

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number	Page of Pages	
			1	2
2. Number DCJA-2010-R-0003-A0003	3. Effective Date See Block 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Outreach Services	
6. Issued by: Office of Contracting and Procurement 441 4 th Street, NW, Suite 700S Washington, DC 20001		Code	7. Administered by (If other than line 6) Office of Contracting and Procurement 441 4 th Street, NW, Suite 700S Washington, DC 20001	
8. Name and Address of Contractor (No. street, city, county, state and zip code) PROSPECTIVE OFFERORS Code Facility		X	9A. Amendment of Solicitation No. DCJA-2010-R-0002	
			9B. Dated (See Item 11) July 20, 2010	
			10A. Modification of Contract/Order No.	
			10B. Dated (See Item 13)	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 2 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. Accounting and Appropriation Data (If Required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14				
A. This change order is issued pursuant to (Specify Authority): 27 DCMR, Chapter 36, Contract Modifications The changes set forth in item 14 are made in the contract/order no. in item 10A.				
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.				
C. This supplemental agreement is entered into pursuant to authority of:				
D. Other (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.				
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The above solicitation is hereby amended as follows:				
A. Pages 1 through 21 in their entirety Insert Revised pages 1 through 21F, see attachment 1				
B. In accordance with section H.8.4, of the Way to Work Amendment Act of 2006 provision of the Contract and Section 15 of the Standard Contract Provisions, the living wage rate is hereby adjusted to \$12.50 per hour, effective as of January 1, 2010.				
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.				
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer James Marshall		
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia <i>James Marshall</i> (Signature of Contracting Officer)	16C. Date Signed 8.13.10	

SOLICITATION, OFFER, AND AWARD			1. Caption Outreach Services		Page of Pages 1 62		
			2. Contract Number	3. Solicitation Number DCJA-2010-R-0003	4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency	5. Date Issued 7/19/2010	6. Type of Market <input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open with Sub-Contracting Set Aside
7. Issued By: Office of Contracting and Procurement 441 4th Street, NW, Suite 330S Washington, DC 20002			8. Address Offer to: Office of Contracting and Procurement 441 4th Street, NW, Suite 330S Washington, DC 20002 ATTN: James Marshall				
SOLICITATION							
9. Sealed offers in original and <u>4</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at <u>441 4th Street, NW, Room 703S</u> until <u>2:00 p.m.</u> local time <u>24-Aug-10</u> <small>(Hour) (Date)</small>							
<small>CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.</small>							
10. For Information Contact	A. Name Jeanne Sheridan		B. Telephone (Area Code) 202 (Number) 727-2354 (Ext)		C. E-mail Address Jeanne.Sheridan@dc.gov		
11. Table of Contents							
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X	C	Specifications/Work Statement	9-21F	X	J	List of Attachments	46
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OFFER							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within <u>180</u> calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.							
13. Discount for Prompt Payment		<input checked="" type="checkbox"/> 10 Calendar days %	<input type="checkbox"/> 20 Calendar days %	<input type="checkbox"/> 30 Calendar days %	<input type="checkbox"/> Calendar days %		
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):			Amendment Number	Date	Amendment Number	Date	
15A. Name and Address of Offeror			16. Name and Title of Person Authorized to Sign Offer/Contract				
15B. Telephone (Area Code) (Number) (Ext)		15 C. Check if remittance address is different from above - Refer to Section G	17. Signature		18. Offer Date		
AWARD (TO BE COMPLETED BY GOVERNMENT)							
19. Accepted as to Items Numbered		20. Amount		21. Accounting and Appropriation			
22. Name of Contracting Officer (Type or Print)		23. Signature of Contracting Officer (District of Columbia)			24. Award Date		



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OUTREACH SERVICES

SECTION B: CONTRACT TYPE, SUPPLIES OR SERVICES AND PRICE/COST

- B.1** The District of Columbia Office of Contracting and Procurement (OCP) on behalf of The Department of Human Services (DHS) is seeking Contractors to provide Outreach Services for homeless individuals and families under its system redesign for the Homeless Services Program (HSP). Outreach services are a vital component of the District's HSP as it provides critically needed services to the District's unsheltered homeless population to reduce the risk of death or harm from exposure to the elements, specifically severe weather, and helps them to gain access to shelter and other needed support services. The District is seeking multiple Contractors to provide street outreach services in multiple geographical catchment areas of the District.
- B.2** The District contemplates awarding multiple firm fixed price contracts based on monthly service fee pricing with a performance pricing component.
- B.3** **PRICE SCHEDULE**

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OUTREACH SERVICES

B.3.1 Base Year

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Total Anticipated Annual Amount of Performance Bonus Payments	Total Annual Price $A \times 12 + B = \text{Total Annual Price}$
0001	Outreach Services for Catchment Area One (1) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0002	Outreach Services for Catchment Area Two (2) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0003	Outreach Services for Catchment Area Three (3) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0004	Outreach Services for Catchment Area Four (4) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0005	Outreach Services for Catchment Area Five (5) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0006	Outreach Services for Catchment Area Six (6) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0007	Outreach Services for Catchment Area Seven (7) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0008	Outreach Services for Catchment Area Eight (8) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
0009	Outreach Services for Catchment Area Nine (9) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
Total Project Price		\$ _____	\$ _____	\$ _____

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OUTREACH SERVICES

B.3.2 Option Year One

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Total Anticipated Annual Amount of Performance Bonus Payments	Total Annual Price A X 12 + B = Total Annual Price
1001	Outreach Services for Catchment Area One (1) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1002	Outreach Services for Catchment Area Two (2) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1003	Outreach Services for Catchment Area Three (3) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1004	Outreach Services for Catchment Area Four (4) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1005	Outreach Services for Catchment Area Five (5) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1006	Outreach Services for Catchment Area Six (6) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1007	Outreach Services for Catchment Area Seven (7) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1008	Outreach Services for Catchment Area Eight (8) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
1009	Outreach Services for Catchment Area Nine (9) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
Total Project Price		\$ _____	\$ _____	\$ _____

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OUTREACH SERVICES

B.3.3 Option Year Two

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Total Anticipated Annual Amount of Performance Bonus Payments	Total Annual Price $A \times 12 + B = \text{Total Annual Price}$
2001	Outreach Services for Catchment Area One (1) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2002	Outreach Services for Catchment Area Two (2) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2003	Outreach Services for Catchment Area Three (3) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2004	Outreach Services for Catchment Area Four (4) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2005	Outreach Services for Catchment Area Five (5) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2006	Outreach Services for Catchment Area Six (6) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2007	Outreach Services for Catchment Area Seven (7) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2008	Outreach Services for Catchment Area Eight (8) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
2009	Outreach Services for Catchment Area Nine (9) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
Total Project Price		\$ _____	\$ _____	\$ _____

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OUTREACH SERVICES

B.3.4 Option Year Three

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Total Anticipated Annual Amount of Performance Bonus Payments	Total Annual Price A X 12 + B = Total Annual Price
3001	Outreach Services for Catchment Area One (1) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3002	Outreach Services for Catchment Area Two (2) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3003	Outreach Services for Catchment Area Three (3) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3004	Outreach Services for Catchment Area Four (4) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3005	Outreach Services for Catchment Area Five (5) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3006	Outreach Services for Catchment Area Six (6) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3007	Outreach Services for Catchment Area Seven (7) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3008	Outreach Services for Catchment Area Eight (8) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
3009	Outreach Services for Catchment Area Nine (9) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
Total Project Price		\$ _____	\$ _____	\$ _____

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OUTREACH SERVICES

B.3.5 Option Year Four (4)

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Total Anticipated Annual Amount of Performance Bonus Payments	Total Annual Price A X 12 + B = Total Annual Price
4001	Outreach Services for Catchment Area One (1) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4002	Outreach Services for Catchment Area Two (2) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4003	Outreach Services for Catchment Area Three (3) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4004	Outreach Services for Catchment Area Four (4) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4005	Outreach Services for Catchment Area Five (5) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4006	Outreach Services for Catchment Area Six (6) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4007	Outreach Services for Catchment Area Seven (7) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4008	Outreach Services for Catchment Area Eight (8) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
4009	Outreach Services for Catchment Area Nine (9) (Section C.3 and Section C.4)	\$ _____	\$ _____	\$ _____
Total Project Price		\$ _____	\$ _____	\$ _____

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OUTREACH SERVICES

B.3.6 Grand Total

Period of Performance	Total Price
Base Year (B.3.1)	\$ _____
Option Year One (1) (B.3.2)	\$ _____
Option Year Two (2) (B.3.3)	\$ _____
Option Year Three (3) (B.3.4)	\$ _____
Option Year Four (4) (B.3.5)	\$ _____
Grand Total	\$ _____

SECTION C: SPECIFICATIONS/WORK STATEMENT**C.1 SCOPE:**

The District of Columbia Office of Contracting and Procurement (OCP) on behalf of The Department of Human Services (DHS) is seeking Contractors to provide Outreach Services for individuals and families who are homeless under its system redesign for the Homeless Services Program (HSP). Outreach services are a vital component of the District's HSP as it provides critically needed services to the District's unsheltered homeless population to reduce the risk of death or harm from exposure to the elements generally and severe weather conditions in particular, and helps them to gain access to shelter and other needed support services. The District is seeking multiple Contractors to provide street outreach services in multiple geographical catchment areas of the District.

C.1.1 Goals

The goals of Outreach Services are to: (1) identify and engage homeless persons living on the streets; (2) connect these homeless individuals and families to the appropriate community-based services to assist them with addressing barriers and to moving into housing; (3) build relationships with those who have been unwilling to accept services in the past and connect them with shelter and other critically needed services; and, (4) reduce the risk of death or harm for homeless individuals and families living on the streets by connecting them to emergency services and providing them with supplies and materials that protect them from the elements, specifically severe weather conditions.

C.2 APPLICABLE DOCUMENTS:

ITEM#	DOCUMENT TYPE	TITLE	DATE
0001	D.C. Law 16-35; D.C. Official Code § 4-751.01 et seq).	Homeless Services Reform Act of 2005, effective October 22, 2005 Homeless Services Reform Act of 2005	10/22/2005
0002	District of Columbia Municipal Regulations, Title 29, Chapter 25	Shelter and Supportive Housing For Individuals and Families PDF: Shelter and Supportive Housing PDF	3/26/2010
0003	Settlement Agreement	Settlement Agreement between the U.S. of America and the District of Columbia under the Americans with Disabilities Act (DJ# 204-16-96) Settlement Agreement Website: www.ada.gov/dc_shelter.htm	12/10/2008

C.3 DEFINITIONS:

- C.3.1 Continuum of Care** - An evolving and comprehensive system of services for individuals and families who are homeless or at risk of becoming homeless designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, hypothermia services, shelter, transitional housing, permanent supportive housing referral services, and other supportive services.
- C.3.2 Engagement** - Engagement is the process of attempting to develop rapport and a relationship with a client to achieve one or more of the following:
1. a willingness of a homeless individual or family to interact with an outreach worker;
 2. a willingness of a homeless individual or family to share personnel information with an outreach worker and receive services;
 3. a willingness of a homeless individual or family to accept a placement in shelter or housing.
- C.3.3 Homeless Management Information System** - The designated software database system for tracking client information and program activities within the homeless services continuum of care.
- C.3.4 Hypothermia Alert** - When the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit and the District's Homeland Security and Emergency Management calls an alert.
- C.3.5 Hypothermia Season** - The time of the year in the District when the actual or forecasted temperature, including the wind chill factor, is most likely to fall below 32 degrees Fahrenheit. The timeframe designated in the District for hypothermia season is November 1st through March 31st.
- C.3.6 Point in Time Survey** - An annual regional enumeration of the homeless population conducted by the Metropolitan Washington Council of Governments (COG) for persons who are living on the streets, in emergency shelters, in transitional and permanent housing, or otherwise homeless and in need of help to obtain safe shelter.
- C.3.7 Severe Weather Conditions** - means the outdoor conditions whenever the actual or forecasted temperature, including the wind chill factor or heat index, falls below 32 degrees Fahrenheit or rises above 95 degrees Fahrenheit.
- C.3.8 Street Outreach** - Refers to the act of identifying homeless individuals and families living on the streets and engaging them in shelter and supportive services. Additionally, street outreach includes the distribution of blankets, socks, hats, gloves and other supplies and materials to protect the homeless living on the street from exposure to the elements, specifically severe weather conditions.
- C.3.9 Supportive Services** - An array of social services aimed at enabling housing stability and the improved quality of life of an individual or family who is at risk of homeless, experiencing homelessness, or is formerly homeless and requires ongoing assistance. These services may include: employment; physical health, mental health, alcohol and

other substance abuse recovery, child care, transportation, case management, and other health and social service needs which, if unmet, may be barriers to obtaining or maintaining permanent housing.

C.4 BACKGROUND:

The District of Columbia developed the *Strategic Action Plan to End Homelessness* to outline the policies and strategies that will guide the District's activities related to homelessness over the next five years. The District is committed to being a national model in its approach to homelessness by preventing homelessness whenever possible, and addressing the needs of our homeless neighbors by creating an individualized approach that improves well-being while moving people out of homelessness as rapidly as possible. The intent of the Strategic Action Plan is to provide a vision for the future, to refine the policies of *Homeless No More: A Strategy for Ending Homelessness in Washington, D.C. by 2014*, and to reflect lessons learned and current best practices. The plan reflects the input of a broad group of community stakeholders, each of which will have a role to play in the successful implementation of the Plan.

The Plan's implementation will include an increased emphasis on both prevention and diversion to stop people from becoming homeless. The plan also emphasizes the need to create permanent housing solutions to help people exit from homelessness as quickly as possible. To achieve these goals, each program will focus on the particular strengths and needs of individuals. This will require strong outreach services and assessment procedures, qualified and compassionate staffing, and some flexibility.

Outreach is a key component to ending homelessness and to that end the District is changing the way it handles its outreach services. Under the redesign of the system, there will be no overlap in catchment areas. This ensures wider coverage across the District and that when a resident is in need there will be certainty as to which provider is designated to assist them. Additionally, there will be more focus on conducting outreach efforts during the overnight hours. This gives outreach providers the opportunity to focus on those unsheltered individuals. Finally, under the redesign, outreach providers will be asked to place more effort on helping these individuals exit homelessness. While providers will still make referrals to emergency shelters as necessary, they will focus on building relationships and linking individuals with resources that will provide a more permanent solution to homelessness.

C.4.1 Target Population

Approximately 16,000 persons utilize services within the District of Columbia's homeless services continuum of care annually. On any given day there are approximately 6,539 literally homeless persons, including single adults and persons in family groups, residing in shelters and living on the street.

Of the 16,000 persons who are served in the District's homeless services continuum of care on an annual basis, the number of persons actually living on the streets in 2010 has been estimated at 430 persons. A large number of the

homeless persons who live on the streets or in emergency shelter facilities face significant barriers such as disabilities, medical conditions, and addiction.

Outreach Services will target homeless individuals and families who are living on the streets of the District of Columbia. Contractors will provide street outreach services in specific catchment areas outlined in this Solicitation.

C.4.2 Program Description

According to the 2010 Point-In-Time Enumeration for the District of Columbia (http://ich.dc.gov/ich/lib/ich/pdf/may_2010/point_in_time_2010_briefing.pdf), there are 430 homeless persons currently living on the streets of the District. Based on data collected by various organizations that serve the District's unsheltered homeless population, these 430 individuals live/sleep in nine specific geographical catchment areas. Multiple contracts will be awarded under this Solicitation to ensure that street outreach services will be provided in each of these nine catchment areas. These services will provide a valuable link between individuals who are homeless and the resources they need to exit homelessness and reduce their risk of death and harm while living on the streets.

Street outreach services will be divided into five components: (1) identifying homeless individuals and families living on the streets of the District in the specific catchment areas; (2) engaging homeless individuals and families living on the streets and building relationships and rapport (particularly to those who have been unwilling to accept services in the past); (3) connecting homeless individuals and families living on the streets to appropriate community-based supportive services to assist them to move into housing; (4) connecting homeless individuals and families living on the streets with emergency services, including shelter and other housing accommodations; and, (5) providing homeless individuals and families living on the streets with critically needed supplies and materials (e.g., blankets, socks, hats, gloves, etc.) to reduce their risk of death or harm from exposure to the elements, generally, and severe weather conditions in particular.

To ensure that these outreach efforts reach those living on the street, outreach specialists will conduct services at various times of the day, focusing a good portion of their outreach efforts at night. The selected Contractor(s) will be required to conduct coordinated counts of the individuals who are homeless within their catchment area and provide information on their findings.

Outreach specialists are expected to get to know the individuals within their catchment areas and to be familiar with the various organizations and services available throughout the District to help secure housing.

C.4.3 Catchment Areas

Services under this Solicitation shall be performed in nine (9) distinct and separate geographical catchment areas. There is no overlap within these areas, and not every portion of the District falls within a catchment area. The areas are of varying size and the number of homelessness persons within each catchment area will vary and change over time. Below is a general description of the location and boundaries of each catchment area. See the "Map of Catchment Areas for Outreach Services" as referenced in Section J.10; See Attachment J.11 for Catchment Area Population and Minimum Coverage

Requirement Charts; and See Attachment J.12 for Length of Homelessness of those living on the streets for detailed outlines of the catchment areas.

- C.4.3.1** Catchment Area One - Located in Ward 3, between Military Avenue on the north and Massachusetts Avenue, Cleveland Avenue and Calvert Street to the south, Western Avenue to the west, and the Ward 3 boundary on the east.
- C.4.3.2** Catchment Area Two - Located primarily in Ward 2, between Massachusetts Avenue, Cleveland Avenue and Calvert Street on the north, and the Potomac River on the south, 37th Street and the Ward 3 boundary to the west, and 23rd Street to the east.
- C.4.3.3** Catchment Area Three - Bordered by Q Street NW and Rhode Island Avenue NW on the north and K street on the south, 23rd Street to the west and North Capitol to the east.
- C.4.3.4** Catchment Area Four - Bordered by K Street NW to the North and Constitution Avenue on the south, 23rd Street to the west and North Capitol to the east.
- C.4.3.5** Catchment Area Five - Bordered by Columbia Road and Michigan Avenue on the north and Q Street, Rhode Island Avenue, New York Avenue, and Bladensburg Road on the south, Connecticut Ave on the west and Eastern Avenue on the east.
- C.4.3.6** Catchment Area Six - Bordered by Taylor Street and Rock Creek Church Road on the north and Columbia Road on the south, the Ward 4 and Ward 1 boundaries on the west and North Capitol Street on the east.
- C.4.3.7** Catchment Area Seven - Bordered by Missouri and Kansas Avenues on the north and Taylor Street, Rock Creek Church Road, North Capitol Street and Michigan Avenue on the south, the Ward 4 boundary to the west and Eastern Avenue to the east.
- C.4.3.8** Catchment Area Eight - Bordered by New York Avenue and Bladensburg Road on the north and Pennsylvania and Southern Avenues to the south, North Capitol Street, Maryland Avenue and 17th Street NE on the east and Eastern and Southern Avenues on the east.
- C.4.3.9** Catchment Area Nine - Bordered by Constitution and Maryland Avenues to the north and Southern Avenue to the south, 14th Street SW and the Potomac River to the west and 17th Street NE and Pennsylvania Avenue to the east.

C.5 SERVICE REQUIREMENTS

- C.5.1** Contractor shall provide outreach services as outlined in the service requirements in Sections C.5.1 through C.5.1.20.2. The Contractor shall identify homeless individuals and families living on, and frequenting, the streets of the District within the catchment area(s) it is assigned to on an ongoing basis.
- C.5.1.2** The Contractor shall conduct a count of the homeless persons living in the catchment area(s) it is assigned to at the beginning of the contract period and quarterly thereafter.
- C.5.1.3** The Contractor shall engage and develop relationships and rapport with homeless persons living and frequenting the catchment area(s) it is assigned to.
- C.5.1.4** The Contractor shall provide street outreach services 7 days a week, 365 days per year. The Contractor shall provide street outreach services at various times of the day and night. The Contractor shall provide 50% of its total street outreach services during the

evening and overnight hours of 8:00 pm through 2:00 am and 5:00 am through 8:00 am. Street outreach services shall be provided during these hours to meet the requirement, but it is not required that services are provided during the entire time frames. Specific hours of coverage within these time frames shall be based on determined need in each catchment area. The 50% requirement shall be based on the total number of man hours of street outreach services per day respondents propose to provide. The Catchment Area Population and Minimum Coverage Requirement Chart, referenced in Section J.11 (item 0004), outlines the minimum number of man-hours in street outreach services requirement per catchment area.

- C.5.1.5** The Contractor shall redirect its street outreach services (at the direction of DHS) immediately prior to and during severe weather conditions, storms, and other extreme weather events and prior to, during and after city emergencies and special events (e.g. terrorist attacks, presidential inaugurations, international meetings with heightened security, etc.). The Contractor shall accomplish this by adjusting its staff deployment schedule on the specific days and times prior to and during these events, as directed by DHS, to avoid additional contract costs.
- C.5.1.6** The Contractor shall be flexible in providing street outreach services and be prepared to mobilize quickly and efficiently to changes in strategies and approaches as needed.
- C.5.1.7** The Contractor shall connect homeless individuals and families living on the streets with emergency services, including shelter and other housing accommodations. The Contractor shall provide homeless individuals and families living on the streets with critically needed supplies and material (e.g., blankets, socks, hats, gloves, etc.) to reduce their risk of death or harm from exposure to the elements generally and severe weather conditions in particular.
- C.5.1.8** The Contractor shall connect homeless individuals and families living within the catchment area(s) assigned to them to community-based resources such as shelter, temporary and transitional housing, meals, public assistance, health services, mental health and substance abuse services, and day programs.
- C.5.1.9** The Contractor shall administer surveys, and assist with completing other applications for housing and supportive services programs, for homeless individuals and families living within the catchment area(s) that are assigned to them.
- C.5.1.10** The Contractor shall participate in the Annual Point In Time Enumeration for the District of Columbia by administering the corresponding survey for homeless individuals and families living within the catchment area(s) that are assigned to them.
- C.5.1.11** The Contractor shall train all street outreach staff through a course conducted by the contractor in conjunction with the Department of Health (DOH) and the Department of Mental Health (DMH) as it relates to identifying a person in either a medical or psychiatric crisis. The Contractor shall train outreach workers in the appropriate ways to access emergency assistance. The Contractor shall participate in the annual hypothermia training(s) for the continuum of care.
- C.5.1.12** The Contractor shall train all outreach staff through a course conducted by the contractor in conjunction with the Metropolitan Police Department (MPD) on how to obtain

emergency assistance from the "311" emergency line and the DMH by calling the Comprehensive Psychiatric Evaluation Program (CPEP) and the Mobile Crisis Team about the application of the FD12 Involuntary Commitment procedures.

- C.5.1.13** The Contractor shall equip street outreach staff with cell phones or other communication devices to ensure communications and ability to obtain emergency services.
- C.5.1.14** The Contractor shall coordinate with the DHS, DOH and DMH to assure that homeless persons living on the street are aware of, and connected to, their services
- C.5.1.15** The Contractor shall input client and service delivery information into the Homeless Management Information System.
- C.5.1.16** The Contractor shall coordinate its street outreach services with the Hotline Transportation Services provider and any all other organizations providing outreach services in the catchment area(s) that they are assigned to.
- C.5.1.17** **Staff Requirements**
- C.5.1.17.1** The Contractor shall ensure that it employs qualified professional staff to provide services and fulfill requirements under this Solicitation. At a minimum, the Contractor's professional staff shall include:
1. Director (one position per contractor)
 2. Controller (one position per contractor)
 3. Program Manager (one position per contractor)
 4. Street Outreach Specialists (multiple positions per contractor per catchment area)
- C.5.1.17.2** **Qualifications** – The required Qualifications of the Contractor's professional staff are as follows:
1. Director: A minimum of a Bachelor's Degree in social work, social services, business, management, health care, or a related field from an accredited college, a minimum of ten years of management experience demonstrating capacity to develop and implement a network of service providers. Demonstrate competencies in communication, strategic planning, problem solving, financial management, team leadership, and knowledge of homeless programs and services.
 2. Controller: A minimum of a Bachelor's Degree in accounting, finance or business from an accredited college; a minimum of five (5) years of experience in accounting and non-profit financial management. A strong working knowledge of accounting software and spreadsheets and Federal OMB Circulars.
 3. Program Manager: A minimum of a Bachelor's Degree in social work, social services, health care, or a related field from an accredited college, a minimum of three years of program management and/or outreach experience demonstrating capacity to develop and implement a comprehensive outreach strategy. Demonstrate competencies in communication, strategic planning, problem solving, financial management, team leadership, and knowledge of homeless programs and services.

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4. Outreach Specialist: A minimum of two (2) years of post secondary education at an accredited college and two (2) years of experience with providing outreach services. Additional years of experience providing outreach services may substitute for education. Ability to communicate with diverse populations, demonstrated analytical and organizational skills.

C.5.1.17.3**Background Checks**

1. In compliance with Chapter 4 of Title 27 of DCMR, Criminal Background Checks for District Government Contractors that Provide Direct Services to Children and Youth, the Contractor will secure criminal background checks for individuals and unsupervised volunteers, employees, and applicants for employment as required for contracting entities contracting with the District of Columbia to provide direct services to children or youth.
2. The contractor shall provide for clearance of employees that have direct contact with families and children from the FBI and the Police Department(s) of the jurisdictions in which they have resided for the five years prior to employment under this contract and as otherwise required by District law. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act), and shall be screened pursuant to the Act. The Contractor must provide DHS with documentation certifying such clearances for all affected employees. All documentation must be submitted to the DHS Contracting Officer's Technical Representative (CA) within 60 days of contract award.

C.5.1.17.4 Substance Abuse Screening Checks

The Contractor shall test all employees or staff that has direct contact with families and children for drug and alcohol use. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act), and shall be tested pursuant to the Act. DHS must have documents certifying negative drug and alcohol test results for all Providers within 60 days of contract award. The Contractor shall submit all documentation to the DHS CA within 60 days of contract award.

- C.5.1.17.5** The Contractor shall maintain job descriptions, resumes, and annual evaluations on each staff person. The Contractor shall provide updated information to the CA within 30 days when there is a change in personnel.
- C.5.1.17.6** The Contractor shall provide and maintain staff documents in a locked file with access by senior management staff and DHS monitors.
- C.5.1.17.7** The Contractor shall maintain an organizational chart that shows the reporting relationship and function of key staff persons.
- C.5.1.17.8** The Contractor shall maintain a written job description for each position funded through the contract that must be included in the contractor's files and be available for inspection on request by the CA. The job description shall include:

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1. Education, experience, and/or licensing/certification criteria,
 2. A description of duties and responsibilities,
 3. Hours of work, and
 4. Performance evaluation criteria.
- C.5.1.17.9** The Contractor shall maintain an individual personnel file for each contract staff member that will contain:
1. The application for employment,
 2. Professional and personal references,
 3. Applicable credentials/certifications,
 4. Personnel actions including time records,
 5. Documentation of all training history,
 6. An annual evaluation for the current or preceding year,
 7. Notation of any allegations of professional or other misconduct,
 8. The contractor's action with respect to these allegations, and
 9. The date and reason for the contractor's actions if staff member is terminated.
 10. Documentation of a current Tuberculosis Test.
- C.5.1.17.10** The Contractor shall make available all personnel materials to the CA upon request. The Contractor shall provide orientation sessions for each staff member and volunteer covering administrative procedures, program goals, and policies and practices to be adhered to under the Contract.
- C.5.1.17.11** The Contractor shall provide any changes in staffing patterns in advance and in writing to the CA for approval.
- C.5.1.18** **Quality Assurance**
- The Contractor shall ensure the quality of the activities of staff performing services under this solicitation. At a minimum, the Contractor shall review of the appropriateness, quality and effectiveness of services quarterly and submit finding to DHS. The Contractor shall be responsible for specific documentation of services provided to clients, updates on both progress as well as any issues which may arise.
- C.5.1.18.1** The Contractor shall involve clients in the development all phases of service provision including service assessments and connection to services.
- C.5.1.18.2** The Contractor shall develop and comply with, a process for receiving, investigating and addressing client complaints and client requests for reassignment of their case manager.

C.5.1.19 Reports

C.5.1.19.1 Contractor shall submit a monthly report to the CA by the 10th day of each month (reflecting activities for the previous month). The CA will develop the specific format for the monthly reports. This report will minimally include the following information. (DHS expects that general client demographic information and generally summaries describing ongoing contact will be inputted into the Homeless Management Information System (HMIS), but DHS has not determined what system(if any) monthly reporting will be captured in.

1. Documentation of each contact with a client.
2. Documentation of all services provided to clients.
3. Documentation of all referrals and recommendations made during outreach.
4. Statistical data on all clients.

C.5.1.19.2 The Contractor shall submit a quarterly report to the CA regarding the number of homeless individuals and families living in the catchment area(s) to which they are.

C.5.1.19.3 Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA CA (or other designated DHS staff) no later than hours or the next business day of the incident and in writing within three (3) days after incident occurrence. The report shall be on the DHS Form 1243, Unusual Incident Report Form incorporated in Section J.2.8.

C.5.1.19.4 An **unusual incident** is an event that affects staff (Contractor employees or network provider staff) or clients and is significantly different from the regular routine or established procedures. Examples of these incidents include, but are not limited to:

1. Death;
2. Injury;
3. Physical, sexual, or verbal abuse of a client by employees or other clients;
4. Staff negligence;
5. Complaints from families of clients;
6. Requests for information from the press, attorneys, or government officials outside of DHS staff involved with the contract; and
7. Client behavior requiring attention of employees not usually involved in their care.

C.5.1.19.5 The Contractor shall submit a final report to the DHS/FSA CA no later than the 30th day after expiration of the contract. This report will summarize all service delivery data, accomplishments, issues, and recommendations.

C.5.1.20 Records

C.5.1.20.1 The Contractor shall develop, within 30 days of the contract award, a system for maintaining subcontractor records that shall include:

1. A signed copy of the subcontract
2. The scope of work
3. Measurable goals and objectives
4. Program budget
5. Program personnel list
6. Job descriptions
7. Organizational chart
8. Organizational budget
9. Organization's most recent annual report
10. Certificate of Occupancy
11. Business license
12. Signed certification of agency's fiscal controls
13. Insurance policies
14. Drug free workplace policy
15. Evidence of coordination and collaborative agreements
16. Certification of good standing to operate in the District of Columbia from the Department of Consumer and Regulatory Affairs
17. Signed copy of the most recent audit or financial report

C.5.1.20.2 The Contractor shall submit an annual audit report to the CA per the directive of the D.C. Office of the Inspector General.

C.6 Additional Performance Goals

C.6.1 Contractors shall be eligible to receive additional payments (performance bonuses) above the amount paid for their monthly service fee. The additional performance goals that these performance bonuses will be based on (and the requirements for receiving these payments) are set forth in Section C7.2 through C.7.4.

C.6.2 The additional performance goals that performance bonuses will be based on are as follows; 1) movement to permanent housing or transitional housing of a homeless individual or family; 2) movement of a homeless individual or family into shelter (e.g., shelter stay for a minimum of 90% of the nights in a 40 day period); and 3) the time in which homeless individuals or families have been homeless and living on the streets.

C.6.3 Contractors performance bonuses will be paid based on the submission of required documentation of the achievement of these additional performance goals. The specific payment structure, payment caps, correlation between the time frame in which these additional performance goals were achieved, the amount of the performance bonus payments, the required documentation and means of verifying achievement are listed in Section C.9.3.

C.7 Monitoring and Evaluation**C.7.1**

The CA, DHS program staff and staff from the DHS Office of Accountability will monitor and evaluate the performance of the Contractor in accordance with the scope of work and related service delivery standards as set forth in this solicitation. The CA, DHS program staff and staff from the DHS Office of Accountability will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. The CA will interview clients to get their feedback on the efficacy of the case management services being provided.

C.8**Budget Development & Payment Structure****C.8.1**

Respondents shall develop a budget to be submitted with their proposals. The budget shall include all projected costs (personnel, supplies, materials, equipment, indirect, etc.) and anticipated performance bonuses related to the provision of services provided under this solicitation. Respondent budgets shall outline total monthly and annual costs. Additionally, Respondents shall complete the price schedule charts listed in Section B.3.1 through B.3.6. Respondents shall include in these charts the number of catchment areas they are proposing to serve, the total monthly service fee per catchment area based on their budget, the total projected amount of their performance bonus payments for each catchment area (for the annual contract year) and the total annual pricing (monthly service fee pricing X 12 months plus total anticipated performance bonus payment amount) per catchment area and a grand total. The Catchment Area Population and Minimum Service Coverage Chart referenced in Section C.2 (item 0004) lists the estimated total number of homeless persons in each catchment area and the minimum number of man hours of street outreach services required to be performed in each catchment area. Respondents may use these numbers to assist them with budget development.

C.8.2

The District will provide funding for outreach services under this Solicitation in two categories: 1) monthly service fee pricing based on the approved Contractor budget and contingent upon Contractor compliance with the service requirements listed in Section C.5; and, 2) achievement of the additional performance goals listed in Section C.6.2. The total monthly payment to the Contractor for the monthly service fee pricing (based on their budget) shall be based on compliance with the service requirements listed in Section C.5. Non-compliance with any service requirement shall result in a reduction the payment in this category (payment will be prorated based on the number of service requirements Contractor fails to comply with in relation to all service requirements). As an example; there are 20 service requirements listed in Section C.5, therefore the approved monthly service fee amount shall be evenly divided into 20 (e.g., a \$20,000 approved monthly service fee divided by 20 equals \$1,000). Therefore, in this example, Contractor's monthly service fee payment shall be decreased by

\$1,000 for each service requirement that is not complied with. Specific documentation for compliance with service requirements, and the verification methods that will be utilized by DHS to determine compliance, are listed in the chart below.

Service Requirement Compliance Documentation and Verification Chart

Service Requirement	Required Documentation	Verification Process
The Contractor shall identify homeless individuals and families living on, and frequenting, the streets of the District within the catchment area(s) it is assigned to on an ongoing basis.	Monthly reports listing names and demographic information of homeless individuals and families identified as well as a summary of activities performed to comply with this requirement (e.g., timesheets and activity reports from staff).	Review of reports and comparisons to past reports. Random client interviews and monitoring of activities in catchment areas by DHS staff.
The Contractor shall conduct a count of the homeless persons living in the catchment area(s) it is assigned to at the beginning of the contract period and quarterly thereafter.	Quarterly count reports highlighting count activities and results.	Review of reports, comparisons with previous reports, random client interviews and monitoring of count activities by DHS staff.
The Contractor shall engage and develop relationships and rapport with homeless persons living and frequenting the catchment area(s) it is assigned to.	Monthly reports listing names and demographic information of homeless individuals and families that relationships have been developed with as well as a summary of activities performed to comply with this requirement (e.g., timesheets and activity reports from staff).	Review of reports and comparisons to past reports. Random client interviews and monitoring of activities in catchment areas by DHS staff.
The Contractor shall provide street outreach services 7 days a week, 365 days per year. The Contractor shall provide outreach services at various times of the day and night. The Contractor shall provide 50% of its total street outreach services during the evening and overnight hours of 8:00 pm through 2:00 am and 5:00 am through 8:00 am. Street outreach services shall be provided during these hours to meet the requirement, but it is not required that services are provided during the entire time frames. Specific hours of coverage within these time	Monthly reports highlighting outreach activities, work schedules of staff and days/times of outreach activities.	Review of reports, client interviews and activity monitoring by DHS staff.

<p>frames shall be based on determined need in each catchment area. The 50% requirement shall be based on the total number of man hours of street outreach services per day respondents propose to provide. The Catchment Area Population and Minimum Coverage Requirement Chart, referenced in Section C.2 (item 0005), outlines the minimum number of man hours in street outreach services requirement per catchment area.</p>		
<p>The Contractor shall redirect its street outreach services (at the direction of DHS) immediately prior to and during severe weather conditions, storms, and other extreme weather events and prior to, during and after city emergencies and special events (e.g. terrorist attacks, presidential inaugurations, international meetings with heightened security, etc.). The Contractor shall accomplish this by adjusting its staff deployment schedule on the specific days and times prior to and during these events, as directed by DHS, to avoid additional contract costs.</p>	<p>Monthly reports highlighting increased outreach activities, work schedules of staff and days/times of outreach activities.</p>	<p>Review of reports, client interviews and activity monitoring by DHS staff.</p>
<p>The Contractor shall be flexible in providing street outreach services and be prepared to mobilize quickly and efficiently to changes in strategies and approaches as needed.</p>	<p>Monthly, and/or specifically requested, reports highlighting activities in response to changes in strategies and approaches.</p>	<p>Review of reports, client and staff interviews, as well as activity monitoring by DHS staff.</p>
<p>The Contractor shall connect homeless individuals and families living on the streets with emergency services, including shelter and other housing accommodations. The Contractor shall provide homeless individuals and families living on the streets with critically needed</p>	<p>Monthly reports listing names of homeless individuals and families that were connected to emergency services, housing accommodations and/or provided with critically needed supplies and materials. Additionally, a listing of the emergency services and housing accommodations/programs clients were connected to as well as an</p>	<p>Review of reports/forms, client agency staff interviews as well as monitoring of activities in catchment areas by DHS staff.</p>

supplies and material (e.g., blankets, socks, hats, gloves, etc.) to reduce their risk of death or harm from exposure to the elements generally and severe weather conditions in particular.	inventory of supplies and materials distributed. Also, client receipt forms.	
The Contractor shall connect homeless individuals and families living within the catchment area(s) assigned to them to community-based resources such as shelter, temporary and transitional housing, meals, public assistance, health services, mental health and substance abuse services, and day programs.	Monthly reports listing names of homeless individuals and families that were connected to community-based resources. Additionally, a listing of the community-based resources clients were connected.	Review of reports, client and agency staff interviews as well as monitoring of activities in catchment areas by DHS staff.
The Contractor shall administer surveys, and assist with completing other applications for housing and supportive services programs, for homeless individuals and families living within the catchment area(s) that are assigned to them.	Monthly reports including copies of completed surveys, applications and/or a listing of client names who were assisted.	Review of reports, listings as well as client and program staff interviews.
The Contractor shall participate in the Annual Point In Time Enumeration for the District of Columbia by administering the corresponding survey for homeless individuals and families living within the catchment area(s) that are assigned to them.	Monthly reports including summaries of all activities undertaken to comply with this requirement as well as reports highlighting results of the surveying.	Review of reports and activity monitoring by DHS staff.
The Contractor shall train all street outreach staff through a course conducted by the contractor in conjunction with the Department of Health (DOH) and the Department of Mental Health (DMH) as it relates to identifying a person in either a medical or psychiatric crisis. The Contractor shall train outreach workers in the appropriate ways to access emergency assistance. The Contractor shall participate in the annual hypothermia training(s) for the continuum of care.	Monthly reports including summaries of all activities undertaken to comply with these requirements as well as copies of curriculum, agendas, sig-in sheets, etc.).	Review of reports, copies of curriculum, agendas, sig-in sheets as well as interviews with staff and representatives from other agencies/organizations that participated in and/or facilitated the trainings.

The Contractor shall train all outreach staff through a course conducted by the contractor in conjunction with the Metropolitan Police Department (MPD) on how to obtain emergency assistance from the "311" emergency line and the DMH by calling the Comprehensive Psychiatric Evaluation Program (CPEP) and the Mobile Crisis Team about the application of the FD12 Involuntary Commitment procedures.	Monthly reports including summaries of all activities undertaken to comply with these requirements as well as copies of curriculum, agendas, sig-in sheets, etc.).	Review of reports, copies of curriculum, agendas, sig-in sheets as well as interviews with staff and representatives from other agencies/organizations that participated in and/or facilitated the trainings.
The Contractor shall equip street outreach staff with cell phones or other communication devices to ensure communications and ability to obtain emergency services.	Monthly reports including descriptions of cell phones or other communication devices being utilized. Also, receipts for the purchase of these items.	Review of reports/receipts, visual inspection of devices and monitoring of device usage DHS staff.
The Contractor shall coordinate with the DHS, DOH and DMH to assure that homeless persons living on the street are aware of, and connected to, their services.	Monthly reports including summaries of all activities undertaken to comply with this requirement as well as names and contact information of staff from DHS, DOH and DMH with whom Contractor coordinated with.	Review of reports, client and agency staff interviews.
The Contractor shall input client and service delivery information into the Homeless Management Information System.	Monthly reports including statements of compliance with this requirement as well as summaries of input activities.	Confirmation of the submission of information from the organization responsible for managing the system as well as DHS staff checks of the system.
The Contractor shall coordinate its street outreach services with the Hotline Transportation Services provider and any/all other organizations providing outreach services in the catchment area(s) that they are assigned to.	Monthly reports including summaries of all activities undertaken to comply with these requirements as well as names and contact information of staff from the Hotline Transportation Services provider and any/all other organizations with whom Contractor coordinated with.	Review of reports and interviews with staff from the Hotline Transportation Services provider and any/all other organizations providing outreach services in the catchment area(s) assigned to Contractor.
Staffing Requirements	Monthly reports including summaries of all activities undertaken to comply with these requirements as well as possession related documents and personnel files.	Review of reports, related documents, personnel files, etc.
Quality Assurance	Monthly reports including summaries of all activities undertaken to comply with this requirement as well as documents and forms outlining processes and	Receipt and review of reports, documents, and forms. Interview with clients and staff.

	procedures outlined in requirement.	
Reports	Reports as indicated in requirement	Timely receipt of reports. Review of reports.
Records	Records as indicated in requirement	Review of Contractor records.
The Contractor shall submit an annual audit report to the CA per the directive of the D.C. Office of the Inspector General.	Audit reports.	Timely receipt of audit reports.

C.8.3

Performance bonus payments shall be in addition to any/all monthly service fee pricing payments. Performance bonus payments shall be based on the achievement of additional performance goals as listed in Section C.6. Specific performance bonus payment amounts shall be based on the specific additional performance goal that is achieved and the time in which the homeless individuals or families that the goal has been achieved for have been homeless and living on the streets. The maximum total amount of performance bonus payments issued to any Contractor, on a quarterly basis, shall be 25% of the total quarterly maximum payment amount (e.g., monthly service fee pricing payment x 3 months). The maximum total amount of performance bonus payments issued to any Contractor, on an annual basis, shall be 25% of the total annual baseline contract amount (monthly service fee pricing X 12 months). The performance bonus payment structure is listed in the chart below.

Performance Bonus Payment Structure Chart

Length of time homeless individual or family has been living on the streets	Performance Goal Category			
	Placement into permanent or transitional housing	Required documentation and verification.	Placement into shelter (e.g., shelter stay for a minimum of 90% of the nights in a 40 day period)	Required documentation and verification.
3 – 6 months living on the streets	\$250	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	\$125	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement from client verifying Contractor's assistance with placement.
7 – 12 months living on the streets	\$350	Lease or housing program contract verifying client placement. Confirmation of placement by	\$175	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement

		landlord or housing program staff. Sign statement from client verifying Contractor's assistance with placement.		from client verifying Contractor's assistance with placement.
13 – 18 months living on the streets	\$450	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Sign statement from client verifying Contractor's assistance with placement.	\$225	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement From client verifying Contractor's assistance with placement.
19 – 24 months living on the streets	\$550	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Sign statement from client verifying Contractor's assistance with placement.	\$275	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement from client verifying Contractor's assistance with placement.
25 – 30 months living on the streets	\$600	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Sign statement from client verifying Contractor's assistance with placement.	\$300	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement from client verifying Contractor's assistance with placement.
31 – 36 months living on the streets	\$700	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing	\$350	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement from client verifying

		program staff. Signed statement from client verifying Contractor's assistance with placement.		Contractor's assistance with placement.
36 or more months living on the streets	\$800	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	\$400	Confirmation of placement by shelter staff. Review of client information in Homeless Management Information System. Signed statement from client verifying Contractor's assistance with placement.

***Note that Contractors shall not receive more than the maximum quarterly or annual performance bonus payment caps listed in this section above. Therefore, regardless of achievement of multiple performance goals in that would bring the total combined percentage above these caps, maximum performance bonus payment caps shall not be exceeded.**

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H.9.4.3 A contractor that is found to have willfully breached its approved subcontracting plan for utilization of certified business enterprises in the performance of a contract shall be subject to the imposition of penalties, including monetary fines of \$15,000 or 5% of the total amount of the work that the contractor was to subcontract to certified business enterprises, whichever is

H.10 **DISTRICT RESPONSIBILITIES**

- H.10.1** The District will provide adequate orientation and training to Contractors to enable them to fulfill its responsibilities.
- H.10.2** The District will provide adequate support, technical assistance and resources to Contractors to enable them to fulfill its responsibilities.
- H.10.3** The District will identify and define all catchment areas, ensuring that there are clear boundaries and no overlap.
- H.10.4** The District will ensure that other shelters/program throughout the continuum of care adequately coordinate with Contractors to facilitate referrals and placements.
- H.10.5** The District will serve as liaison between outreach services Contractors and other contractors, service providers and vendors under the Outreach Services Program.
- H.10.6** The District shall provide Contractors with supplies and material (e.g., blankets, socks, hats, gloves, etc.).

Attachment 3

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Revised Attachment J.5

Revised Attachment J.6

Revised Attachment J.10

Revised Attachment J.11

Revised Attachment J.12

Revised Attachment J.13

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SECTION J: ATTACHMENTS

The following list of attachments is incorporated into the solicitation by reference.

Attachment Number	Document
J.1	Government of the District of Columbia Standard Contract Provisions for Use with the Supplies and Services Contracts (March 2007) available at http://ocp.dc.gov/DC/OCP click on "Solicitation Attachments"
J.2	U.S. Department of Labor Wage Determination No. 2005-2103, Rev. 10, dated June 15, 2010
J.3	Office of Local Business Development Equal Employment Opportunity Information Report and Mayor's Order 85-85 available at http://ocp.dc.gov/DC/OCP click on "Solicitation Attachments"
J.4	Department of Employment Services First Source Employment Agreement available at http://ocp.dc.gov/DC/OCP click on "Solicitation Attachments"
J.5	Way to Work Amendment Act of 2006 - Living Wage Notice
J.6	Way to Work Amendment Act of 2006 - Living Wage Fact Sheet
J.7	Tax Certification Affidavit
J.8	Cost/Price Certification and Data Package available at http://ocp.dc.gov/DC/OCP click on "Solicitation Attachments"
J.9	Past Performance Evaluation Form
J.10	Revised -- Map of Catchment areas for Homeless Outreach Services
J.11	Catchment Area Population and Minimum Coverage Requirement Chart
J.12	Length of Homelessness of Those Living on the Streets

ATTACHMENT J.5

REVISED LIVING WAGE ACT NOTICE

“THE LIVING WAGE ACT OF 2006”

Title I, D.C. Law No. 16-118, (D.C. Official Code §§ 2-220.01-.11)

Effective June 9, 2006, recipients of new contracts or government assistance shall pay affiliated employees and subcontractors who perform services under the contracts no less than the current living wage. Effective January 1, 2010, the living wage rate is \$12.50.

The requirement to pay a living wage applies to:

- All recipients of contracts in the amount of \$100,000 or more; and, all subcontractors of these recipients receiving \$15,000 or more from the funds received by the recipient from the District of Columbia, and,
- All recipients of government assistance in the amount of \$100,000 or more; and, all subcontractors of these recipients of government assistance receiving \$50,000 or more in funds from government assistance received from the District of Columbia.

“Contract” means a written agreement between a recipient and the District government.

“Government assistance” means a grant, loan or tax increment financing that result in a financial benefit from an agency, commission, instrumentality, or other entity of the District government.

“Affiliated employee” means any individual employed by a recipient who received compensation directly from government assistance or a contract with the District of Columbia government, including any employee of a contractor or subcontractor of a recipient who performs services pursuant to government assistance or contract. The term “affiliated employee” does not include those individuals who perform only intermittent or incidental services with respect to the contract or government assistance or who are otherwise employed by the contractor, recipient or subcontractor.

Certain exceptions may apply where contracts or agreements are subject to wage determinations required by federal law which are higher than the wage required by this Act; contracts for electricity, telephone, water, sewer other services delivered by regulated utility; contracts for services needed immediately to prevent or respond to a disaster or eminent threat to the public health or safety declared by the Mayor; contracts awarded to recipients that provide trainees with additional services provided the trainee does not replace employees; tenants or retail establishments that occupy property constructed or improved by government assistance, provided there is no receipt of direct District government assistance; Medicaid provider agreements for direct care services to Medicaid recipients, provided that the direct care service is not provided through a home care agency, a community residential facility or a group home for mentally retarded persons; and contracts or other agreements between managed care organizations and the Health Care Safety Net Administration or the Medicaid Assistance Administration to provide health services.

Exemptions are provided for employees under 22 years of age employed during a school vacation period, or enrolled as a full-time student who works less than 25 hours per week, provided that other employees are not replaced, and for employees of nonprofit organizations that employ not more than 50 individuals.

Each recipient and subcontractor of a recipient shall provide this notice to each affiliate employee covered by this notice, and shall also post this notice concerning these requirements in a conspicuous site in the place of business.

All recipients and subcontractors shall retain payroll records created and maintained in the regular course of business under District of Columbia law for a period of at least 3 years.

This is a summary of the “Living Wage Act of 2006”. For the complete text go to:

www.does.dc.gov or www.ocp.dc.gov

To file a complaint contact:

**Department of Employment Services
Office of Wage-Hour**

**64 New York Avenue, N.E., Room 3105, Washington, D.C. 20002
(202) 671-1880**

ATTACHMENT J.6

REVISED LIVING WAGE ACT FACT SHEET



LIVING WAGE ACT FACT SHEET

The "Living Wage Act of 2006," Title I of D.C. Law 16-18, (D.C. Official Code §§2-220.01-.11) became effective June 9, 2006. It provides that District of Columbia government contractors and recipients of government assistance (grants, loans, tax increment financing) in the amount of \$100,000 or more shall pay affiliated employees wages no less than the current living wage rate.

Effective January 1, 2010, the living wage rate is \$12.50 per hour.

Subcontractors of D.C. government contractors who receive \$15,000 or more from the contract and subcontractors of the recipients of government assistance who receive \$50,000 or more from the assistance are also required to pay their affiliated employees no less than the current living wage rate.

"Affiliated employee" means any individual employed by a recipient who receives compensation directly from government assistance or a contract with the District of Columbia government, including any employee of a contractor or subcontractor of a recipient who performs services pursuant to government assistance or a contract. The term "affiliated employee" does not include those individuals who perform only intermittent or incidental services with respect to the government assistance or contract, or who are otherwise employed by the contractor, recipient or subcontractor.

Exemptions – The following contracts and agreements are exempt from the Living Wage Act:

1. Contracts or other agreements that are subject to higher wage level determinations required by federal law (i.e., if a contract is subject to the Service Contract Act and certain wage rates are lower than the District's current living wage, the contractor must pay the higher of the two rates);
2. Existing and future collective bargaining agreements, provided that the future collective bargaining agreement results in the employee being paid no less than the current living wage;
3. Contracts for electricity, telephone, water, sewer or other services provided by a regulated utility;
4. Contracts for services needed immediately to prevent or respond to a disaster or eminent threat to public health or safety declared by the Mayor;
5. Contracts or other agreements that provide trainees with additional services including, but not limited to, case management and job readiness services, provided that the trainees do not replace employees subject to the Living Wage Act;

6. An employee, under 22 years of age, employed during a school vacation period, or enrolled as full-time student, as defined by the respective institution, who is in high school or at an accredited institution of higher education and who works less than 25 hours per week; provided that he or she does not replace employees subject to the Living Wage Act;
7. Tenants or retail establishments that occupy property constructed or improved by receipt of government assistance from the District of Columbia; provided, that the tenant or retail establishment did not receive direct government assistance from the District of Columbia;
8. Employees of nonprofit organizations that employ not more than 50 individuals and qualify for taxation exemption pursuant to Section 501 (c) (3) of the Internal Revenue Code of 1954, approved August 16, 1954 (68A Stat. 163; 26. U.S.C. §501(c)(3));
9. Medicaid provider agreements for direct care services to Medicaid recipients, provided, that the direct care service is not provided through a home care agency, a community residence facility, or a group home for mentally retarded persons as those terms are defined in section 2 of the Health-Care and Community Residence Facility, Hospice, and Home Care Licensure Act of 1983, effective February 24, 1984 (D.C. Law 5-48; D.C. Official Code §44-501); and
10. Contracts or other agreements between managed care organizations and the Health Care Safety Net Administration or the Medicaid Assistance Administration to provide health services.

Enforcement

The Department of Employment Services (DOES) and the D.C. Office of Contracting and Procurement (OCP) share monitoring responsibilities.

If you learn that a contractor subject to this law is not paying at least the current living wage you should report it to the Contracting Officer.

If you believe that your employer is subject to this law and is not paying you at least the current living wage, you may file a complaint with the DOES Office of Wage – Hour, located at 64 New York Ave., NE, Room 3105, (202) 671-1880.

For questions and additional information, contact the Office of Contracting and Procurement at (202) 727-0252 or the Department of Employment Services on (202) 671-1880.

Please note: *This fact sheet is for informational purposes only as required by Section 106 of the Living Wage Act. It should not be relied on as a definitive statement of the Living Wage Act or any regulations adopted pursuant to the law.*

REVISED ATTACHMENT J.10

MAP OF CATCHMENT AREAS FOR THE HOMELESS OUTREACH SERVICES

ATTACHMENT J.11

CATCHMENT AREA POPULATION AND MINIMUM COVERAGE
REQUIREMENT CHART

Catchment Area Population and Minimum Coverage Requirement Chart

Catchment Area	Estimated number of homeless persons living in area	Minimum number of man hours required per day for Street Outreach	Minimum number of man hours required per day for Ancillary Services
1	16	6	6
2	50	15	19
3	78	22	29
4	174	47	65
5	18	8	7
6	53	16	20
7	25	10	9
8	44	15	17

ATTACHMENT J.12

LENGTH OF HOMELESSNESS OF THOSE LIVING ON THE STREETS

Length of Homelessness for those Living on the Streets

Length of Time Homeless	Approximate % of those Currently Living on the Streets
3-6 months homeless	5.78%
7-12 months homeless	9.85%
13-18 months homeless	3.68%
19-21 months homeless	0.69%
22-24 months homeless	8.53%
25-30 months homeless	2.65%
31-36 months homeless	8.59%
More than 36 months homeless	60.23%

ATTACHMENT J.13

DHS Form 1243, Unusual Incident Report Form

**UNUSUAL INCIDENT REPORT FORM
DISTRICT OF COLUMBIA GOVERNMENT
Department of Human Services**

Office of Investigations and Compliance
2146 Georgia Avenue, NW, Room 212
Washington, DC 20001
Phone: 202-673-4583 FAX: 202-673-6793

Office of Continuous Quality Improvement
64 New York Avenue, NE, Room 6150
Washington, DC 20002
Phone: 202-671-4339 FAX: 202-671-4324

This form is used to record an accident, injury, or unusual occurrence. Any incident involving an employee injury must also be reported to Disability Compensation IMMEDIATELY at 1-888-829-6186

PART I - REPORTED BY

NAME: _____	ADMIN/OFFICE: _____
TITLE: _____	WORK TELEPHONE: _____
ORGANIZATION/ADDRESS: _____	DATE: _____
	TIME REPORTED: _____

PART II - INCIDENT INFORMATION

Date of Incident: _____	Time of Incident: _____	Date of Report: _____
-------------------------	-------------------------	-----------------------

Type of Incident: _____
(accident, injury or unusual occurrence)

Person (s) Involved: _____

Incident Location Address: _____

Employee's Name (Last, First, Middle): Last First Middle	Work and /or Mailing Address (including zip code): Street/PO Box City State Zip
---	---

Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____
---	---

First Witness's Name (Last, First, Middle): Last First Middle	Work and /or Mailing Address (including zip code): Street/PO Box City State Zip
--	---

Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____
---	---

Second Witness's Name (Last, First, Middle): Last First Middle	Work and /or Mailing Address (including zip code): Street/PO Box City State Zip
---	---

Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____
---	---

PART V - FOR INTERNAL AFFAIRS DIVISION OR *Office of Continuous Quality Improvement* USE

IR No.: _____

OCQI No.: _____

Investigator or *OCQI* Analyst Receiving Report: _____

Reviewed _____

Reported to: Director _____

Deputy Director _____
(specify name)

Thru: _____

Date Reported: _____

Time Reported: _____

Reporting Person's Signature: _____

Date: _____

FAX and E-Mail Completed Form to:
OIC, Deborah Wanzer at 202-673-6793 and deborah.wanzer@dc.gov
OCQI, Carole R. Lee at 202-671-4381 and carole.lee@dc.gov

GOVERNMENT OF THE DISTRICT OF COLUMBIA**DEPARTMENT OF HUMAN SERVICES****INSTRUCTIONS FOR COMPLETING
UNUSUAL INCIDENT REPORT (UIR) FORM**

In order to ensure an accurate and complete report, the following instructions will be utilized when completing DHS Form 1243:

ITEM:

1. Enter last name, first name, middle initial of person first reporting unusual incident (UI).
 - Enter job title/position and telephone number of person first reporting UI.
 - Enter date and time UI is first reported.
2. Enter last name, first name, middle initial of Chief, Major Component or appointed designee reporting UI to Internal Affairs Division, OIC.
 - Enter job title/position and telephone number of Chief, Major Component or appointed designee reporting UI to Internal Affairs Division, OIC.
 - Enter date and time UI is reported to Internal Affairs Division, OIC.
 - Identify name and address of your organization
3. Enter Administration, Office or Division where UI occurred.
4. Enter specific type of UI being reported.
5. Enter date and time UI occurred.
6. Enter location/place where UI occurred.
7. Enter last name(s), first name(s), middle initial(s), and title(s) of all persons involved.
8. Enter complete details of what and how it occurred. If applicable, enter why UI occurred.
9. Enter what actions were taken, such as police or family notified, medical treatment provided, etc. Also, include corrective measures taken to prevent reoccurrence, administrative, managerial or disciplinary actions taken and by whom. If necessary, include recommendations for additional actions by higher authorities.

Items 10 - 12: For use by Internal Affairs Division, OIC.

13. Reporting Person Sign and date UIR.

DHS

Updated: 03/28/05

Attachment 4

Revised pages 52 – 53

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L.2.1.2 Section 1 – Technical Expertise

- a. The offeror shall provide a brief description of the firm and its qualifications to undertake this project. The District is particularly interested in the firm's staff experience and qualifications relevant to the Scope of Services and the specific roles they played in past similar projects.
- b. The offeror shall provide evidence of sound fiscal management and financial recordkeeping system.

L.2.1.3 Section 2 – Technical Approach

- a. The Offeror shall describe the Offeror's mission and vision and how the Offeror's mission and vision position the Offeror to perform the required services and described in C.5.
- b. A narrative to describe the Offeror's understanding of the required services (C.5) including knowledge and application of the Applicable Documents contained in C.2.
- c. The Offeror shall provide a detailed description of the Offeror's technical approach and methodology to provide the required services described in C.5 including the following:
 - 1. Client engagement techniques and strategies
 - 2. Staffing deployment plan
 - 3. Client follow-up, referral and service/program connection strategies
 - 4. Plan and approach for collaborating with other organizations performing outreach services
 - 5. Plan and approach for collaborating with organizations providing shelter, housing and/or supportive services
 - 6. Staff training and supervision plan
 - 7. Protocol for distribution of supplies and materials
- d. The Offeror shall describe any creative approaches, special techniques and skills that the Offeror will provide in order to accomplish the requirements of this solicitation.
- e. The Offeror shall propose a payment schedule for the placement of Homeless individuals or families.

L.2.1.4 Section 3 – Past Performance

- a. The Offeror shall describe its experience with providing Outreach Services that is similar in size and scope as the required services described in Section C.

- b. The Offeror shall provide a list of contracts and subcontracts the Offeror has performed similar in size and scope as the required services described in C.3 within the past five (5) years. The Offeror's list shall include the following information for each contract or subcontract:
1. Name of contracting activity;
 2. Contract number;
 3. Contract type;
 4. Contract duration (or Period);
 5. Total contract value;
 6. Description of work performed; and
 7. Contact person name, phone, and e-mail address.
- c. The Offeror shall submit a minimum of three (3) completed Past Performance Evaluation Forms provided as Attachment J.9 from the list of contract identified in L.2.1.2.c

L.2.1.5 Section 4 – Attachments The Offeror shall provide in this section the following documents and pertinent information:

- a. Solicitation offer and award form;
- b. Attachments J.3, J.4, and J.7 of this RFP;
- c. Completed and signed representations and certifications and other required statements of the offeror found in Section K; and
- d. Copy of valid business license

L.2.1.5 **Price Proposal**

The information requested in this section shall facilitate evaluation of the Offeror's Price Proposal in response to Section B. The Offeror's price proposal will be evaluated separately from the Technical Proposal. The offeror shall include in its price proposal the following:

- a. Complete Price Schedule (Section B.3);
- b. Cost/Price Certification and Data Package, Attachment J.8
- c. The Contractor can propose to serve any number of specific catchment areas as outlined in this Solicitation. The Offeror shall specify which catchment area(s) it will serve and outline this in the narrative section of their proposals. Offerors must also develop a budget which will determine the monthly service fee, and projected annual performance bonus payments, for each specific catchment area they propose to serve and complete the charts in Section B.3 accordingly. Selected offerors will be awarded one contract regardless of the number of catchment areas that they are selected to serve. Offerors may be selected for all or some of the catchment areas they propose to serve.

L.3 **PROPOSAL SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF PROPOSALS AND LATE PROPOSALS**

L.3.1 **Proposal Submission**

Proposals must be submitted no later than 2:00 PM (EST) on *August 16, 2010 as specified in Section A.9*. Proposals, modifications to proposals, or requests for withdrawals that are received in the designated District office after the exact local time

Responses to Questions Regarding Solicitation DCJA-2010-R-0003 for Outreach Services

Q 1: This is a monthly, fixed price contract (C.5.7), but in section C.5.7.2 it says DHS will only pay based on compliance with both service requirements and performance requirements. There is no clear definition of what those performance requirements are in the RFP.

A 1: The service requirements and definition of performance requirements have been addressed in the revised Section C.5 (see pages 9 through 21F of attachment 1). There are only service requirements and they are listed in Section C.5. There is also a chart included in Section C.8.2, which lists the required documentation and verification process for each service requirement.

Q 2: Section C.4.2 lists five (5) street outreach service components DHS expects to be delivered and one of them is engagement. In Section C.3.2, engagement is defined as not occurring until a person is willing to interact w/ us multiple times and there is insight into our role, etc.

A 2: The definition for engagement listed in Section C.3.2 has been revised under attachment 1, page 10) as follows:

C.3.2 Engagement - Engagement is the process of attempting to develop rapport and a relationship with a client to achieve one or more of the following:

1. a willingness of a homeless individual or family to interact with an outreach worker;
2. a willingness of a homeless individual or family to share personnel information with an outreach worker and receive services;
3. a willingness of a homeless individual or family to accept a placement in shelter or housing.

Q 3: Does that mean agencies aren't meeting service requirements on engagement if someone takes long term engagement w/ minimal interaction? Ex: Sitting next to someone on a park bench b/c they won't talk to you or continued reaching out to someone who says "go away!". After many years of doing outreach, our experience is that this engaging can go on for long periods before actual successful engagement occurs. DHS needs to make allowance for the process of engaging.

A 3: See response for Question 2

Q 4: Given that this is a fixed price budget, how do we include the need for on-call or per diem staff during times of emergency listed like severe weather, terrorist attacks, inaugurations, etc.? The need for this flexibility was mentioned more than once.

A 4: Section C.5.1.5 has been revised to describe what will be expected in these situations. There will be no need to bring on additional staff or incur overtime because the expectation will be to just deploy the staff that would normally work on a given day to specific locations at times

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designated by DHS. So essentially all that would change is the times that the staff would work on days when these events take place.

Q 5: If we need funding for additional service hours during extreme emergencies or per the city's request, how quickly (or can we) amend the contract to request the additional needed funds?

A 5: See answer to Q 4

Q 6: People are mobile and will often move between catchments areas. Will this impact billing or reflect negatively on our performance indicators?

A 6: No it will not impact on billing or reflect negatively on performance. As long as the provider meets the service requirements while the client is in their catchment area then their movement to another area will not impact their performance indicators or billing. If the client achieves one of the performance goals which corresponds with a performance bonus payment that the provider from the catchment area that the client attributes the success to will get the payment. If multiple providers are deemed equally responsible, than the payment will be divided equally among them. Provider will need to just coordinate well together.

Q 7: Does DHS expect all service contacts to be tracked using the HMIS system, or just the regularly scheduled reporting? If so, will providers be given access to more information in the HMIS system, such as which shelters people have accessed? The HMIS system may not be setup to report on individuals who are homeless given some of the lack of information people report during outreach. Ex: may only know a person as "Smiling Sam" for months until he allows us to get close enough to get more info. We will need to track/bill these services and need data management system flexible enough to do so.

A 7: Section C.5.1.19 – Reporting under attachment 1, page 18 has been revised to state "DHS expects that general client demographic information and generally summaries describing ongoing contact will be inputted into HMIS. DHS has not determined what system (if any) monthly reporting will be captured in". DHS understands the challenges of obtaining information from clients and will not hold that against providers.

Q 8: Will we be given higher access to HMIS to determine shelter stay for purposes of performance bonuses, or will that be calculated by DHS by accessing the HMIS data?

A 8: The HMIS system is currently undergoing updates to allow for more open access. However, DHS will determine the level of access providers will have to the system and providers will not need full access to track shelter stays and other information as DHS will have access to this information.

Q 9: In the 5th component of street outreach services defined, DHS says we need to provide families with critically needed supplies like blankets, gloves, hats, etc. How much of that needs to be worked into budget, vs. what DHS already has the resources for like the blankets given out in the winter?

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- A 9: Section H.10.6 – District Responsibilities under attachment 2, page 38 has been revised to state that DHS will provide these items.
- Q 10: it is key to have flexible dollars to spend on things like bus tickets to send people back home to other cities who are stranded or to purchase tools for a person who needs to get to work. Can these costs be worked into the budget?
- A 10: Costs for transporting clients to other jurisdictions cannot be included in provider budgets as there are existing resources for this purpose (e.g., Traveler's Aid).
- Q 11: How many individuals are identified in each catchment area?
- A 11: See Revised Attachment 3 – Section J – Attachments for Attachment J.11 - Catchment Area Population and Minimum Coverage Requirement Chart. This Chart identifies how many individuals are in each catchment area.
- Q 12: Do the Director and Controller need to be FTEs, or can this vary depending on the number of Catchment areas awarded?
- A 12: Providers need to have these positions as a part of their overall organizations. However, they only need one of each of these position overall and not one per catchment area they plan to serve.
- Q 13: The definition of Outreach Specialists excludes many formerly homeless individuals who can be a tremendous resource for this type of work. There may be a shortage of qualified Outreach Specialists in the city given this definition, because most agencies do not have Outreach built into their existing budgets. If our agency trains, and "credentials" formerly homeless individuals who lack the outreach experience- can they be considered for the Outreach Specialist positions?
- A 13: No, according to Section C.5.17.2 – Qualifications for Outreach Specialist a minimum of two (2) years of post secondary education at an accredited college and two (2) years of experience with providing outreach services. Additional years of experience providing outreach services may substitute for education.
- Q 14: What, if any, housing resources will be designated to this project by DHS or other city sources?
- A 14: None. There will be no housing resources specifically dedicated to outreach providers or outreach efforts in generally. It is expected that clients be connected to existing housing resources that they qualify for.
- Q 15: The RFP states in Section C.5.1.5 that "50% of its street outreach services during evening and overnight hours". Can you give us some clarity on this? We agree that it is essential to provide services during these hours, but the RFP also emphasizes that services are followed up on, referrals made, people connected to housing and mental health services, etc. This type of f-u is

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required during day time hours. Assessment and engagement can/should happen in the evenings and early mornings, but there are very few services that are available during those times. We would like to interpret this to mean that we can employ more staff during the daytime to meet these service needs, as long as 50% of the total hours that we cover in a 24 hour period are in the evening. Ex: Maybe 2 staff work the evening and early morning shifts, while 4 people work during business hours when providers are open.

- A 15: The intention here is to perform outreach when it is most needed and when clients are most assessable and easier to locate. However, DHS understands the need to make connections to services and do follow ups during normal business hours. The expectation is that at least 50% of the total staff work hours be spent during the times specified. So if you have six outreach specialists working a combined 48 hours per day then 24 of those hours should be worked during the times specified.

Attachment 6

Pre-proposal Conference Attendance Records

Attachment 6

SIGN-IN SHEET
FOR
PRE-PROPOSAL CONFERENCE

SOLICITATION NO: DCJA-2010-R-0003

CAPTION: Outreach Services

DATE: August 4, 2010
TIME: 10:00 A.M.

PLEASE PRINT

NO.	NAME/TITLE	AGENCY/ADDRESS	PHONE/E-MAIL
1.	James Beck Development Director	Jude Anne Faustwald 741 8th St SE 20003	202-675-9370 jbeck@suburbanec.org
2.	Paul Davidson The Green District	THE 5101 16th St NW WDC 20011	202 291 5535 pdonald@thegreen.org
3.	Chae Sprues-Spears GMC	GMC 1041 Wisconsin Ave NW 20007	chae@gmcst.org
4.	Quah ZHOU	Georgetown Ministry Center 1041 Wisconsin Ave NW 20007 PO Box 1931 N, DC 20013	nick@gmccst.org 202-468-1914
5.	Craig Keller	NATIONAL PUBLIC SQUARE	craig.keller@nationalpublicsquare.org

NO.	NAME/TITLE	AGENCY/ADDRESS	PHONE/E-MAIL
6.	Townsend About Director	The People For Fisheries	202. 713. 4349 abouttownsend@peopleforfish.com
7.	Vincent Jackson Program Manager - Fisheries Subj	Fish Helping - DC Central Kitchen	202. 439- 8282 VJackson@decentralkitchen.org
8.	Alexander Moore Grants Manager	DC Central Kitchen	202. 364-1419 789.5979 x104 amoore@decentralkitchen.org
9.	RAFAEL CHADHAN CEO	DC CENTRAL KITCHEN	202. 266-2019 RACHADHAN@DECENTRALKITCHEN.ORG
10.	Christine Lauterbach Devel. Dir.	CCH Friendship Place	202 364 1419 x26 CHRISTINE@CCHFP.ORG
11.	Deon-Michel Girard / ED	Friendship Place Pathways to Housing DC	Girard@cehfp.org 2-364-1419 ext.12 2/529-2972
12.	Christy Kress Program Director	101 G St NE Suite 5 Wash, DC 20002	ckress@pathwaysdc.org 2/529-2972
13.	Linda Kaufman COO	"	Lkaufman@pathwaysdc.org 2/498-3537
14.	Gable Bamer Vice President	7 G Consultant 4525 Eads Pl NE, 20019	gable_bamer@yahoo.com 2/438-1074
15.	TONY DUGGER	MCAT 200 R St NW	tdugger47@verizon.net 2/291-5335 ext. 402
16.	THOMAS CRUMWIGHT DIRECTOR OF FINANCES	THE 5101 16TH St. NW WDC 20011	thomascrumwright@thex.org

NO.	NAME/TITLE	AGENCY/ADDRESS	PHONE/E-MAIL
17.	Alivia Hoston	Theide D.C.	2/503-1522 Alivia@theide.org
18.	BILL HESLEN	DC CENTRAL KITCHEN	202-438-5832 BHEPLEN@DCCENTRALKITCHEN.ORG
19.	ROBI DURHAM-DP	THE-Transitional Housing Corp.	291-5535 xt. 301 rdurham@thcdc.org
20.	Kame Maskele	OCP	202-444-2002-7278-2354 kame.maskele@dc.gov 202-727-4167 jmaskele@ocp.gov
21.	Ain Mard	DCU	jain.mard@dc.gov
22.	Monica Parran	DHS	202-671-4347 monica.parran@dc.gov
23.	Laura Zeilinger	DC DHS	202-671-4335 Laura.Zeilinger@dc.gov
24.	FRED SWAN	DHS	202 448 4177 fred.swan@dc.gov
25.			
26.			
27.			