

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES**  
**Emergency/Transitional Housing Shelter Operations Grant**  
**ISSUED BY**  
**The Department of Health and Social Services**  
**The Division of State Service Centers**  
**RFP Number HSS-20-022**

**Contents:**

- I. Overview
  - II. Scope of Services
  - III. Required Information
  - IV. Professional Services RFP Administrative Information
  - V. Contract Terms and Conditions
  - VI. RFP Miscellaneous Information
  - VII. Attachments
- Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS
- Appendix B - SCOPE OF WORK AND TECHNICAL REQUIREMENTS
- [Appendix B.1: Scope of Work](#)
  - [Appendix C - BUSINESS PROPOSALS](#)
  - [Appendix C.1: Budget Instructions](#)
  - [Appendix C.2: Budget Workbook](#)

**\*\* [Ctrl+Click on the headings above will take you directly to the section.](#)**

**I. Overview**

The State of Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services, seeks professional services from private non-profit community-based agencies in Delaware to provide Trauma-Informed Approach Emergency Shelter, and/or Transitional Housing program services to individuals and families experiencing homelessness. This request for proposals (“RFP”) is issued pursuant to 29 *Del. C.* §§ [6981](#) and [6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date:	<u>3/2/20</u>
Deadline for Questions	Date:	<u>3/16/20</u>
Response to Questions Posted by:	Date:	<u>3/30/20</u>
Deadline for Receipt of Proposals	Date:	<u>4/27/20</u> at 11:00 AM (Local Time)

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

Estimated Notification of Award      Date: 6/19/20

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm's interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3).

Furthermore, the transmittal letter must attest to the fact, at a minimum, that the Vendor shall not store or transfer non-public State of Delaware data outside of the United States. For technology related solicitations, Vendors may refer to the Delaware Department of Technology and Information identified terms and conditions included in this solicitation.

The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.

**MANDATORY PREBID MEETING**

A PRE-BID MEETING HAS NOT BEEN SCHEDULED FOR THIS REQUEST FOR PROPOSAL. For informational purposes, questions and answers from RFP **HSS-20-022** will be posted on <http://bids.delaware.gov>.

**II. Scope of Services**

The Department has developed a Scope of Work (SOW) for Family Visitation Center operations that is included in **Appendix B** of this RFP. Additional information as it relates to the Business Proposal is attached in **Appendix C** of this RFP.

**III. Required Information**

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

**A. Minimum Requirements**

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of work in accordance with **Appendix B** and clearly identify capabilities as presented in the General Evaluation Requirements below.
3. Complete all appropriate attachments and forms as identified within the RFP.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

4. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section V, Item 8, subsection g (insurance).
5. Bidder shall **list all contracts awarded to it or its predecessor firm(s)** by the State of Delaware; during the last three years, by the State Department, Division, Contact Person (with address/phone number), period of performance and amount. In addition, Bidder shall list any contract awarded to it or its predecessor firm(s) by the State of Delaware during the past ten (10) years if such contract was terminated by the State for cause and shall include an explanation of the circumstances of such termination (**Attachment 10**).
6. Bidder shall list all active litigations, regardless of jurisdiction, in which it, or its officers are named parties.
7. The Evaluation/Selection Review Committee will consider any information provided by pursuant to these requirements and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid. **Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.**

**B. General Evaluation Requirements**

1. Experience and Reputation
2. Expertise (Emergency Housing Shelter and/or Transitional Housing Program Services)
3. Capacity to meet requirements (size, financial condition, performance measures, etc.)
4. Location (geographical)
5. Demonstrated ability

**IV. Professional Services RFP Administrative Information**

**A. RFP Issuance**

**1. Public Notice**

Public notice has been provided in accordance with 29 *Del. C.* [§6981](#).

**2. Obtaining Copies of the RFP**

This RFP is available in electronic form through the State of Delaware Procurement website at [www.bids.delaware.gov](http://www.bids.delaware.gov) . Paper copies of this RFP will not be available.

**3. Assistance to Vendors with a Disability**

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

**4. RFP Designated Contact**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

**Alberta Crowley**  
**Division of State Service Centers, Office of Community Services**  
**Social Services Senior Administrator**  
[Alberta.Crowley@delaware.gov](mailto:Alberta.Crowley@delaware.gov)

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

**5. Consultants and Legal Counsel**

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact the State's consultant or legal counsel on any matter related to the RFP.

**6. Contact with State Employees**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

**7. Organizations Ineligible to Bid**

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

**8. Exclusions**

The Proposal Evaluation Team reserves the right to refuse to consider any proposal from a vendor who:

- a. Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract:
- b. Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor:
- c. Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes:
- d. Has violated contract provisions such as;

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

- 1) Known failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
- 2) Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- e. Has violated ethical standards set out in law or regulation; and
- f. Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or debarment by another governmental entity for a cause listed in the regulations.

**B. RFP Submissions**

**1. Acknowledgement of Understanding of Terms**

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

**2. Proposals**

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals.

Each proposal must be submitted with **five (5)** paper copies and **three (3)** electronic copies on CD or DVD media disk.

Please provide a separate electronic pricing file from the rest of the proposal responses.

**HARD COPIES**

Each required copy must contain the following sections:

1. Technical Proposal
2. Business Proposal/Budget – Budget must not be included in or attached to the Technical Proposal.

**ELECTRONIC COPIES**

Each required CD or DVD must contain a minimum of two files as follows:

1. Technical Proposal – One document in PDF or Word Format
2. Business Proposal – In Excel or Word

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than **11:00 AM (Local Time) on April 27, 2020**. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Kimberly Jones**  
**Purchasing Services Administrator**  
**Department of Health and Social Services**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**Procurement Branch  
Main Admin Bldg., Sullivan Street  
2<sup>nd</sup> floor –Room #257  
1901 N. DuPont Hwy  
Herman Holloway Campus  
New Castle, DE 19720  
[dhss\\_dms\\_dmsprocure@delaware.gov](mailto:dhss_dms_dmsprocure@delaware.gov)**

**Bidders are directed to clearly print “BID ENCLOSED” and “RFP NO. HSS-20-022” on the outside of the bid submission package.**

**Bidder name should also be clearly visible on the outside of the package.**

Any proposal received after the Deadline for Receipt of Proposals date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery and any costs for returned proposals. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

**3. Proposal Modifications**

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

**4. Proposal Costs and Expenses**

The State of Delaware will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or delivery, attendance at vendor’s conference, system demonstrations or negotiation process.

**5. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through **June 30, 2025**. The State of Delaware reserves the right to ask for an extension of time if needed.

**6. Late Proposals**

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**7. Proposal Opening**

The State of Delaware will receive proposals until the date and time shown in this RFP. Proposals will be opened in the presence of State of Delaware personnel. Any unopened proposals will be returned to the submitting Vendor.

There will be no public opening of proposals, but a public log will be kept of the names of all vendor organizations that submitted proposals. The contents of any proposal shall not be disclosed in accordance with [Executive Order # 31](#) and Title 29, Delaware Code, [Chapter 100](#).

**8. Non-Conforming Proposals**

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

**9. Concise Proposals**

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

**10. Realistic Proposals**

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

**11. Confidentiality of Documents**

Subject to applicable law or the order of a court of competent jurisdiction to the contrary, all documents submitted as part of the vendor's proposal will be treated as confidential during the evaluation process. As such, vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract unless such disclosure is required by law or by order of a court of competent jurisdiction.

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, [29 Del. C. § 10001, et seq.](#) ("FOIA"). FOIA requires that the State of Delaware's records are public records (unless otherwise declared by FOIA or other law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. Once a proposal is received by the State of Delaware and a decision on contract award is made, the

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

content of selected and non-selected vendor proposals will likely become subject to FOIA's public disclosure obligations.

The State of Delaware wishes to create a business-friendly environment and procurement process. As such, the State respects the vendor community's desire to protect its intellectual property, trade secrets, and confidential business information (collectively referred to herein as "confidential business information"). Proposals must contain sufficient information to be evaluated. If a vendor feels that they cannot submit their proposal without including confidential business information, they must adhere to the following procedure or their proposal may be deemed unresponsive, may not be recommended for selection, and any applicable protection for the vendor's confidential business information may be lost.

In order to allow the State to assess its ability to protect a vendor's confidential business information, vendors will be permitted to designate appropriate portions of their proposal as confidential business information.

Vendor(s) may submit portions of a proposal considered to be confidential business information in a separate, sealed envelope labeled "Confidential Business Information" and include the specific RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed. A vendor's allegation as to its confidential business information shall not be binding on the State. The State shall independently determine the validity of any vendor designation as set forth in this section. Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the State's absolute right and duty to independently assess the legal and factual validity of any information designated as confidential business information. Accordingly, Vendor(s) assume the risk that confidential business information included within a proposal may enter the public domain.

**12. Price Not Confidential**

Vendors shall be advised that as a publicly bid contract, no Vendor shall retain the right to declare their pricing confidential.

**13. Multi-Vendor Solutions (Joint Ventures)**

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the "**prime contractor**". The "**prime contractor**" must be the joint venture's contact point for the State of Delaware and be responsible for the joint venture's performance under the contract, including all project management, legal and financial responsibility for the implementation of all vendor systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the State



STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

of Delaware, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the State of Delaware caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

**a. Primary Vendor**

The State of Delaware expects to negotiate and contract with only one “prime vendor”. The State of Delaware will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The prime vendor will be responsible for the management of all subcontractors.

Any contract that may result from this RFP shall specify that the prime vendor is solely responsible for fulfillment of any contract with the State as a result of this procurement. The State will make contract payments only to the awarded vendor. Payments to any-subcontractors are the sole responsibility of the prime vendor (awarded vendor).

Nothing in this section shall prohibit the State of Delaware from the full exercise of its options under Section IV.B.18 regarding multiple source contracting.

**b. Sub-contracting**

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. **The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.** Any sub-contractors must be approved by State of Delaware.

**c. Multiple Proposals**

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

**14. Sub-Contracting**

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by State of Delaware.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**15. Discrepancies and Omissions**

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

**a. RFP Question and Answer Process**

The State of Delaware will allow written requests for clarification of the RFP. All questions shall be received no later than **March 16, 2020**. All questions will be consolidated into a single set of responses and posted on the State's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) by the date of **March 30, 2020**. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

Questions not submitted electronically shall be accompanied by a CD and questions shall be formatted in Microsoft Word.

**16. State's Right to Reject Proposals**

The State of Delaware reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the State of Delaware's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the State of Delaware may deem necessary in the best interest of the State of Delaware.

**17. State's Right to Cancel Solicitation**

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

**18. State's Right to Award Multiple Source Contracting**

Pursuant to 29 *Del. C.* [§ 6986](#), the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

**19. Potential Contract Overlap**

Vendors shall be advised that the State, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the State. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards. The State reserves the right to reject any or all bids in whole or in part, to make partial awards, to award to multiple vendors during the same period, to award by types, on a zone-by-zone basis or on an item-by-item or lump sum basis item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

**20. Supplemental Solicitation**

The State reserves the right to advertise a supplemental solicitation during the term of the Agreement if deemed in the best interest of the State.

**21. Notification of Withdrawal of Proposal**

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the State of Delaware prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the State of Delaware at the proposal submission deadline. All proposals received are considered firm offers at that time.

**22. Revisions to the RFP**

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at [www.bids.delaware.gov](http://www.bids.delaware.gov). The State of Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

**23. Exceptions to the RFP**

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**24. Business References**

Provide at least three (3) business references consisting of current or previous customers of similar scope and value using Attachment 5. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered.

**25. Award of Contract**

The final award of a contract is subject to approval by the State of Delaware. The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

Notice in writing to a vendor of the acceptance of its proposal by the State of Delaware and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

**a. RFP Award Notifications**

After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the State of Delaware will award the contract.

The contract shall be awarded to the vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

It should be explicitly noted that the State of Delaware is not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score, rather the contract will be awarded to the vendor whose proposal is the most advantageous to the State of Delaware. The award is subject to the appropriate State of Delaware approvals.

After a final selection is made, the winning vendor will be invited to negotiate a contract with the State of Delaware; remaining vendors will be notified in writing of their selection status.

**26. Cooperatives**

Vendors, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation. **State of Delaware terms will take precedence.**

**C. RFP Evaluation Process**

An evaluation team composed of representatives of the State of Delaware will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

timely manner any and all information that the State of Delaware may deem necessary to make a decision.

**1. Proposal Evaluation Team**

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ [6981 and 6982](#). Professional services for this solicitation are considered under 29 *Del. C.* §6982(b). The Team may negotiate with one or more vendors during the same period and may, at its discretion, terminate negotiations with any or all vendors. The Team shall make a recommendation regarding the award to the **Division Director**, who shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § [6982\(b\)](#), to award a contract to the successful vendor in the best interests of the State of Delaware.

**2. Proposal Selection Criteria**

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the State of Delaware to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 *Del. C.* §[6986](#). Such selection will be based on the following criteria:
  - Needs of Division
  - Funding Availability

**Criteria Weight**

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

Criteria	Weight
The qualifications and experience of the persons to be assigned to the project.	<b>25</b>
Familiarity and experience creating and running similar projects, including the ability to perform the work in a timely manner, company oversight and on-going project support and maintenance.	<b>24</b>
Safety performance record, for staff and patrons, creating, building and running similar projects.	<b>25</b>
References	<b>1</b>
Potential income projection, substantiated by prior project management of similar scope and content.	<b>20</b>
Pricing	<b>5</b>
<b>Total</b>	<b>100%</b>
<b>Bidders must circle Yes or No to the following questions and include the answers in their response.</b>	
<b>1) Does the bidder have a Supplier Diversity plan currently in place?</b>	<b>Yes/No</b>
<b>2) Does the bidder have any diverse sub- contractors as outlined in Attachment 8 Tier II Sub-contractors?</b>	<b>Yes/No</b>
<b>3) Does the bidder have a written inclusion policy in place? If yes, attach a clearly identifiable copy of the inclusion plan to your proposal.</b>	<b>Yes/No</b>
<b>Answers to these 3 questions are mandatory and do not affect the weighted evaluation of this proposal. However, an affirmative answer to question 2 may directly impact quarterly sub-contracting reporting as illustrated in Attachment 8 in those instances where an awarded contract includes subcontracting activity.</b>	

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

Vendors are encouraged to review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor's capabilities so the responding vendor should be detailed in their proposal responses.

**3. Proposal Clarification**

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

**4. References**

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

**5. Oral Presentations**

After initial scoring and a determination that vendor(s) are qualified to perform the required services, selected vendors may be invited to make oral presentations to the Evaluation Team. All vendor(s) selected will be given an opportunity to present to the Evaluation Team.

The selected vendors will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities.

The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components. All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

**V. Contract Terms and Conditions**

**1. Contract Use by Other Agencies**

**REF: Title 29, Chapter [6904\(e\)](#) Delaware Code.** If no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

**2. Cooperative Use of Award**

As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Interested parties should contact the State Contract Procurement Officer identified in the contract for instruction. Final approval for

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

permitting participation in this contract resides with the Director of Government Support Services and in no way places any obligation upon the awarded vendor(s).

**3. As a Service Subscription**

As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the State's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and are subject to Delaware budget and technical review.

**4. General Information**

- a. The term of the contract between the successful bidder and the State shall be for **one (1) year** with **four (4)** optional extensions for a period of one **(1) year** for each extension.
- b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.
- c. The selected vendor or vendors will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
- d. The State of Delaware's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
- e. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- f. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.
- g. The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.



STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

h. Vendors are not restricted from offering lower pricing at any time during the contract term.

**5. Collusion or Fraud**

Any evidence of agreement or collusion among vendor(s) and prospective vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such vendor(s) void.

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

**6. Lobbying and Gratuities**

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a State of Delaware employee or agent of the State of Delaware concerning this RFP or the award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or violation of this warranty, the State of Delaware shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

All contact with State of Delaware employees, contractors or agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

**7. Solicitation of State Employees**

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the State of Delaware to leave the State of Delaware's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by a vendor may result in rejection of the vendor's proposal.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

This paragraph does not prevent the employment by a vendor of a State of Delaware employee who has initiated contact with the vendor. However, State of Delaware employees may be legally prohibited from accepting employment with the contractor or subcontractor under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a vendor discovers that they have done so, they must terminate that employment immediately.

**8. General Contract Terms**

**a. Independent Contractors**

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware may provide working space and sufficient supplies and material to augment the Contractor's services.

**b. Temporary Personnel are Not State Employees Unless and Until They are Hired**

Vendor agrees that any individual or group of temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation shall remain the employee(s) of Vendor for all purposes including any required compliance with the Affordable Care Act by the Vendor. Vendor agrees that it shall not allege, argue, or take any position that individual temporary staff person(s) provided to the State pursuant to this Solicitation must be provided any benefits, including any healthcare benefits by the State of Delaware and Vendor agrees to assume the total and complete responsibility for the provision of any healthcare benefits required by the Affordable Care Act to aforesaid individual temporary staff person(s). In the event that the Internal Revenue Service, or any other third party governmental entity determines that the State of Delaware is a dual employer or the sole employer of any individual temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation, Vendor agrees to hold harmless, indemnify, and defend the State to the maximum extent of any liability to the State arising out of such determinations.

Notwithstanding the content of the preceding paragraph, should the State of Delaware subsequently directly hire any individual temporary staff employee(s) provided pursuant to this Solicitation, the aforementioned obligations to hold harmless, indemnify, and defend the State of Delaware shall cease and terminate for the period following the date of hire. Nothing herein shall be deemed to terminate the Vendor's obligation to hold harmless, indemnify, and defend the State of Delaware for any liability that arises out of compliance with the ACA prior

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

to the date of hire by the State of Delaware. Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second month if it is the State's intention to hire.

**c. ACA Safe Harbor**

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act ("ACA"). Therefore, the State seeks to utilize the "Common-law Employer Safe Harbor Exception" under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an "Additional Fee" with respect to the employees electing to obtain health coverage from the Vendor.

The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.

**d. Licenses and Permits**

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C. § 2502*.

Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

**e. Notice**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

**Division of State Service Centers  
Office of Community Services  
Charles Debnam Building  
1901 North DuPont Hwy  
New Castle, DE 19720**

**f. Indemnification**

**1. General Indemnification**

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract.

**2. Proprietary Rights Indemnification**

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

**g. Insurance**

1. Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.

2. The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the State of Delaware.
3. As a part of the contract requirements, the contractor must obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All contractors must carry the following coverage depending on the type of service or product being delivered.
  - a. Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.
  - b. Commercial General Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate.
  - c. Automotive Liability Insurance covering all automotive units used in the work (including all units leased from and/or provided by the State to Vendor pursuant to this Agreement as well as all units used by Vendor, regardless of the identity of the registered owner, used by Vendor for completing the Work required by this Agreement to include but not limited to transporting Delaware clients or staff), providing coverage on a primary non-contributory basis with limits of not less than:
    1. \$1,000,000 combined single limit each accident, for bodily injury;
    2. \$250,000 for property damage to others;
    3. \$25,000 per person per accident Uninsured/Underinsured Motorists coverage;
    4. \$25,000 per person, \$300,000 per accident Personal Injury Protection (PIP) benefits as provided for in 21 Del. C. §2118; and
    5. Comprehensive coverage for all leased vehicles, which shall cover the replacement cost of the vehicle in the event of collision, damage or other loss.

The successful vendor must carry at least one of the following depending on the scope of work being performed.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

- a. Medical/Professional Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate
- b. Miscellaneous Errors and Omissions - \$1,000,000 per occurrence/\$3,000,000 per aggregate
- c. Product Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate

Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

Before any work is done pursuant to this Agreement, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certificate holder is as follows:

Delaware Health and Social Services / Division of State Service Centers  
Contract No: HSS-20-022  
State of Delaware  
1901 North DuPont Hwy  
New Castle, DE 19720

Nothing contained herein shall restrict or limit the Vendor's right to procure insurance coverage in amounts higher than those required by this Agreement. To the extent that the Vendor procures insurance coverage in amounts higher than the amounts required by this Agreement, all said additionally procured coverages will be applicable to any loss or claim and shall replace the insurance obligations contained herein.

To the extent that Vendor has complied with the terms of this Agreement and has procured insurance coverage for all vehicles Leased and/or operated by Vendor as part of this Agreement, the State of Delaware's self-insured insurance program shall not provide any coverage whether coverage is sought as primary, co-primary, excess or umbrella insurer or coverage for any loss of any nature.

**In no event shall the State of Delaware be named as an additional insured on any policy required under this agreement.**

- 4. The vendor shall provide a Certificate of Insurance (COI) as proof that the vendor has the required insurance. The COI shall be provided to agency contact prior to any work being completed by the awarded vendor(s).
- 5. The State of Delaware shall not be named as an additional insured.
- 6. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

**h. Performance Requirements**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

**i. BID BOND**

There is no Bid Bond requirement.

**j. PERFORMANCE BOND**

There is no Performance Bond requirement.

**k. Vendor Emergency Response Point of Contact**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Contractor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

**l. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

**m. Costs and Payment Schedules**

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware. The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.

The State of Delaware will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

**n. Price Adjustment**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

The Vendor is not prohibited from offering a price reduction on its services or materiel offered under the contract. The State is not prohibited from requesting a price reduction on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

**o. Liquidated Damages**

The State of Delaware may include in the final contract liquidated damages provisions for non-performance.

**p. Dispute Resolution**

At the option of, and in the manner prescribed by the, Delaware Health and Social Services (DHSS) the parties shall attempt in good faith to resolve any dispute arising out of or relating to this Agreement promptly by negotiation between executives who have authority to settle the controversy and who are at a higher level of management than the persons with direct responsibility for administration of this Agreement. All offers, promises, conduct and statements, whether oral or written, made in the course of the negotiation by any of the parties, their agents, employees, experts and attorneys are confidential, privileged and inadmissible for any purpose, including impeachment, in arbitration or other proceeding involving the parties, provided evidence that is otherwise admissible or discoverable shall not be rendered inadmissible.

If the matter is not resolved by negotiation, as outlined above, or, alternatively, Agency elects to proceed directly to mediation, then the matter will proceed to mediation as set forth below. Any disputes, claims or controversies arising out of or relating to this Agreement shall be submitted to mediation by a mediator selected by Agency, and if the matter is not resolved through mediation, then it shall be submitted, in the sole discretion of the Agency Director, for final and binding arbitration. Agency reserves the right to proceed directly to arbitration or litigation without negotiation or mediation. Any such proceedings held pursuant to this provision shall be governed by Delaware law and venue shall be in Delaware. The parties shall maintain the confidential nature of the arbitration proceeding and the Award, including the Hearing, except as may be necessary to prepare for or conduct the arbitration hearing on the merits. Each party shall bear its own costs of mediation, arbitration or litigation, including attorneys' fees.

**q. Remedies**

Except as otherwise provided in this solicitation, including but not limited to Section 8.o above, all claims, counterclaims, disputes, and other matters in question between the State of Delaware and the Contractor arising out of, or relating to, this solicitation, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

**r. Termination of Contract**

The contract resulting from this RFP may be terminated as follows by Division of State Service Centers.



STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**1. Termination for Cause**

If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

On receipt of the contract cancellation notice from the State, the Vendor shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A vendor response shall not effect or prevent the contract cancellation unless the State provides a written acceptance of the vendor response. If the State does accept the Vendor's method and/or action plan to correct the identified deficiencies, the State will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the State's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion the State may reject in writing the Vendor's proposed action plan and proceed with the original contract cancellation timeline.

**2. Termination for Convenience**

The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

**3. Termination for Non-Appropriations**

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

**s. Non-discrimination**

In performing the services subject to this RFP the vendor, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

**t. Covenant against Contingent Fees**

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the State of Delaware shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

**u. Vendor Activity**

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.

**v. Vendor Responsibility**

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 6, and are subject the approval and acceptance of the Division of State Service Centers.

**w. Personnel, Equipment and Services**

1. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
2. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
3. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those subcontractors identified in Attachment 6 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 6 must be approved in writing by the State.

**x. Fair Background Check Practices**

Pursuant to 29 Del. C. [§6909B](#), the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by state and/or federal

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

law. Vendors doing business with the State are encouraged to adopt fair background check practices. Vendors can refer to 19 Del. C. [§711\(q\)](#) for applicable established provisions.

**y. Vendor Background Check Requirements**

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

- Delaware Sex Offender Central Registry at:  
<https://sexoffender.dsp.delaware.gov/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Vendor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Vendor(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to state property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Vendor to penalty, including contract cancellation for cause.

Individual contracts may require additional background checks and/or security clearance(s), depending on the nature of the services to be provided or locations accessed, but any other requirements shall be stated in the contract scope of work or be a matter of common law. The Vendor(s) shall be responsible for the background check requirements of any authorized Subcontractor providing service to the Agency's contract.

**z. Drug Testing Requirements for Large Public Works**

Pursuant to 29 Del.C. [§6908\(a\)\(6\)](#), effective as of January 1, 2016, OMB has established regulations that require Contractors and Subcontractors to implement a program of mandatory drug testing for Employees who work on Large Public Works Contracts funded all or in part with public funds. The regulations establish the mechanism, standards and requirements of a Mandatory Drug Testing Program that will be incorporated by reference into all Large Public Works Contracts awarded pursuant to 29 Del.C. [§6962](#).

Final publication of the identified regulations can be found at the following:  
[4104 Regulations for the Drug Testing of Contractor and Subcontractor Employees Working on Large Public Works Projects](#)

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**aa. Work Product**

All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract.

**bb. Contract Documents**

The RFP, the purchase order, the executed contract and any supplemental documents between the State of Delaware and the successful vendor shall constitute the contract between the State of Delaware and the vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: contract, State of Delaware's RFP, Vendor's response to the RFP and purchase order. No other documents shall be considered. These documents will constitute the entire agreement between the State of Delaware and the vendor.

**cc. Applicable Law**

The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

1. the laws of the State of Delaware;
2. the applicable portion of the Federal Civil Rights Act of 1964;
3. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
4. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
5. that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

If any vendor fails to comply with (1) through (5) of this paragraph, the State of Delaware reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

**dd. Severability**

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

**ee. Assignment Of Antitrust Claims**

As consideration for the award and execution of this contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, regarding the specific goods or services purchased or acquired for the State pursuant to this contract. Upon either the State's or the Vendor notice of the filing of or reasonable likelihood of filing of an action under the antitrust laws of the United States or the State of Delaware, the State and Vendor shall meet and confer about coordination of representation in such action.

**ff. Scope of Agreement**

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

**gg. Affirmation**

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

**hh. Audit Access to Records**

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**ii. IRS 1075 Publication (If Applicable)**

**1. Performance**

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

All work will be performed under the supervision of the contractor or the contractor's responsible employees.

The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.

Any Federal tax returns or Federal tax return information (hereafter referred to as returns or return information) made available shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the contractor is prohibited.

All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and products will be given the same level of protection as required for the source material.

No work involving returns and return information furnished under this contract will be subcontracted without prior written approval of the IRS.

The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.

The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

The contractor shall comply with agency incident response policies and procedures for reporting unauthorized disclosures of agency data. (Include any additional safeguards that may be appropriate)

**2. Criminal/Civil Sanctions**

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000.00 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000.00 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRCs 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training provided before the initial certification and annually

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10 ) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

**3. Inspection**

The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

**jj. Other General Conditions**

1. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
2. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer’s latest design. All material and equipment offered shall be new and unused.
3. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
4. **Prior Use** – The State of Delaware reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the State of Delaware.
5. **Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance.
6. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
7. **Assignment** – Any resulting contract shall not be assigned except by express prior written consent from the Agency.
8. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the State of Delaware.
9. **Billing** – The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number.



STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

10. **Payment** – The State reserves the right to pay by Automated Clearing House (ACH), Purchase Card (P-Card), or check. The agencies will authorize and process for payment of each invoice within thirty (30) days after the date of receipt of a correct invoice. Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated as invoiced.
11. **W-9** - The State of Delaware requires completion of the Delaware Substitute Form W-9 through the Supplier Public Portal at <https://esupplier.erp.delaware.gov> to make payments to vendors. Successful completion of this form enables the creation of a State of Delaware vendor record.
12. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the contract number **HSS-20-022** on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state’s financial reporting system.
13. **Purchase Card** – The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract.
14. **Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

**VI. RFP Miscellaneous Information**

**1. No Press Releases or Public Disclosure**

The State of Delaware reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting contract shall require the prior express written permission of the State of Delaware.

The State will not prohibit or otherwise prevent the awarded vendor(s) from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any other political subdivisions, however, the Vendor shall not use the State’s seal or imply preference for the solution or goods provided.

**2. Definitions of Requirements**

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

**3. Production Environment Requirements**

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

## **VII. Attachments**

The following attachments and appendixes shall be considered part of the solicitation:

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Confidentiality and Proprietary Information
- Attachment 5 – Business References
- Attachment 6 – Subcontractor Information Form
- Attachment 7 – Monthly Usage Report
- Attachment 8 – Subcontracting (2<sup>nd</sup> Tier Spend) Report
- Attachment 9 – Office of Supplier Diversity Application
- Appendix A – Minimum Response Requirements
- Appendix B – Scope of Work / Technical Requirements
  - Appendix B.1: Scope of Work
- Appendix C - BUSINESS PROPOSALS
  - Appendix C.1: Budget Instructions
  - Appendix C.2: Budget Workbook

*[balance of page is intentionally left blank]*

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**IMPORTANT – PLEASE NOTE**

- **Attachments 2, 3, 4, and 5 must be included in your proposal**
- Attachment 6 must be included in your proposal if subcontractors will be involved
- Attachments 7 and 8 represent required reporting on the part of awarded vendors. Those bidders receiving an award will be provided with active spreadsheets for reporting.

**REQUIRED REPORTING**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 7) shall be furnished in an Excel format and submitted electronically, no later than the 15<sup>th</sup> (or next business day after the 15<sup>th</sup> day) of each month, detailing the purchasing of all items and/or services on this contract. The reports shall be completed in Excel format, using the template provided, and submitted as an attachment to the Division of State Service Centers, Office of Community Services, **Diana Mason**, [diana.mason@delaware.gov](mailto:diana.mason@delaware.gov) with a copy going to the contract officer identified as your point of contact. Submitted reports shall cover the full month (Report due by January 15<sup>th</sup> will cover the period of December 1 – 31.), contain accurate descriptions of the products, goods or services procured, purchasing agency information, quantities procured and prices paid. Reports are required monthly, including those with “no spend”. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

- Reporting is required by Executive Order.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women’s Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2<sup>nd</sup> Tier report is shown as in Attachment 8.

Accurate 2nd tier reports shall be submitted to the contracting Agency’s Office of Supplier Diversity at [vendorausage@delaware.gov](mailto:vendorausage@delaware.gov) on the 15<sup>th</sup> (or next business day) of the month

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

STATE OF DELAWARE  
Delaware Health and Social Services  
Division of State Service Centers

**Attachment 1**

**NO PROPOSAL REPLY FORM**

Contract No. **HSS-20-022**

Contract Title: **Emergency/Transitional  
Housing Shelter Operations Grant**

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- \_\_\_\_\_ 1. We do not wish to participate in the proposal process.
  
- \_\_\_\_\_ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
  
- \_\_\_\_\_ 3. We do not feel we can be competitive.
  
- \_\_\_\_\_ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
  
- \_\_\_\_\_ 5. We do not wish to sell to the State. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
  
- \_\_\_\_\_ 6. We do not sell the items/services on which Proposals are requested.
  
- \_\_\_\_\_ 7. Other: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
FIRM NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_ We wish to remain on the Vendor's List **for these goods or services.**

\_\_\_\_\_ We wish to be deleted from the Vendor's List **for these goods or services.**

**PLEASE FORWARD NO PROPOSAL REPLY FORM TO THE CONTRACT OFFICER IDENTIFIED.**

STATE OF DELAWARE  
Division of State Service Centers

**Attachment 2**

**CONTRACT NO.:** HSS-20-022  
**CONTRACT TITLE:** Emergency/Transitional Housing Shelter Operations Grant  
**DEADLINE TO RESPOND:** 04/27/2020 at 11:00 AM (Local Time)

**NON-COLLUSION STATEMENT**

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Division of State Service Centers.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

**NOTE:** Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Division of State Service Centers.

COMPANY NAME \_\_\_\_\_ Check one)

Corporation
Partnership
Individual

NAME OF AUTHORIZED REPRESENTATIVE \_\_\_\_\_  
(Please type or print)

SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_

COMPANY ADDRESS \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

FEDERAL E.I. NUMBER \_\_\_\_\_ STATE OF DELAWARE LICENSE NUMBER \_\_\_\_\_

	Certification type(s)	Circle all that apply
COMPANY CLASSIFICATIONS:  CERT. NO.:	Minority Business Enterprise (MBE)	Yes No
	Woman Business Enterprise (WBE)	Yes No
	Disadvantaged Business Enterprise (DBE)	Yes No
	Veteran Owned Business Enterprise (VOBE)	Yes No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes No

[The above table is for informational and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:  
(COMPANY NAME) \_\_\_\_\_

ADDRESS \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**AFFIRMATION:** Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES \_\_\_\_\_ NO \_\_\_\_\_ if yes, please explain \_\_\_\_\_

**THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL**

SWORN TO AND SUBSCRIBED BEFORE ME this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

Notary Public \_\_\_\_\_ My commission expires \_\_\_\_\_

City of \_\_\_\_\_ County of \_\_\_\_\_ State of \_\_\_\_\_







STATE OF DELAWARE  
Division of State Service Centers

Attachment 5

Contract No. **HSS-20-022**  
Contract Title: **Emergency/Transitional Housing Shelter Operations Grant**

**BUSINESS REFERENCES**

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

1. **Contact Name & Title:**

**Business Name:**

**Address:**

**Email:**

**Phone # / Fax #:**

**Current Vendor (YES or NO):**

**Years Associated & Type of  
Work Performed:**


2. **Contact Name & Title:**

**Business Name:**

**Address:**

**Email:**

**Phone # / Fax #:**

**Current Vendor (YES or NO):**

**Years Associated & Type of  
Work Performed:**


3. **Contact Name & Title:**

**Business Name:**

**Address:**

**Email:**

**Phone # / Fax #:**

**Current Vendor (YES or NO):**

**Years Associated & Type of  
Work Performed:**


**STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.**

STATE OF DELAWARE  
Division of State Service Centers

**Attachment 6**

**SUBCONTRACTOR INFORMATION FORM**

<b>PART I – STATEMENT BY PROPOSING VENDOR</b>		
1. CONTRACT NO. <b>HSS-20-022</b>	2. Proposing Vendor Name:	3. Mailing Address
<b>4. SUBCONTRACTOR</b>		
a. NAME	4c. Company OSD Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4g. Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4h. Service Disabled Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY ( <i>Signature</i> )	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
<b>PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR</b>		
9a. NAME OF PERSON SIGNING	10. BY ( <i>Signature</i> )	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

**\* Use a separate form for each subcontractor**



STATE OF DELAWARE  
Division of State Service Centers

Attachment 8

**SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY**

State of Delaware																	
Subcontracting (2nd tier) Quarterly Report																	
Prime Name:							Report Start Date:										
Contract Name/Number							Report End Date:										
Contact Name:							Today's Date:										
Contact Phone:							*Minimum Required			Requested detail							
Vendor Name*	Vendor TaxID*	Contract Name/ Number*	Vendor Contact Name*	Vendor Contact Phone*	Report Start Date*	Report End Date*	Amount Paid to Subcontractor*	Work Performed by Subcontractor UNSPSC	M/WBE Certifying Agency	Veteran /Service Disabled Veteran Certifying Agency	2nd tier Supplier Name	2nd tier Supplier Address	2nd tier Supplier Phone Number	2nd tier Supplier email	Description of Work Performed	2nd tier Supplier Tax Id	

**Note:** A copy of the Subcontracting Quarterly Report will be sent by electronic mail to the Awarded Vendor.

Completed reports shall be saved in an Excel format, and submitted to the following email address: [vendorusage@delaware.gov](mailto:vendorusage@delaware.gov)



**The Office of Supplier Diversity (OSD) has moved to the  
Division of Small Business (DSB)**

Supplier Diversity Applications can be found here:

<https://gss.omb.delaware.gov/osd/>

Completed Applications can be emailed to: [OSD@Delaware.gov](mailto:OSD@Delaware.gov)

For more information, please send an email to OSD:

[OSD@Delaware.gov](mailto:OSD@Delaware.gov) or call 302-577-8477

Self-Register to receive business development information here:

<http://directory.osd.gss.omb.delaware.gov/self-registration.shtml>

**New Address for OSD:**

Office of Supplier Diversity (OSD)  
State of Delaware  
Division of Small Business  
820 N. French Street, 10<sup>th</sup> Floor  
Wilmington, DE 19801

Telephone: 302-577-8477 Fax: 302-736-7915

Email: [OSD@Delaware.gov](mailto:OSD@Delaware.gov)

Web site: <https://gss.omb.delaware.gov/osd/>

**Dover address for the Division of Small Business**

**Local applicants may drop off applications here:**

Division of Small Business  
99 Kings Highway  
Dover, DE 19901  
Phone: 302-739-4271

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

## Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS

Each vendor solicitation response should contain at a minimum the following information:

1. Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
3. Pricing as identified in the solicitation
4. One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL", **MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK**. All other copies may have reproduced or copied signatures – Form must be included.
5. One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
6. One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential – Form must be included.
7. One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
8. One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 6) for each subcontractor – only provide if applicable.
9. One (1) complete OSD application (See link on Attachment 9) – only provide if applicable

The items listed above provide the basis for evaluating each vendor's proposal. **Failure to provide all appropriate information may deem the submitting vendor as "non-responsive" and exclude the vendor from further consideration.** If an item listed above is not applicable to your company or proposal, please make note in your submission package.

Vendors shall provide proposal packages in the following formats:

1. **Five (5)** paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.**
2. **Three (3)** electronic copies of the vendor proposal saved to CD or DVD media disk. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

## Appendix B - SCOPE OF WORK AND TECHNICAL REQUIREMENTS

Note-The following Appendix B documents can also be found at <http://bids.delaware.gov>:

Appendix B.1: Scope of Work

### EMERGENCY TRANSITIONAL HOUSING SHELTER OPERATIONS GRANT (ETH) SCOPE OF WORK

#### TABLE OF CONTENTS

Section	
1.0 Scope	
1.1 Background	
1.2 Overview	
1.3 Definition	
1.4 Service Area	
1.5 Service Period	
2.0 Applicable Documents	
2.1 Government Documents	
3.0 Requirements for Services	
3.1 General Requirements	
3.2 Activity Schedule / Timeline	
3.3 Prohibited Activities	
3.4 Eligibility Requirements	
4.0 Requirements for Reporting and Invoicing	
4.1 General Requirements for Invoicing and Reporting	
4.2 Invoicing Requirements	
4.3 Reporting Requirements	
5.0 Performance Measurements	

## 1.0 SCOPE

### 1.1 BACKGROUND

- 1.1.1 Delaware Department of Health and Social Services (DHSS), the largest cabinet department, was created in 1970. Its mission is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations. There are 11 Divisions within DHSS plus the Office of the Secretary, which integrates the activities of separate divisions/units.
- 1.1.2 The Division of State Service Centers (DSSC) helps people in crisis find the information they need, when they need it most. The mission of the Division of State Service Centers is to provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities.
- 1.1.2.1 The goals of the Division of State Service Centers are to:
- 1.1.2.1.1 Target and provide services and resources to those individuals and families in greatest need.
  - 1.1.2.1.2 Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.
  - 1.1.2.1.3 Deliver high impact services that support and meet the expectations of all our internal and external customers and stakeholders, this to better advance our mission in the present, with an eye toward the future.
  - 1.1.2.1.4 Increase access to information regarding services via effective communication networks and increased technological capacity.
  - 1.1.2.1.5 Ensure operational effectiveness, efficiency and excellence for all DSSC programs.
- 1.1.2.2 DSSC houses the Office of the Director, Family Support Services, State Office of Volunteerism, and the Office of Community Services.
- 1.1.3 The Office of Community Services (OCS) provides a range of services to low-income Delawareans that are targeted and designed to allow them to develop the capacity to improve their standard of living and become more self-sufficient. The services in some cases are critical in that they include crisis alleviation from utility shut off, homelessness prevention, and an array of support services to assist in creating more stable families and communities. The OCS administers the Emergency Transitional Housing Shelter Operations Grant (ETH); Emergency Housing Assistance Fund; Community Service Block Grant; Community Food and Nutrition Program; Low-Income Home Energy Assistance Program; Family Visitation Program; Adopt-A-Family; and Pass-through grants. All OCS services are provided contractually through a statewide network of private, non-profit, and community organizations.

### 1.2 OVERVIEW

- 1.2.1 This statement of work (SOW) covers the administration of the Emergency Transitional Housing Shelter Operations Grant (ETH). The Emergency Transitional Housing Shelter Operations Grant is 100% State General Funds. These funds are intended to assist agencies as they serve families and individuals experiencing homelessness through Trauma-Informed Approach program services. Effective October 2018, [Executive Order #24](#) was signed making Delaware a Trauma-Informed State. The purpose of the order is to build resilience in children, adults, and communities who have experienced trauma. First, organizations providing Emergency and Transitional Housing Services to adults and children **must** become **trauma aware** on how trauma impacts clientele and staff. Awareness should be attained by basic training on trauma and trauma-informed care. Second, organizations **must implement trauma-informed approach practices** in their policies and procedures which in turn include the processes of outputs and systems made available to clientele and staff (Refer to the [Delaware Developmental Framework for Trauma-Informed Care](#)). The Department has awarded and will award bidders for specialized program services serving specific vulnerable populations. Special



considerations will be given to providers addressing youth homelessness in the State of Delaware through Trauma Informed Approach program services leading to self-sufficiency.

- 1.2.2 Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services (The Department) administers these funds.

### 1.3 DEFINITION

- 1.3.1 **Emergency Housing Shelter Programs.** "Emergency housing shelter" means any facility operated by a qualified organization which provides food, sleeping quarters and counseling support services for adults and children who find themselves temporarily without a form of shelter from the elements. The shelter must be a facility which meets all local building codes, and each person's stay in the shelter is not to exceed a period of 90 days (per [TITLE 29, State Government, Departments of Government, CHAPTER 79, DEPARTMENT OF HEALTH AND SOCIAL SERVICES, Subchapter IV. Emergency Housing Fund § 7951. Definitions](#); per [TITLE 29, State Government, Departments of Government, CHAPTER 79, DEPARTMENT OF HEALTH AND SOCIAL SERVICES, Subchapter V. Minimum Standards for Congregate Housing Facilities for the Homeless § 7960-7968.](#))

- 1.3.1.1 Emergency Shelter programs provide shelter to single adult males and females, unaccompanied youth, families, and victims of domestic violence on a daily basis. Emergency Shelter programs are expected to engage clients in accessing support services and to provide linkage to community and housing services using a Trauma-Informed Approach (as feasible).

- 1.3.1.2 Key Services in Emergency Housing Shelter Programs include:

- 1.3.1.2.1 Benefits assessment and linkage to mainstream resources.
    - 1.3.1.2.2 Housing services, including the creation and implementation of a housing stability plan. Program participants are to be linked to rapid-re-housing programs (if available) as well as other permanent housing placement options.
    - 1.3.1.2.3 Engaging targeted households in accessing support services and to provide linkage to Rapid-Re-housing services (as feasible).
    - 1.3.1.2.4 Crisis intervention services, as applicable.
    - 1.3.1.2.5 Case Management services to include the development of individual case plans for all residents containing measurable objectives with an ultimate goal of self-sufficiency. Objectives may include, but are not limited to, counseling, access to government benefits, employment, education, daycare, and parenting skills.
    - 1.3.1.2.6 Family preservation for programs that serve families. These programs must be prepared to serve children up to the age of 18 regardless of gender.

- 1.3.2 **Transitional Housing Programs.** Transitional housing is housing combined with supportive services on a temporary basis. Transitional housing can be provided in one structure or several structures, at one site or in multiple structures at scattered sites. The traditional length of stay at Transitional Housing ranges from 1-24 months. The supportive services may be provided by transitional housing programs using a Trauma-Informed Approach (as feasible) or coordinated by them and provided by other service agencies. Any re-housing should occur in appropriate permanent housing and services must include and focus on client stabilization, assessment, and referrals to community resources using a Trauma-Informed Approach (as feasible).

- 1.3.2.1 Key Services in Transitional Housing Programs include:

- 1.3.2.1.1 Housing services, including housing location. Program participants are to be linked to rapid-re-housing programs (if available) as well as other permanent housing placement options.
- 1.3.2.1.2 Case Management services to include the development of individual case plans for all residents containing measurable objectives with an ultimate goal of self-sufficiency. Objectives may include, but are not limited to, counseling, access to government benefits, employment, education, daycare, and parenting skills.
- 1.3.2.1.3 Crisis intervention services, as applicable.
- 1.3.2.1.4 Benefits assessment and linkage to mainstream resources.
- 1.3.2.1.5 Family preservation for programs that serve families. These programs must be prepared to serve children up to the age of 18 regardless of gender.

## **1.4 SERVICE AREA**

- 1.4.1 Vendor will provide services at their proposed location. Services will be targeted to individuals and families experiencing homelessness statewide.

## **1.5 SERVICE PERIOD**

- 1.5.1 Service period is one contract year. Service period begins from July 1<sup>st</sup> through June 30<sup>th</sup> of the same state fiscal year with option to extend the services for a total of five years, including the base year, contingent upon the availability of appropriated funds and performance of the Vendor (see section 5.0 for Performance Measurements).
- 1.5.2 The service will be renewable each state fiscal year at the option of The Department.
- 1.5.3 Vendor shall submit a Work Plan and costing and pricing data annually to The Department before it will exercise an option to extend the contract.

## **2.0 APPLICABLE DOCUMENTS**

### **2.1 GOVERNMENT DOCUMENTS**

- 2.1.1 Delaware Code (View Delaware Code Online at <http://delcode.delaware.gov/> ).
  - 2.1.1.1 Title 6, Commerce and Trade, Chapter 46, "Fair Housing Act".
  - 2.1.1.2 Title 29, State Government, Departments of Government, Chapter 79, Department of Health and Social Services, Subchapter IV, "Emergency Housing Fund".
  - 2.1.1.3 Title 29, State Government, Departments of Government, Chapter 79, Department of Health and Social Services, Subchapter V, "Minimum Standards for Congregate Housing Facilities for the Homeless" of the Delaware Code that was signed into law in July of 1990.
- 2.1.2 The McKinney-Vento Homeless Assistance Act-as amended by S. 896 The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 SEC. 103. [42 USC 11302]. GENERAL DEFINITION OF HOMELESS INDIVIDUAL. (View online at [http://portal.hud.gov/hudportal/documents/huddoc?id=HAAA\\_HEARTH.pdf](http://portal.hud.gov/hudportal/documents/huddoc?id=HAAA_HEARTH.pdf) ).

## **3.0 REQUIREMENTS FOR SERVICES**

**Payments for the following months may be withheld if the Vendor fails to comply with these requirements.**

### **3.1 GENERAL REQUIREMENTS**

- 3.1.1 Vendor shall submit annual Work Plan for providing all labor, supervision, supplies and materials to conduct ETH services, including:

### 3.1.1.1 Program Description

- 3.1.1.1.1 Detail how program staff will interact with management staff within the agency to ensure effective communication.
- 3.1.1.1.2 Describe the operation of the program, including how the program will be publicized, what fees if any will be charged, and how the project will be organized (by age groups, activities, special needs).
- 3.1.1.1.3 Provide a detailed narrative description of the project.
- 3.1.1.1.4 Include a comprehensive narrative description of the day-to-day operations of the project (describe the project in its entirety and all support services for participants from referral to discharge and follow-up). Describe the intake process, including eligibility criteria, how the agency will interface, cooperate, and comply with Centralized Intake, and its plan to document homelessness.
- 3.1.1.1.5 Describe the Target Population for whom services will be provided.
- 3.1.1.1.6 Describe why the project is needed and how it will meet the needs of the target population you indicated.
- 3.1.1.1.7 Describe the physical location(s) of the project. Identify the project location. Indicate how participants will get to the project site.
- 3.1.1.1.8 Provide project operation hours (Days and Hours of Operation).
- 3.1.1.1.9 Include a description of any services that will be available to assist participants to stabilize their housing and increase their ability to live independently.
- 3.1.1.1.10 Identify all services that will be provided, by whom, funding supporting the service, and whether the services will be provided on or off-site.
- 3.1.1.1.11 Describe how the project will comply with all Federal and State Regulations identified in Section 2.0.
- 3.1.1.1.12 Describe how the project will comply with all requirements referenced in Section 3.0.

### 3.1.1.2 Program Implementation

- 3.1.1.2.1 Provide a detailed timeline that demonstrates the agency's ability to implement this project in a timely fashion.
- 3.1.1.2.2 Discuss the agency's plan to fully expend all of the funds within 12 months of the anticipated contract start date.
- 3.1.1.2.3 Describe the plan to ensure stable project participation levels thereby assisting with timely expenditure of funds. The plan should address participant turnover procedures.
- 3.1.1.2.4 Describe the procedure for handling program participation termination and other participant issues that may arise (i.e., non-compliance, behaviors that endanger self or others, etc.).
- 3.1.1.2.5 Detail the plan for emergency procedures. Describe any special considerations based on the needs of the target population. (i.e., after hour emergencies).
- 3.1.1.2.6 Provide a comprehensive narrative of the Vendor's ability to undertake the financial aspect of administering the project.
- 3.1.1.2.7 Provide a brief narrative describing the anticipated average length of stay/engagement for participants.
- 3.1.1.2.8 Describe the plan to manage and maintain connections to mainstream resources and the community-at-large.

### 3.1.1.3 Program Outcomes

- 3.1.1.3.1 Provide expected results for the households to be served and the potential for achievement of these results. Responses should be measurable and recognize Trauma-Informed Approach practices and Permanent Re-housing as the common goal.
- 3.1.1.3.2 Describe what form of follow-up verification the Vendor will use to show the extent to which the Vendor has achieved the anticipated results.

- 3.1.1.3.3 Describe how the Vendor addresses the factors that have affected the households' ability to maintain permanent housing.
- 3.1.1.3.4 Describe how the program will assist households to obtain self-sufficiency or a greater level of independence. Vendor will provide statistical information detailing the anticipated program goals and charting of milestones.
- 3.1.1.3.5 Explain how Vendor will monitor the success of program participants and modify the program based on lessons learned.
- 3.1.2 Vendor shall participate in meetings, technical assistance, and any service activities as directed by The Department.
- 3.1.3 Vendor shall acknowledge The Department as a funding source in all publicity pertaining to ETH.
- 3.1.4 Vendor shall participate in the annual Point-In-Time Study.
- 3.1.5 Vendor will maintain formal written linkage agreements with support service providers that have available and accessible services for targeted households within the specific geographic region. Types of services include behavioral health services, case management, childcare, education services, employment and job training, life skills training, health services, legal services.
- 3.1.6 Vendor will maintain formal written linkage agreements with Rapid Re-housing service providers (as feasible).
- 3.1.7 Vendor shall participate in the statewide centralized intake program and comply with its policies and procedures as created by Delaware's Continuum of Care.
- 3.1.8 Vendor at congregate housing facilities (as identified in Section 2.0), shall provide at least two nutritionally balanced meals to residents daily;
- 3.1.9 The Vendor shall develop individual case plans for all program participants containing measurable objectives with an ultimate goal of self-sufficiency. Objectives may include, but not limited to, counseling, access to government benefits, employment, education, daycare, parenting skills and permanent housing.
- 3.1.10 Vendor must use the funds to support operating costs required to provide adequate room and board, resident supervision, case management services, maintenance, and management for designated Emergency Shelter Housing and Transitional Housing programs.
- 3.1.11 Vendor at Emergency housing shelter Programs shall, during an officially declared weather-related (extreme heat or cold) state of emergency, cooperate with state and/or local officials by remaining open all day to program participants currently residing within the shelter.
  - 3.1.11.1 The Vendor shall cooperate with state and/or local officials to shelter additional homeless residents if such space at the shelter exists. New program participants brought into the shelter under the terms of adverse weather conditions must receive an intake by shelter personnel and are required to abide by all shelter guidelines.
  - 3.1.11.2 Criteria for admission and legal capacity requirements shall not be altered to accommodate new program participants.
- 3.1.12 Vendor shall adhere to all regulations as identified in Section 2.0.
- 3.1.13 Vendor shall adhere to all reporting requirements as outlined in Section 4.0.
- 3.1.14 Vendor shall cooperate with and provide requested information to The Department regarding Performance Measurements as identified in Section 5.0.

**3.2 ACTIVITY SCHEDULE / TIMELINE.**

	<b>ACTIVITY</b>	<b>TIME</b>
3.2.1	Client ETH Service Operation	Daily 1 July -30 June

3.2.2	Submit Administrative Invoices to DSSC/OCS	10 <sup>th</sup> of every Month
3.2.3	Comply with Centralized Intake Procedures (with exception to shelter projects identified in section 3.4.2) to include daily entry into CMIS	Daily 1 July-30 June
3.2.4	Data-Enter all CMIS Reporting as outlined in Section 4.3	5 <sup>th</sup> of every month
3.2.5	Correct any discrepancies identified by CMIS database administrator	14 <sup>th</sup> of every month
3.2.6	Submit Quarterly Information into Community Management Information System (CMIS) for DSSC/OCS statistical reports (If emergency housing shelter is a Domestic Violence Project, statistical information is submitted to the CMIS database manager via e-mail):	Quarterly
3.2.6.1	1 <sup>st</sup> Quarter CMIS Report (July, August, September)	9 October
3.2.6.2	2 <sup>nd</sup> Quarter CMIS Report (October, November, December)	9 January
3.2.6.3	3 <sup>rd</sup> Quarter CMIS Report (January, February, March)	9 April
3.2.6.4	4 <sup>th</sup> Quarter CMIS Report (April, May, June)	9 July
3.2.7	Submit Quarterly SSPR to DSSC/OCS	Quarterly
3.2.7.1	1 <sup>st</sup> Quarter SSPR (July, August, September)	15 <sup>th</sup> October
3.2.7.2	2 <sup>nd</sup> Quarter SSPR (October, November, December)	15 <sup>th</sup> January
3.2.7.3	3 <sup>rd</sup> Quarter SSPR (January, February, March)	15 <sup>th</sup> April
3.2.7.4	4 <sup>th</sup> Quarter SSPR (April, May, June)	15 <sup>th</sup> July
3.2.8	Participate in Annual Point-In-Time Study	As scheduled by Housing Alliance during last 10 days of January
3.2.9	Participate in Annual Monitoring and Evaluation	As scheduled by ETH Program Manager
3.2.10	Participate in all meetings and trainings	As directed by ETH Program Manager

### 3.3 PROHIBITED ACTIVITIES

- 3.3.1 Vendor shall not have a policy requiring residents to vacate their shelter during the day, with the exception of general maintenance and cleaning of the facility, special circumstances, or emergencies.
- 3.3.2 Vendor shall not have a policy that restricts individuals or families from receiving services once per 12-month time period.
- 3.3.3 ETH funds shall not be used for Motel/Hotel stays.

### 3.4 ELIGIBILITY REQUIREMENTS

- 3.4.1 Vendor must be actively providing services to individuals and families experiencing homelessness as defined by: ***The McKinney-Vento Homeless Assistance Act-as amended by S. 896 The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 SEC. 103. [42 USC 11302]. GENERAL DEFINITION OF HOMELESS INDIVIDUAL.***
- 3.4.2 Centralized Intake
  - 3.4.2.1 Vendor must only take referrals from Centralized Intake, with the following exceptions:
    - 3.4.2.1.1 Domestic Violence Projects are exempt from the aforementioned mandate.
    - 3.4.2.1.2 Licensed Runaway Youth and Transitional Age Youth Shelter Projects are exempt from the aforementioned mandate as it relates to receiving sole referral admissions from Centralized Intake.
    - 3.4.2.1.3 Vendor must follow all policies and procedures of the Centralized Intake Provider (presently Housing Alliance Delaware) as it relates to admitting program participants during the non-operating hours of Centralized Intake.

## 4.0 REQUIREMENTS FOR INVOICING AND REPORTING

Payments for the following months may be withheld if the Vendor fails to comply with these requirements.

#### **4.1 GENERAL REQUIREMENTS FOR INVOICING AND REPORTING**

- 4.1.1 All monthly financial invoices, reports and correspondence relating to this Contract must be mailed to the Division of State Service Centers, Office of Community Services (DSSC/OCS) at the following address:
  - 4.1.1.1 DHSS / DSSC / Office of Community Services  
1901 N. DuPont Highway  
Charles Debnam Building  
New Castle, DE 19720-1100  
Attn: OCS Administrative Assistant II
- 4.1.2 All invoices, reports, documents provided in response to an audit, and any documentation provided to the Department pursuant to any contractual obligation as set forth herein, including any chart or compilation of data, report, or other document produced by the Vendor for presentation to the Department shall contain, in a prominently displayed location, the following written certification:
  - 4.1.2.1 "I hereby certify that the information reported herein is true, accurate, and complete. I understand that these reports are made in support of claims for government funds."

#### **4.2 INVOICING REQUIREMENTS**

- 4.2.1 Vendor shall submit monthly invoices to DSSC/OCS, Administrative Assistant.
  - 4.2.1.1 Vendor shall submit one signed original monthly financial invoice by the 10<sup>th</sup> of every month for the costs incurred during the preceding month.
- 4.2.2 All the invoices sent to the Office of Community Services shall include the invoice cover page on the agency letterhead with the following information:
  - 4.2.2.1 Contract number.
  - 4.2.2.2 Invoice number shall be in the format of (Vendor Name/ETH-Contract Year (2021)-monthly invoice number (0720, 0820, 0920, 1020, 1120, 1220, 0121, 0221, 0321, 0421, 0521, and 0621).
  - 4.2.2.3 Date invoice sent.
  - 4.2.2.4 Cost incurred per budget cost category.
  - 4.2.2.5 Total amount of cost incurred for month.
  - 4.2.2.6 Signature of the Designated Authority.
- 4.2.3 The purpose of each invoice shall be to assist in the cost of operating one or more of the sites identified in the Vendor's Work Plan/Services Description in accordance with minimum legal standards, as applicable. Expenses must be invoiced in specific cost categories as outlined in the Contract Budget.
- 4.2.4 Vendor shall not be reimbursed for costs that exceed a budget cost category by more than 10% of the contract budget without written approval from the ETH Contract Manager.
- 4.2.5 Vendor shall maintain backup to support all amounts.
- 4.2.6 Vendor must submit a monthly financial invoice for every month in the contract period. Vendor must not deplete their entire ETH allocation prior to the expiration of the contract period.
- 4.2.7 The Department suggests that monthly disbursements be the same amount every month. Vendor may divide the total funding by 12 months to obtain the monthly disbursement amount. However, this is not a requirement, as wages, contractual services and other costs may vary each month.

#### **4.3 REPORTING REQUIREMENTS**

- 4.3.1 **CMIS REPORTING.** On a quarterly basis, Housing Alliance Delaware will extract and compile crucial data from the Community Management Information System (CMIS) and provide it to The Department. This data is based on information entered into the system by the Vendor.

- 4.3.1.1 Vendor will become a registered, active and consistent user of CMIS within ninety (90) days of the contract start date. To register, Vendor should contact Housing Alliance at (302) 654-0126.
- 4.3.1.2 Vendor shall continue to participate actively and consistently with CMIS under the licensing agreement and direction of the Housing Alliance Delaware.
- 4.3.1.3 Vendor is responsible for recording client data into CMIS regularly, or whenever an occurrence warrants changes to the program participants' characteristics. Such data includes but is not limited to:
  - 4.3.1.3.1 "Entrance" and "Exit" information.
  - 4.3.1.3.2 HUD Mandated characteristics and additional information as required by the Housing Alliance Delaware.
  - 4.3.1.3.3 Information required for Centralized Intake.
- 4.3.1.4 EXCEPTION TO CMIS REPORTING. Domestic Violence projects are exempt from CMIS reporting. Vendor with a Domestic Violence Project shall submit to the Housing Alliance Delaware, CMIS Database Administrator the following information quarterly as indicated in Section 3.2.3.
  - 4.3.1.4.1 Vendor Name.
  - 4.3.1.4.2 Site Name (if multiple).
  - 4.3.1.4.3 County Location.
  - 4.3.1.4.4 Number of Beds by Site.
  - 4.3.1.4.5 Total Number of Residents during Quarter reported (by Site).
  - 4.3.1.4.6 Total Number of Departures during Quarter reported (by Site).
  - 4.3.1.4.7 Total Number of Positive Destinations during Quarter reported by Site (Positive Destination is defined as Rental room/ Apartment/ House; Transitional Housing Program; Family/ Friend if listed as Permanent Tenure; Own House or Apartment; Return to Partner if Permanent Tenure; Hotel/ Motel without Emergency Shelter; Permanent Housing for Formerly Homeless).
- 4.3.2 ETH SSPR. On a quarterly basis, the Division of State Service Centers, Office of Community Services will aggregate and analyze performance data reported by Vendors providing Emergency and Transitional Housing (ETH) program services. The ETH Self-Sufficiency Performance Report (SSPR) consists of developed self-sufficiency performance indicators practiced by Vendors on a daily/weekly/quarterly basis. Data will be utilized to monitor ongoing ETH program needs, record and measure improvements and achievements, ensure the integration and implementation of Trauma-Informed Approaches, and support data for other appropriate funding opportunities.
  - 4.3.2.1 Vendor is responsible for recording **quarterly** SSPR client data, or whenever an occurrence warrants changes to the program participants' characteristics. Such data includes, but is not limited to, at least two or more outcomes to be reported on in each the following **Domain Categories**:
    - 4.3.2.1.1 Employment
    - 4.3.2.1.2 Housing
    - 4.3.2.1.3 Health and Social/Behavioral Development
    - 4.3.2.1.4 Education and Cognitive Development
    - 4.3.2.1.5 Income, Infrastructure, and/or Asset Building
    - 4.3.2.1.6 Outcomes Across Multiple Domains
  - 4.3.2.2 **Self-Sufficiency Performance Indicators** (SSPI)'s outcomes, may include the following language:
    - 4.3.2.2.1 Unemployed who obtained employment (with a living wage or higher)
    - 4.3.2.2.2 Increased their income

- 4.3.2.2.3 Experienced homelessness and obtained safe temporary shelter
- 4.3.2.2.4 Maintained safe and affordable housing
- 4.3.2.2.5 Established and maintained an Individual Case Management Plan
- 4.3.2.2.6 Demonstrated increased nutrition skills
- 4.3.2.2.7 With disabilities who maintained an independent living situation
- 4.3.2.2.8 Achieved one or more outcomes as identified by the Self-sufficiency Performance Indicators in various domains
- 4.3.2.3 Data collection
  - 4.3.2.3.1 Quarterly reports are to be submitted by email to the ETH Social Services Administrator on or before the report due dates, please refer to the **3.2 Activity Schedule / Timeline**
    - 4.3.2.3.1.1 Overdue reports will be tracked and vendors will be notified
  - 4.3.2.3.2 Data reported must be associated to the requested three-month operational period
  - 4.3.2.3.3 Data submitted in must be in the requested format

## 5.0 PERFORMANCE MEASUREMENTS

- 5.1 The Department has the right to conduct an on-site evaluation and monitoring of the Vendor's activity at any time.
- 5.2 The extension of the service period of the contract is based on but not limited to the past performance of the Vendor.
- 5.3 The determination shall be based on, but not limited to, considerations of the following factors:
- 5.4 Performance Objectives in Performance Measurements Summary Matrix (see below).



**PERFORMANCE MEASUREMENTS SUMMARY MATRIX**

<b>Performance Objective</b>	<b>SOW §</b>	<b>Performance Standard / Acceptable Quality Level</b>	<b>Performance Goal</b>	<b>Method of Assessment</b>
Provide services as identified in Work Plan	3.1.1	100% of Program/Site Compliance	100% of planned workload	On-site Monitoring
Deliver proposed program outcomes to target population as identified in Work Plan	3.1.1	Serve at least 80% of the planned service each month, with at least 90% of the program outcomes having been completed at the end of the contract year	100% of planned workload	Review Program Quarterly Reports
Acknowledge the Department as funding source in all publicity	3.1.3	100% of materials	100% of material	Review Marketing Materials
Participate in Point-In-Time	3.1.4	Submit all requested reports for the Point In Time to Housing Alliance Delaware by the deadline in activity schedule, and at least 95% of information must be validated to be accurate	Submit all quarterly reports by the deadline in activity schedule with 100% verified accuracy	Review Point-In-Time Data
Provide formal written linkage agreements with service organizations and agencies providing rapid rehousing services	3.1.5; 3.1.6	100% of Program/Site Compliance	100% of Program/Site	On-site Monitoring
Provide two nutritionally balanced meals (*if congregate housing facility)	3.1.9	100% of program participants	100% of program participants	On-site Monitoring
Develop individual case plans for all program participants	3.1.10	100% of program participants	100% of program participants	On-site Monitoring *Domestic Violence Projects will provide sample case plans. Domestic Violence Projects will provide procedure and schedule for auditing program participant files for compliance
Adhere to all required Federal and State regulations	3.1.13	100% of Program/Site compliance	100% of Program/Site	On-site Monitoring
Determine eligibility of applicants accurately	3.4	100% of program participants are admitted following eligibility criteria	100% of program participants	On-site Monitoring; Review of CMIS data

**PERFORMANCE MEASUREMENTS SUMMARY MATRIX (Continued)**

<b>Performance Objective</b>	<b>SOW §</b>	<b>Performance Standard / Acceptable Quality Level</b>	<b>Performance Goal</b>	<b>Method of Assessment</b>
Reconcile accounts before submitting invoices	4.2	At least 95% of costs submitted for particular month include only costs incurred during that month	100% of costs	Review of Vendor invoices and back-ups to the invoices
Submit required invoices on time	4.2	Submit 95% of invoices for current month by 10th of subsequent month with 100% required information that is 100% accurate.	Submit 100% of invoices for current month by 10th of subsequent month with 100% required information that is 100% accurate	Review of invoices
Deliver required reports	4.3	Gather data and submit the requested reports by the given deadline to Housing Alliance Delaware. Request for extension if more time required. Gather data and submit the requested SSPR to the State of Delaware's ETH Administrator.	Gather data and submit the requested reports by the deadline 100% of time	Review reports and deadlines
Maintain SSPR Data	4.3.2	Track and measure selected Self-Sufficiency Performance Indicators internally for the entire contract period.	Gather and compile data 100% of time	On-site Monitoring; Review of SSPR data

## APPENDIX C - BUSINESS PROPOSALS

The proposed annual operating budget is to capture the requirements of the successful vendor in meeting the service requirements of the program. The budget to be submitted as part of this RFP is to reflect the proposed operational costs of providing these services and will not be the basis of reimbursement in the awarded contract.

Business proposals including budget information must be presented separate from the Technical Proposals.

Bidders must submit reasonable budgets based on the resources needed to implement their projects in their specific geographic location. The budget should display a clear link between the specific project activities and the proposed budget items. Specifically, the budget should not contain any items that are not detailed in the project narrative. The budget narrative must support all costs included in the budget and explain how the costs of goods and services are determined and how they will fulfill the overall objective of the project.

**Note-The following Appendix C documents are separate documents that can be found at <http://bids.delaware.gov>:**

Appendix C.1: Budget Instructions

Appendix C.2: Budget Workbook (Must be completed in Excel format)

Bidders will demonstrate corporate capability as mentioned in **Appendix B** and described in further detail below:

Financial stability as determined by review of financial information provided by the Vendor; perceived ability to start up and manage the program in the time required using the staff, structure and phase-in required in the RFP. Financial stability should be demonstrated through production of balance sheets and income statements or other generally accepted business records for the last 3 years that includes the following: the Vendor's Earnings before Interest & Taxes, Total Assets, Net Sales, Market Value of Equity, Total Liabilities, Current Assets, Current Liabilities, and Retained Earnings.

In addition to financial information, discuss any corporate reorganization or restructuring that has occurred within the last three years and discuss how the restructuring will impact the Vendor's ability to provide services proposed. The vendor must disclose the existence of any related entities (sharing corporate structure or principal officers) doing business in the field of the proposed services. The Department reserves the right to terminate the contract, based upon merger or acquisition of the Vendor, during the course of the contract. The vendor must include a description of any current or anticipated business or financial obligations, which will coincide with the term of this contract.

## APPENDIX C.1 - Budget Instructions

### 1. General Budget Guidelines

**Please read these guidelines thoroughly before beginning to complete the budget workbook.**

Organizations are required to complete a Budget Form to determine the appropriateness of agency costs allocated to Emergency/Transitional Housing Shelter Operations Grant (ETH) contracts, and to assist ETH in making cost comparisons among similar programs and services. A separate budget form must be filled out for each program or facility funded in this contract.

#### 1.1 Types of Costs

The total cost of contracts is comprised of the allowable program costs, plus the allocable portion of agency administrative costs. Therefore, for purposes of this budget form, contracted costs are categorized into those two separate and distinct types: Program Costs and Administrative Costs. Definitions of these costs are provided below. Certain costs incurred by contractors may be deemed unallowable for inclusion in DSSC contracts and, therefore, should not be included in the proposed budget on the Budget Form. These are enumerated later in this document.

- 1.1.1 Program Costs-**Program costs are defined as those costs incurred in the provision of services to clients (for a further discussion of the difference between program costs and administrative costs of personnel). Examples of program costs are: salaries and applicable other employment costs, travel, contractual services (such as telephone, postage, and rent), supplies, and capital outlay/equipment.

One method of distinguishing administrative personnel from program service personnel is by their proximity to client services. For instance, service workers would include staff working with clients and their supervisor, if they spend 100% of their time in supervision. As appropriate, the next level of supervision/management may also be considered as part of the program staff if their principal accountability is related to the on-site oversight of the program. All levels of personnel above this level should be considered administrative staff. Full Time Equivalent (FTE) positions should be prorated if they spend time working in multiple programs.

Certain costs, such as those for space or utilities, can be either administrative or program-related, depending on what type of employee occupies the space.

- 1.1.2 Administrative Costs-** Administrative costs are defined as those costs incurred to provide central support functions to the service components of the program. Administrative costs are those that have been incurred for the overall general executive and administrative offices of the organization and other expenses of a general nature that do not relate solely to any major program area of the organization. In general, administrative costs cannot be readily identified to a specific program objective without effort disproportionate to the results. This category may also include the allocable share of salaries and fringe benefit costs, operation and maintenance expense, depreciation and use allowances, and interest costs. Examples of costs that fit in this category include central office functions, such as the director's office, the office of finance, business services, budget and planning, personnel, payroll, safety and risk management, general counsel and management information systems.

#### 1.2 Unallowable Costs

DSSC will not pay for the following costs:

- 1.2.1** Costs incurred before the effective date or after the termination date of any contract.

- 1.2.2** Costs incurred prior to the approval of the Purchase Order by the Delaware State Department of Finance.
- 1.2.3** Costs incurred in violation of any provision of the contract or the Operating Guidelines (if available).
- 1.2.4** Costs of acquisition, renovation or improvement of facilities or land. Ongoing costs of facility maintenance and repair are distinguished from improvement and are allowable.
- 1.2.5** Costs of political activities, including: transportation of voters or prospective voters to the polls, activities in connection with an election or a voter registration effort, contributions to political organizations and expenses related to lobbying.
- 1.2.6** Costs of idle facilities. Idle facilities mean completely unused facilities that are excess to the organization's current needs. Unallowable costs related to the idle facility include: maintenance, repair, rent, property tax, insurance and depreciation or use allowances.
- 1.2.7** Interest payments, late payment fees and penalties charged by vendors as a result of late payments.
- 1.2.8** Costs related to fines or penalties imposed on the agency or legal fees related to the defense of the agency or any of its employees in any civil or criminal action.
- 1.2.9** Costs that violate any requirement or are identified as a prohibited activity in the Scope of Work (Appendix B of Contract / RFP).
- 1.2.10** Costs that violate any applicable Federal or State statute or regulation.

In determining unallowable costs listed as 1.2.1-1.2.8, DSSC used, Subpart E of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, which replaced OMB (Office of Management and Budget) Circulars A-21, A-87 and A-122 Federal Cost Principles on December 26, 2013.

**APPENDIX C.2 - Budget Workbook**

**(Must be completed in Excel format)**

The following Appendix C.2 document is a separate document that can be found at:

<http://bids.delaware.gov>

*[balance of page is intentionally left blank]*