise in its best interest. Any funding awarded under this RFA is contingent upon receipt and appropriation of funding by PGCDSS. If no viable applications are received by the closing date, the County reserves the right to contact individual companies and request applications.

I.14. Application Closing Date and Submission Requirements

Applications must be hand delivered or mailed in time to ensure receipt by the Issuing Office identified below no later than 4:00 p.m. on April 6, 2010. An original (to be so identified) and six (6) copies must be submitted in sealed envelopes marked "**Application for Contract Pursuant to RFA Family Emergency Shelter 2010**" and the date of submission. Facsimile and email applications will not be accepted. Applications received after the closing date and time will not be considered.

ISSUING OFFICE

Dandria Williams-Clark, Issuing Officer
Prince George's County Department of Social Services
Office of Contracts and Procurement
805 Brightseat Road
Landover, Maryland 20785
301-909- 7059

Applications must be submitted on 3 hole punch left side 8.5 " x 11" paper with consecutively numbered pages, margins no less than 1", type not less than 12 points and no less than 1.5 line spacing. Each application must contain all requested information and shall be divided by index tabs that clearly mark each section. Elaborate applications beyond the information needed to present a complete and effective response to this solicitation are not desired. PGCDSS will not be responsible for any costs incurred by any Applicant in preparing and submitting an application in response to this RFA.

Addendum 1 provides detailed instructions regarding the required contents of any response to this RFA. Applicant(s) should respond to all items in the instructions even if not specifically mentioned elsewhere. Applications that do not meet these requirements may be considered non-responsive and therefore not reviewed for funding.

I.15. Retention of Applications/Confidential & Proprietary Information

Applications received from any Applicant(s) in response to this RFA will become the property of the PGCDSS and will not be returned to the Applicant(s). The Department shall have the right to use, or authorize others to use, any or all ideas or adoption of the ideas presented in any application received in response to this RFA *except* those portions of the application(s) which have been identified as confidential, covered by legal patent or proprietary rights, or a trade secret. Such exclusions **MUST BE DOCUMENTED** by the Applicant(s) along with justification why such materials, upon request, should not be disclosed (**submit as Attachment 10**). A blanket statement declaring the entire application confidential is not acceptable. Selection or rejection of the application will not affect this right. In the event of a contract award, all data and documentation produced will become the exclusive property of the PGCDSS and may not be removed by any employee of the Applicant or released to any person without the written permission of the Department.

I.16. Application Evaluation

All applications received by the closing date and time will be reviewed by the ISSUING OFFICE to ensure minimum requirements have been met. Failure to comply with any mandatory requirements will normally disqualify an Applicant(s)' application, however PGCDSS reserves the right to accept, reject or negotiate all applications, in whole or in part, received in response to this RFA or to waive or permit cure of minor irregularities to serve the best interest of Prince George's County, Maryland.

An Evaluation Committee representing related disciplines both internal and external to PGCDSS and established by the ISSUING OFFICE will evaluate applications meeting the minimum requirements. Minor irregularities in applications that are immaterial or inconsequential in nature may be waived or cured whenever it is determined to be in the best interest of the County. The Committee will examine the relationship of the cost of the application to the potential ability of the services proposed to meet the objectives of the RFA. In all cases, the size of the contract will reflect the scope and complexity of the activities undertaken, as well as funds available. The Committee may request additional technical assistance from any source. Applicant(s) who submit applications may be required to provide additional information orally or in writing. They may also be requested to submit to a site inspection by PGCDSS and/or Evaluation Committee representatives in order to clarify or document their applications.

The points in the evaluation criteria will provide a scoring system to be used by the evaluation panel in making their recommendation for award. A total of 150 points is possible; 115 core points and up to 35 bonus points. Only Applicant(s) that score a minimum of 80 *core* points on their application will be considered for contract award. Interviews may be scheduled by PGCDSS to clarify applications and/or negotiate acceptable contract terms. Following reference checks, the Committee will make a recommendation to the PGCDSS Director for contract award(s) to the Applicant whose application is determined to be most advantageous. PGCDSS may negotiate with Applicant(s) for the purpose of obtaining the best price or arriving at a statement of work that is most advantageous, however PGCDSS also reserves the right in its sole discretion to award a contract based upon the written applications received without prior discussions or negotiations. No Applicant(s) shall have any right of protest arising from such negotiation or lack thereof.

I.17. Award Notification / Contract Start Date and Duration

PGCDSS expects to notify successful and unsuccessful Applicant(s) for award under this RFA by June 1, 2010. From the date of that notification until the effective date of the award, it shall be the responsibility of the successful Applicant(s) to advise PGCDSS of any change in status regarding its ability to comply with the requirements mandated for the fulfillment of the terms of the contract. All prices, costs, key staff, terms and conditions in the application shall remain fixed and valid for 180 days after the closing date. This period may be extended by written mutual agreement between the Applicant(s) and the requesting agency.

Once awarded, any material changes to the project, both programmatic and fiscal, require prior approval from PGCDSS and all requests to modify the project or budget must be submitted in writing. Requests must include an impact statement and a detailed description of the change. In addition, this RFA, the application, BAFO documents and any additional supporting /clarifying documents submitted by the selected vendor(s) will be included by reference in any resulting contract agreement.

The initial contract period under this RFA will start on or after July 1, 2010 and end no later than June 30, 2011. Contracts may be renewed for up to four additional years contingent upon satisfactory achievement of performance objectives and the availability of funding. Renewals will be solely at the discretion of PGCDSS. Applicant(s) are advised that should funds awarded as a result of this RFA be fully earned by the selected vendor in advance of the contract expiration date, the selected vendor must continue to provide all contracted services through the end of the contract period at no additional cost.

The County reserves the right to authorize an advance of not more than 10% to assist with start-up costs as deemed appropriate and necessary. Applicants requesting an advance must indicate such on their budget.

I.18. Non-assignment of funds

Applicant(s) may not sell, in whole or in part, any funds or proceeds, real or anticipated, resulting from any award made and/or services rendered under this RFA.

I.19. Payments / Penalties / Advances

Any award made under this RFA is contingent upon receipt of funding by the PGCDSS and appropriation by the County. Funds will be disbursed on a cost-reimbursement basis based on the receipt of viable monthly invoices with related receipts as verified by the PGCDSS. PGCDSS reserves the right to withhold contract payment in the event the selected vendor(s) does not provide PGCDSS with all required deliverables and/or verifiable documentation within the timeframe specified or in the event that the selected vendor otherwise materially breaches the terms and conditions of the contract. The decision of the PGCDSS is final.

The selected vendor must render services to the PGCDSS as defined in the final contract award documentation. Satisfactory compliance will be determined by the PGCDSS Program Monitor and documented in the Program Monitoring Plan on a quarterly basis. Non-compliance may result in assessment of a graduated financial penalty (1st offense – Written Warning; 2nd offense – 5%; 3rd offense – 10%; 4th or greater offense – 25%). All percentages referenced will be assessed against the approved total invoices for the quarter reviewed. The decision of the PGCDSS is final.

I.20. Reporting

The selected Applicant(s) will be required to provide PGCDSS with the following reports in accordance with the time line(s) and format(s) specified by PGCDSS. Additional reports may be added by the PGCDSS as necessary to meet local, state and/or federal funding requirements. PGCDSS reserves the right to review all supporting documentation and verify all claims. Failure to submit required information in a timely fashion may result in termination of any contract awarded under this RFA.

- a. Weekly Reports: The selected Applicant(s) must submit a weekly program utilization report to PGCDSS by the Monday following each week of service. The following are examples of data that may be required: # of beds available, # of beds filled, # of households (separate number for adults and families), # of adults, # of children, and # of turnaways.
- b. Monthly Reports: The selected Applicant(s) must submit a monthly fiscal invoice along with corresponding verification of expenditures and two monthly program reports to PGCDSS by the 10th calendar day following the end of each month. The following are examples of data that may be required: # of calls, # of unduplicated households requesting services, # of placements, # of turnaways, and # of households diverted from shelter.
- c. Quarterly Reports: The selected Applicant(s) must submit a quarterly ESG service report to PGCDSS by the 10th calendar day following the end of each quarter.
- d. Year-End/Close Out Reports: The vendor must submit a final invoice along with a final programmatic report to PGCDSS that summarizes the results of the entire project and includes all related program material developed under this award by August 15, 2011.
- e. Annual Audit Report: The selected vendor must submit an Annual Audit Report by an independent auditor to PGCDSS within three months of the end of the agency's fiscal year. Additionally, if the vendor receives Federal Grant Funds, a compliance audit must be submitted in accordance with the Single Audit Act of 1984.
- f. IRS 990 Report: Tax exempt organizations are required to submit form 990 to the Internal Revenue Service on an annual basis. A copy of that report should be sent to PGCDSS within 30 days after submission to the IRS.

I.21. Document Retention and Inspection

The selected vendor will be required to maintain complete and accurate records substantiating all actual expenditures and leaving a clear audit trail to the point of origin. The vendor must retain and maintain all books, records and other documents relevant to this award for a period of no less than three years after the date of final payment or a resolution of audit findings, whichever is later.

Upon receipt of written notice, the vendor must provide full access to, the right to examine, and/or transfer of any relevant material by or to Federal, State or County auditors who have substantiated the need for such in writing in the performance of their official duties, or any other person(s) as authorized by PGCDSS. Any contract payments found to have been made for non-program and/or ineligible purposes shall be returned to PGCDSS.

I.22. Monitoring

PGCDSS will evaluate the selected Applicant(s)' performance under the award utilizing the Applicant(s)' programmatic and fiscal reports as well as a series of scheduled and un-scheduled on-site monitoring visits conducted by the PGCDSS. Additional monitoring may be performed by Federal, State and/or County officials as deemed necessary by the PGCDSS.

I.23. Public Relations

PGCDSS reserves the right to request the successful Applicant(s) to provide information about their program and services for the purpose of promotional activities as well as to cooperate with representatives of the media attempting to bring public attention to this initiative. However, no staff member of the successful Applicant(s) or their partners and sub-contractors, shall discuss program related information with any member of the media without receiving the prior approval of the PGCDSS Director or his/her designee.

I.24. Confidentiality

Neither party shall use or disclose any confidential information to identify a recipient of the services provided through any contract awarded under this RFA for any purpose not directly related to the administration of such services, except upon written consent of the Party providing the information and the recipient (or his/her responsible parent, guardian or legal representative) unless the disclosure is required by Section 10-611 et. Seq., State Government Article 88A, Sections 6 and 6A, Maryland Annotated Code and COMAR 07.10.07, by court order, or for program monitoring by authorized agents of the County and/or PGCDSS. In addition, all parties are required to adhere to all privacy rights as established by the Health Insurance Portability and Accountability Act of 1996 (HIPPA) and associated COMAR ,MD CHESSIE and HMIS regulations. All requests for disclosure should be forwarded to the PGCDSS Director or his/her designee for dispensation.

I.25. Indemnification

Each Applicant is expected to be fully informed as to the extent and character of work required and completely familiar with the requirements of the RFA. Failure to do so will not relieve the Applicant of responsibility to fully perform the services proposed. No consideration will be granted for any alleged misunderstanding of the material to be furnished or work to be done and it is understood that the submission of an application under this RFA constitutes agreement.

The successful Applicant is responsible for any loss, personal injury, deaths and/or damages that may be done or suffered by any persons due to the Applicant's negligence or failure to perform any of the obligations under this RFA. In addition, the successful Applicant agrees to take proper health and safety precautions to protect their work, employees, the public, and the property of others from any damage or injury resulting from the performance of their work and agrees that neither PGCDSS or the County shall be liable for any injuries arising out of or during the course of employment related to this award.

The successful Applicant shall indemnify, defend and hold harmless Prince George's County, Maryland (the "County"), its agents, officials and employees, from any liability for any suits, actions or claims of any character arising from or relating to the negligence of the Applicant, its employees or its sub-contractors under this RFA. The Applicant agrees to indemnify and hold harmless the County from any loss, damage, cost, claim, judgment or other expenses suffered or incurred by the County by reason of the Applicant's negligence or failure to perform any of the obligations required herein. The Applicant expressly understands and agrees that any performance bond or insurance protection required by this RFA or otherwise provided by the Applicant in no way limits the responsibility to indemnify, keep and save harmless and defend the County as herein provided. The County does not waive any right or defense or forebear any action, in connection herewith.

The successful Applicant shall, at its own expense, appear, defend and pay all charges of attorneys and all costs and other expenses incurred in connection therewith, and if any judgment shall be rendered against the County in any such action, the Applicant shall at its own expense, satisfy and discharge same. The Applicant Understands that the County has no obligation to provide legal counsel or defense to the Applicant or its sub-contractors in the event a suit, claim or action of any character is brought by any person not party to this RFA against the Applicant, its employees or its sub-contractors as a result of or relating to the Applicant's obligations under this RFA.

I.26. Certificate of Insurance Requirements

The selected Applicant(s) will be required to obtain and keep in force for the term of the award the following insurance which must identify the Department of Social Services and Prince George's County Maryland as an additional insured on the policy. Applicant(s) should submit original certificates of insurance or documentation from their insurance company verifying such insurances are available to the Applicant should an award be made under this RFA (**submit as Attachment 11**).

- a. Commercial General Liability Insurance to include off premises activities where applicable to these limits:
 - \$1,000,000 bodily injury and property damage per occurrence;
 - \$1,000,000 personal and advertising injury;
 - \$1,000,000 products and completed operations, aggregate; and
 - \$1,000,000 general aggregate, per project (applicable to this project)

General aggregate is understood to mean applicable to all except products and completed operations coverage.
- b. Worker's Compensation Insurance covering the contractor's employees as required by Maryland Law & employers liability limits of not less than:
 - \$100,000 per accident;
 - \$100,000 per disease; and
 - \$500,000 disease aggregate
- c. Business Automobile Liability Insurance covering bodily injury & property damage in the minimum combined single limit of:
 - \$1,000,000 per accident
- d. Physical and Sexual Abuse Liability Insurance covering the Contractor's employees with liability limits of not less than:
 - \$100,000 per individual / \$300,000 per occurrence
- e. Misc. Professional (Errors and Omissions) Liability Insurance covering payment of all costs the Contractor shall become legally obligated to pay for damages due to any claim caused by any negligent act, error or omission of the Contractor or any other person for whose acts the Contractor is legally liable with liability limits of not less than:
 - \$1,000,000 per claim and aggregate

I.27. Acceptance of Referrals

The selected vendor must accept all referrals made by the PGCDSS and / or its designee.

I.28. Applicable Policies, Procedures, Laws and Regulations

Applicant(s) are advised that any staff providing services under any award made as a result of this RFA must comply with applicable PGCDSS personnel policies and procedures as required by the PGCDSS. In addition, selected Applicant(s) must abide by existing state and federal laws and regulations governing services to PGCDSS customers and by all applicable zoning and building codes.

I.29. RFA Attachments and Checklist

Various attachments are required to respond fully to this application and should be arranged in the same order as the application parts and paragraphs, labeled accordingly, and attached at the end of the application. A checklist has been provided to help Applicant(s) ensure that all required documents are attached. Applicant(s) must initial the applicable response to each item indicating whether or not the required documents are enclosed (if a requested attachment is not applicable, Applicant(s) should provide a numbered attachment for

that item marked “NOT APPLICABLE”) and a completed checklist included with each application submitted in response to this RFA (See Addendum 2.9 and **submit as attachment 12**).

Please note that the checklist is provided as a guide only and may not be inclusive of all required forms. Complete applications remain the responsibility of the Applicant(s) and PGCDSS will not assume responsibility for any missing materials required under this RFA.

**Addendum 1:
Instructions and Application Format for Responding to
Request for Applications**

"Family Emergency Shelter"

These instructions contain the required content and format for agencies to submit an application for funding under the **Family Emergency Shelter 2010 RFA**.

PART A: AUTHORIZATION FOR APPLICATION AND SUMMARY INFORMATION (5 Points)
(Maximum 2 pages)

Application Type: (Please check one)

Application Submission Date: _____

- Single
- Single with subcontractor(s)
- Joint
- Joint with subcontractor(s)

*If applicable: MDOT MBE Certification # _____
 DGS QSB Certification # _____
 COA Accreditation Certification #: _____

Name of Applicant(s): _____

Business Address of Applicant: _____

Telephone Number: _____ **Facsimile Number:** _____

Contact Person Name & Title: _____

Telephone Number (if different from above): _____

Email Address: _____

Organization's Federal Tax Identification # (EIN): _____

Organization's DUNS #: _____ **Organization's CCR #:** _____

Annual Operating Budget: _____ **Fiscal Reporting Year:** _____

Attach an original Corporate Acknowledgement (Complete Addendum 2.10 and submit with the Application as Attachment 13) stating that the person(s) signing this application is authorized to do so.

Applicant(s) is an active member of the Prince George's County Homeless Services Partnership:
 YES NO

Attach a short statement (150 words or less) summarizing the purpose and activities of the organization(s) applying for funding and the date(s) it first started delivering services:

SEE ATTACHED

Total Annual Public Funding Requested *	\$
Total Annual Cash Resources	\$
Total Annual In-kind Resources	\$
Total Annual Budget for Program:	\$

**Public funds cannot exceed \$600,000.00*

Authorized Representative/Title: _____

Authorized Representative's Signature: _____

Note: If this is a joint application, signatures for all Applicant(s) organizations must be included.

PART B: STATEMENT OF WORK (40 Points)

(Maximum 25 pages)

The Statement of Work narrative must ensure compliance with PGCDSS Core Service Objectives (see Addendum 2.11) and address the basic factors outlined below. Given the range and variability of prospective Applicant(s) that may respond to this RFA, PGCDSS does not choose to spell out precisely how Applicant(s) should respond to these factors. PGCDSS acknowledges that different approaches may lead to the same outcomes, however, every Applicant(s) is required to describe what they intend to do and the expected outcomes of their work. Thus, there are certain work factors listed in this section that every Applicant(s) must address.

- b.1) **TARGET POPULATION:** Applicant(s) should demonstrate their understanding of the dynamics of homelessness in Prince George's County as well as their understanding of the demographics, basic needs and support services needs of the homeless individuals and/or families to be served by their proposed program. This can be achieved by providing a general profile of the customers they are proposing to serve, including relevant data and sources.
- b.2) **OPERATIONS:** The successful vendor will be responsible for providing the facility and day-to-day management of the shelter. The current program utilizes the Individual Family Model comprised of 23 individual apartments for families at an apartment complex in Adelphi and two apartments for administrative purposes. The County will consider alternative methods of operating the program providing such methods are viable for the population to be served (male headed households, female headed households and intact families) and compliant with ADA requirements. Models may include, but are not limited to, the following:
- Hotel/Motel Model: Large facility providing private bedrooms and/or suites per family unit with shared common space such as bath, kitchen, and living areas.
 - Dormitory Model: Large facility providing dorm-style rooming for 2-3 families per dorm room.
 - Family Cluster Model: Detached Single-Family Dwelling and/or Townhouse sheltering up to 2 families with shared common space such as bath, kitchen, and living areas. Note ~ Any application using this model must comply with zoning regulations regarding the number of un-related persons that may occupy a single dwelling.
 - Individual Family Model: Private detached Single-Family Dwelling, Townhouse, and/or Apartment sheltering 1 family.

Applicant(s) should describe their proposed program operations in clear non-technical language that details how the program will help homeless families meet their basic needs and may include a plan to engage residents in day-to-day operations of the shelter, if appropriate to the selected model. In addition, the Applicant(s) should describe their plan for ensuring a clean and safe environment. While PGCDSS recognizes that program operations will differ based on the model proposed, the plan must include, but is not limited to, a description of how the Applicant(s) plans to provide:

- Resident security
- Security of personal possessions and medical prescriptions
- Daily personal hygiene care
- Program rules
- Procedures governing non-compliance and program termination (must include at a minimum, the process to be used when a customer is noncompliant, the type of violations including those that result in placement in a contract agreement versus those that require immediate termination, the household right to appeal and the steps needed to provide due process)
- Grievance and appeals policy (*Note: Grievance Policy must be posted in the shelter at all times*)

- Procedures for residents to receive case management
- Transportation of residents
- Collection of fees and procedures for disbursement of accumulated funds (See HUD CPD-96-03 www.hud.gov/offices/cpd/homeless/library/spc/resourcemanual/pdf/spcmanual_appE.pdf and COMAR 07.06.03.11 “Charges and Fees”)
- Procedures for residents to make outside calls and to receive mail, faxes and phone messages (during their stay and for a period of one year following departure from the shelter) to ensure that mainstream programs and prospective employers have a stable and reliable address for customers transitioning out of the shelter
- Replacement furniture, bedding, and kitchenware (*Note: The existing furniture in the apartment units is the property of the County and will convey for use by the selected vendor. A preliminary inventory of conveyable items has been prepared (see Addendum 2.12). A complete inventory will be provided at the time of award.*)
- Procedures for fire, medical and severe weather emergencies
- Custodial services (may not be required for all models)
- Laundry facilities/services
- Trash removal
- Utilities and outside lighting (current model annualized cost estimated at \$48,500)
- Plan to provide space for staff, case management and support services, and other shelter activities
- Plan to provide workshops to clients based on topics of importance
- A copy of the proposed resident handbook and a sample weekly resident schedule (if dormitory living is proposed) must be submitted as **Attachment 14**.

b.3) **LENGTH OF STAY LIMITS:** The Applicant(s) must describe how they will comply with length of stay requirements for this project. Specifically, the Applicant(s) should clearly articulate their plan for stabilizing homeless families and moving them along the County’s continuum of care so that residents can be successfully transitioned out of the shelter within the established ninety (90) day time limit. Applicant(s) proposing to offer special exceptions to this limit must specify the circumstances under which an exception would be considered, the process for approving an exception and the proposed maximum duration of that exception.

b.4) **INTAKE AND ASSESSMENT:** The Applicant(s) must describe their proposed process for assessing the overall service needs of participants. A detailed description of the Applicant(s)' intake and assessments methods and their parts are required. (Note: PGCDSS will require the successful applicant to use a universal HMIS intake and assessment form - see Addendum 2.13 - as part of the intake process).

b.5) **CASE MANAGEMENT:** The Applicant(s) should describe its case management practices that include, but are not limited to:

- Development of an “individual service plan” (ISP) between the resident and the selected vendor. Applicant(s) should describe the timeframe for completion of the ISP goals and frequency of review to determine progress towards achievement of service goals. Applicant(s) should submit a copy of their proposed ISP form (**submit as Attachment 15**).
- Establishment and coordination of weekly interdisciplinary team meetings with key service partners including but not limited to mental health, employment and health care services to ensure timely and appropriate delivery of services, address individual resident needs based on identified barriers, develop and monitor an effective discharge plan for each participant, link participants to appropriate programs in the community upon release, reach team consensus before terminating a participant from the program and provide sufficient time for a participant to appeal the decision.

- Development of an “Exit Plan” for ensuring that shelter residents do not return to homelessness after discharge from the program. In addition, the Applicant(s) should describe its plan to “bridge” the participant back into the community through activities and linkages that prepare residents for community participation and self-sufficiency. Each Applicant must describe how it will follow up on the progress of its participants for at least a 90-day period after the participant exits the program. The Applicant(s) should also describe how it intends to follow up on participants that exited the program in the prior year but are still subject to this requirement.
 - Attendance at the mandatory bi-monthly “Case Managers Best Practices Trainings” provided by the PGCDSS.
- b.6) **FOOD SERVICE:** The Applicant(s) must describe its plan to ensure that residents have access to nutritional meals. If the project involves food prepared on-site, the Applicant(s) should describe their understanding of Federal and local health ordinances with which they must comply and demonstrate ability to secure food handling/ food service facility permits and/or licenses as necessary. If feeding involves use of outside agencies, the Applicant(s) must describe how the participants will get to the food or how the food will be delivered to them. Applicant(s) should also provide an alternate method for providing food if the established and contracted vendor is unable to do so because of weather or unfavorable conditions. If the proposal involves participants preparing their own food individually or in a group or congregate setting, the Applicant(s) should describe how this would work.
- b.7) **MEDICAL SCREENING AND HEALTH SERVICES:** Every Applicant(s) must describe how it will ensure that 100% of its participants receive basic medical and dental screenings and access to appropriate ongoing health care for preventive and follow-up treatment services as needed.
- b.8) **OTHER SUPPORT SERVICES:** Applicant(s) must describe any other support services it intends to deliver directly and/or indirectly to address the basic and special needs of homeless families. Services must include, but are not limited to, the following:
- Mental Health Services
 - Educational Services
 - Substance Abuse: (assessment, counseling and group therapy)
 - Employment (resume development, computer skill enhancement, job search and placement)
 - Housing (Referral and Placement) services
- b.9) **COLLABORATION:** Integration with existing County service programs is encouraged. In chart format, Applicant(s) should list each service it plans to offer followed by:
- Detailed description of each service listed
 - Identification of service as “actual” (Applicant already has an agreement in place) or “planned” (Applicant plans to put in place prior to contract execution)
 - Location(s) where the service is to be delivered (on-site or off-site)
 - Frequency with which the service will be offered
 - Designation of the service as “direct” (provided by the Applicant) or “indirect” (provided by an outside organization)
 - Name of the organization(s) providing the service, including names and telephone numbers of staff with whom the Applicant(s) has developed relationships
 - Person(s) responsible for monitoring and follow-up
 - Anticipated Outcomes

Sample Chart:

Service Type	Status	Location	Frequency	Direct or Indirect	Provider Contact Information	Responsible to Monitor/ Follow up	Anticipated Outcome	Agreement in Place Yes/No
Financial Planning	Planned	Off-site / 10 A St., Largo, MD 20785	Weekly	Indirect	Community College Mary Smith #301.111.2222	Jane Doe	Reduction in Debt, Improved credit history and CEUs.	No
Job Placement	Actual	On-Site	Daily	Indirect	ABC, Inc. Frank Hill #301.555.6666	Jane Doe	25 Full time jobs at an average wage of \$6.50 per hour	Yes

If the Applicant(s) has actual agreements in place, these should be submitted with the Application as **Attachment 16**.

PART C: APPLICANT’S ELIGIBILITY, EXPERIENCE AND QUALIFICATIONS (15 Points)
(Maximum 5 page)

- c.1) The Applicant(s) must submit a copy of its Articles of Incorporation and/or other founding legal documents as appropriate (**submit as Attachment 17**). Applicant(s) that are not incorporated must document that they have a binding legal agreement with an incorporated nonprofit entity who will serve as the grantee organization and fiduciary agent for the group.
- c.2) The Applicant(s) must provide the mission statement and goals for its organization and demonstrate how the proposed project supports that mission and goals. In addition, Applicant(s) must provide a comprehensive list of its current board members.
- c.3) The Applicant(s) must describe its current and past experience as it relates to carrying out the services proposed in this application and/or projects of a similar scope and magnitude. In addition, a listing of programs operated by the Applicant(s) agency ~ noting what sources of funding have been used to operate the program(s) and identify those programs that will be linked to the proposed project, if any ~ should be included. Applicant(s) must supply three (3) current references (must have direct knowledge of similar services provided by the Applicant during the last 24 months) that verify the Applicant(s)’ capability to provide the proposed services (**submit as Attachment 18**). Each reference must include the name of the organization, point of contact and telephone number. PGCDSS reserves the right to contact any reference, including but not limited to the three provided as part of the evaluation process.
- c.4) Joint applications must submit the information and attachments required in c.1 through c.3 for all parties to the application. Applicant(s) proposing to use a sub-contractor for any portion of the service proposed must declare who the sub-contractor will be and provide information about the sub-contractor's eligibility and experience.
- c.5) The Applicant(s) must describe its accounting system and internal controls that will assure funds are clearly identified and spent only on program-related activities. Self-help or grass roots applications must have their nonprofit fiduciary partner submit this information. Applicant(s) must provide a copy of the organization’s most recent independent annual audit, a copy of its latest annual report or program statistics, and a copy of its most recent financial statement (**submit as Attachment 19**). If the Applicant(s) does not conduct an annual audit, it must clearly state the reason why and submit the remaining required documentation. Any evidence in these documents of inconsistency with the application or incapacity to carry out the proposed work may result in rejection of the proposal.

PART D: DATA COLLECTION, REPORTING AND MONITORING (5 Points)
(Maximum 1 page)

- d.1) Applicant(s) must clearly describe the methods and procedures it proposes to use to document services to customers as well as the documents it plans to submit as verification of successful

performance. Proposals should include a description of the Applicant(s) quality assurance and internal monitoring systems (i.e.; performance indicators, reporting mechanisms and client rights.)

- d.2) Each Applicant(s) must certify that it will participate in HMIS ~ a uniform PGCDSS process for automated reporting and data collection about its program operations, program outcomes, characteristics of persons served and any other data required by the PGCDSS. The successful Applicant(s) awarded funding under this RFA will be expected to comply with the HMIS Terms and Conditions (See Addendum 2.14). Applicant(s) should also discuss their current HMIS capability, the need – if any - to purchase additional items and/or receive training to use them, and the number of HMIS user ids it will require. Applicant(s) should refer to Addendum 2.15 – “Workstation Requirements” – for HMIS requirements. Applicant(s) who are already participating in HMIS should indicate such in their response to this RFA as well as indicate their level of expertise (ie; stage 1, stage 2, stage 3 or stage 4).
- d.3) The Applicant(s) must state that Federal, State, County and PGCDSS officials will have access at all times as requested by the PGCDSS to the program, facility and work being performed under the contract and in the unfortunate event of contract termination, that all program materials (including client files, programmatic data and any fiscal material) will be immediately returned to PGCDSS.
- d.4) The Applicant(s) must state their willingness to comply with any reasonable request concerning information about their program and services for the purpose of promotional activities related to the Prince George’s County Continuum of Care.

**PART E: APPLICANT'S STAFFING PLAN AND/OR THAT
OF ANY JOINT OR SUB-CONTRACTED AGENCY (25 Points)**

(Maximum 5 pages)

- e.1) Applicant(s) must describe the proposed staff to be utilized in its program, including paid and volunteer staff, and what percentage of their time will be dedicated to the proposed program activities (this percentage should reflect in the budget as well). Applicants must demonstrate that proposed personnel have the necessary training, credentials and experience to perform the program services.

Applicant(s) must submit an organizational chart indicating the authority structure (reporting and supervisory) of the proposed project and its relationship to the Applicant(s) organization, along with a detailed listing of all proposed personnel including at a minimum: position title, incumbent names and resumes where applicable, # of projected hours worked per week, hourly salary and annual salary, job descriptions (including minimum qualifications), and a sample weekly 24/7 staffing coverage plan (**submit as Attachment 20**). Staff members responsible for the overall success of the proposed project must be clearly labeled “KEY PERSONNEL”. Applicant(s) submitting a joint application or an application involving sub-contracting should clearly differentiate between staff that are employed by the lead agency and those employed by the joint partner(s) and/or sub-contractor(s).

Once a contract has been awarded, notification and resumes for new personnel must be forwarded to the ISSUING OFFICE within seventy-two hours of their start date. Prior to diverting any staff identified in this section to assignments other than this project, the successful Applicant(s) must notify PGCDSS of its intent thirty (30) days in advance and submit justification, including proposed substitutions, in sufficient detail to permit evaluation of the impact on the project. Replacement of any personnel listed in the application shall be with individuals of equal or greater ability, qualifications and experience and replacement of “KEY PERSONNEL” requires prior approval by PGCDSS.

- e.2) Applicant(s) should address how its staff has both the professional qualifications and the cultural sensitivity and experience to ensure timely access to services that are culturally and linguistically relevant to the client. In addition, Applicant(s) should clearly identify their capacity to offer certified interpretation services to non-English speaking (especially Spanish) and hearing impaired customers.

Note: Applicant(s) whose applications include a minimum of one Spanish speaking case manager will be eligible for 10 bonus points in this section.

- e.3) Applicant(s) are required to staff the program at all times and should describe their contingency plan in the event of unexpected staff absences, vacancies and/or other changes in staffing to ensure continued and uninterrupted service to PGCDSS customers.
- e.4) Applicant(s) selected for an award will be required to conduct CJIS state and federal criminal background clearances on all its employees / volunteers and employees / volunteers of its subcontractors, delivering services under any agreement with the PGCDSS. Results of all clearances must be submitted to the PGCDSS for review. In addition, Applicant(s) must provide personal identification information and a signed authorization form required by PGCDSS in order to conduct CIS / MD CHESSIE clearances for prior child maltreatment on these same employees. While clearance results will not necessarily preclude an employee from working on the project, PGCDSS reserves the right to request removal of any staff with a record of crimes, convictions or other child maltreatment actions that are deemed disqualifying. In this section, Applicant(s) should describe their plan for providing these clearances in the event an award is made.

Note: In the event that you are unfamiliar with the fingerprinting process, the contact information for the Criminal Justice Information Center (CJIS) is as follows:

CJIS - Central Repository
P.O. Box 32708
Pikesville, MD 21282-2708
(410) 764-4501
<http://www.dpscs.state.md.us/publicservs/bqchecks.shtml>

PART F: APPLICANT'S BUDGET AND FUNDING SOURCES (25 Points)

The Applicant(s) must provide an annual comprehensive line item budget, a detailed narrative, and documentation of proposed matching funds if available (**submit as Attachment 21** ~ See Addendum 2.16 for guidance). The budget should list costs of the proposed project according to each line item detailed. Applicant(s) proposing to request an advance (see section 1.17 of this RFA) should clearly state such intent and provide justification. Applicant(s) proposing cash and in-kind matches (see section 1.9 "Funding Type and Amount of Funding Available" for RFA requirements) must clearly indicate the source and value of each match. Applicant(s) planning to include the value of volunteer services as part of their in-kind contribution should use the 2006 Occupational Employment and Wages (updated May 2008) median salary rate for Social and Human Service Assistant occupations established by the Department of Labor at \$15.55 per hour and documentation provided by the volunteering individual and/or organization. Administrative expenses (non-direct program expenses only) cannot exceed 10% of the public funds requested and should be clearly identified on the budget. Applicant(s) that are using a cost allocation plan as the basis for their administrative cost must state that in their proposal and include the cost allocation plan (**submit as Attachment 22**).

Note: Direct costs are defined as those associated with the day-to-day operation of the program. Examples of direct costs would include on-site staff such as case managers, meals, support services such as employment and/or substance abuse counselors, and operational expenses such as fuel for transportation of residents. Non-direct costs are defined as those associated with accounting for use and management of the funds. Examples of non-direct costs would include off-site staff such as the fiscal manager, report preparation, program audits and costs related to administering the grant after the award.

**Addendum 2:
Forms**

Addendum #	
2.0	Prince George's County Continuum of Care System
2.1	Certification of Assurance of Compliance Regarding Suspension and Debarment
2.2	Certification of Assurance of Compliance Regarding the Fair Labor Standards Act
2.3	Certification Regarding Lobbying
2.4	Vendor Oath and Certification
2.5	Application Affidavit
2.6	Offeror Affidavit and Statement of Ownership
2.7	General Conditions
2.8	Grant Assurances and Certifications
2.9	RFA Preparation Checklist
2.10	Corporate Acknowledgement
2.11	PGCDSS Core Service Objectives
2.12	Preliminary Inventory
2.13	HMIS – Universal Intake Form
2.14	HMIS – Terms and Conditions
2.15	HMIS Equipment and User ID Specifications
2.16	Sample Budget & Line Item Detail