



**Solicitation Information
September 29, 2017**

RFP# 7565519

TITLE: Regional Discharge Planning Services to Improve Outcomes for Individuals Leaving Incarceration

Submission Deadline: NOVEMBER 15, 2017 at 11:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: YES

MANDATORY: NO - however, is recommended

DATE/TIME: October 12, 2017 at 03:00 – 04:00 PM (ET)

LOCATION: Tele/Web conference:

JOIN BY PHONE

1-877-668-4493 Call-in toll free number (US/Canada)

1-650-479-3208 Call-in toll number (US/Canada) **JOIN WEBEX MEETING**

<https://kennedyschool.webex.com/kennedyschool/j.php?MTID=mb34e9fad0ea2f493117a36a877def391>

Meeting number (access code): 645 470 603 Meeting password: 9dBi4rUb

Questions concerning this solicitation must be received by the Division of Purchases at DOA.PurQuestions8@purchasing.ri.gov no later than **October 17, 2017 at 05:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: NO

PAYMENT AND PERFORMANCE BOND REQUIRED: NO

Meredith Skelly, Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections (RIDOC), is soliciting proposals from qualified firms to provide discharge planning for men and women transitioning from incarceration in the Adult Correctional Institution to community release in order to ensure that those individuals are matched with community-based services and resources that address their needs, criminogenic or otherwise. Proposals are solicited in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at www.purchasing.ri.gov.

This RFP consists of three regions with defined standard scope of work expected for each region. Vendors are able to submit a proposal for one, two or all three regions, however whichever region(s) a vendor chooses to propose on, should be a complete proposal that addresses the specific scope. The State reserves the right to award to a single vendor or multiple vendors. The initial contract period will begin approximately January 1, 2018 for one (1) year. Contract(s) may be renewed for up to four (4) additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, other than to name those offerors who have submitted proposals.

Instructions and Notifications to Offerors

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is

clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an "Affirmative Action Policy Statement."

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written "Affirmative Action Plan" prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the "Contract Compliance Report" (<http://odeo.ri.gov/documents/odeo-eco-contract-compliance-report.pdf>), as well as the "Certificate of Compliance"

(<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at www.gcd.ri.gov.

For further information, visit the Office of Diversity, Equity & Opportunity’s website, at <http://odeo.ri.gov> and *see* R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov

13. HIPAA - Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA

protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement. |

SECTION 2. PURPOSE AND BACKGROUND

A. Purpose

The purpose of this Request for Proposals (RFP) is to enhance and expand discharge planning services and supports to improve the ability of offenders to successfully transition from the Adult Correctional Institution (ACI) to the community and reduce the chance of those offenders recidivating.

Discharge planning is one component of a larger reentry services continuum (see Appendix B) that focuses specifically on working with offenders in the months immediately before and after they are released from a correctional facility in order to ensure a smooth community reentry by identifying offender needs, assisting the offender in developing a discharge plan to address those needs, referring offenders to appropriate community-based services, ensuring that offenders receive necessary documents and resources when they leave ACI, following up with offenders during their first 90 days after release, and coordinating with community-based Prison Reentry Forums and Councils. These responsibilities are all detailed in the Scope of Work.

In recent years, the Rhode Island Department of Corrections has sought to better understand the effectiveness of discharge planning services and to identify ways to strengthen this critical intervention. Through such inquiries, RIDOC has identified both successful practices and a number of challenges involving discharge planning operations. As part of these efforts, this RFP is intended to assist RIDOC in addressing three particularly prominent discharge planning challenges: (1) sporadic case management, (2) incomplete service provision, and (3) a lack of performance data and performance management.

To address these challenges, RIDOC seeks to procure a provider or providers who will (1) work seamlessly with the Department's evolving case management system (see Appendix B), (2) ensure all offenders have comprehensive discharge plans and receive services from agencies they are referred to, and (3) engage in frequent, collaborative data-driven performance management with RIDOC to ensure continual learning and improvement.

Figure 1. Summary of Challenges and Goals

Challenges	Goals
<ul style="list-style-type: none">• Sporadic case management	<ul style="list-style-type: none">• Seamless integration with RIDOC's case management system
<ul style="list-style-type: none">• Incomplete service provision	<ul style="list-style-type: none">• Comprehensive discharge plans and successful service referrals
<ul style="list-style-type: none">• Lack of performance data and management	<ul style="list-style-type: none">• Collaborative effort to identify and collect performance data• Regular meetings that utilize data to identify trends, discuss successes and deficits, and formulate new tactics

The remainder of this section provides more detail on the challenges and goals that RIDOC has identified.

B. Challenges and Goals

1. Challenge: Program design and operations hinder continuous case management

RIDOC is a unified corrections system with authority over the intake process, jails, prisons, probation, parole, and community confinement. This continuity of authority greatly enhances RIDOC's ability to implement a continuous case management system (see Appendix B).

Reentry planning at RIDOC involves many different staff. Adult Counselors assess the needs of inmates in ACI and match them with programs that meet those needs. The Pre-Release Unit assesses offenders' exit needs, assists in the completion of applications for government documents and benefits, and assigns individuals to Community Transition Coordinators (CTCs – the employees who provide discharge planning services). Probation and Parole officers are responsible for supervising individuals who have been paroled or sentenced to a term of probation.

All of these employees work in the service of assessing offender needs and addressing those needs through programs and services, thereby improving public safety. Despite alignment on this goal, gaps exist in the current case management continuum.

RIDOC is working to refine this case management system by clearly delineating the responsibilities of different employees, refining the processes and tools related to information sharing and case referral between units, and ensuring that necessary resources reach offenders regardless of who is currently managing their case. This process involves reviewing and revising the Department's standard operating procedure for case management, and modifying the Transition from Prison to Community Data System (TPCDS) to ensure that it has the necessary fields to capture information relevant to case management.

2. Goal: Seamless integration with RIDOC's case management system

In this RFP, RIDOC seeks a vendor committed to providing a continuous case management system that matches offenders to services based upon identified needs by integrating discharge planning into the existing continuum of case management services. Such a system ought to be experienced by offenders as consistent and responsive, meaning that all of the individuals who provide case management services must all have access to the details of each individual case and the appropriate responses to those elements. The characteristic of such integration include, but are not limited to:

- Clearly delineated responsibilities among the separate employees responsible for duties that touch on case management.
- Communication and coordination among these employees regarding:
 - Offender risk areas and needs (including a prioritization of those risks and needs);
 - Appropriate services and service providers; and
 - Any pertinent case notes.

Therefore, a continuous system requires engagement and strong relationships with RIDOC employees (Adult Counselors, PRU, and Probation and Parole Officers), as well as a deep knowledge of the resources and services available at ACI and an established network in the community.

3. Challenge: Offenders currently receive incomplete discharge planning services

Currently, offenders may leave ACI with incomplete discharge plans, no referrals to community-based services, or referrals that do not result in service.

The ability of CTCs to provide comprehensive services is hindered by a number of issues, including limited access to incarcerated offenders and knowledge of available community-based

resources and services. Connections between CTCs and community organizations vary widely from planner to planner and region to region, and are often inadequate.

In addition, turnover among CTCs hampers the provision of comprehensive services by undermining the compilation of institutional knowledge, limiting the amount of time that CTCs and RIDOC employees have to form productive relationships, and constraining the amount of time that managers can use to manage (instead, they are hiring and training).

RIDOC is currently working to address space and time constraints within its correctional facilities that affect access, effectively orient CTCs to departmental policies and procedures that govern access to incarcerated offenders, and compile information on institutional programs and community-based resources.

4. Goal: Comprehensive discharge plans and successful service referrals

RIDOC seeks to use this RFP to ensure that offenders receive high quality discharge planning services, meaning intensive assistance in constructing comprehensive discharge plans (i.e. plans that address the breadth of individual needs in a detailed, substantial way) and referrals to community-based organizations that result in service provision.

Discharge plans are documents that CTCs create with offenders to address the major needs areas that offenders have upon reentry. CTCs help offenders to address these areas through the plan by providing information about available resources, referring offenders to services, assisting offenders in completing applications for services, and scheduling appointments for offenders.

One of the keys to high quality services is ensuring that the individuals serving as CTCs have the necessary education, qualifications, work experience, and relationships with community-based service providers to provide high quality services to individuals leaving the ACI.

Additionally, RIDOC seeks to work with offerors to reduce staff turnover and help organizations build institutional knowledge related to the provision of discharge planning services. Through reducing turnover, RIDOC hopes to build unit-wide expertise in effectively delivering service, allowing discharge planning managers and coordinators to focus on managing front-line employees (not only hiring or training them), and foster close relationships and open lines of communication between CTCs and RIDOC employees.

5. Challenge: Lack of performance data and management

RIDOC currently collects some case-level discharge planning data (including case assignments and offender requests for services), but has not used this information to evaluate discharge planning or measure progress towards desired outcomes. Because data is not used to actively monitor program operations, CTCs cannot make data-driven, needs-based assignments of resources, which leads to a reliance on unreliable anecdotal evidence.

Additionally, RIDOC does not consistently collect all the data that might be useful in evaluating service quality. Therefore, the Department cannot answer certain questions about the effectiveness of the program and the demand for specialized.

Finally, RIDOC engages in limited data sharing with other state agencies, which prevents the Department from monitoring the efficacy of services in leading to positive changes in long-term outcomes for offenders (such as obtaining benefits, employment, and stable housing).

RIDOC plans to expand data collection on service level and performance metrics to include information such as the number of individuals served, the number of complete discharge plans, the

number of successful referrals to community-based service providers, and the number of individuals receiving complete exit packets. RIDOC is also working to refine TPCDS to assist such expanded data collection by adding fields to capture such key metrics related to offender need and the performance of discharge planning services. Finally, RIDOC plans to connect data on performance metrics to data on outcomes, such as recidivism, employment, educational attainment, and stable housing to better understand the effectiveness of discharge planning services and allow for data-driven performance management.

6. Goal: Use data to continuously improve service

RIDOC desires to enhance and expand services, supports, and resources that are likely to improve the ability of offenders to transition from ACI to the community and reduce the chance of those offenders recidivating. Therefore, RIDOC seeks to use this RFP to institute a framework for continuous quality improvement based on the collection and collaborative discussion of key performance metrics.

The Department recognizes that tracking performance metrics related to service delivery is essential to ensuring high quality, effective services. Therefore, RIDOC seeks to work with offerors who have the willingness and capacity to identify, track, and manage key discharge planning performance indicators (e.g. the existence of written plans, the completeness of written plans, referrals, successful referrals, and interactions with probation, parole, and Prisoner Reentry Councils and Forums). RIDOC intends to connect these indicators to outcomes of interest - such as arrests, probation and parole violations, convictions, employment, and stable housing – in order to assess the efficacy of different approaches to discharge planning.

As part of its commitment to focus on data related to service outputs and outcomes, the Department seeks to actively and regularly collaborate with the offeror(s) and other stakeholders to enhance accountability and contract management, improve results, and adjust program delivery and policy based upon learning what works. Therefore, RIDOC seeks offerors who have sound management practices, a robust infrastructure for collecting and analyzing data, and a commitment to continuous learning and innovation.

C. Background

1. RIDOC Mission

RIDOC is a unified corrections system with authority over the intake process, jails, prisons, probation, parole, and community confinement. The Department is charged (RIGL 42-56-1) with the “custody, care, discipline, training, treatment, and study of persons committed to state correctional institutions or on probation or parole, so that those persons may be prepared for release, aftercare, and supervision in the community.” The mission of the RIDOC is to contribute to public safety by maintaining a balanced correctional system of institutional and community programs that provide a range of control and rehabilitative options which facilitate successful offender reentry. The Department’s guiding operational philosophy, values and beliefs, and goals are posted on its website at <http://www.doc.ri.gov/director/mission.php>.

2. Discharge Planning Services

RIDOC offers discharge planning services to all offenders who are released from the following facilities: High Security, Maximum Security, Medium Security, Minimum Security, Women’s, and the Intake Service Center. Services are offered to offenders 180 days prior to their projected release date. Not everyone accepts discharge planning services, and CTCs will focus their efforts on high and medium-risk individuals.

To provide this service, RIDOC employs a two-part system in which the Department contracts for regional discharge planning and specialized discharge planning. **This RFP is for regional discharge planning only.**

- **Regional Discharge Planning**

Regional CTCs are assigned to a particular geography and they connect offenders with resources in the region they will reside in upon release. Regional CTCs are tasked with interfacing with probation and parole, as well as Prisoner Reentry Councils and Forums in order to coordinate the resources and services provided by these stakeholders and ensure they match with offender needs. Regional CTCs also provide assistance in accessing identification documents, applying for government benefits, and constructing a discharge plan. More details on the Regional CTC role is contained in the Scope of Work.

- **Specialized Discharge Planning**

Specialized CTCs provide supplemental support to offenders that are facing particularly high barriers to successful reentry, such as mental health issues, substance abuse, serious medical issues, and youthful gang involvement. They perform all of the same responsibilities as regional discharge planners, and also connect individuals with services that help address their acute needs.

The RIDOC maintains policies that govern case referral from regional CTCs to specialized CTCs. **This RFP does not solicit for specialized CTCs.**

3. Data

The figures below give a sense of the number of offenders released from custody each month, the average distribution of risk-level for those offenders, and an outline of the geographic distribution of releases. This information is meant to assist applicants in formulating their technical and cost applications.

Figure 1. Monthly releases from sentenced status by facility of release in 2016

Facility	Average releases per month
High Security	2
Maximum Security	8
Medium Security	51
Minimum Security	65
Women's	22
Intake Service Center	108
Total	256

Figure 2. Risk distribution for offenders released from sentenced status across the ACI in 2016

Risk level	Percent with risk level
Low	28%
Moderate	42%
High	30%

**There were 1461 offenders with an assessed risk level released from sentenced status in 2016.*

Figure 3. Approximation of new probation cases per month by probation office

Probation office	Average new cases per month	Percentage of new cases
Cranston	28	12.25%
East Bay	16	7%
Newport	16	7%
Kent County	37	16%
Pawtucket	35	15.25%
PVD Felony	18	8%
PVD District Court	40	17.5%
Wakefield	16	7%
Woonsocket	23	10%
Total	229	100%

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

This section describes the scope of work requested by RIDOC. There are three discrete services for three regions which the Department seeks proposals. All three services requested are regional discharge planning. Vendor proposal(s) are to be based on the regions defined in Section 3.A. and to include the services outlined in Section 3.B. for each region. The State reserves the right to award to a single vendor or multiple vendors.

A. Regional Discharge Planning

Geographic Regions and Scope

Offerors may apply to provide regional discharge planning services for offenders returning to the following regions.

- **Northern Rhode Island**

This region covers the area served by the Pawtucket and Woonsocket probation offices. It includes the following cities and towns: Central Falls, Cumberland, Lincoln, Pawtucket, Burrillville, Glocester, North Smithfield, Smithfield, and Woonsocket.

On average, roughly 65 sentenced releases per month occur in this region.

- **Providence and East Bay**

This region covers the area served by the East Bay, Newport, Providence District Court, and Providence Superior Court probation offices. It includes the following cities and towns: Barrington, Bristol, Warren, Jamestown, Middletown, Newport, Portsmouth, Tiverton, Little Compton, Providence, and East Providence.

On average, roughly 101 sentenced releases per month occur in this region.

- **Southern and Western RI**

This region covers the area served by the Cranston, Kent, and Wakefield probation offices. It includes the following cities and towns: Cranston, Foster, Johnston, North Providence, Scituate, Coventry, East Greenwich, Warwick, West Greenwich, West Warwick, Charlestown, Exeter, Hopkinton, Narragansett, North Kingstown, Richmond, South Kingstown, and Westerly.

On average, roughly 90 sentenced releases per month occur in this region.

B. Tasks and Deliverables for Each Region

The minimal scope of tasks and deliverables required of regional CTCs is detailed below. While offerors shall be expected to perform this scope of work in each region, the tasks themselves must be part of a larger strategy and approach that addresses RIDOC's three overarching goals. For that reason, these discrete tasks and deliverables have been categorized according to the three goals that RIDOC is prioritizing with this RFP and is expected of each of the three regions outlined in Section 3.A.

1. Seamless integration with RIDOC's case management system

- **Completing exit packets and coordinating with Probation and Parole officers**

Regional CTCs will receive exit packets for offenders (which include essential documents and benefits applications) from the Pre-Release Unit. These documents and benefits include, but are not limited to SSI cards and applications, birth certificates, clothing vouchers, healthcare applications (including, but not limited to, Medicaid and Medicare), state ID vouchers, voter registration, SNAP, and CurrentCare applications. CTCs are responsible for completing the collection of necessary documentation and any applications for benefits that offenders may be eligible for, as well as ensuring that offenders receive these packets.

- **Coordinating with Prisoner Reentry Councils and Forums**

Prisoner Reentry Councils and Forums are a critical piece of the state's strategy to assist offenders in successful reentry. The Councils include police officers, community service agencies, institutional and community corrections officials, and CTCs. Prisoner Reentry Forums include all of these stakeholders, as well as the offenders themselves, and their families. The Councils and Forums generally have three major goals: to help the community understand the relationship of successful reentry to public safety; to work towards elimination of systemic barriers to successful reentry; and to provide oversight for cases of inmates returning to their community. Currently, Councils exist in Newport, Westerly, Woonsocket, and Cranston, while there are active Forums in Woonsocket, Cranston, Kent County, and Providence.

Regional CTCs will use Prisoner Reentry Councils and Forums as forums to coordinate resources for individuals returning to the community.

- **Conducting post-release follow-up**

Regional CTCs will continue to follow-up with individuals for 90 days after their release from ACI to confirm that the offender is following their discharge release plan and to assist in modifying the plan in case any piece of it falls through or becomes untenable.

2. Comprehensive discharge plans and successful service referrals

- **Constructing discharge plans**

Regional CTCs will assess offenders' most pressing needs and then work with offenders to construct discharge plans that address the major needs areas that offenders have upon reentry. These areas include, but are not limited to: housing, finances, employment, physical health, mental health, substance abuse, education and training, parenting and family, and other legal entanglements. CTCs help offenders to address these areas through

the plan by providing information about available resources, referring offenders to services addressing their needs, assisting offenders in completing applications for services, and scheduling appointments for offenders.

- **Referring offenders to community-based services**

Regional CTCs are responsible for referring offenders to appropriate community-based services in preparation for their discharge from ACI. Community-based services targeted for referral should include, but not be limited to, housing, employment, medical, mental health, and educational. Regional CTCs will communicate with service providers to refer offenders directly and/or provide information about eligibility and application processes to offenders. Regional CTCs will also assist offenders in scheduling and planning for appointments with community-based service providers. CTCs are responsible for referring offenders and for doing everything in their power to make sure that the referral results in service provision.

3. *Use data to continuously improve service*

- **Collecting and reporting data on services and performance metrics**

Regional CTCs will collect and report data on the volume and type of service that they provide. Such data will include, but is not limited to:

- Number of offenders contacted;
- Number of meetings with offenders prior to release from ACI;
- Number of meetings with offenders after their release from ACI;
- Number of offenders with discharge plans and the completeness (i.e. needs addressed and unaddressed) in those plans;
- Referrals to community-based services by type of service;
- Referrals to community-based services that result in service delivery by type of service; and
- Number of offenders not receiving complete exit packets.

Offerors are encouraged to propose additional metrics of interest in their technical proposals (detailed below).

- **Collaborating with RIDOC in regular performance management meetings**

RIDOC recognizes that reliable and relevant data is necessary to evaluate program results, and drive program improvements and policy decisions. Sharing data between the Department and the offeror(s) on a regular basis can ensure that key stakeholders operate with a common understanding of performance and trends regarding the target population that require action.

Regular reviews of and conversations around program performance, program results and program data, particularly related to the performance metrics outlined above, will allow RIDOC and the offeror(s) to employ real-time information to track performance, identify good practices, and swiftly, collaboratively and effectively address any challenges experienced on the ground by offeror(s) and offenders.

SECTION 4: PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

Offeror shall present proposal in the same sequence and with the same letter scheme and the first sentence of headings shown in this Section. If the Offeror believes that a subject has been adequately addressed in another part of the Technical Proposal, then a cross-reference to the appropriate part of the narrative must be provided.

1. Staff Qualifications

1.1. Describe the qualifications, training, and experience of staff involved in service delivery and supervision. RIDOC seeks proposals where services are delivered and supervised by highly-qualified, well-trained, and culturally competent staff, who have personal or professional experience in the region that the offeror intends to serve.

1.2. Describe the composition of the offeror's executive leadership team, and describe their qualifications, training, and experience. RIDOC seeks proposals from offerors led by highly-qualified, well-trained, and culturally competent leaders, who have personal or professional experience in the region that the offeror intends to serve.

1.3. Describe the training, coaching, and other professional development opportunities offered to staff involved in the proposed services. RIDOC seeks proposals that offer regular, relevant training and professional development opportunities for staff.

2. Capability, Capacity, and Qualifications of the Offeror

2.1. Resources and practices to support successful service delivery

2.1.1. Describe the existing relationships that the offeror has with community-based service agencies, as well as other relationships within the geographic communities that the offeror seeks to serve. Please attach letters of support, MOUs, or another form of documentation to demonstrate the existence of these relationships, or provide contract information for partners so that relationships can be confirmed. RIDOC seeks proposals from offerors who have substantial connections with a wide array of service providers and close relationships with community stakeholders.

2.1.2. Describe offeror's existing or planned strategies for creating, maintaining, and strengthening relationships with community-based service providers. RIDOC seeks proposals that include clear action steps, a timeline for those steps, and the individuals responsible for taking them.

2.1.3. Describe offeror's practices and capacity for continuous quality improvement and using quantitative and/or qualitative information to improve performance. RIDOC seeks proposals that demonstrate that data and feedback on services and performance are systematically analyzed and regularly used to share learnings, remedy performance deficits, and inform performance improvement.

2.1.4. Describe offeror's strategies for retaining staff. RIDOC seeks proposals that demonstrate an intentional and proven strategy for reducing staff turnover.

2.2. Describe previous experience that the offeror has providing services identical or related to discharge planning services. Please attach references, testimonials, performance data, evaluations, or some other form of documentation to illustrate the quality of that work. RIDOC seeks proposals that demonstrate experience with performing high quality case

management, planning, and referral work. In particular, RIDOC seeks data offerors have on the rate of successful referrals in previous work (i.e. how often referrals for service resulted in service provision).

3. Work Plan

3.1. List the regions that offeror intends to serve and describe offeror's proposed plan for managing the various responsibilities that discharge planning includes (i.e. constructing discharge plans, referring offenders to community-based services, coordinating with Probation and Parole officers, and Prisoner Reentry Councils and Forums, conducting post-release follow-up, entering and analyzing data, and managing employee performance). RIDOC seeks proposals that clearly articulate how the offeror intends to divide these responsibilities among its employees and how many hours per week the offeror projects employees devoting to each responsibility through a narrative, sample job descriptions, and proposed weekly employee schedules. Additionally, the RIDOC seeks proposals that integrate these responsibilities into a larger strategy or approach focused on RIDOC's goals: (1) seamless integration with RIDOC's case management system, (2) comprehensive discharge plans and successful service referrals, and (3) use data to continuously improve service.

3.2. Describe offeror's practices for documenting and submitting reports related to the metrics required in the Scope of Work, as well as any additional metrics that the offeror suggests RIDOC tracks. RIDOC seeks proposals that suggest and justify any additional metrics of interest, as well as clearly describe how data will be collected, stored, and transmitted.

3.3 Describe offeror's plan for collaborating with RIDOC at regular meetings. This plan should include a proposed schedule of meetings, a list of attendees from the offeror, and an example set of metrics that might be discussed at these meetings. RIDOC seeks proposals that exhibit a willingness to engage on a regular basis, involve employees at the management or leadership levels, and justify the metrics selected for discussion.

B. Cost Proposal

The Cost Proposal shall address specifically each of the following required elements. Offeror shall present Cost Proposals according to the guidance specified in this Section and in Appendix C. Offeror shall present all other elements of Cost Proposal in the same sequence and with the same letter scheme and headings shown in this Section.

1. Cost Proposal

1.1. Provide a detailed line-item budget using the form in Appendix C that includes details on all direct and indirect costs associated with service delivery, including, but not limited to, wages, fringe benefits, overhead, and general and administration.

1.2. Provide a detailed budget narrative that includes the following elements:

1.2.1 Justification for each allocated cost, including but not limited to the allocation of staff time.

1.2.2 The volume (projected average number of clients) and level of service (e.g. the number of planning meetings conducted per client) assumptions that underlie the direct and indirect costs included in the line-item budget.

1.2.3 The methods and procedures used to calculate the overhead and general and administration costs, as well as the methods and procedures used to allocate direct and indirect costs.

2. *Competitive Salary for CTCs*

The annual salary for CTCs. This annual salary will be used to allocate points for the “Competitive Salary for CTCs” criteria in the manner described below.

According to RI DLT, the median wage for community and social service workers in the state is \$21.04 per hour. Annualized, this is \$43,765. Any cost proposal that pays a wage (not including fringe benefits) to CTCs at this level or above will receive the full 10 points. Any cost proposal that pays a wage to CTCs below this level will have points allocated according to the following formula:

$$(\text{proposed annualized CTC salary} / 43,765) \times 10$$

For example, a proposal that pays an annualized wage of \$35,000 to CTCs would be scored in the following fashion:

$$(\$35,000 / \$43,765) \times 10 = 8$$

C. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

SECTION 5: EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee (“TEC”) comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 52 (80%) out of a maximum of 65 points to advance to the cost evaluation phase. Any technical proposals scoring less than 52 points shall not have the accompanying cost or ISBE participation proposals opened and evaluated. The proposal will be dropped from further consideration.

Technical proposals scoring 52 points or higher will have the cost proposals evaluated and assigned up to a maximum of 35 points in cost category bringing the total potential evaluation score to 100 points. After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Work Plan	25 Points
Total Possible Technical Points	65 Points
Cost proposal*	25 Points
Competitive Salary for CTCs	10 Points
Total Possible Evaluation Points	100 Points
ISBE Participation**	6 Bonus Points
Total Possible Points	106 Points

***Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for -monthly costs and service fees and the total points available are ~~thirty~~ twenty-five (3025), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 3025 = 19.516.25$$

****ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the

amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$\begin{aligned} & (\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate} \\ & \quad \times \text{Maximum ISBE participation points}) \end{aligned}$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at DOA.PurQuestions8@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP # 7565519** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.purchasing.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*

3. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
4. Technical Proposal - describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The technical proposal is limited to thirty (30) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked "Technical Proposal - Original".
 - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
 - c. Four (4) printed paper copies
5. Cost Proposal - A separate, signed and sealed cost proposal using the form provided in Appendix C and including the narrative.
 - a. One (1) Electronic copy on a CD-R, marked "Cost Proposal -Original".
 - b. One (1) printed paper copy, marked "Cost Proposal -Original" and signed.
 - c. Four (4) printed paper copies

B. Formatting of proposal response contents should consist of the following:

- A. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor’s name
 - b. RFP #
 - c. RFP Title
 - d. Proposal type (e.g., technical proposal or cost proposal)
 - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

- B. Formatting of written documents and printed copies:
 - a. For clarity, the technical proposal and cost proposal shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12 point Calibri or 12 point Times New Roman.
 - b. All pages on the technical proposal and cost proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative

(this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.

- c. The cost proposal shall be typed using the formatting provided on the provided template in Appendix C.
- d. Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7565519**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State's best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded for this RFP. The State's General Conditions of Purchases can be found at the following URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

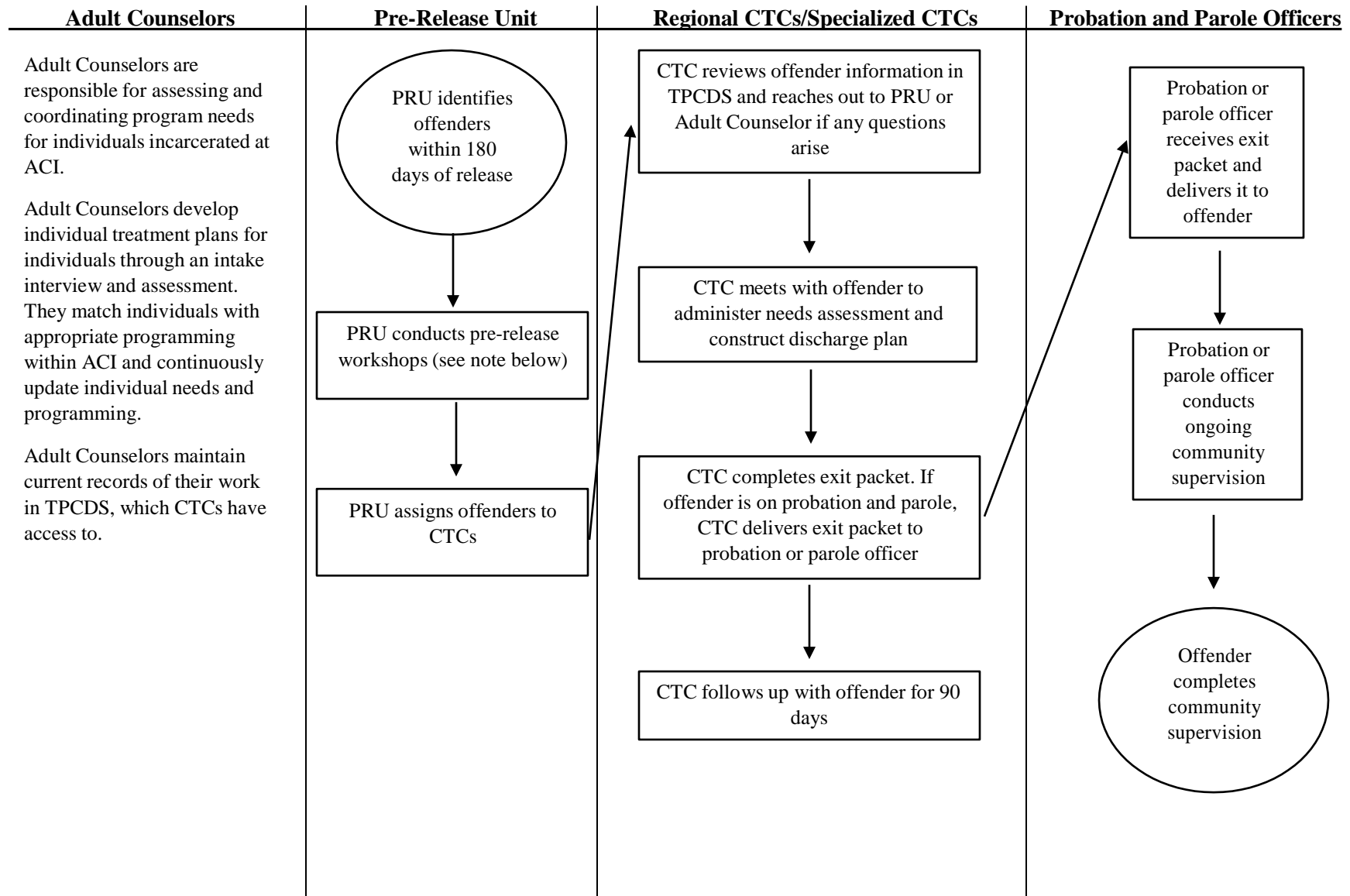
Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908**

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN					
Bidder's Name:					
Bidder's Address:					
Point of Contact:					
Telephone:					
Email:					
Solicitation No.:					
Project Name:					
<p>This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. Please complete <u>separate forms</u> for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.</p>					
Name of Subcontractor/Supplier:					
Type of RI Certification:		<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Disability Business Enterprise			
Address:					
Point of Contact:					
Telephone:					
Email:					
Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:					
Total Contract Value (\$):		Subcontract Value (\$):		ISBE Participation Rate (%):	
Anticipated Date of Performance:					
I certify under penalty of perjury that the forgoing statements are true and correct.					
Prime Contractor/Vendor Signature			Title	Date	
Subcontractor/Supplier Signature			Title	Date	

APPENDIX B. SUMMARY OF RIDOC'S CASE MANAGEMENT PROCESS



PRU Workshops

At the Pre-Release Workshop, PRU staff facilitate the completion of an Exit Needs Form, which asks offenders to indicate the geographic region in which they plan to reside post-release and assesses their needs in the following categories:

- Assistance in obtaining birth certificate
- Assistance in obtaining State ID
- Assistance in applying for SSI/SSDI
- Assistance in applying for duplicate SS card
- Assistance in applying for healthcare
- Assistance in applying for SNAP benefits
- Assistance in completing voter registration
- Clothing voucher upon discharge
- RIPTIKS upon discharge

PRU staff also assist offenders in completing portions of the following applications, to the extent possible:

- Birth certification
- State ID
- SSI/SSDI
- Duplicate SS card
- Healthcare
- SNAP application

Finally, PRU staff enter all the information they have gathered into TPCDS and make an assignment to a CTC in TPCDS based upon the region where the offender is planning to reside or (if none has been indicated), their last known address.

APPENDIX C. COST PROPOSAL FORM

Category	Total FTE(s) Required (Yr1/Yr2)	FTE Wage*	Projected Cost in Year 1	Projected Cost in Year 2	Projected Cost in Year 3	Projected Cost in Year 4	Projected Cost in Year 5
<i>Employee Salaries and Benefits</i>							
<i>Supplies</i>							
<i>Administrative and General Costs</i>							
<i>Other/Miscellany</i>							
<i>Total Cost</i>							

*Include fringe benefits in total wage and bracket separately. For example, if an employee makes \$60,000 and has fringe benefits equal to 10% of their wage (i.e. \$6,000), one would write:

\$66,000 [\$6,000].