



REQUEST FOR PROPOSALS

Consulting Services for 2024 Continuum of Care Performance Monitoring

Posting Date: Thursday, January 25, 2024

Response Submission Deadline: 5:00pm Eastern Standard Time on Thursday, February 29, 2024.

NOTE TO RESPONDENTS:

Please be advised that **all** submissions (including those not selected for engagement) may be made available to the public on request pursuant to the Rhode Island Access to Public Records Act, Chapter 2 of Title 38 of the Rhode Island General Laws (the "APRA") upon award of a contract(s). As a result, respondents are advised not to include information that they deem proprietary or confidential or that constitutes a trade secret.

INTRODUCTION

Through this Request for Proposals ("RFP"), the Rhode Island Housing and Mortgage Finance Corporation ("RIHousing") seeks proposals from qualified firms to carry out Continuum of Care ("CoC") awardee program performance monitoring activities on behalf of the Rhode Island CoC ("RiCoC").

The RiCoC is in search of a firm to undertake the tasks of the program performance monitoring activities on behalf of the RiCoC, referred to herein as "Performance Monitoring."

The chosen firm will assume responsibility for timely execution of various CoC Performance Monitoring activities, working collaboratively with RIHousing staff. These activities include conducting annual reviews for approximately 35% of RiCoC-funded projects (approximately 15 projects). The reviews, which may be desk audits or site visits based on results of a risk assessment, will encompass a thorough evaluation of sample Program files, organizational capacity (financial management capabilities, grant management skills, and program management competencies), consumer satisfaction, and adherence to Housing Quality Standards. Findings from the annual reviews will be reported to the CoC Planner and RiCoC Board for suggested follow-up actions and to address any identified performance issues.

The selected firm will be tasked with obtaining and reviewing recipients' most recent financial audits, referring auditor findings and concerns to the CoC Planner and RiCoC Board as necessary. Ongoing review and monitoring of RiCoC recipients' written financial and program policies and procedures for compliance with the HEARTH Act, McKinney-Vento Homeless Assistance Act, and 24 CFR 578 regulations are crucial components of the Performance Monitoring activities.

To ensure progress alignment with established goals, the firm will monitor each RiCoC-funded project's advancement by reviewing periodic status reports submitted by recipients and HUD. Conflict



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of interest monitoring will also be conducted, with any identified deficiencies or conflicts promptly reported to the CoC Planner and RICoC Board. The selected firm will assist in addressing these issues as directed, which may include hosting and facilitating training sessions, preparing and disseminating program and compliance guidance, and providing tailored one-on-one support to individual grantees based on their unique needs.

INSTRUCTIONS

Proposals must be submitted via email to: **Ben Darby, CoC Planner** at bdarby@rihousing.com no later than the response submission deadline set forth above.

Proposals that are not received by the response submission deadline or that do not adhere to the submission instructions described herein shall not be accepted or considered by RIHousing.

Proposals should be concise and adhere to the word count applicable to each section of this Request for Proposals (“RFP”). Proposals should be presented on business letterhead and include all attachments, certifications (including the Submissions Certification at [Attachment A](#)), and work samples (as applicable). Please note that failure to provide any information, certification, or document requested in this RFP may cause your submission not to be reviewed or considered by RIHousing.

RIHousing may invite one or more finalists to make presentations, including demonstrations of requested products, if applicable.

Updates, amendments and Q&As related to this Request for Proposals may be posted from time to time at: [RFPs & RFQs | RIHousing](#).



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SCOPE OF WORK

Please see the Scope of Work as provided on Attachment B.

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

SUBMISSION
CHECK LIST

Section A: General Firm Information (Total word limit: 500 words)

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Name of the principal(s) of the firm.
 - b. Name, business telephone number and business email address of a representative of the firm authorized to discuss your proposal.
 - c. Locations of all offices of the firm.
 - d. Number of employees of the firm.

RIHousing requests that the contact information provided in response to this subsection (1) be strictly limited to business addresses, telephone numbers, and email addresses to protect any personal information from being made available to the public pursuant to APRA.

Section B: Experience and Resources (Total word limit: 3500 words)

1. Describe your firm and its capabilities. In particular, support your capacity to perform the Scope of Work and the proposed timeline the firm could support the proposed scope of work.
2. Indicate which principals and associates from your firm would be involved in providing services to RIHousing. Provide appropriate background information for each such person and identify their responsibilities.
3. If applicable, please indicate the name of any subcontractors that would be involved in providing services to RIHousing. Provide appropriate background information for each person or entity, identify the person’s responsibilities and outline their capabilities.
4. Identify any conflict of interest that may arise because of business activities or ventures by your firm and associates of your firm, employees, or subcontractors as a result of any individual’s status as a member of the board of directors of any organization likely to interact with RIHousing. **If none, please provide a statement to such effect.**



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- 5. Provide a detailed list of references, including a contact name and business telephone number for organizations or businesses for whom you have performed similar work.
- 6. Identify individuals in your firm with multi-lingual skills, who are available to assist with communication in languages other than English. Please identify the language(s).
- 7. Describe your firm’s information security systems and the steps that your firm takes to safeguard client communication, confidential information, and client data. Include in your response whether your firm performs penetration testing, your firm’s encryption methods, and whether client data is stored onshore or offshore.

Section C: Fee Structure (Total word limit: 500 words)

The cost of services is one of the factors that will be considered in awarding this contract. The information requested in this section is required to support the reasonableness of your fees.

- 1. Please provide a cost proposal for providing the Scope of Work at Attachment B.
- 2. Provide an itemized breakdown of billing rates and hourly costs, list of key personnel and their hourly rates, reimbursable expenses, etc. for any services that may be requested in addition to the services previously described.
- 3. Please provide any other fee information applicable to the engagement that has not been previously covered that you wish to bring to the attention of RIHousing.

Section D: Affirmative Action Plan and Minority Owned Business/Women Owned Business

- 1. RIHousing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected classes. Describe your firm’s affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on RIHousing’s engagement and, if applicable, a copy of your Minority- or Women-Owned Business Enterprise state certification.

Section E: Miscellaneous (Total word limit: 1000 words)

- 1. Discuss any topics not covered in this RFP that you would like to bring to RIHousing’s attention.



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Section F. Certifications

- All applicants must respond to and provide documentation as outlined in the Request for Proposals Submission Certifications at Attachment A.

EVALUATION AND SELECTION

A selection committee consisting of RIHousing employees will review all proposals that meet the requirements set forth in the “Instructions” section of this RFP and make a selection based on the following factors:

- Professional capacity to undertake the Scope of Work (as evaluated by reference in Section B: Experience and Resources);
- Proposed fee structure (as evaluated by reference in Section C: Fee Structure);
- Ability to perform within time and budget constraints (as evaluated by reference in Section B);
- Evaluation of proposed project approach (as contained in the Attachment B-Scope of Work. Section B);
- Previous work experience and performance with RIHousing and/or similar organizations (as provided in Section B: Experience and Resources, subsection 3);
- Recommendations by references (as provided in Section B: Experience and Resources, subsection 3);
- Firm minority status and affirmative action program or activities (as requested in Section D: Affirmative Action Plan and Minority Owned Business/Women Owned Business)
- Foreign language capabilities of the firm (as provided in Section B: Experience and Resources, subsection 5);
- Other pertinent information submitted.

By this RFP, RIHousing has not committed itself to undertake the work set forth herein. RIHousing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. RIHousing reserves the right to make those decisions after its receipt of responses. RIHousing’s decision on these matters is final.



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For additional information contact **Ben Darby, CoC Planner**, at bdarby@rihousing.com.

Revised: February 15, 2023



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Attachment A

Requests for Proposals Submission Certifications

Please respond to **all** items below and include it in your response to this RFP. Be sure to include any additional information in the space provided or as an attachment as needed. Please ensure that any attachments refer to the appropriate item by name (i.e., “Conflict of Interest,” “Major State Decision Maker,” etc.)

Total word limit for Sections A and B: 500 words

Section A: Conflicts of Interest

1. Identify any conflict of interest that may arise as a result of business activities or ventures by your firm and associates of your firm, employees, or subcontractors as a result of any individual’s status as a member of the board of directors of any organization likely to interact with RIHousing. **If none, check below.**

None

2. Describe how your firm will handle actual and or potential conflicts of interest (*please include in your proposal or attach a sheet with this information*).

Section B: Litigation, Proceedings, Investigations

1. Identify any material litigation, administrative proceedings, or investigations in which your firm is currently involved. **If none, check below.**

None

2. Identify any material litigation, administrative proceedings, or investigations to which your firm or any of its principals, partners, associates, subcontractors, or support staff was a party, that has been finally adjudicated or settled within the past two (2) years. **If none, check below.**

None

Section C: Certifications

1. RIHousing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as RIHousing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year



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to any general officer, any candidate for general office, or any political party. **Please acknowledge your understanding below.**

I have read and understand the requirements of Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.

2. Does any Rhode Island “Major State Decision-maker,” as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, “Major State Decision-maker” means:

(i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

Please indicate your response below.

Yes

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18.

No

3. In the course of providing goods or services to RIHousing, the selected respondent may receive certain personal information specific to RIHousing customer(s) including, without limitation, customer names and addresses, telephone numbers, email addresses, dates of birth, loan numbers, account numbers, social security numbers, driver’s license or identification card



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numbers, employment and income information, photographic likenesses, tax returns, or other personal or financial information (hereinafter collectively referred to as the “Personal Information”). The maintenance of the Personal Information in strict confidence and the confinement of its use to RIHousing are of vital importance to RIHousing.

Please certify below that in the event your firm is selected:

(i) any Personal Information disclosed to your firm by RIHousing or which your firm acquires as a result of its services hereunder will be regarded by your firm as confidential, and shall not be copied or disclosed to any third party, unless RIHousing has given its prior written consent thereto; and

(ii) your firm agrees to take all reasonable measures to (a) ensure the security and confidentiality of the Personal Information, (b) protect against any anticipated threats or hazards to the security or integrity of the Personal Information, and (c) maintain reasonable security procedures and practices appropriate to your firm’s size, the nature of the Personal Information, and the purpose for which the Personal Information was collected in order to protect the Personal Information from unauthorized access, use, modification, destruction or disclosure; and

(iii) when discarding the Personal Information, destroying it in a commercially reasonable manner such that no third party can view or recreate the information, electronically or otherwise.

These provisions, which implement the requirements of the Rhode Island Identity Theft Protection Act, R.I.G.L. § 11-49.2 et seq., will also be incorporated into the final contract with the selected respondent(s). In addition, if selected, your firm may be requested to provide a copy of its information security plan.

I certify that in the event our firm is selected, we will comply with the Personal Information and Security guidelines noted above.

4. Your firm’s president, chairman or CEO must certify below that (i) no member of your firm has made inquiries or contacts with respect to this RFP other than in an email or written communication to **Ben Darby, CoC Planner, at bdarby@rihousing.com**, seeking clarification on the Scope of Work set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after February 29, 2024 (iii) all information in the proposal is true and correct to the best of your knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a RIHousing employee or Commissioner, or a relative of the same, based on any understanding that such person’s action or judgment will be influenced, and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.



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I certify that no member of our firm has made or will make any such inquiries or contacts; all information supplied is true and correct; no member of our firm has provided anything of value to influence RIHousing; and our firm is in compliance with applicable political contribution reporting.

President, Chairman or CEO (*print*): _____

Signature: _____

Firm Name: _____



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Attachment B

Scope of Work

I. Services to be Provided

The selected firm will be responsible for the timely performance of the following Performance Monitoring activities, with input and support from RIHousing staff:

Annual Reviews of RICoC-Funded Projects

Conduct annual reviews for approximately 35% of all RICoC-funded projects. Based on the risk assessment completed by the Collaborative Applicant, approximately 10 of these projects will be audited through in-person site visits, with approximately 5 additional projects being monitored through desk audits. The selected firm will notify the agencies selected to be audited and the selected firm will schedule and complete the reviews. Reviews will include a detailed examination of sample program files, organizational capacity (financial management capabilities, grant management skills, and program management competencies, consumer satisfaction, and adherence to Housing Quality Standards, as well as additional relevant requirements to ensure compliance with the HEARTH Act, McKinney-Vento Homeless Assistance Act, and the regulations contained in 24 CFR 578.

The selected firm will produce a written final report on all projects reviewed. This report will outline:

- Observations on project compliance with the HEARTH Act, McKinney-Vento Homeless Assistance Act, and the regulations contained in 24 CFR 578. This includes general program requirements and operations, including financial management, participant files, and use of the Homeless Management Information System (HMIS).
- Observations on project implementation and fidelity to CoC program best practices, including the Housing First model.
- Observations on the effectiveness of project and opportunities to improve the effectiveness of the project.

Specific areas of compliance that RIHousing is interested in are:

- Compliance with Coordinated Entry Policies and Procedures
- Compliance with HMIS Policies and Procedures, and HMIS data quality
- Compliance with CoC program match requirements
- Compliance with CoC program time and effort tracking requirements
- Compliance with eligibility criteria and documentation of eligibility criteria in participant files
- Compliance with Housing Quality Standard requirements
- Compliance with regulations outlining appropriate rent calculations – whether FMR or Rent Reasonable



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- Compliance with HUD’s Equal Access Rule and VAWA regulations

Financial Audits and Policy Reviews

- Obtain and review recipients' most recent financial audits, referring any auditor findings and concerns to the CoC Planner and RICoC Board as necessary.
- Conduct ongoing reviews and monitoring of RICoC recipients’ written financial policies and procedures to ensure compliance with the HEARTH Act, McKinney-Vento Homeless Assistance Act, and the regulations contained in 24 CFR 578.

Progress Monitoring of RICoC Funded Projects

- Monitor the progress of each RICoC-funded project selected towards the performance goals established in their funding applications and/or assistance agreements.
 - This involves receiving and reviewing status reports submitted by recipients and the Department of Housing and Urban Development (HUD).

Reporting

- Prepare and submit comprehensive reports detailing the findings of annual reviews, financial audits, and progress monitoring activities to the CoC Planner and RICoC Board as required.
 - These reports should include actionable recommendations for addressing identified issues and improving overall program performance.
- Assist in appropriate follow-up as directed by the CoC Planner and RICoC Board, including, but not limited to, hosting and facilitating training, preparation, and dissemination of program and compliance guidance, and one-on-one support tailored to the unique needs of individual grantees.

II. Project Schedule

RIHousing anticipates this project will span approximately three (3) months’ time. Project monitoring must be completed before the end of 2024. Within these scheduling parameters, RIHousing is open



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to contractor availability and capacity to conduct the scope of work. Proposals should clearly delineate a proposed timeline for all stages of this project within their proposal submission.

If the firm would like to suggest an alternative timeline for consideration, please include that statement and the alternate timeline clearly within the proposal.

III. Project Approach

A qualified firm will need an in-depth understanding of the requirements of the HEARTH Act, McKinney-Vento Homeless Assistance Act, and the regulations contained in 24 CFR 578 – The Continuum of Care Program.

Additionally, a qualified firm will have experience monitoring CoC projects for compliance with the aforementioned federal regulations and understand CoC program best practices. Preferably, the firm will have experience monitoring CoC projects and providing Technical Assistance to CoC grantees.