

# REQUEST FOR PROPOSAL

## RFP #1513-CSD001

- Project Title:*** Promoting Refugee Integration, Mobility and Empowerment (PRIME) Services
- Estimated Contract Period:*** October 1, 2015 through September 30, 2016. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals must arrive by 4:00 pm Pacific Standard Time on July 9, 2015.
- Submit Proposal To:*** **Proposal Delivered Electronically To:**  
Christine Simmonds, RFP Coordinator  
[Christine.Simmonds@dshs.wa.gov](mailto:Christine.Simmonds@dshs.wa.gov)
- In Email Subject Line, please reference RFP #1513-CSD001 and Bidder Name
- WEBS:** <https://fortress.wa.gov/ga/webs/>
- Procurement Website:** <http://www.dshs.wa.gov/ccs>

# REQUEST FOR PROPOSAL

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- Exhibit A- Bidder Certification and Assurances Form**
- Exhibit B- Administrative Requirements-Letter of Submittal Template**
- Exhibit C- Refugee Population**
- Exhibit D- Logic Model**
- Exhibit E- DSHS Regional Map**
- Exhibit F- Sample Contract Terms and Conditions**
- Exhibit G- Web EX Attendee Guide**
- Exhibit H- Budget Template**

# SECTION A. SUMMARY OF PROJECT

## 1. Purpose of Request for Proposals

The Washington State Department of Social and Health Services (DSHS) is looking for qualified Bidders to help recently arrived refugees achieve self-sufficiency and integration through the PRIME program. PRIME stands for Promoting Refugee Integration, Mobility and Empowerment, and will provide comprehensive case-management, self-sufficiency education, immigration services or an innovative new service for refugees in Washington State.

The purpose of this Request for Proposals (RFP) is to solicit competitive and innovative proposals for the best service delivery of PRIME that will lead to strong outcomes for refugees in their pathway to self-sufficiency and integration within their first five years in the United States (U.S.).

The PRIME Program serves refugees who are 16 years of age or older and have been in the U.S. five (5) years or less. For the purpose of this RFP, the term 'refugee' includes refugees, asylees, Cuban-Haitian entrants, Iraqis or Afghans with Special Immigrant Visa status, certain Amerasians and victims of human trafficking.

DSHS intends to award multiple contracts for the services described in this RFP in regions of Washington State where there are high concentrations of refugees, which include but are not limited to the following counties: Benton/Franklin, Clark, King, Pierce, Snohomish and Spokane.

DSHS will issue contracts for PRIME services based on refugee population, services proposed and service coverage. Any contract awarded is contingent upon the availability of funding.

Contracts resulting from this RFP are anticipated to commence October 1, 2015 and continue to September 30, 2016, with an option to renew annually through September 30, 2019 pending available funding. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

## 2. Minimum Qualifications

A Bidder must meet minimum qualifications in order to be considered for an award under this RFP. Bidders that do not meet minimum qualifications will be disqualified. To be eligible, a Bidder must:

- a. Have a current State of Washington business license.
- b. Have at least 2 years of experience within the past 3 years, providing case management, and/or education and workshops, and/or immigration services to refugees.
- c. Have current accreditation from the Board of Immigration Appeals (BIA) or have an immigration attorney on staff who will review all applications before they are submitted to the U.S. Citizenship and Immigration Services (USCIS). Note: This

requirement applies only if bidding for immigration services.

- d. Have the requisite electronic hardware and software to communicate with DSHS and to provide invoices, supporting documentation and other information through DSHS' secure email system. Minimum hardware requirements include a computer with internet access. Minimum software requirements include Windows and Microsoft Office.

### **3. Background**

Washington State has a long history of providing services to refugees. Governor Dan Evans was one of the first to respond to President Gerald Ford's call to action by welcoming 500 Southeast Asian refugees to Washington State in 1975. Over the past 40 years, Washington State has resettled 130,000 refugees from 70 different nationalities, and continues to help resettle thousands of refugees each year. In federal fiscal year 2014, the state welcomed 2,863 refugees representing more than 30 diverse nationalities. Currently, the highest numbers of refugees resettling in Washington come from the countries of Afghanistan, Burma, Iraq, Somalia and Ukraine. Refugee arrivals are expected to grow only slightly in the future, with an expected 3,000 a year average (see Exhibit C-, Refugee Population)

The refugee resettlement program has changed over the past 40 years. Today, refugees and their needs are very diverse. Many refugees come to the U.S. after having spent decades in a refugee camp. Others survived in urban areas often in danger of being arrested as illegal immigrants as they wait for an opportunity to start a new life. All refugees have experienced some level of trauma from the violence of fleeing their home country. Refugees also bring a wide variety of educational and work experiences. Some refugees have been professionals in their home country and have some level of English proficiency, while many more have little to no formal schooling in their home countries and cannot read or write in their own native languages.

Refugees are brought to the U.S. through a complex system with many national and international partners. The nine national Voluntary Agencies (Volags) have cooperative agreements with the Department of State to provide Reception and Placement Services for arriving refugees. These services last for the first 90 days, and are designed to provide for basic needs and services—such as securing affordable, safe, permanent housing, connecting refugees to DSHS for public assistance, and enrolling children in school—to help refugees stabilize. Volags' services are crucial and serve as the first step to help refugees on their pathway to integration, mobility and empowerment.

With initial efforts and resettlement services provided by Volags, refugees must continue to learn how to adjust quickly to their new communities, improve their language skills and navigate their new surroundings. They must do all this with limited English language skills, social and cultural adjustment issues and the trauma and stress experienced as a refugee. The myriad of information shared and provided during initial resettlement period can be overwhelming and it requires context and practice to utilize and master that knowledge on a daily basis. One of the first priorities for refugees is early employment, and newly arrived refugees who are connected to DSHS are referred to contracted employment and English language instruction programs to promote early economic self-sufficiency.

The Office of Refugee and Immigrant Assistance (ORIA) is located within the DSHS, Economic Services Administration, Community Services Division and is designated by the Governor's Office to administer refugee programs in Washington. ORIA partners with the federal Office of Refugee Resettlement's (ORR) to administer the Refugee Social Services grant, through contracts with service providers statewide, to deliver PRIME program services to eligible participants.

#### 4. Project Scope

##### a. The PRIME Program

The Prime program will replace ORIA's Refugee Resettlement Assistance (RRA) program. PRIME services support refugee employment and English language training and promotes refugee integration, mobility and empowerment. These services are designed to address and respond to the complex needs of recently arrived refugees, helping them to achieve a healthy and stable family life, support economic opportunity and growth, and assist with cultural adjustment and community integration.

The intent of the PRIME program is to provide a continuum of services that are community-based, comprehensive and client-centered. These services aim to promote the following key concepts in helping refugees:

- (1) **Integration** is a long- term process through which refugees and host communities communicate effectively, function together and enrich each other. The PRIME program will assist refugees in gaining the skills and knowledge needed to be successful in this process. As a result, refugees will develop an increased feeling of security, belonging and understanding of U.S. culture, customs and norms without losing their own culture and identity; they will gain increased awareness of how to access government and community resources; and they will have a better understanding of education, health, and safety systems.
- (2) **Mobility** is the ability of a refugee to move freely and independently within the society and community. By participating in the PRIME program, refugees will have an increased ability to independently navigate systems, utilize available transportation, access opportunities for skills development, and be able to stabilize family life, including managing their home, personal finances and preparing for emergencies.
- (3) **Empowerment** is the process that helps people to gain control over their own lives and communities. Through PRIME services, utilizing their own self-determination, refugees will connect and access services on their own, find their own pathway to fulfill their goals and dreams for their family and future, and they will gain the confidence to voice concerns through civic participation.

PRIME program components include comprehensive case-management services, targeted self –sufficiency education and immigration services.

The program is performance based and requires Bidders to develop a quantitative and qualitative evaluation plan that measures how well new refugees are progressing towards self-sufficiency

ORIA is interested in proposals that offer a comprehensive and a cohesive approach to service delivery which produces high quality and cost-effective services to refugees. ORIA is particularly interested in receiving proposals from organizations that have:

- Capacity to serve underserved and new, emerging refugee groups;
- Experience in providing culturally relevant and linguistically appropriate services;
- Established linkages to existing and relevant government and service agencies;
- Partnerships with other refugee service providers or community agencies that can offer an array of services for refugees;
- The ability to offer effective high quality services and demonstrate the best value for limited resources; and
- Strategies for achieving intended performance and measurable outcomes.

Eligible Participants: Services are limited to refugees 16 years and older and have resided in the U.S. for five (5) years and less and are Washington state residents.

In addition, participant priority for services include these ORR identified group per CFR 400.147

- All newly arriving refugees during their first year in the U.S.
- Refugees who are receiving cash assistance
- Unemployed refugees who are not receiving cash assistance, and
- Employed refugees in need of services to retain employment or to attain economic independence

b. **Program Services** - Bidders interested in this RFP may apply to provide one, some or all of the following Prime Services.

(1) **Comprehensive Case Management** provides a client-centered relationship that helps refugees in identifying and meeting their needs while building upon their strengths. These services should be designed to work with refugees that have significant barriers to self-sufficiency, such as cultural adjustment problems, health issues, family instability, domestic violence, and other problem issues. Case management focuses on removing barriers, supporting and promoting employment, and linking refugees to community resources.

An effective case-manager will create a safe space for participants and build a trusting relationship based on on-going communication, mutual respect, and being responsive to cultural needs and expectations. Case managers should also

have established linkages with existing community service providers. ORIA is interested in receiving proposals that implement highly-effective models of case management, such as trauma informed case management services.

Comprehensive Case Management Services should incorporate the following key elements:

- (a) Intake and Assessment: documenting strengths as well as identifying immediate needs/concerns which are barriers to attaining self-sufficiency.
  - (b) Planning and Goal Setting: developing a comprehensive service plan that details the participant's barriers, the goals the participant is working to achieve, and the action needed to address the participant's/family's immediate needs/concerns.
  - (c) Coordination: providing guidance to resolving issues, prioritizing by urgency; and assisting with connecting the participant to other direct service providers or available community resources to address immediate needs/concerns.
  - (d) Intervention: facilitating services to address participant needs/concerns and advocating for the participant when appropriate.
  - (e) Monitoring: ensuring immediate needs/concerns are resolved, confirming referrals to services or benefits were received by the participant, and conducting on-going contact and communication with participant/family to track progress towards self-sufficiency.
  - (f) Closure: conducting an exit interview and revisiting the case management plan when immediate and long-term needs, concerns or barriers have adequately been addressed.
- (2) **Self-Sufficiency Education** provides newly arrived refugees with information about their community as well as how to live and thrive in their new country and directly supports their progress towards self-sufficiency.

Bidders are required to provide an appropriate venue and presentation materials, and facilitate education with available interpreters when needed. Partnering with and/or utilizing subject matter specialists to provide information to participants is highly desired and encouraged.

Curriculum should incorporate a variety of instructional elements and approaches that meet the learning needs of a diverse client base. Activities and/or methods such as modeling, role-playing, field trips and the use of visuals are examples of strategies that might be incorporated into a PRIME lesson plan. Curriculum should include a pre- and post-assessment to measure gains in the participant's knowledge, changes in behavior or increased ability to independently access a service or perform an activity.

Examples of topics appropriate for newly arrived refugees include but are not limited to:

- (a) Advanced cultural orientation that builds on, but does not replicate cultural

orientation provided by the Volag during the reception and placement period

- (b) Availability of local resources and programs
  - (c) Basic use of technology
  - (d) Civic engagement and leadership
  - (e) Educational system including K-12 and post-secondary education
  - (f) Emergency preparedness and services
  - (g) Entrepreneurship and business plan development
  - (h) Financial literacy, including topics such as banking and budgeting
  - (i) Health and nutrition issues and services
  - (j) Home maintenance, housing standards and tenant rights & responsibilities
  - (k) Insurance- auto, medical, home
  - (l) U.S. legal system, law enforcement and immigration
- (3) **Immigration Services** assist refugees to complete the application process to USCIS (U.S. Citizenship and Immigration Services) for Adjustment of Legal Permanent Residence Status (I-485).

This service can only be provided by Bidders with current Board of Immigration Appeals (BIA) accreditation or Bidders who have an immigration attorney on staff with responsibility to review applications before they are submitted to USCIS.

**c. New Services**

Alternatively, Bidders may propose new services that are innovative and have not been funded by ORIA in the past. Examples of new services may include peer mentoring for newly arrived refugees, services specifically designed for refugee women, or support groups for refugees with unique needs or barriers.

**d. Innovation**

ORIA is interested in proposals that include creative and innovative approaches to serving refugees. Strategies or services may include bringing in new partners, leveraging resources from other funding sources and using technology to support PRIME services

**e. Collaboration and Coordination of Services**

Successful refugee resettlement requires a continuum of services involving many agencies working cooperatively together and can be provided concurrently and progressively. ORIA is interested in proposals from Bidders who work successfully in coordination with other organizations serving refugees to ensure strong public/private partnerships, maximize community resources, create a seamless service delivery system and provide the best value for funded services. Such partnerships and/or collaborations blend agencies' strengths, expertise and language capacity providing refugees with a broader array of quality services that minimizes duplication and creates a strong foundation for more efficient services. Examples of potential partnerships may include but is not limited to:

- Refugee self-help grass roots organizations, also known as Mutual Assistance Associations (MAAs) bring unique strengths and cultural knowledge to the resettlement process.

- Volags
- Housing agencies
- Educational institutions and organizations
- Local city, county, state and federal government departments or entities

Connecting with mainstream organizations to increase their awareness of refugees' social service needs may reduce the barriers refugees face accessing services independently. Building relationships between refugee serving and mainstream organizations will improve and strengthen future sustainable service access to refugees.

**f. Measurable Performance Outcome Goals**

DSHS seeks proposals that have clearly defined goals and objectives that will lead to measurable outcomes. Successful Bidders will be expected to propose and implement an evaluation plan that measures both qualitative and quantitative achievements of the proposed program.

For the RFP, a goal is defined as the purpose of the proposed project or program, and objectives are the methods or activities used to accomplish this goal. Performance measurement is the process of conducting a regular evaluation or assessment of services, activities, outputs, and outcomes in relation to the goal. It should track both the amount work done by the program (outputs) as well as the impact of this work on the program beneficiaries (outcomes). Evaluation should be ongoing, practical and useful to improve ongoing processes, activities and results.

DSHS is looking for effective objectives that are SMART:

- Specific: What is the specific task?
- Measurable: Is it measurable? Does your organization have ability to do so?
- Achievable: Can your organization get this done? Is it feasible?
- Realistic: Will this activity and service lead to the outcomes desired?
- Time bound: A time frame helps set boundaries around the objective.

Proposed program evaluations should be culturally-sensitive and appropriate to the community served. For instance, extensive written evaluations may be ineffective for clients with limited English proficiency and a lack of formal education.

Bidders are encouraged to be creative in devising ways to assess the achievement of their goal and objectives.

DSHS seeks proposals with innovative methodology for measuring success both qualitatively and quantitatively of the PRIME program. Bidders are required to complete a simple Logic Model (Exhibit D) that reflects specific activities and outcomes. In addition, Bidders are required to design a program evaluation plan that defines how the organization will measure outputs and outcomes toward accomplishing the goal.

#### **g. Reporting Requirements**

Successful Bidders will also be responsible for reporting data on both services and participants in a format provided by ORIA. This information must be reported electronically using a secure email system provided by DSHS. Providers must implement internal policies regarding client confidentiality and ensure privacy and confidentiality of all documents (electronic or paper) regarding client information.

Data elements may include, but is not limited to the following information:

- (1) Participant demographic information
- (2) # Total participants served during the month (unduplicated)
- (3) # Case Management participants (unduplicated)
- (4) # Education participants (unduplicated)
- (5) Education information (topics, facilitators, duration, location, assessments)
- (6) # Immigration Assistance participants (unduplicated)
- (7) # Performance Outcomes

#### **h. Other Requirements**

- (1) Current Refugee Resettlement Assistance (RRA) contractors interested in providing PRIME services under this RFP are required to submit a proposal for consideration. There is no guarantee of an award to a current RRA contractor, nor is there any guarantee that current contractors who are awarded a contract will receive the same level of funding.
- (2) Bidders may submit proposals for more than one DSHS region (Exhibit E – DSHS Region Map).
- (3) Bidders may either submit a proposal on their own or within a consortium but not both within the same DSHS region. For example, a Bidder cannot submit a proposal as a primary contractor and be a consortium member for another primary contractor in the same DSHS region.
- (4) An organization may be a consortium member, or sub-contractor, for more than one primary contractor. The sub-contractor must keep participant files and billings separate for each primary contractor, and must not bill for services for the same individual under more than one contract.
- (5) Bidders who want to serve as the primary contractor for a consortium must form a consortium within their selected DSHS region(s) and develop plans to provide services to targeted populations in the region(s) they represent. The primary contractor must be responsible for all training, oversight, corrective action, coordination, billing and support for the consortium.
- (6) Special consideration will be given to Bidders that propose:

- (a) Services as a Consortium of community-based organizations, MAA's and Volags to ensure that services are provided seamlessly through close communication and a working relationship,
- (b) Higher outcome goals based on the number of participants to be served; budgets that have a lower cost per participant. Reasonable costs will maximize federal funding in relation to total number outcomes proposed;
- (c) Services that have other sources of funding(s) that can be leveraged to support and increase PRIME outcomes or expand services to refugees not eligible (i.e. in U.S. over 5 years)
- (d) New and/or innovative strategies or services that respond to the needs of refugees.

**5. Funding**

An estimated \$ 1 million dollars is projected for the PRIME program for Federal Fiscal Year 2016 (FFY16) which starts on October 1, 2015 and ends September 30, 2016. The funding for this program comes from the U.S. Department of Health and Human Services (DHHS), Office of Refugee Resettlement (ORR). Exact funds available for the RFP will not be known until ORR releases it's funding in late September.

To allocate funding, DSHS will consider the total refugee population served through the Community Services Offices, recent and anticipated refugee arrival information, and services proposed and service coverage.

Below are the estimated percentages of funding to be allocated by DSHS Region and counties.

- a. Region 1 - 20%**  
     Benton/Franklin Co. 7-8%  
     Spokane 12-13%
  
- b. Region 2- 70%**  
     Snohomish County 6-8 %  
     King County 62-64%
  
- c. Region 3- 10%**  
     Clark County 4-6%  
     Pierce County 4-6%

These estimates are solely for the purpose of offering guidance to Bidders. Actual contracts will be based on the actual FFY16 allocations.

**6. Auxiliary Aids and Services**

DSHS will provide access to this RFP document to individuals with disabilities. Please contact the RFP Coordinator to request auxiliary aids and services for this RFP. If an

individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at <http://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/22-171.pdf>.

## **7. Minority & Women's Business Enterprises (MWBE) and Veteran-Owned Business Enterprises**

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, and 39.29.052, the State of Washington encourages participation by veteran-owned business enterprises and Minority- & Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority & Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women's business communities. Participation by veteran-owned and MWBE contractors may be either on a direct basis in response to this RFP or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of MWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis. Bidders may contact the Office of Minority & Women's Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/BusinessRegistry/default.aspx> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified. Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

## **8. Definitions.** The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP.

- a. Afghan Special Immigrants – A citizen or national of Afghanistan who is granted special immigrant status under 101(a) (27) of the Immigration and Nationality Act.
- b. Amerasians – An individual born in Vietnam after January 1, 1962 and before January 1, 1976 who was fathered by a US Citizen.
- c. Apparently Successful Bidder - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.
- d. Asylee – An individual who is physically present in the U.S. or at a border or port of entry and who has been granted political asylum by the U.S. Attorney General. An applicant for political asylum does not meet the immigration status requirement for Refugee Assistance until asylum has been granted.
- e. BIA Accreditation- Organizations that are officially recognized by the Board of Immigration Appeals (BIA) in the Executive Office for Immigration Review (EOIR) and the granted accreditation and authority by the BIA to represent other individuals in the EOIR immigration proceedings. Accredited representatives must be affiliated with an organization recognized by the BIA.

- f. Bidder - An individual, organization, public or private agency, or other entity who submits a Proposal in response to this RFP
- g. Consortium – An association of two or more organizations with the objective of participating in a common activity or pooling their resources for achieving a common goal by contracting with DSHS. A consortium has a primary contractor who contracts directly with DSHS and sub-contracts with other consortium members to provide services.
- h. Contractor – An Individual or Company who’s Proposal has been accepted by DSHS and is awarded a fully executed, written contract.
- i. Cuban/Haitian Entrant – A national of Cuba or Haiti who (1) was paroled into the U.S. or (2) was paroled for criminal prosecution or to give testimony, or has a pending case, or applied for asylum status
- j. DSHS – The Washington State Department of Social and Health Services, and the entity issuing this RFP; also referred to as the Department.
- k. Iraqi Special Immigrant - A citizen or national of Iraq who is granted special immigrant status under 101(a) (27) of the Immigration and Nationality Act.
- l. Issue - To mail, post or otherwise release this RFP as a public document to interested parties
- m. Key Personnel - Staff being proposed to do the work under this Proposal.
- n. MAA- Mutual Assistance Associations are ethnic-based associations that galvanize ethnic community support for resettlement and provide services to refugees. It is a coalition of refugee community organizations that help refugee newcomers to understand and navigate the systems that are part of everyday life.
- o. Office of Refugee Resettlement (ORR) - The federal office that administers the refugee program. It is within the U.S. Department of Health & Human Services.
- p. Prime or Primary Contractor – The consortium member contracting directly with DSHS and sub-contracting with other consortium members to provide services and billing DSHS for services
- q. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFP.
- r. Proprietary Information- Information such as patents, technological information or other related information that the Bidder does not want released or shared with the public.
- s. Protest - An objection by the Bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- t. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)

- u. Refugee – Persons who are unable to return to their home country because of race, religion, nationality, membership in a particular social group, or political opinion. For purposes of this RFP, the term “refugee” also refers to individuals with any of the following immigration statuses as defined by federal law:
- Refugees;
  - Asylees;
  - Victims of Human Trafficking
  - Amerasians
  - Cuban-Haitian Entrants
  - Iraqi/Afghani Special Immigrants
- v. RFP- Request for Proposals; i.e., this RFP document.
- w. RFP Coordinator -The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential Bidders and other interested parties.
- x. RRA - Refugee Resettlement Assistance
- y. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract
- z. Subcontractor – An organization that contracts with a Primary Contractor to provide services to eligible clients.
- aa. Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- bb. Unduplicated Clients- A count of individuals one time despite their participation in multiple services or programs.
- cc. USCIS- U.S. Citizenship and Immigration Services is a component of the Department of Homeland Security.
- dd. Victim of Human Trafficking – A person who has been trafficked into the U.S. and forced into the international sex trade, prostitution, slavery and/or forced labor through coercion, threats of physical violence, psychological abuse, torture and imprisonment.
- ee. VOLAG – Voluntary resettlement agencies with cooperative agreement with the Department of State responsible for the initial resettlement of refugees.
- ff. WEB EX – Online web conferencing tool, allowing attendance at a meeting from anywhere.
- gg. WEBS – Washington’s Electronic Business Solution. DSHS encourages all Bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>

# SECTION B. PROCUREMENT PROCESS

## 1. Procurement Contact Information

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification.

Contact: Christine Simmonds, RFP Coordinator  
 Department of Social & Health Services  
 Community Services Division  
 CSD Contract Services

Telephone: 360-725-4529      FAX: 360-725-4905

E-mail Address: [Christine.Simmonds@dshs.wa.gov](mailto:Christine.Simmonds@dshs.wa.gov)

## 2. Acceptance of RFP Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit A, constitutes a binding offer.

## 3. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder’s sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

**Figure 1. PROCUREMENT SCHEDULE**

Item	Action	Date/Deadline (all times are Pacific Standard time)
1.	DSHS issues RFP on procurement website and WEBS	May 28, 2015
2.	Bidder may submit Pre-Bidders’ Conference questions to the RFP Coordinator, Christine Simmonds <b>by email only. Submit using “RFP #1513-CSD001” in the subject line.</b>	June 4, 2015 By 4:00 PM
3.	Bidders’ Conference- WEB EX – See page 19 for access to conference information.	<b>June 8, 2015</b> 10:00am-12:00 noon

Item	Action	Date/Deadline (all times are Pacific Standard time)
4	Bidders may submit written questions to the RFP Coordinator <b>by email only</b> . <b><u>Submit using “RFP #1513-CSD001” in the subject line.</u></b>	June 10, 2015 by 4:00 PM
5.	DSHS will issue responses to Bidders’ questions on the DSHS procurement website and/or WEBS.	June 16, 2015
6.	Bidders must submit written complaints to the RFP Coordinator <b>by email only- 5 business days from due date</b>	July 1, 2015 by 4:00 PM
7.	Bidder must submit Proposal	July 9, 2015 by 4:00 PM
8.	DSHS evaluation of Proposals	July 10- 23, 2015
9.	Bidder Interviews if determined to be necessary by DSHS.	July 28-Aug. 5, 2015
10.	DSHS notifies Apparently Successful Bidders and begins contract negotiations	August 7, 2015
11.	DSHS notifies unsuccessful Bidders	August 7, 2015
12.	Bidders may request Debriefing Conference by email	August 11, 2015 by 4:00 PM
13.	DSHS holds debriefing conferences, if requested.	August 13, 2015
14.	Unsuccessful Bidders may submit Protest(s)	Friday, August 19, 2015 by 4:00 PM
15.	DSHS considers and responds to any Protests	Friday, August 26, 2015
16.	Contracts Execution	Anticipated October 1, 2015

#### 4. Contracts

Contracts resulting from this RFP are anticipated to commence October 1, 2015 and continue to September 30, 2016, with an option to renew annually through September 30, 2019 pending available funding. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

## 5. Ethics

Specific restrictions apply to contracting with current or former state employees pursuant to RCW 42.52. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

In addition, as described in Section C.1, *Administrative Requirements*, Bidders must include, in their Letter of Submittal, a list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing the services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal should so state.

## 6. Insurance

The Apparently Successful Bidder must comply with the insurance requirements identified in the Sample Terms and Conditions in the contract attached as Exhibit F.

## 7. Proprietary information/Public Disclosure

Materials submitted in response to this RFP shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW 42.56.

The Bidder's Proposal must include a statement on the Letter of Submittal identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**

If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS's policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the Bidder 10 business days' notice to seek relief in superior court per RCW 42.56.540.

**Do not include any DSHS client information in your proposal. Doing so will disqualify your proposal from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure client information is redacted.

## 8. Communications

All communications concerning this RFP must be directed only to the RFP Coordinator. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

**9. Questions and Answers**

Bidders may e-mail or mail written questions to the RFP Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFP Coordinator. Any oral communications are unofficial and are not binding on DSHS.

**10. Bidders Conference via WebEx**

A Bidders' Conference will be held by WEB EX teleconference on Monday, June 8, 2015 from 10:00 am to 12:00 am PST.

Bidders should plan on joining the teleconference before it begins as you may be required to download temporary software in order to join the online portion of the teleconference. To join the meeting, click on the link below:

[Join WebEx meeting](#)

Meeting number:	921 196 508
Meeting password:	Meeting@7

Join by phone

**1-877-668-4493** Call-in toll-free number (US/Canada)  
**1-650-479-3208** Call-in toll number (US/Canada)

Access code: 921 196 508

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Can't join the meeting? [Contact support.](#)

Bidders may also join by pasting or typing in the following web address:  
<https://wadismetings.webex.com/wadismetings/j.php?MTID=m88abbc22ed30e1cf250f262f3b3062ad>

Bidders are not required but are encouraged to attend this WEB EX teleconference. For more information, please see Exhibit G- Web Ex Attendee's Guide.

Questions asked at the teleconference and the oral answers provided by DSHS at the teleconference are unofficial and not binding on DSHS until they are posted on the DSHS Procurement website and/or WEBS.

## 11. Complaints Regarding Requirements

Bidders may submit any complaints they have concerning the RFP requirements up to (five) 5 business days prior to the bid response deadline. Bidders may submit specific complaints to the RFP Coordinator if the Bidder believes the RFP unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFP Coordinator before the Bidder Complaints due date set forth in the *Procurement Schedule* (Section B.3) and must clearly articulate the basis for the complaint as well as include a proposed remedy. The solicitation process may continue.

These complaints will **not** be handled through the protest procedures outlined in Section B.23 Protest; however, the RFP Coordinator will forward a copy of the complaint to the CSD Key Contracts Coordinator. Should a Bidder complaint identify a change that would be in the best interest of the DSHS to make, DSHS may modify this RFP accordingly. The DSHS decision is final; no further administrative appeal is available.

## 12. RFP Amendments

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFP. Amendments will be posted on the DSHS Procurements Web site and/or WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

## 13. Retraction of this RFP

DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

## 14. Submission and Contents of Proposals

### a. Submission of Proposal

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal must be sent to the RFP Coordinator electronically as an attachment to an email using the email address specified in Section B.1, Procurement Contact Information.

The email subject line must identify the email as “Response to RFP # 1513-CSD001 and Bidder Name.”

The “receive date/time” shown on the DSHS email system will be used as the official time stamp but may not reflect the actual time received.

Bidders should allow sufficient time to ensure timely receipt by the RFP Coordinator. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

DSHS assumes no responsibility for delays caused by Bidder’s e-mail, network problems, or any other party.

Please contact the RFP Coordinator if you wish to arrange an alternative submission

method. **No other submission methods will be accepted unless agreed to by the RFP Coordinator in writing prior to the Proposal deadline.**

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

### **Acceptable Electronic Formats (Software) for Submission of Offers**

- (1) Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Office 2010 and lower versions of Microsoft Word, Excel, or PowerPoint.
- (2) **Spreadsheet documents must** be submitted in Microsoft Excel and in a live, **unprotected** file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.
- (3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.
- (4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the RFP Coordinator who issued the solicitation. Please submit your request at least ten calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format **before** using it to send your proposal.
- (5) Please note that we cannot accept compressed or “.zip” files due to security concerns.

**NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

#### b. Format of Proposal

- (1) The Bidder must use a font size of 11 or larger.
- (2) Proposals must address the sections of this RFP in the same order as presented here, with the same headings.
  - (a) Table of Contents
  - (b) Section 1: Administrative Requirements
  - (c) Section 2: Program Description
  - (d) Section 3: Organizational Capacity
  - (e) Section 4: Cost Proposal- Budget

## **15. Non-responsive Proposals**

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw a Proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete Proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFP or any exhibit to this RFP
- d. Submission of incorrect, misleading, or false information

## **16. Minor Irregularities**

DSHS may waive minor administrative irregularities related to any Proposal.

## **17. Cost to Prepare Proposal**

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFP.

## **18. Consortium/Joint Proposals**

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

## **19. Exhibits to RFP**

- Exhibit A- Bidder Certification and Assurances Form
- Exhibit B- Administrative Requirements/Letter of Submittal (optional)
- Exhibit C- Refugee Population
- Exhibit D- Logic Model
- Exhibit E- DSHS Regional Map
- Exhibit F- Sample Contract Terms and Conditions
- Exhibit G- Web Ex Attendee Guide
- Exhibit H -Budget Template

Bidders should download a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www.dshs.wa.gov/ccs> or WEBS at <https://fortress.wa.gov/ga/webs/> Bidders who experience difficulty downloading the documents should contact the RFP Coordinator.

## **20. Withdrawal of Proposals**

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFP Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the proposal submission date and time.

## **21. Notify Bidders**

DSHS will notify the Apparently Successful Bidder in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail or e-mail. DSHS will also notify unsuccessful Bidders on or about the date and time specified in the Procurement Schedule.

## **22. Bidder Debriefing Conference**

All Bidders may request a debriefing conference by submitting a request in writing to the RFP Coordinator by mail or email by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and is limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.

## **23. Protest**

In order to Submit a Protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and must have requested and participated in a debriefing conference.

This protest process is the sole administrative remedy available within DSHS. The following is the process for filing a Protest:

a. Grounds for Protest. A Protest may be made based on these grounds only:

- (1) Mathematical errors were made by DSHS in computing the score;
- (2) DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- (3) Bias, discrimination, or conflict of interest on the part of an evaluator.

b. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- (2) The RFP number and title;
- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

c. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFP Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within 5 business days after the debriefing conference.

d. Protest Process

- (1) The RFP Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:
  - (a) This RFP and any amendments,
  - (b) The protesting Bidder's Proposal,
  - (c) The evaluators' scoring sheets, and
  - (d) Any other documents showing evaluation and scoring of the Proposal in question.
- (2) DSHS will follow these procedures in reviewing a Protest:
  - (a) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFP Coordinator.
  - (b) DSHS will send the Protestor a written decision within 5 business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.
- (3) DSHS will make a final determination of the Protest and will either:
  - (a) Find that the Protest lacks merit and uphold DSHS's actions;
  - (b) Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
  - (c) Find merit in the Protest and provide options for corrective action by DSHS

which may include:

- i. That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
- ii. That DSHS reissue the RFP document; or
- iii. That DSHS make other findings and take such other action as may be appropriate.

#### **24. Execution of the Contract**

The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample client service contract terms and conditions are attached as Exhibit F.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of the winning Proposal.

If the Apparently Successful Bidder fails or refuses to sign the contract or any subsequent amendment within 10 business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

# SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFP, even though certain items may not be scored.

All responses in Sections 2-4 will be scored. Rating criteria is included to help guide responses. There are 100 points available for all sections and there are 10 additional bonus points. The entire proposal is limited to 20 pages, single spaced. None of the required attachments and supporting documents counts towards this page limit.

Attachments: Attachments must be labeled and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each section represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

## **1. Administrative Requirements (Section 1 of Proposal) (0 Points)**

The Bidder must respond to each item in the same order in which they appear.

### **a. Letter of Submittal**

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFP#1513-CSD001.

The Bidder may choose to complete Exhibit B- Administrative Requirements in lieu of submitting a letter.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name of the Bidder's contact person for this RFP;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;

- (7) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this solicitation. If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal must so state; and
- (8) Any statements describing variations between the Bidder's Proposal and the requirements of this RFP.
- (9) Prior Contract Performance

Bidders must report whether or not their organization has experienced contracts that were terminated for default in the past 5 years.

If the Bidder has experienced Terminations for Default, the Bidder must submit details of the incident including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract resulting from this RFP may be jeopardized by selection of the Bidder.

If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

b. Bidder Certification and Assurances Form (Exhibit A)

Bidders must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any attachments that are necessary.

c. Reference Section (included in Exhibit B)

The Bidder must provide a list of at least 3 references of entities for which the Bidder has performed similar services. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past. References will only be contacted for finalist(s). The Bidder may complete Exhibit B- Administrative Requirements/Letter of Submittal to provide references in lieu of submitting a separate document.

**2. Program Description (Section 2 of Proposal) (Total 65 Points)**

**a. Executive Summary (0 Points)**

Provide a one page description of services proposed by the Bidder. Include the following information:

- Amount of grant funds requested;
- The refugee communities and counties to be served;
- Estimated number of refugees to be served;
- Description of the types of proposed services;
- Proposed outcomes of the project;
- Brief description of the organization with experience serving refugees;

**Please respond to the following questions in a narrative format when appropriate.**

- b. Statement of the Problem (5 points)** – Identify and describe the challenges or needs for the refugee population that the program will address in the geographic area to be served. Describe the refugee communities the program will serve, including estimated number, geographic counties, cities and neighborhoods. What services or programs does your organization offer to address this problem?

**Rating Criteria- a strong proposal meets all the criteria below:**

- *The Bidder defines the problem and has a plan to help address the problem(s) or challenges.*
- *The Bidder describes services that are designed to help meet the needs in an effective manner.*

- c. Program Design (40 points)** – Provide a clear and concise statement of goals and objectives of the program. Provide a detailed narrative of how the proposed program will deliver services to the target population. Include in your response, any innovative or new strategies you will use to maximize desired outcomes which align with Promoting Refugee Integration, Mobility and Empowerment (PRIME) concepts. Cite and describe any best practices that have been incorporated into the program design. State which PRIME services will be provided through this program, and answer the following questions for each proposed service.

- (1) **Case Management Services:** Describe your model for providing case management services. What are the characteristics of participants who will receive case management services? Based on your experience, provide examples of issues and needs that will be addressed via case management. Describe your process for meeting the required components as described in the RFP document (intake and assessment, planning and goal setting, coordination intervention, monitoring and closure). Include estimated number of participants to be served and language needs. How will you assess their needs? How will you document services provided to each client and maintain readily accessible case notes and files for review by DSHS? How often will you have contact with

participants? Include frequency of face to face contact. What criteria will you use for closing cases? Describe, or attach a copy of the tools you will use for case management (intake, service plan, case notes).

**Rating Criteria- a strong proposal meets all the criteria below:**

- *Bidder demonstrates clear understanding of clients' needs requiring case management and has strong criteria for enrolling participants into CM services.*
- *There is a strong plan for case management services. All core elements are included in the proposed description and the Bidder provides specifics of how service will be delivered.*
- *Case management tools are comprehensive.*

- (2) **Self-Sufficiency Education:** Describe your experience and proposed plan to provide educational opportunities for refugees regarding information they need for self-sufficiency. Include topics, presenters, estimated number of participants, language needs, and how your curriculum will meet the objectives of the PRIME program. What outcomes will your participants achieve after attending these educational opportunities? Attach a copy of your curriculum which provides an outline of information to be covered in the workshop, include pre-post testing tools.

**Rating Criteria- a strong proposal meets all the criteria below:**

- *The educational curriculum is attached and is appropriate for refugees.*
- *The method of instruction is effective and appropriate.*
- *The Bidder has developed and described a method to measure effectiveness of training.*

- (3) **Immigration Services:** Describe the process and steps to be used to assist refugees to apply for Adjustment of Status. Include the names of BIA accredited staff or the immigration attorney on staff that will oversee the submittal of applications. Describe the Bidder's experience in helping refugees with this service. Describe the Bidder's success in assisting individuals with this service. Include in your response the estimated number of participants you will serve and the language capacity to provide this service. How will you follow up to ensure the participant has received permanent resident status? Attach a copy of your intake or assessment form for immigration services.

**Rating Criteria- a strong proposal meets all the criteria below:**

- *Bidder has BIA accredited staff or immigration attorney that has experience successfully preparing Adjustment of Status applications.*
- *Bidder clearly describes the process for assisting with adjustment of status and has a process for ensuring the applicant receives status.*

- (4) **New services:** Describe in detail why this service meets the key concepts of PRIME, what you plan to achieve with the service, how you will conduct outreach, how the service will be delivered, estimated number of participants and the anticipated outcomes.

**Rating Criteria- a strong proposal meets all the criteria below:**

- *The Bidder has provided sufficient rationale and has clearly defined the value of the services and the expected participant outcomes.*
- *In services proposed, the Bidder has described its strategies to engage participants and to deliver strong services to reach targeted outcomes.*

- d. **Implementation Plan (5 points)** – Provide a realistic and detailed implementation plan with activities and services. Briefly describe the geographic location of your service site; include address, accessibility to public transportation, days and hours of operation for participants and if applicable days/times for Self Sufficiency Education classes. Describe how office space is suited for program activities (taking into account space needed for classes and confidential conversations). Include the extent the Bidder will be able to provide services outside traditional office hours to meet the needs of participants who may be involved in other activities during the day or evenings.

**Rating Criteria- a strong proposal meets all the criteria below:**

- *The Bidder demonstrates clear and realistic steps on how it will provide services.*
- *The space is accessible to refugees with disabilities and is conducive for PRIME services and classes (if applicable).*
- *The Bidder is able to offer extended hours for services.*

- e. **Culturally Specific Services (5 points)** - Briefly describe the approach or program design you will use to ensure refugees receive culturally appropriate, bilingual, and high quality services. Describe why this approach is effective in serving your participants. How will the proposed program ensure equal access to women and to people with disabilities?

- f. **Performance Measures (10 points)** – How will you measure your PRIME program’s success? Complete the required Logic Model (Exhibit D.) Provide a detailed description of what your program will accomplish. Include in your description the proposed number of total clients to be served annually and the short term, medium term, and long term outcomes for the clients.

What method will be used to measure the short term, medium term and long term outcomes of your proposed services (e.g. pre- and post-tests, surveys, interviews)? How will you evaluate those results? How often will you conduct the evaluation? Who will conduct the evaluation and how? What tools will be used to evaluate the effectiveness of the program? How will the evaluation be culturally-sensitive and appropriate to the target community?

Below is a **SAMPLE table** as a guide that could be used to describe performance measurements.

<b>SAMPLE-Activities</b>	<b>SAMPLE-Outcomes</b>	<b>SAMPLE- Measurements</b>
Staff provided 1-3 hours of instruction focused on available housing resources to two classes of 25 refugees each (50 total).	38 refugees (75%) of refugees participating in educational workshops demonstrated ability to navigate housing programs	Pre and post-tests and client phone calls to verify ability to navigate housing programs.
Support 20 refugees in removing barriers to achieving independence by providing comprehensive case management services for three months	18 (90%) case management clients increased their independence by being able to apply for subsidies independently.	Conducting client exit interviews and phone calls 30-days after ending case-management services.

**3. Organizational Capacity (Section 3 of Proposal) - (Total 25 Points) (Up to an additional 10 bonus points for consortiums)**

- a. **Organization Qualifications:** Provide a brief description of your organization’s qualifications for providing PRIME services. Describe your experience and history of working with refugees. Describe your organization’s success in providing similar services, including the number of unduplicated clients served in the past year and the outcome of services to those clients. How does your organization ensure that its practices are culturally and linguistically responsive? Describe your capacity to provide language interpretation or translation to the target population proposed. How will language needs that are not represented on staff be met? Describe your experience contracting with the State or other governmental entities, specifically in meeting contract requirements around client and service data management, secure email, confidentiality standards, invoicing, program reporting, and monitoring from funders. What is your technical capacity for collecting and reporting the required information as described in the RFP document?

Consortiums: If you are bidding as a consortium, name the partners, their experience and qualifications for providing PRIME services. Describe the roles of responsibilities for each partner in the consortium or submit signed letters of intent from partners that describe their role and responsibility to the consortium.

***Rating Criteria – A strong proposal meets all of the criteria listed below:***

- *Bidder provides a thorough description of its experience with refugees and has experience delivering same or similar services.*
- *Bidder has experience and capacity to provide bilingual and culturally appropriate services to participants.*
- *Bidder has experience managing contract requirements and responsibilities. The response affirms an understanding and capacity for data management.*
- *The Bidder is proposing a consortium to provide service. The experience and qualifications of the members of the consortium strengthen the proposed services.*

- *The Bidder has included refugee Mutual Assistance Associations (MAAs) in their consortium who can serve current and new refugee groups.*

b. **Staff Qualifications:** Describe your proposed staffing and their qualifications for the program. Describe your staffs’ experience working with diverse groups and understanding of cultural competence. Describe staff knowledge and expertise in local services available to refugees in your community. How does your organization stay on top of changes to services important to refugees?

Use the following format to present a detailed list of direct service staff. It may be included with your narrative or submitted as an attachment.

Staff Name and Title	% of FTE	Language(s)	PRIME responsibilities

**Rating Criteria– A strong proposal meets all of the criteria listed below:**

- *There is a sufficient number of qualified staff (or partners) to deliver services as described or a plan to build capacity in a short period of time.*
- *The Bidder describes how it stays informed of changes to services and resources refugees use and need in the community.*

c. **Collaboration:** Describe how your proposed project will collaborate with other organizations to deliver services. (Note: this does not include consortium members) What experience do you have collaborating with other external agencies and/or mainstream organizations? If you are proposing collaboration with other agencies, provide a description of the structure and responsibilities of each agency. What benefits will your participants receive as a result of this collaboration?

**Rating Criteria– A strong proposal meets all of the criteria listed below:**

- *Effective partnerships and collaborations are described that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.*
- *There is collaboration or partnerships with refugee Mutual Assistance Associations (MAAs) currently serving the target population.*

**4. Cost Proposal- (Section 4 of Proposal) (10 Points)**

a. **Financial Management:** Describe your organization’s financial management system. Describe your general accounting principles, accounting system and internal controls. Briefly describe organization’s financial viability to carry out the services proposed for one year. If the organization is facing financial challenges, describe what steps are being taken to strengthen the organization’s financial condition. Describe how your agency has the capability to meet program expenses in advance of reimbursement. Attach a copy of your most recent financial audit or 2014 IRS 990.

- b. **Budget:** Describe the costs of providing proposed services for one year. Provide justification for associated program costs. Attach a completed Budget spreadsheet (Exhibit H). *(The budget worksheet may be revised to reflect your proposed costs)*
- c. **Leveraging other funding:** Describe non-DSHS/ORIA funds being used to serve refugees in this program. Include sources funding and amounts that will support this program. How will you use these other non-PRIME funds to serve PRIME participants?

***Rating Criteria – A strong proposal meets all of the criteria listed below:***

- *There are adequate administrative accounting procedures and controls to safeguard funds which may be awarded to them.*
- *There is capacity to meet program expenses in advance of reimbursement*
- *Costs are reasonable and appropriate given the nature of the service, the target population, number of clients served and the proposed outcomes.*
- *The proposed program is cost effective given the type, quantity, and quality of services.*
- *Other funds are identified by the Bidder that will be used to leverage PRIME funding to provide services as described in the proposal or expands services to refugees.*

# SECTION D. EVALUATION

## 1. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFP, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators designated by DSHS will review, evaluate and score Bidder Proposals, awarding points up to the maximum points available for each question.

## 2. Scoring of Proposals

The maximum number of evaluation points available is 110. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

### WRITTEN PROPOSAL

Program Description	65	Points
Organizational Capacity	25	Points
Cost Proposal	10	Points

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<b>Sub-Total</b>	<b>100</b>	<b>Points</b>
Bonus Points	10	Points

<b>TOTAL</b>	<b>110</b>	<b>Points</b>
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## 3. Potential Oral Interviews

After proposals are scored, DSHS may, after evaluating the written proposals elect to schedule oral interviews for some Bidders as part of the selection process. The interview will be conducted by DSHS Program staff. DSHS reserves the right to select from responding Bidders for interviews and may not interview all Bidders. Results of the interview are Pass/Fail. There will be no additional points given to Bidders who are interviewed. The Bidder shall bear all costs of any scheduled interview.

## 4. Final Determination of Apparently Successful Bidder(s)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s). Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the Economic Services Administration. DSHS reserves the right to fund out of rank order to achieve agency priorities (for example- a proposal that includes a joint effort between multiple agencies or represents a program that offers a comprehensive and a cohesive approach to service delivery which produces high quality and cost-effective services to refugees).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

There is no guarantee of an award to a current RRA contractor. Nor is there any guarantee that previous contractors who are awarded a contract will receive the same level of funding

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s).

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.