



REQUEST FOR PROPOSAL (RFP)

UNITED WAY WORKS PROGRAM

JANUARY 1ST, 2020 – DECEMBER 31ST, 2020

Application Deadline: NOVEMBER 22nd, 2019

INTRODUCTION

The United Way of Buffalo & Erie County (UWBEC) is currently seeking applications from qualified non-profit agencies for its 2020 Erie County Department of Social Services (ECDSS) Works Program. The Request for Proposal (RFP) provides prospective applicants with information to determine whether to apply for United Way of Buffalo & Erie County (UWBEC) administered funds. The United Way of Buffalo & Erie County's process is governed by policies and procedure approved by our Board of Directors. By submitting an application, your organization asserts that the Request for Proposal (RFP) document has been reviewed in its entirety and that, if selected, the organization will abide by the conditions for funding set forth therein.

ELIGIBILITY AND REQUIREMENTS

All non-profit 501(c) (3) health and human services, and educational service agencies located in Erie County may apply for funding, subject to meeting general United Way requirements. By submitting an application, you certify that your organization can provide the following documentation at any time during the course of the selection process: (You do not need to provide it now, only if asked.)

- Proof of 501(c) (3) status;
- Independent Accountant Report;
- Current Board of Directors with officers listed and contact information that includes the name of employer, home and/or business address, phone number, and email address;
- If selected for funding, you will enter into a program funding contract agreement with the United Way of Buffalo & Erie County for funds reimbursements and a Worksite Sponsor Agreement with the Erie County Department of Social Services. As well, you acknowledge that in rare instances we may discontinue your funding, as noted in Appendix B.

KEY DATES

The following schedule is for informational purposes only. The United Way of Buffalo & Erie County reserves the right to amend at any time.

Issue Request for Proposal (RFP): **October 21, 2019**

RFP Informational Meeting: **October 28, 2019 9:00-10:30am at United Way of Buffalo & Erie County**
Register for the informational meeting by contacting Nicole Juzdowski- nicole.juzdowski@uwbec.org by 10/25/2019.

Proposals Due: **November 22, 2019**

No applications or revisions will be accepted after 5:00pm on this date. Please do not contact the UWBECE or ECDSS regarding your application.

Selections Made by: **December 13, 2019**

Contract/Agreement Signed: **January 15, 2020**

Program funding will begin in accordance with written correspondence provided to your organization. If your program is currently receiving funding and is not successful in the 2020 process, your program funding will end on **December 31, 2019**. There will be no transitional or "sun-setting" funding available.

HOW TO APPLY

Interested parties must complete the UWBECE application by **November 22, 2019**. Applications or revisions received after this date and time will not be considered for review.

UWBECE applications are expected to comply with stated guidelines including but not limited to desired program outcomes identified in the Request for Proposal (RFP). It will be the responsibility of the applicant to submit proposals consistent with the RFP requirements. The UWBECE will reject any application that does not meet these minimum guidelines and agencies will be notified in writing and verbally whenever such a determination is made.

Exhibits, appendices, letters of support, attachments and other documents are not allowed and will be discarded without acknowledgement. Likewise, please do not include copies of supporting research, annual reports, or other supporting material with your application. UWBECE reserves the right to disqualify applications that do not adhere to the correct format.

One original and four paper copies, of the 'Proposal to Provide Service' shall be submitted in addition to one emailed PDF. Submission of the proposals shall be directed to:

Nicole Juzdowski
United Way of Buffalo & Erie County
742 Delaware Avenue
Buffalo, NY 14209
nicole.juzdowski@uwbec.org

Requests for clarification of this RFP must be written and submitted to Nicole Juzdowski at the above address or nicole.juzdowski@uwbec.org **no later than 4:00 pm on October 31, 2019**.

Proposers may be required to give an oral presentation to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.

FUNDING AND BUDGET

A total of **\$456,170.00** is potentially available for the requested services for 2020. The award period will be for a three-year term. The award is subject to annual contract renewal, contingent upon the Proposer's successful performance of project objectives and the continued need and desire for such services as articulated by United Way of Buffalo & Erie County and Erie County DSS. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose. Future awards will be dependent on available funds and subject to the demonstrated fiscal and programmatic stability of the applicant agency, as well as their meeting all of the UWBECE requirements. More than one provider may be selected for funding for 2020.

Note: United Way of Buffalo & Erie County (UWBECE) does not intend to fund capital expenditures unless directly related to the operation of the program. By Executive Order from the NYS Governor and the Erie County Executive, administrative costs may not exceed 15% of the requested funds. Lower Administrative costs will be favored when rating applications.

SCOPE OF PROGRAM SERVICES REQUIRED

Introduction:

The United Way of Buffalo & Erie County as the administrator and fiscal management provider for the Erie County Department of Social Services Work Participation Program will disburse funds to identified service providers including non-profit community agencies, educational providers and an employment agency that meets the program priorities directed towards the achievement of workforce participation enhancements. Clients will be identified and assigned to one of the service providers by the Erie County Department of Social Services. Worksite supervisor(s) will be assigned to each service provider. The assigned worksite supervisor, employed by Career Connections, will coordinate all aspects of work experience and training, including work assignments, monitoring time and attendance, and identifying needs for education, training or other supportive services and report all needed workforce activities information to the Department of Social Services. The successful proposer will enter into a program funding contract agreement with the United Way of Buffalo & Erie County for funds reimbursements and a Worksite Sponsor Agreement with the Erie County Department of Social Services.

Target Population:

Approximately 1,600 Temporary Assistance recipients who have varying degrees of education and employment skill requiring engagement in work and/or educational programs, in accordance with federal mandates. Service providers that provide services to any specialized populations i.e., individuals with Limited English proficiency, work limited (physical or mental health issues), substance use disorders, veterans, re-entry, etc. should specify such in their proposal.

Project Description:

The successful proposer must be able to meet and explain how they will meet the following requirements:

Work Experience Opportunities: provide participants with meaningful tasks to perform on site or at neighborhood locations to develop positive work habits and offering real experience "on the job". Neighborhood locations must be mutually agreed upon by the Department of Social Services. The work experience assignment, however, must serve a useful public purpose in fields such as health, social services, environmental protection, education, urban and rural development and redevelopment, welfare, recreation, operation of public facilities, public safety, or child day care. If the worksite location is a provider of child care services, the service provider is required and responsible for ensuring that all participants submit to finger printing in accordance with New York State law and OCFS child care regulations and that all required background checks are conducted. All worksites must be drug and alcohol free. The service provider must establish and maintain appropriate standards of health, safety, and other work conditions to ensure that participants are adequately protected against hazards or activities that may affect adversely their health or safety. Such standards shall meet or exceed those required by public employee safety and health standards as established in New York State Labor Law section 27-a.

The service provider will provide for each participant workers' compensation of equivalent protection for on-the-job injuries and tort claims protection on the same basis, although not necessarily at the same benefit level, as such protections are provided to the proposers employees.

Facilities to carry out the tasks required: this includes office space, classrooms, meeting rooms, computer labs, and on-the-job training areas.

- Classroom space(s) for High School Equivalency (HSE/TASC), English as a Second Language (ESL), and/or computer classes.
- Office space for worksite supervisor(s), space must include phone, computer access, and sufficient work space to accommodate desk, chairs, table, and file cabinet.
- Meeting rooms to allow for the providing of outside agency workshops and case management services.

Accessibility: the successful proposer must be available and accessible to the clients, to allow up to 35 hours/week of work/educational activities with hours of operation that must include regular business hours of Monday - Friday, 9 am – 5 pm, with a location convenient to individuals utilizing public transportation. They must also be accessible to the staff of the UWBECC and Department of Social Services via telephone, Fax, and email, so that information can be easily exchanged.

Tools, equipment and supplies: the social services district shall provide any special clothing, specific tools or equipment that may be required for the participants to perform work experience activities.

Network of Community Resources: the successful proposer must have a working relationship with an array of local employers and service providers that have agreed to offer qualified Temporary Assistance recipients opportunities for employment and engagement in qualifying work activities.

Reliability: the successful proposer must be able to assure the UWBECC and ECDSS that the services will be delivered as agreed, in a professional and prompt manner.

Cultural Sensitivity: the successful proposer must have a plan in place for training of staff in the area of cultural sensitivity. Customers of the Department of Social Services are from all over the world, with different cultures, languages, religions, and values.

Confidentiality: the successful proposer must be able to assure the UWBECC and ECDSS that any and all information obtained while providing services will be used only to assist customers in meeting their needs, and for no other purpose. This information can and must be shared with the Erie County Department of Social Services, however, as the successful proposer will be acting on behalf of ECDSS. In any other context, the information must remain strictly confidential, in accordance with current state, federal, and local laws and regulations.

Experience: the successful proposer must verify and demonstrate experience in providing this or similar services, currently or in the past. Names and contact information for representatives of other organizations for whom this type of service has been provided must be included.

Financial Accountability and Transparency: the successful proposer must agree to bill the UWBECC no less than monthly by the 15th of the month following the expenditure, with an invoice that clearly identifies the services rendered and the amount requested to be reimbursed marked clearly on each individual bill. All proposers must disclose any negative findings from their agency audited financial statements for the last three (3) years.

Capacity: the successful proposer must describe the capacity to maintain a successful operation. Indicate the proposed number of individuals your organization can accommodate at any given time.

Projected Outcomes

Performance Measures that will be used to capture information related to program success include:

- Number of clients enrolled at service provider
- Number of clients enrolled in educational services
- Number of clients receiving direct program services
- Number of worksite supervisors hired to oversee client attendance and work activities
- Amount of funds allocated per service provider
 - Direct Program Staffing
 - Direct Operating Expenses
 - Administrative Expenses

Program Goals:

1. To engage Temporary Assistance recipients in work activities for the required number of hours, as per federal work participation requirements.
2. To address barriers or potential barriers to employment experienced by the participant.
3. To enhance the participant's work skills and soft skills by providing individualized help to acquire the skills and education that will improve their employability.
4. To assist participants in obtaining available and appropriate supportive services.
5. To transition participants who demonstrate job proficiency and job retention skills into positions with private and public sector employers.
6. To assist participants in obtaining available work supports to retain employment.

EVALUATION PROCESS

We will not be able to fund all worthwhile applications nor can the organization guarantee equal funding distribution. Funding decisions will be based on the evaluation criteria established (provided below) with heavy emphasis on documented program performance and the ability to assist UWBEC and ECDSS in achieving results. While UWBEC and ECDSS will provide opportunities to discuss individual applications, all decisions are final. In an effort to increase its transparency, UWBEC makes its evaluation point values available to all applicants as part of this Request for Proposal (RFP). If applications clearly do not fit the identified need and performance outcomes desired, UWBEC and ECDSS staff reserves the right to declare the application not in alignment and will not forward for scoring.

Applications are scored out of 100 total points. Specific information related to scoring is provided on pages 7-8. **For agencies that do not currently hold the contract,** the quantitative performance score will be based on submitted references and data from similar work demonstrating the agency's ability to:

- review outcomes and meet performance measures
- maintain adequate staffing levels with trained staff
- meet required timeframes
- demonstrate leadership and proactive involvement in planning procedures
- communicate within the agency, UWBEC and ECDSS
- understand laws and meet regulatory expectations

UNITED WAY WORKS PROGRAM

APPLICATION: REQUIREMENTS

All fields must be completed. If not applicable, list "N/A". Incomplete applications may be considered non-responsive.

APPLICATION: PRELIMINARY INFORMATION

Start of Program Operations	January 1, 2020
Amount of Annual Funding Request	Enter the amount of funding requested from UWBEC on an annual basis. Clearly articulate how the funding request is justified based on available services, location, space and community needs. <i>Preference is given to programs that can demonstrate coverage of program costs and can justify UWBEC expenditure.</i>
<ul style="list-style-type: none">○ Currently Funded Application○ New Program Application	Please select whether United Way currently funds the program you are applying for or if it is a new program to the United Way. Currently funded programs need to reapply to be considered for funding.

AGENCY INFORMATION

Agency Name - List the official name of your organization.
Agency Name - List other name if used.
Telephone Number - List the main contact number for your agency.
Address - List the official mailing address of your agency; include city and ZIP code information.
Website - Provide your agency's website address (if applicable).
Leadership - List the name of your agency's Chief Executive Officer, Executive Director, or President.
E-mail - Provide the e-mail address for your agency's leader.
Federal Employer ID# (FEIN) - Please provide your agency's Employer Identification Number.
DUNS # - List your DUNS (data universal number system) Number assigned by Dun & Bradstreet, if applicable.
501(c)(3) not-for-profit entity ID # - If non-profit, please provide 501(c)(3) not-for-profit entity ID # and date established as such.
Subcontractors - List all subcontractors that your agency does business with related to this service.

CONTACT PERSON INFORMATION

Name - Please list the name of the person who should be contacted regarding your application.
Telephone Number - Please list the phone number of the person who should be contacted regarding your application.
E-mail - Please provide the e-mail address for the person to be contacted regarding your application.

PROGRAM INFORMATION

Start of Program Operations

Describe your agency's ability to implement and staff the program in a timely manner, including provision of services, effective January 1, 2020.

Program Summary

Provide a brief **(1800 character maximum)** summary description of the program including the agency and program name, population served, key program features, and services available.

TARGET POPULATION SERVED & GOALS (24 points)

Description (9 points)

Identify the target population, geographic areas to be served, and capacity for service.

Special Populations (3 points)

Describe any specialized services and resources, including accommodation of those with special needs, language translation and cultural differences.

Capacity (12 points)

Indicate the proposed number of individuals or families to be served at a given time as well as the total number of individuals or families to be served in a year.

PROGRAM DESIGN (36 points)

Availability (6 points)

Provide information about your days and hours of service availability as well as time frames for intake and engagement.

Location(s) of Service (6 points)

Provide information for all program locations including any satellite locations where you operate.

Safety (6 points)

Provide information regarding the time of day that services are offered, security personnel available, open doors or locked, waiting room appearance, etc.

Partnership and Collaboration (12 points)

Discuss any partnerships or networks that are used to meet your program participant needs. This can include specific referral networks, interventions that take place within your program, or joint programming activities. Be sure to demonstrate how this partnership works to meet specifically identified program participant needs.

Program Difference (6 points)

Provide any other information that you feel would distinguish your agency's approach to the delivery of the requested services, including any prior experiences and successes.

PROGRAM STAFFING (3 points)

Program Staff (3 points)

Describe program staff, including job titles, responsibilities, level of education/credentials, qualifications, experience and training that will be required for each position. Specify their role in providing the services and supervision protocols.

PERFORMANCE MEASUREMENT (12 points)

Performance Measures (12 points)

Describe your proposed approach to program evaluation and reporting to ECDSS. Clearly define how you will monitor performance and implement a plan for quality improvement. Specify how poor performance will be addressed when requested by ECDSS or when the outcomes of the program fail to be achieved.

BUDGET (25 points)

Billing (15 points)

Describe how your agency monitors and verifies the accuracy and sufficiency of its billing system to assure all claims made are proper and that adjustment is sought when issues are identified. The successful proposer must agree to bill the UWBECC no less than monthly by the 15th of the month following the expenditure, with an invoice that clearly identifies the services rendered and the amount requested to be reimbursed marked clearly on each individual bill.

Program Budget (10 points)

In the chart provided (Appendix A), discuss your **program budget** by providing a line by line accounting of personnel and non-personnel expenses. Please use the "Other" line for items not already included in the budget. Applicants should clearly articulate program funding needs. In the chart provided, list the amounts of funds coming from each of the possible **revenue streams** provided.

Appendix A

Program Budget					
Agency Name:					
	Annual Operation Budget	UWBEC Requested Funds	Other Funding Revenue (Amount & Source)		
Direct Program Staffing					
Total Salaries/Wages					
Total Fringe Benefits					
Administrative Staffing Expenses *					
Total Salaries/Wages					
Total Fringe Benefits					
Direct Operating Expenses					
Utilities**					
Gas					
Electric					
Water					
Phone					
Internet					
Building Expenses**					
Maintenance/Janitorial Supplies					
Equipment (List Items)					
General Repairs and Service					
Office Expenses					
Equipment (List Items)					
Supplies					
Technical Support					
Insurance**					
Building/Liability Insurance					
Vehicle Expenses ***					
Vehicle Insurance					
Maintenance and Repair Services					
Gasoline					
Direct Program Staffing Detail					
Position Title	Staff Name	Annual Salary/Wages	Annual Fringe Benefits	% of time	Proposed Funding Request

Administrative Program Staffing Detail					
Position Title	Staff Name	Annual Salary/Wages	Annual Fringe Benefits	% of time	Proposed Funding Request

***Administrative Expenses cannot exceed 15% of the total Direct Service Program Budget**

**** Utilities, Building Expenses and Insurance cannot exceed 33% of their annual operation budget for this proposal**

******* It is understood by the parties that in order for Service Providers to perform its contractual responsibilities under this Agreement, that a passenger van vehicle may be purchased with United Way Works funds to be used by the Service Provider only to fulfil its contractual responsibilities under this Agreement. The vehicle is to be purchased using an initial payment made by the County and received by the United Way of Buffalo and Erie County. The Service Provider hereby grants to the County a purchase money security interest in the passenger van vehicle. Upon purchase, the Service Provider will notify the motor vehicle dealer that the County of Erie must be listed as the sole lienholder (using form MV-900) on the properly recorded Certificate of Title with the New York State Department of Motor Vehicles. The vehicle must be insured by Service Provider consistent with the terms of this Agreement applicable to Insurance and Indemnification, at all times maintaining insurance on the vehicle. In the event that this Agreement is terminated during the contractual period for any reason consistent with the Termination provisions of this Agreement, the vehicle must be returned to the County of Erie within fifteen (15) days of such termination, with its title transferred to the County. If the vehicle is not returned within fifteen (15) days, the County of Erie will begin proceedings to repossess the vehicle, in accordance with its security interest. If this Agreement is not extended beyond the end date of the contractual term, at the end of the contractual term the Service Provider will take the appropriate steps to transfer title immediately to the County of Erie, as lienholder.

Appendix B

Funding Discontinuance Guidelines

In rare and unusual cases, we may discontinue program funding before the program year ends, including but not limited to the following reasons:

1. Failure to comply with the Program Funding Agreement
2. Cessation of program activities
3. Announcement of agency dissolution
4. Revocation of 501c3 status
5. Suspension or revocation of necessary licensure or certification
6. Loss of other funding or contracts calling program performance into question
7. Loss of key subcontractor calling program performance into question
8. Failure to supply program reporting data or other required documents by due dates
9. Inadequate or deteriorating program performance
10. Noncompliance with federal or state governance requirements
11. Circumstances that call into question the integrity of the organization or staff
12. Financial condition of the United Way of Buffalo & Erie County and Erie County Department of Social Services

Funding is specific to both the organization and the program. If the program is transferred to another organization, continued funding will be evaluated on a case by case basis.