



**REQUEST FOR QUALIFIED CONTRACTOR
CONSUMER LEADERSHIP INVOLVEMENT PROJECT (CLIP)**

A. Introduction and Program Contacts

The Connecticut Balance of State (CT BOS) Continuum of Care (CoC) is seeking an entity to manage and expand the Consumer Leadership Involvement Project (CLIP). The goal of CLIP is to create a demonstrated increase in the quantity and quality of involvement by persons with lived experience of homelessness (consumer) in all activities of the CT BOS CoC. The funding should be used to provide stipends or salary to persons with lived experience and to provide salary to staff who will manage and oversee the project. Information regarding CTBOS CoC can be found on the [CT BOS](http://www.ctbos.org) website.

Contact & Inquiry Procedures: All questions regarding this RFQC must be directed, in writing via email, to ctboscoc@gmail.com before the deadline specified in the RFQC Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions and answers will be posted online at <https://ctbos.org/resources>. CT BOS will release the answers to questions as established in the RFQC.

Response due date and time: Proposals must be submitted to ctboscoc@gmail.com and received on or before the due date and time.

Due Date: 2/24/25

Time: 5pm

Contract Award and Term

The selected entity will enter into a contract with the CT Department of Mental Health and Addiction Services, which serves as the [Collaborative Applicant](#) for CT BOS. The award of any contract pursuant to this RFP is dependent upon the availability of funding. CT BOS anticipates the following:

Total Funding Available	\$150,000
Number of Awards	One (1) award
Contract Term	7/1/2025 – 6/30/28 with one (1) renewal option
Funding Source	CTBOS Continuum of Care Planning Grant funds

Eligibility: Private provider organizations (defined as non-state entities that are nonprofit or for-profit organizations) and municipalities are eligible to submit proposals in response to

this RFP. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.

Minimum Qualifications: To qualify for your proposal to be reviewed, an applicant must have the following minimum qualifications:

Must have a minimum of three (3) years of demonstrated experience with:

- Engaging persons with lived experience in the mental health, substance use, homelessness, or other related fields with a preference for experience engaging people with lived experience of homelessness;
- Collaborating with Continuums of Care, including various committees, Coordinated Entry networks and government officials;
- Working within or knowledge of the Connecticut Homeless Response System;
- Identifying and overcoming barriers and unconscious biases that prevent full inclusion and participation of persons with lived experience; and
- Providing payments, incentives, and/or salary to persons with lived experience.

RFQC Schedule:

RFQC Released	January 10th, 2025
Deadline for Questions	January 24th, 2025
Answers Released	February 7th, 2025
Required Letter of Intent Due	February 14th, 2025
Proposals Due	February 24th, 2025
Review Committee Recommendation*	March 17th, 2025
Notification of Outcome*	March 31st, 2025
Start of Contract*	July 1st, 2025

**Target Dates Only*



B. Consumer Leadership Involvement Project Overview

A. Program Overview

The Connecticut Balance of State Continuum of Care ([CT BOS CoC](#)) is requesting proposals from eligible organizations to manage and expand the Consumer Leadership Involvement Project (CLIP). The CLIP program was created in 2021 as an initiative to engage individuals with lived experiences of homelessness, training them to become participants who actively engage in planning and decision-making processes aimed at addressing and ending homelessness within the state. CLIP is also tasked with providing support, leadership development and leadership opportunities to individuals with lived experience of homelessness serving on the CT BOS Steering Committee (i.e., Community Representatives). Program funding will be used to directly fund the work of people with lived experience as well as the management and administration of the program. The program is led by a staff person with lived experience of homelessness referred to herein as the “Fellow”.

A responsive proposal shall thoroughly describe the proposed program:

Eligible Activities: proposed program shall include the following services:

- Recruitment, engagement, and retention of CLIP representatives
- Support for a CLIP fellow, payments for up to 8 CLIP representatives per cohort and up to 8 CT BOS Community Representatives, weekly meetings, leadership training, facilitating CLIP & Community Representative participation in policy and program development inside CT BOS CoC and beyond, workforce development and employment opportunities, and community engagement and empowerment.
- Providing case advocacy and service linkages for CLIP & Community Representatives when needed.

The maximum number of CLIP participants can be adjusted at the discretion of DMHAS. The maximum number of Community Representatives can be adjusted at the discretion of the CT BOS Steering Committee. Current CLIP participants, Community Representatives and the CLIP fellow are allowed and encouraged to reapply for additional term(s) under the new contract.

B. Deliverables and Performance Measures

The following deliverables and performance metrics highlight key priorities that will be analyzed with providers collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest. CT

BOS looks forward to working with the contractor to define additional important deliverables and performance metrics.

CLIP Deliverables and Performance Metrics		
Deliverable	Performance Metric	Frequency
Recruitment		
Anticipated Activities	Recruitment Plan	Annual
Engagement/Renewal of Fellow	Executed Fellow Contract	Annual
Engagement/Renewal of CLIP Cohort	Cohort report	Annual
Diversity and Equity Goals	Cohort Demographic Analysis	Annual
CLIP Activities		
Program engagement	Weekly meeting report (75% engagement goal)	Quarterly
Speakers Bureau	Activity Report	Quarterly
CLIP member satisfaction survey	Survey summary	Annual
Programs		
Leadership development	Program Activity and Completion Report	Quarterly
Employment	Program Activity and Completion Report	Quarterly
Community Engagement	Program Activity and Completion Report	Quarterly
Payments		
Fellow and CLIP Payments	Payment report (inc. average processing time)	Monthly
Additional Project Payments	Payment report	Monthly

C. Contract Management/Data Tracking

DMHAS seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust service delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, DMHAS reserves the right to request/collect other key data and metrics from providers. Outcome results will be monitored by the Department through regular reporting of program engagement, retention, activities, and payments.

D. Budget Expectations

For the development of your program, staffing structure and budget, plan on ensuring a Fellow and at least two staff people are assigned to the project at all times (e.g., a part-time program manager, plus supervision) – intended to ensure staffing continuity. In addition, your budget should include CLIP and Community Representative participant payments, travel expenses, and technology costs. CT BOS expects the salaries will be a competitive



living wage. The payment rate will be set by CT BOS CoC policy and is currently \$30 per hour. CoC payment policy may include COLA increases in new fiscal years.

- a) **Budget: A responsive proposal shall include** an annual line-item budget that depicts the allowable costs associated with the program, staffing Full Time Equivalent (FTE) and % along with job title, utilizing the budget form embedded in appendix section. All pages should be submitted and, as they are forms, are not included in the page limit. Proposals will be competitively scored on financial feasibility.
- b) **Budget Narrative: A responsive proposal shall detail** how costs included in the line-item budget were calculated. Either Microsoft Office Word or Excel format is acceptable. Allowable costs are those associated with the above- described eligible activities. Budget narrative is not included in the page limit.

C. Proposal Instructions

Style Requirements: Submitted proposals must conform to the following specifications:

Paper Size: 8.5 x 11 inches

- **Page Limit:** 10 pages (not including the cover sheet and attachments)
- **Font Size:** 12 or larger
- **Pagination:** The applicant's name must be displayed in the header of each page. All pages, including the required Appendices and Forms, must be numbered in the footer.
- **Format:** All submissions except for the budget template must be submitted in Portable Document Format (PDF).

Attachments: Attachments other than the required Attachments or Forms are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFQC. Failure to abide by these instructions will result in disqualification.

- Organizational chart
- Resumes of key personnel
- Budget template and narrative
- Proof of non-profit, municipal, or business entity status
- Letter of Support from each subcontractor (if applicable)

Submission Requirements: All proposals and supporting documentation must be submitted electronically, via email ctboscoc@gmail.com. The submission email content must show legal name and address of the applicant. The subject line of the email must be the RFQC name (Consumer Leadership Involvement Project). All proposals received after the deadline submission time will be returned via email to the lead contact and marked as "Rejected – received after the required deadline." All proposals received via postal mail or fax will be returned to the lead contact and will not be evaluated.

D. Proposal Components and Outline

A. Cover Sheet: The Cover Sheet must include the following information:

- RFQ Name
- Organization's Legal Name
- EIN
- Street Address
- City/State/ Zip
- Contact Person
- Title
- Phone Number
- Email

B. Main Response and Required Components

1. Organizational Expectations (20 Points)

- a. Provide a general overview of your organization including its history and prior experience engaging and working with persons with lived experience of homelessness. Describe why your organization is uniquely qualified to take on this scope of work.
- b. Describe your experience with and knowledge of the Connecticut homelessness response system and/or systems of similar size and scope.
- c. Describe your organization's experience soliciting, obtaining, and applying input from underserved groups and experience designing or operating programs that have improved racial equity, particularly among people experiencing homelessness.
- d. Describe your experience managing service programs that offer stipends or make direct payments to people with lived experience of homelessness.
- e. Describe your experience providing or connecting people with lived experience of homelessness to leadership training, workforce development and community engagement.

2. Service Expectations (40 Points)

Proposals must include a comprehensive plan to implement the following:

1. Describe your plan to maintain existing and develop new relationships with the CT BOS Continuum of Care and CAN leadership across the state, State government,



agencies providing housing, workforce development, mental health services, substance use treatment, and other service providers relevant to ending homelessness. If your experience is not in CT, describe your relationships with relevant parties in your locality(s).

2. Describe how you will recruit, select and engage persons who have or are experiencing homelessness, including people with lived experience of unsheltered homelessness and how you will ensure diversity among those selected. Describe both how you will ensure opportunities for new people to join CLIP and opportunities for existing CLIP participants to continue to build knowledge and expertise by renewing their commitment to serve.
3. Describe your plans to facilitate weekly CLIP meetings that build leadership skills and promote belonging, mutual support and group cohesiveness.
4. Describe your plans for these individuals to have an on-going, interactive relationship with the CT BOS Steering Committee and all of its activities, including monthly participation in the Steering Committee Meetings, policy development, development and design of the HUD funded housing programs through CT BOS area or other committees and sub-groups or working groups.
5. Describe your plans for engaging and supporting CLIP participants and Community Representatives to serve on additional statewide decision-making bodies, Non-profit advisory boards or any additional public or private bodies that are seeking or should seek input from PLEH.
6. Describe how you have and would analyze the CT Homelessness Response System to identify and reduce barriers and unconscious biases that prevent full inclusion and participation of persons with lived experience of homelessness.
7. Describe how you would provide case advocacy and service linkages for CLIP participants and Community Representatives when needed.
8. Describe your plans to establish the following programs for all CLIP participants and for Community Representatives who choose to participate.
 - a. Leadership Training: offering structured training to people with lived experience of homelessness, equipping them with knowledge of the CT

homelessness response system and skills in leadership, advocacy, public speaking, group dynamics, and decision-making.

- b. Workforce Development and Employment Opportunities: creating pathways to employment in the social services sector, including but not limited to peer support or consumer advocacy roles.
 - c. Community Engagement and Education: facilitating the participation of CLIP participants and Community Representatives in community outreach efforts, educating the broader community about mental health, addiction recovery, homelessness, and other issues.
9. Describe your plan for providing supports (technology, transportation, etc.) and payments for CLIP members and Community Representatives.
- a. Payments for CLIP members for all CLIP approved activities.
 - b. Payments for Community Representatives for all CLIP approved activities except monthly CT BOS Steering Committee meetings and other CT BOS Committee meetings (CT BOS will provide Community Representatives with payments for the excepted activities).
 - c. Technology access will include hardware, internet connection, and monthly service connection fee.
 - d. Transportation needs will include public transportation passes, carfare/ride sharing and/or mileage reimbursement, parking, payment for travel time. (Note that CT BOS will provide travel reimbursements for Community Representatives participating in CT BOS in-person meetings).
 - e. Describe the process and accelerated timeline for providing payments and reimbursements and any flexibility around the means of payment such as the use of payment apps if requested by participants.
10. Describe plans to integrate CT BOS Community Representatives in training programs and other CLIP activities as appropriate.

3. Staffing Expectations (10 points)

Describe the team that would work on this program.

- a. Key Personnel: Provide the names or titles of proposed personnel and the hours and percentages of time dedicated to this project. Nontraditional work hours and days should be a part of the proposed staffing plan.
- b. Describe your plan to recruit and hire people with lived experience, including lived experience of homelessness, substance use and/or mental health

disorders to be a member of your team. Note that lived experience of homelessness is a requirement for the Fellow position.

- c. Describe your management and supervision plan for your service staff and the Fellow.

4. Data and Technology Expectations (10 Points)

- a. Describe your organization's ability to ensure staff and participants have access to adequate technology infrastructure necessary for supporting outreach and engagement (including across social media platforms), ongoing programmatic activities such as video conferencing and surveys, and making timely payments to participants.
- b. Describe your organization's ability to provide technical training and support to CLIP participants and Community Representatives when needed.

5. Performance Measures (10 Points)

- a. Describe the organization's capacity for and strategy to meet the performance measures required in Section B – Program Overview.

6. Budget (10 Points)

- a. Submit an annual budget with details all expenses in the [budget template](#) provided.
- b. Submit a budget narrative: A responsive proposal shall detail how costs included in the line-item budget were calculated. Either Microsoft Office Word or Excel format is acceptable. Allowable costs are those associated with the above-described eligible activities.

E. Evaluation of Applications

1. Evaluation Process - It is the intent of CT BOS to conduct a comprehensive, fair, and impartial evaluation of responses received in response to this RFQC.

2. Screening Committee – CT BOS will designate a Screening Committee to evaluate responses submitted. The contents of all submitted responses will be shared with the Screening Committee. Only submissions found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Responses that fail to comply with all instructions will be rejected without further consideration. Attempts by any applicant to contact or influence any member of the Screening Committee may result in disqualification.

3. Minimum Submission Requirements - All responses must comply with the requirements specified in this RFQC. To be eligible for evaluation, responses must (1) be received on or before the due date and time; (2) meet the format requirements; (3) follow the required outline; and (4) be complete. Responses that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. CT BOS will reject any submission that deviates significantly from the requirements of this RFQC.

4. Evaluation Criteria (and Weights) - Responses meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Screening Committee will use to evaluate the technical merits of the responses. The criteria listed below will be used to evaluate proposals for a total of 100 points:

- Organizational Expectations (25 points)
- Service Expectations (40 points)
- Staffing Expectations (10 points)
- Data and Technology (5 points)
- Performance Measures (10 points)
- Budget and Budget Narrative (10 points)

5. Applicant Selection - Scores will be tabulated, and the final selection of a successful applicant is at the discretion of the CT BOS Steering Committee Co-Chairs and will reflect the scoring of the response, the program needs at the time of the award including any budgetary changes, and any other program alteration resultant from requests from CT BOS. Any applicant selected will be so notified and awarded an opportunity to initiate the contract process. All unsuccessful applicants will be notified by email.