



**ERIE COUNTY**

**REQUEST FOR PROPOSAL (RFP)**

for

**After-Hours Homeless Services**

**RFP # 1224VF**

**June 19, 2012**

**Judith Kolmetz, Assistant Coordinator of Quality Assurance  
EDWARD A. RATH COUNTY OFFICE BUILDING  
95 FRANKLIN STREET  
BUFFALO, NEW YORK 14202**

**COUNTY OF ERIE, NEW YORK**

# **REQUEST FOR PROPOSALS (“RFP”)**

## **RFP# 1224VF**

### **AFTER-HOURS HOMELESS SERVICES**

#### **I. INTRODUCTION**

The County of Erie, New York (the “County”) is currently seeking proposals from qualified not-for-profit agencies interested in providing After-Hours Homeless Services. The purpose of this document is to present interested parties with information to prepare and submit a proposal to provide these services to individuals in Erie County who present themselves as homeless during non-business hours, weekends, and holidays.

A maximum award of \$85,000.00 is potentially available for allocation for After-Hours Homeless Services for 2013.

Proposers are invited to respond to this request. A bidder’s conference will be held on July 10, 2012 at 95 Franklin Street, room 805, Buffalo, NY from 11:00 am – 11:30 am for interested parties to received additional clarification about these requested services. It is the County's intent to select the Proposer(s) that provides the best solution for the County's needs. This document will inform the service delivery network of basic requirements that Erie County uses as part of its standard contract process.

The County reserves the right to amend this RFP, reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive any irregularities or informalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any Proposer, and to award negotiated contracts to one or more Proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

The Erie County Department of Social Services has identified the following goal as being consistent with this Request for Proposals:

- to provide the residents of Erie County in need of emergency housing a prompt, professional, and accurate assessment of their needs, and the assistance required to meet those needs, 24 hours-a-day, 365 days per year. ECDSS partners with community agencies to provide these services during non-business hours, weekends, and county holidays.

#### **II. FUNDING AND BUDGET**

A maximum award of \$85,000.00 is potentially available for allocation for After-Hours Homeless Services for 2013.

Proposers are asked to identify their definition of a billable unit of service, as well as the number of units to be provided during the contract period, and the method used to calculate the number of units.

The selection committee will make a recommendation to the Commissioner of ECDSS, and in turn this recommendation will be made to the Erie County Executive. All contract appropriations are subject to Legislative approval.

The award period will be for a three-year calendar term. Annual contract renewal is contingent on the Proposer's successful development of a Quality Improvement Plan, data collection, monitoring, and compliance with required reporting. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose.

Future awards will be dependent on available funds and subject to the demonstrated fiscal and programmatic stability of the applicant agency, as well as their meeting all of the ECDSS requirements. More than one provider may be selected for funding for 2013.

**The County will look favorably upon proposals which include a provision for donated funds in this RFP. Proposals are required to include a description of the exact in-kind goods or services, and the value of those services, dedicated to the goals and deliverables of the proposal.** This may be volunteer time, reduced cost space, allocated overhead not charged, cash received by contractor and applied to program and not channeling through DSS, materials, clothing or other items of value provided by bidding Proposer to client group and program contracted for.

*Note: Administrative costs may not exceed 20% of the requested funds, and lower Administrative costs will be favored when rating proposals. Erie County seeks to move in the direction initiated by New York State to keep administrative costs at this level or below.*

### **III. PROPOSAL TIMEFRAMES**

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP:	June 19, 2012
Bidder's Conference:	July 10, 2012 from 11:00 am to 11:30 am 95 Franklin Street, room 805 Buffalo, NY 14202
Proposals Due:	July 23, 2012
Selection Made:	August, 2012
Contract Signed:	Following all necessary County approvals

### **IV. GENERAL REQUIREMENTS**

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation. **Specific instructions for the proposal format and content** are outlined on pp. 15 - 17.
2. A cover letter, contact information, and a letter of support from the agency Board of Directors must accompany the proposal.
3. One (1) original and five (5) copies of the technical proposal shall be submitted. Proposals **MUST** be signed using the attached **Schedule A: Proposer Certification** found on page 14. Unsigned proposals will be rejected. One (1) original and one (1) copy of the Budget/Cost Proposal packet shall be submitted as described in item #8, below.

4. Submission of the proposals shall be directed to:  
Judith Kolmetz, Assistant Coordinator of Quality Assurance  
Erie County Department of Social Services  
95 Franklin Street, Room 865  
Buffalo, NY 14202

**All proposals must be delivered to the above office on or before July 23, 2012 at 4:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.**

5. Requests for clarification of this RFP must be written and submitted to Judith Kolmetz at the above address, or at [Judith.Kolmetz@erie.gov](mailto:Judith.Kolmetz@erie.gov) no later than 4:00 pm on July 6, 2012. A list of questions and answers will be posted on the County website by July 13, 2012. NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION.
6. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.
7. No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
8. All Proposers submitting proposals must include a cost proposal in a separate sealed envelope clearly labeled with the agency's name, due date of proposal, proposal name, and RFP #. Specific instructions for the content of the cost proposal are outlined on pp. 15-17. All **Appendix A budget attachments** must be completed and included in the cost proposal.
9. Information on the Standard Insurance Provisions of agencies selected as a contractor of this service is included in this RFP (pp. 27-28). This document is for informational purposes only, and is not to be completed by the Proposer during the RFP submission.

## **V. SCOPE OF PROFESSIONAL SERVICES REQUIRED**

### **A. Target Population:**

Those requesting emergency housing assistance are low-income individuals who lack a support network of family and friends that are able to provide them with short-term assistance. Eligible individuals fall below a poverty standard set by New York State.

### **B. Required Services:**

The services to be provided include but are not limited to:

1. **Assessment** - Staff must be trained and competent in interviewing and assessing the needs of individuals, to determine if an emergency situation exists. Staff must be able to explore all housing options with clients prior to placement.
2. **Eligibility Determination** - Staff must adhere to the ECDSS guidelines for providing housing services. Staff must refer to daily communications with ECDSS to verify whether each individual requesting service either:

1. has already requested services with ECDSS
2. is on a sanction or is otherwise not eligible for housing services
3. has previously received After Hours services and has not appeared at ECDSS to complete the eligibility process

**ECDSS has the final authority to determine an individual’s eligibility for services.**

ECDSS reserves the right to refuse payment for individuals that appeared on a daily communication list as ineligible immediately prior to placement.

3. **Arranging for shelter/transportation** - Staff must contact local shelters to arrange for placement. If all shelters are full, staff must follow ECDSS protocol for placing clients in approved hotels. If necessary, staff must arrange transportation for clients.
4. **Completing the proper paperwork for placement** - Staff must complete necessary paperwork and guarantee payment to the shelter/hotel as appropriate. All assistance provided to clients of ECDSS must be properly documented.
5. **Advising client of need to report to ECDSS on the next business day** – Staff must be trained to advise applicant/recipient of their requirement to report to ECDSS, and what documentation they will need to bring with them.
6. **Reporting to ECDSS** – Staff must work with ECDSS to best serve the individuals in their care. This involves contact in the morning to follow-up with the previous night’s applicants, faxing copies of the previous night’s intake questionnaires to ECDSS, and contact in the afternoon to prepare for the evening/weekend/holiday ahead. ***Without proper documentation, ECDSS will not be able to make payment on a case.***

A monthly report will also be required of the awardee. This report will be provided to them. It will capture basic information about the individuals that are being served in the after-hours program.

7. **Case Management Services-** The successful proposing agency must provide case management services to the individuals served in the after-hours program. This involves meeting with them the following morning, primarily at ECDSS office, to assist with apartment searches, DSS applications, linkages to other community services, etc. ***Documentation of case management services provided to each individual served will be required on the monthly reports submitted to ECDSS.***

**C. Required Elements:**

The successful proposer will demonstrate the following elements inherent in their delivery of services:

1. **Around-the-Clock Availability:** Emergencies can happen at any time of the day or night. Since this service is intended to provide coverage when ECDSS offices are closed, the successful proposer must provide service during the following time periods:
 

-	4:00 p.m. – Midnight	Monday-Friday
-	Midnight- 8:00 a.m.	Monday-Friday
-	Saturday and Sunday	all hours
-	All County Holidays	all hours

They must also have staff that work with ECDSS during normal business hours to ensure that clients are linked to appropriate programs and services, with availability by telephone, e-mail, and fax.

2. **Qualified, Trained Staff:** the successful proposer will have staff members that are trained in handling housing emergencies. They will possess effective interviewing skills that will assist them in assessing the applicant's actual needs, to ensure a true crisis exists. They will be skillful in helping clients explore all other housing options, including family, friend, and community supports. Staff members must be knowledgeable of ECDSS programs and eligibility guidelines, and the successful proposer will employ case managers that follow-up with ECDSS and the applicant to ensure customers are linked with appropriate services *after* the emergency need is met.
3. **Regular Communication with ECDSS:** the successful proposer must have a dedicated staff person who is tasked with providing follow-up work with ECDSS for all clients served, as well as preparation work for the next after-hours session. Communication must be available by telephone, e-mail, and fax.
4. **Broad Network of Community Resources:** the successful proposer must have access to a broad array of local shelters, hotels, cab services, and utility companies that can be utilized to alleviate a customer's housing crisis until a more permanent solution can be determined.
5. **Ability to handle the volume of customers seeking assistance:** the successful proposer must have a sufficient number of staff members available at any given time to meet the demand for emergency assistance in a prompt manner, particularly if their business involves services other than those provided to ECDSS.
6. **Accountability:** the successful proposer must have the resources in place to keep accurate records of services performed, and to bill the County according to the requirements and limits of the contract.

ECDSS will require a **daily summary** and a **monthly report** of all individuals served.

Payment will not be processed for services rendered if ECDSS does not receive appropriate documentation regarding the services within the time frame designated in the contract.

**NOTE:** the successful proposer must abide by the rule that ECDSS has the final authority regarding who may be placed. ECDSS reserves the right to refuse payment for services rendered when ECDSS advised the After Hours agency previously that the individual placed was not eligible for services.

7. **Reliability:** the successful proposer must be able to assure ECDSS that the services ordered will be delivered as agreed, in a professional and prompt manner.
8. **Accessibility:** the successful proposer must be accessible to the staff of ECDSS, so that information can be easily exchanged. This involves access via phone, fax, and email, with timely responses to messages.

The successful proposer must also be accessible to the public, so that clients with emergencies can reach them easily. This includes having a plan to serve clients with limited English proficiency.

9. **Confidentiality:** the successful proposer must be able to assure ECDSS that any and all information obtained while providing services will be used only to assist individuals in meeting their needs, and for no other purpose. This information can and must be shared with the Erie County Department of Social Services, however, as the successful proposer will be acting *on behalf of* ECDSS. In any other context, the information must remain strictly confidential, in accordance with current state, federal, and local laws and regulations.

10. **Quality Assurance/Improvement:** the successful proposer must have an internal system of performance monitoring to ensure the quality of services being performed. The successful proposer will have a system in place to utilize data collected from this monitoring to improve program delivery methods as needed.

**D. Performance Measures**

ECDSS is committed to establishing a system of Outcomes Based Contracting. Contract agencies will be required to develop and submit a Self-Monitoring Plan to ECDSS.

**This Plan will require agencies to:**

- Establish a Quality Improvement Plan
- Initiate Data Collection
- Evaluate Data
- Develop and Implement a Process Improvement Plan
- Provide required fiscal and program reports

**Goals/ Desired Outcomes of Services Provided:**

It is understood that although a number of factors may relate to a defined outcome, ECDSS is requiring that indicators for identified goals be included in the design of the service. The Erie County Department of Social Services has identified the following goals as being consistent with this Request for Proposals:

1. Each applicant that contacts the proposer agency will receive a timely and appropriate assessment of their emergency housing needs.

TARGET: 100%

2. Each applicant that contacts the proposer agency will be checked against the daily log sent to the proposer agency by ECDSS at the end of each business day to verify eligibility for After Hours Service.

TARGET: 100%

3. Each applicant that receives emergency housing services will be counseled on the need to report to the Erie County Department of Social Service first thing in the morning of the next business day.

TARGET: 100%

4. The proposer agency will send a copy of the intake information sheet for each recipient of emergency housing services to ECDSS the following morning.

TARGET: 100%

5. Each applicant that receives emergency housing services from the proposer agency will receive follow-up case management services the following business day.

TARGET: 100%

6. The proposer agency will send daily and monthly reports to ECDSS.

TARGET: 100%

Monthly reports must include:

- a. The name and general circumstance of each applicant requesting this service. Additional demographic information should be included, such as whether the applicant was a:
  - single woman
  - single man
  - a family with children
  - a couple without children
  - a teenager
- b. Whether each applicant was determined eligible to receive this service.
- c. Whether each applicant was denied service, and the reason for the denial.
- d. Whether each applicant was diverted from needing services
- e. Where each applicant was referred to:
  - a shelter
  - a hotel
  - an alternative arrangement (family, friends)
- f. The case management follow-up services provided to each of the applicants.

## **VI. APPLICANT REQUIREMENTS**

The successful Proposer will:

- Demonstrate the ability to provide the service, effective 1/1/13,
- Be a current 501(c)(3) not-for-profit entity, with the ability to manage funds from a government funding source, maintain billing systems, and achieve all reporting requirements,
- Have a 24 hour/7 day a week telephone/contact and response capacity,
- Maintain regular communication with ECDSS in a timely manner
- Utilize a Quality Improvement Program,
- Maintain a skilled and appropriately educated workforce

## **VII. STATEMENT OF RIGHTS**

### **UNDERSTANDINGS**

**Please take notice**, by submission of a proposal in response to this request for proposals, the Proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the Proposer to enter into an agreement with the County for the required services;
- by submitting a proposal, the Proposer agrees and understands that the County is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from Erie County, Erie County's elected officials, officers, employees or agents, shall not be binding against Erie County, Erie County elected officials, officers, employees or

agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, the Office of the Erie County Attorney and/or if necessary, the Erie County Fiscal Stability Authority.

In addition to the foregoing, by submitting a proposal, the Proposer also understands and agrees that the County reserves the right, and may at its sole discretion, exercise the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals;
- To waive any irregularities and informalities in proposals received after notification to Proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the Proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each Proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the Proposers;
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the Proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the Proposer to provide the requested services;
- To modify dates;
  
- All proposals prepared in response to this RFP are at the sole expense of the Proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is an RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a Proposer is a responsible vendor for the purpose of this RFP process;
- The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals **MUST** arrive at the place specified herein and be time stamped prior to the deadline.

## **VIII. EVALUATION**

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- The Proposer's demonstrated capability to provide the services.

- Evaluation of the professional qualifications, personal background and resume(s) of individuals involved in providing services.
- The Proposer’s experience to perform the proposed services.
- The Proposer’s financial ability to provide the services.
- A determination that the Proposer has submitted a complete and responsive proposal as required by this RFP.
- An evaluation of the Proposer’s projected approach and plans to meet the requirements of this RFP.
- The Proposer’s commitment to complete the required ECDSS reports and program outcomes, as well as the required fiscal reports.
- The Proposer’s presentation at and the overall results of any interview conducted with the Proposer.
- The agency CEO MUST sign the Proposal Certification attached hereto as Schedule “A”. Unsigned proposals will be rejected.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal.
- No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
- The evaluation process is designed to award the Proposer with the best combination of attributes based on the evaluation criteria. A score shall be calculated for each criterion for each proposal. The total of the scores for all criteria in each proposal will be known as the Proposer’s final score.

**All Proposals will be scored by a review panel of professionals, using the following criteria and possible points:**

- |  |           |
|--|-----------|
| 1. Proposed Program Characteristics:         | 40 points |
| 2. Agency Experience and Business Practices: | 40 points |
| 3. Cost Effectiveness/Budget Proposal:       | 20 points |

<b>Agency’s Ability to Provide Requested Service</b>	<b>40 Points</b>
<ul style="list-style-type: none"> <li>➤ Agency’s hours of availability match the needs of ECDSS</li> <li>➤ Ability to provide qualified, competent staff members</li> <li>➤ Ability to handle the volume of requests for assistance</li> <li>➤ Ability to utilize a broad array of community resources</li> <li>➤ Ability to deliver all the services identified in this RFP in a prompt, professional manner</li> <li>➤ Ability to offer services to a culturally diverse population in a sensitive manner, including people with limited English proficiency</li> <li>➤ Ability to offer comprehensive casework follow-up for all individuals served, which may include meeting with them at ECDSS the following morning</li> <li>➤ Ability to implement the program in its entirety by January 1, 2013</li> </ul>	
<b>Agency’s Experience</b>	<b>10 Points</b>
<ul style="list-style-type: none"> <li>➤ Agency’s history/experience providing services to people in crisis</li> <li>➤ Agency’s past experience in providing <i>this</i> service to citizens of Erie County</li> </ul>	
<b>Agency’s Business Practices</b>	<b>30 Points</b>
<ul style="list-style-type: none"> <li>➤ Ability to be readily accessible to ECDSS via phone, fax, and email</li> <li>➤ Ability to keep accurate records and bill appropriately</li> <li>➤ Agency’s policy of maintaining confidentiality of information</li> <li>➤ Ability to work effectively with ECDSS and other community resources</li> <li>➤ Agency’s method for training and screening its staff to ensure their competency</li> <li>➤ Agency’s internal plan for monitoring performance and improving quality of services</li> </ul>	

## **IX. CONTRACT**

**After selection of the successful Proposer, a formal written contract will be prepared by the County and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the Office of the County Attorney, and/or if necessary, the Erie County Fiscal Stability Authority. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR IF NECESSARY THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.**

The term of the contract shall be for a period commencing January 1, 2013 and terminating December 31, 2013.

### **INDEMNIFICATION AND INSURANCE**

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

“In addition to, and not in limitation of the insurance requirements contained herein the Proposer agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Proposer shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Proposer or third parties under the direction or control of the Proposer; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the Proposer and the County, the Proposer will be required to provide proof of the applicable insurance coverage described in the Vendor Classification “C”( Professional Services) of the *Instructions for County of Erie Standard Insurance Certificate* found of page 28. Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

### **INTELLECTUAL PROPERTY RIGHTS**

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

All deliverables created under this Agreement by the Proposer are to be considered “works made for hire”. If any of the deliverables do not qualify as “works made for hire”, the Proposer hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Proposer agrees to assist the County, if required, in perfecting these rights. The Proposer shall provide the County with at least one copy of each deliverable.

The Proposer agrees to indemnify and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual

property right of a third party. If such a claim is made, or appears likely to be made, the Proposer agrees to enable the County's continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Proposer in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Proposer may retain copies of such records for its own use.

## **NON-COLLUSION**

The Proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

## **CONFLICT OF INTEREST**

All Proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County. Further, all Proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

## **COMPLIANCE WITH LAWS**

By submitting a proposal, the Proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of Proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

## **CONTENTS OF PROPOSAL**

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the Proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

- a). insert the following notice in the front of its proposal:

### **"NOTICE**

**The data on pages \_\_\_ of this proposal identified by an asterisk (\*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the Proposer's competitive position.**

**The Proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this Proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law."**

**and**

- b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page " \* **THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

**EFFECTIVE PERIOD OF PROPOSALS**

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than one hundred eighty (180) days from the proposal date.

**SCHEDULE "A"**

**PROPOSER CERTIFICATION**

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie (the "County") and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County for the required services. The undersigned agrees and understands that the County is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County, its directors, officers, employees or agents unless an agreement is signed by a duly authorized County officer and, if necessary, approved by the Erie County Legislature, the Office of the County Attorney and/or the Erie County Fiscal Stability Authority.

It is understood and agreed that the County reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County reserves all rights specified in the Request for Proposals (RFP).

It is understood and agreed that the undersigned, prior to entering into an agreement with Erie County, will properly execute the County of Erie Standard Insurance Certificate (included on pp. 27-28 of this RFP), and that it will be complete and acceptable to Erie County.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

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*Proposer Name*

By:

---

*Name and Title*

## PROPOSAL FORMAT AND CONTENT

In order for Proposers to be considered for an award, the terms, conditions and instructions contained in this RFP, its cover letter and attachments must be met. Any proposals which do not meet these criteria may be considered non-responsive. The proposal should include 3 sections. Section 1 and 2 (detailed below) should be submitted in one packet. **Section 3 (Budget/Cost Proposal) should be submitted in a separate, sealed, envelope.**

- A. **Section 1 - Technical Proposal.** This section shall describe the Proposer's approach and plans for accomplishing the work outlined in the Scope of Professional Services Required.
- B. **Section 2 - Organizational Support and Experience.** This section shall contain all pertinent information relating to the Proposer's organization, personnel and experience that would substantiate the Proposer's qualifications and capabilities to perform the services required by the scope of the RFP.
- C. **Section 3- Budget Attachments.** This section shall contain all information related to the project costs.

Specific instructions regarding the structure of each section are described below.

**Section 1 – Technical Proposal:** all proposals must be **limited to fifteen pages.**

1. Clearly define how the mission of your agency encourages the delivery of After Hours Homeless Services and promotes the outcomes defined in this RFP.
2. Demonstrate how the funding provided to operate After Hours Homeless Services will be used to develop your agency's organizational capacity. Organizational capacity refers to the ability of the Proposer and its staff to maintain a successful operation consistent with the outcomes of this RFP.
3. Clearly identify the staff associated with the project: job titles, the number of staff in each title, education, training, and experience requirements established by the Proposer for each position title, each staff person's role in providing services, and supervision protocols.
4. Describe your agency's ability to implement and staff the program in a timely manner, including provision of services, effective January 1, 2013.
5. Provide an overview of your agency's service delivery plan, including but not limited to:
  - target population and geographic areas to be served
  - Proposer's specialized services and resources
  - days and hours of service availability
  - accommodation of clients with special needs, including cultural differences and limited English proficiency
  - specific strategies and program activities to address the needs of the target population and to achieve the desired outcomes outlined in this RFP
6. Describe your agency's capacity for service, addressing the total number of applicants for assistance that can be served during the contract period, as well as the total number that can be served on any given day.

7. Describe your agency's approach to program evaluation and reporting to ECDSS. Clearly define how this project will meet the performance targets associated with this RFP, and how the agency will monitor compliance and outcome-based performance. Describe how the agency will implement a plan for quality improvement. Each Proposer must address how poor performance will be addressed when requested by ECDSS or when the outcomes of the program fail to be achieved.
8. Provide any other information that you feel would distinguish your organization's approach to the delivery of After Hours Homeless Services. Include any successes you have had in working with this population, and prior experience in working with ECDSS staff and programs.
9. Include the signed **Schedule A Proposer Certification** (page 14).

**Section 2 - Organizational Support and Experience:**

1. A brief history and description of your organization. Provide a copy of your organization's most recent annual financial report.
2. Identify your organization's professional staff members who would be directly involved in the County engagement, the experience each possesses, and the location of the office from which each will work.
3. Provide resumes for all program staff, including administrators, program supervisors, direct service staff, and aides.
4. Give the name and title of person(s) authorized to bind the Proposer, the main office address, and the telephone number (including area code).
5. Identify the period of time your organization has been providing services and programs in the community, and the date your organization was established as a 501(c)(3) not-for-profit entity.
6. Provide a copy of your Program's organizational chart.
7. List your agency's Federal Employee Identification Number, and your 501(c)(3) number.
8. Provide any additional information that would distinguish your organization in its service to Erie County.

**Section 3- Budget/Cost Proposal:** all Proposers must use forms provided and **submit in a separate, sealed envelope.**

1. The amount of funding requested from ECDSS for this proposed contract.
2. Your agency's definition of billable units of service, the number of units to be provided during the contract period, and the method used to calculate the number of units.
3. Provide a line item budget for your proposed program, clearly distinguishing administrative costs from direct service program costs. Include a description of in-kind goods or services dedicated to the goals and deliverables.

Budget forms are provided in this RFP as **Appendix A.**

**Administrative:**

1. Designate all involved personnel costs, both direct service and administrative full-time equivalency (FTE's) and fringe benefit rates.
2. Provide specific administrative salaries being proposed for allocation to this service.
3. Designate all OTPS (other than personal services) costs, travel, supplies, insurance, and other essential program costs.
4. Administrative overhead may not exceed 20% of the total annual budget. Agencies that offer administrative overhead at a lower rate will have their proposals scored accordingly based on the criteria used above for awarding these contracts.
5. Provide a budget narrative that provides the basis for your budget.
6. A single copy of the most current information, as noted below.

*Note: these materials cannot be returned.*

- Most recent Audit report prepared by an independent CPA
- Most Recent Management Letter
- Listing of Officers and Board of Directors
- Evidence of current IRS determination as a 501 (c) (3) organization

**ERIE COUNTY, NEW YORK  
2013 SOCIAL SERVICES  
FUNDING APPLICATION**

FOR RFP # AND NAME:

**APPENDIX B – FISCAL**

**I. GENERAL INFORMATION**

a) Legal Name of Organization

\_\_\_\_\_

b) Other Name (if used)

\_\_\_\_\_

c) Address of Organization

\_\_\_\_\_

(STREET)

\_\_\_\_\_

(STATE/ZIP)

d) Contact Person/Address

\_\_\_\_\_

(NAME/TITLE)

\_\_\_\_\_

(STREET)

\_\_\_\_\_

(STATE/ZIP)

Phone Number \_\_\_\_\_

**II. FINANCIAL INFORMATION**

a) Payee Name of Organization (if different than Legal Name)

\_\_\_\_\_

b) Financial Contact Person

\_\_\_\_\_

(NAME/TITLE)

\_\_\_\_\_

(STREET)

\_\_\_\_\_

(STATE/ZIP)

c) Organization's Fiscal Year

\_\_\_\_\_/\_\_\_\_\_  
(START DATE) (END DATE)

d) Federal Employee Identification Number

\_\_\_\_\_

e) Not-For-Profit Number

\_\_\_\_\_

f) Amount of Funding Request to ECDSS  
for this **proposed** contract:

\$ \_\_\_\_\_

g) FY of Request

\_\_\_\_\_/\_\_\_\_\_  
(START DATE) (END DATE)

**III. SUPPLEMENTARY APPLICATION INFORMATION**

Provide a separate envelope or folder which includes one copy of the most current information as noted below. These materials cannot be returned.

Most recent Audit report prepared by an independent CPA

Listing of Officers and Board of Directors

Not-For-Profit Documentation: Evidence of current IRS determination as a 501(c)(3) organization

Most recent Management Letter

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IV. **CERTIFICATION**

The undersigned certifies that he or she is a principal officer of the applicant organization and has knowledge of, and certifies that the information contained herein is complete and accurate.

Furthermore, the undersigned certifies that the applicant sponsored programs, services and activities are available to the general public, advertised as such, and not subject to discrimination based on sex, race, creed, religion or national heritage.

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**SIGNATURE**

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**DATE**

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**NAME/TITLE**

**APPENDIX B**  
**PART 1: CASH EXPENDITURES DIRECT PROGRAM COSTS**

PROPOSER \_\_\_\_\_ PERIOD \_\_\_\_\_

RFP # and NAME \_\_\_\_\_

This budget is an accounting of cash expenditures only. It must not include any in kind contributions or donations or the cash value thereof; however, cash donations must be included in this cash expenditure budget.

The columns entitled Agency and Cost Center/Program shall be used if the budget is derived from the agency's general budget or from a cost center of which the **proposed** contract is a part.

**Cost allocation methodologies for each line item must be included with application.**

The component columns shall be used if two or more categories of service with different rates are purchased.

**The combined total of Administration and Operational Costs (Section B, line 17 plus Section C, line 16 below) should not exceed 20 percent of the proposed Total Cash Expenditures (Section D) for any ECDSS component.**

**If there are exceptional circumstances that require the combined total of Administration and Operational Costs to exceed 20 percent of Total Cash Expenditures, this must be clearly identified and explained, and a written request for a waiver from this limit must be submitted as part of the application in an attachment entitled "Administration and Operational Cost Limit Waiver Request and Justification".**

	TOTAL AGENCY BUDGET	COST CENTER PROGRAM
<b>A. DIRECT PROGRAM COSTS</b>		
1. Salaries, Wages (From pp. 2)		
2. Social Security (FICA)		
3. Pension / Retirement		
4. Worker's Comp.		
5. State Disability Insurance		
6. Life Insurance		
7. Health Insurance		
8. SUB TOTAL SALARY & FRINGE		
9. Worker Mileage, etc.		
10. Contracted Client Services		
11. Other Direct Program		
<b>12. TOTAL DIRECT PROGRAM COSTS</b>		

**NOTE: Should ECDSS contract with the Proposer for this service, all information on the Appendix B Part 1 is to be included in the quarterly 2013 line item budget reconciliation report.**

**BUDGET NARRATIVE: MANDATORY**

- Identify contractors or consultants in A10 and describe services.
- Item A11, Other Direct Program. Itemize and describe.

**APPENDIX B**  
**PART 1: CASH EXPENDITURES DIRECT PROGRAM STAFF SALARIES & WAGES**  
 (Include all Full and Part-Time Direct Client Service Staff and Supervisors)

POSITION TITLE	NUMBER IN POSITION	ANNUAL SALARY	PROPOSED CONTRACT %
<b>TOTAL # AND SALARIES</b>			

\* **NOTE:** Should ECDSS contract with the Proposer for this service, all information contained in this table is to be included on the quarterly personnel report for DSS Preventive Services and all information on the Appendix B Part 1 is to be included in the quarterly 2013 line item budget reconciliation report.

**BUDGET NARRATIVE: MANDATORY**

- Narrative must include explanation of any staff increase or reference to such explanation as may be included in the Program Description.
- Any increase in salaries or fringes in excess of COLA must be explained.
- Cost allocation methodology for all direct staff assigned less than 100% of their time is required.

**APPENDIX B**  
**PART 1: CASH EXPENDITURES ADMINISTRATIVE COSTS**

	TOTAL AGENCY BUDGET	COST CENTER PROGRAM
<b>B. ADMINISTRATION</b>		
1. Salaries, Wages (From pp. 4)		
2. Social Security (FICA)		
3. Pension / Retirement		
4. Worker's Comp.		
5. State Disability Insurance		
6. Life Insurance		
7. Health Insurance		
8. SUB TOTAL SALARY & FRINGE		
9. Staff Development		
10. Publications		
11. Conferences		
12. Research		
13. Public Relations		
14. Audit, Legal, Cons. Fees		
15. Dues, Licenses, Permits		
16. Other Admin. Expense		
<b>17. TOTAL ADMINISTRATIVE COSTS</b>		

**NOTE:** Should ECDSS contract with the Proposer for this service, all information on the Appendix B Part 1 is to be included in the quarterly 2013 line item budget reconciliation report.

**BUDGET NARRATIVE: MANDATORY**

- Describe relevance of Item B11 (conferences) to program objectives.
- Item B16 (other admin. expense) is to include any other administrative costs not accounted for on other lines. Itemize and describe.
- As noted above, cost allocation methodology for all Administration (B) line-item costs is required.

**APPENDIX B**

**PART 1: CASH EXPENDITURES SALARIES & WAGES OF AGENCY ADMINISTRATIVE STAFF**

(Include all Proposed Program Full and Part-Time Executive, Administrative Support and Clerical Staff who do not provide Direct Client Service and Service Supervision)

POSITION TITLE	NUMBER	ANNUAL SALARY	CONTRACT %
<b>TOTAL ADMIN. STAFF COSTS</b>			

\* **NOTE:** Should ECDSS contract with the Proposer for this service, all information contained in this table is to be included on the quarterly personnel report for DSS Preventive Services and all information on the Appendix B Part 1 is to be included in the quarterly 2013 line item budget reconciliation report.

**BUDGET NARRATIVE: MANDATORY**

- Cost allocation for all administrative staff assigned less than 100% of their time is required.

**APPENDIX B**  
**PART 1: CASH EXPENDITURES OPERATIONAL COSTS AND TOTAL COSTS**

	AGENCY	COST CENTER PROGRAM
<b>C. OPERATIONAL COSTS</b>		
1 Purchased Services (Non-Client)		
2 Property (Lease/Mortgage)		
3 Supplies, Printing		
4 Postage		
5 Equipment		
6 Lease/Rent Equipment		
7 Lease/Rent Vehicles		
8 Purchase, Vehicles		
9 Repairs, Maintenance		
10 Telephone		
11 Other Utilities		
12 Insurance		
13 Interest		
14 Taxes		
15 Other Charges		
<b>16 TOTAL OPERATIONAL COSTS</b>		

<b>D. TOTAL CASH EXPENDITURES</b> (A12 + B17 + C16)		
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**NOTE:** Should ECDSS contract with the Proposer for this service, all information on the Appendix B Part 1 is to be included in the quarterly 2013 line item budget reconciliation report.

**BUDGET NARRATIVE: MANDATORY**

- Description of purchased services required. (C1)
- Identification of equipment items purchased over \$250 required. (C5)
- Amortization plan for items costing over \$1000 required. (C6)
- Vehicle purchase/lease (C7 & C8) - Describe the relevance to program objectives of any vehicle purchased or leased that is **proposed** to be charged, in part or in full, to a proposed contract.
- C15 Detail of all other charges must be provided.
- As noted above, cost allocation methodology for all operational line-item costs (c) is required.

**APPENDIX B  
PART 2: REVENUES**

**A. In-Kind Donations Specific to this Proposal:**

<u>Description of Goods or Services Being Donated</u>	<u>Amount</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**A. TOTAL VALUE OF IN-KIND DONATIONS: \$ \_\_\_\_\_**

**B. TOTAL VALUE OF CASH DONATED FUNDS:**  
\_\_\_\_\_

**APPENDIX B**  
**PART 3: BUDGET SUMMARY AND RATE CALCULATION**

**COMPUTATION OF RATE**

	TOTAL CONTRACT
<b>A. Total Cash Expenditures ( Part I, Section D, pg. 7)</b>	
<b>B. Flex Funds (*NOTE: applies to Traditional and Specialized Preventive Services and may not apply to other services)</b>	
<b>C. Cash Donated Funds (Part 2, Section B, pg. 8)</b>	
<b>D. Amount Payable through this Proposal (A +B - C)</b>	
<b>E. In-Kind Donation (Part 2, Section A, pg. 8)</b>	
<b>F. Total Donated Funds, cash and in-kind (C + E)</b>	
<b>G. Number of Proposed Units of Service for this Program</b>	
<b>H. HOURLY UNIT OF SERVICE COST: (D – B) / G</b>	

*NOTE: Donated Funds (F above) represent \_\_\_\_\_ % of total value of contract.*



**INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE**

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery of merchandise or equipment.
- II. **CERTIFICATES OF INSURANCE**
  - A. Shall be made to the "County of Erie, 95 Franklin St, Buffalo NY, 14202."
  - B. Coverage must comply with all specifications of the contract.
  - C. Must be executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to: County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Commercial Gen. Liab.	\$1,000,000 per occ.	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL
General Aggregate	\$2,000,000						
Products Comp. Ops.	\$2,000,000						
Blanket Broad Form	Not Excluded or Limited		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Contractual Liability							
Broad Form P.D.							
X.C.U.							
Liquor Law					INCLUDE		
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess/Umbrella Liab.	\$5,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000
Worker's Compensation & Employer's Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Professional Liability			\$5,000,000				
Erie County To Be Named Add'l Insd.	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

- V. Construction contracts require excess Umbrella Liability limits of \$5,000,000.
- VI. Coverage must be provided on a primary-non contributory bases.
- VII. Designated Construction Project General Aggregate Limit Per Location Endorsement CG 25 03 is Required.
- VIII. In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.
- IX. Transportation of people in buses, vans or station wagons requires \$5,000,000 excess liability.
- X. Workers Compensation: State Workers' Compensation Board form DB-155 is required for proof of compliance with the New York State Disability Benefits Law.  
Locations of operation shall be "All locations in Erie County, New York."

For those entities who request permits, licenses, or contracts are required to provide either an Affidavit of Exemption (BP-1) or Certificate of Insurance 105.2, Certificate of Self Insurance SI-12, DB-155, or a Certificate of Attestation CE-200 to evidence exemption of coverage by statute. It will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

- XI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.