

**AGE+**



City of Boston  
Age Strong Commission  
Mayor Michelle Wu

## **COMPREHENSIVE HOARDING PROGRAM REQUEST FOR PROPOSALS**

**Application Deadline: Wednesday June 8, 2022 by 5:00 PM EST**

### **WHO WE ARE**

The Age Strong Commission facilitates full and equal participation in all aspects of life by older adults in Boston. We're focused on setting the City's direction for successful aging programs, policy, and practices in Boston through our roles as Boston's Area Agency on Aging (AAA) and Council on Aging (COA) and in our Age-Friendly Boston Initiative.

The Commission is dedicated to improving the lives of Boston's older adults by:

1. Keeping Boston's older adults (age 60+) engaged and informed through the dissemination of essential and entertaining information.
2. Providing direct services including benefits counseling, free and accessible transportation
3. Promoting active participation in the community

In all that we do, we cultivate respect and recognition for the contributions older adults have made and can continue to make to our City.

Additional collaborators on this project are the Mayor's Office of Housing, the Inspectional Services Department (ISD), the Boston Public Health Commission (BPHC), the Boston Housing Authority (BHA), and the Boston Fire Department (BFD).

### **WHAT WE ARE LOOKING FOR**

The City of Boston, through the Age Strong Commission, is in the process of developing a collaborative effort to address hoarding in Boston in a comprehensive and effective way. Currently, there is no comprehensive approach, including clinical intervention, to addressing hoarding cases in Boston. Six (6) City departments (Age Strong, the Mayor's Office of Housing, ISD, BPHC, BHA, and BFD)

play a role in identifying and addressing hoarding-related issues and needs, however, there is no formal structure in place for assessment and intervention. Every year, we estimate (based on department cases) that 100 people in Boston, primarily older adults, need intervention for cases of hoarding behavior. While the number is small, these cases can be complex, requiring continued intervention by numerous city departments and partner organizations.

Through this request for proposals (RFP), our goal is to comprehensively address the clinical treatment and clutter reduction needs for individuals with hoarding disorder. Organizations are invited to apply to manage the program. The City of Boston will select an agency that meets the eligibility requirements and has the organizational capacity to manage the logistical and fiscal responsibilities. This project could be delivered by a lead agency with a team of partners or by a single agency. The selected entity must work closely with the City of Boston on an ongoing basis.

We would like the program to include:

- Onsite assessment and identification of necessary interventions
- Crisis case management
- Individual and family counseling
- Consultation on hoarding cases
- Appropriate clean out/decluttering

In addition, providers will need to provide program administration and have the ability to bill insurance for any billable services.

Not every person assisted by the program will need every service. Part of running this program will be assessment to determine which services are needed in a given situation.

Equity is a core value of Mayor Michelle Wu and of the City of Boston. This project focuses on creating a collaborative and comprehensive hoarding program to be accessed by the City of Boston for its residents. Many of the people that will be served are low income and people of color who lack resources to access assistance on their own. People served by this program will be some of the most vulnerable residents in the City who are at risk of homelessness if they don't receive assistance.

## **PROJECT DELIVERABLES**

The scope of the project will include:

- Program planning and implementation in collaboration with the Age Strong Commission and other city partners.
- Accurate assessment, intake, and connection to hoarding appropriate interventions
- Delivery of all necessary hoarding interventions, including consultation on hoarding cases; crisis case management; individual and family counseling; appropriate clean out/decluttering;
- Regular case reporting (process to be determined in partnership with the Age Strong Commission)
- Program evaluation
  - How will impact be measured?
  - What data will be used to track impact?

The selected provider will be expected to work closely with the City of Boston to identify data collection standards, referral, and information-sharing processes to ensure streamlined communication and efficient case management, prior to program implementation. This work will also include privacy standard setting, so that recipients feel comfortable accessing services.

## **AWARD BREAKDOWN**

The budget for this project will depend in part on the price proposals we receive, but the total funding available is \$220,000, which will include program administration, onsite assessment, crisis case management; individual and family counseling, case consultation and coordination; clutter reduction/clean out; and insurance billing. Some of these services for some people will be covered through insurance, but the funding will cover those that are not.

## **CONTRACT TERMS**

The term of the contract will be 1 year.

## PROSPECTIVE APPLICANT ELIGIBILITY CRITERIA

Applicants must meet all of the following eligibility criteria:

- Applicants must have a proven record of crisis and hoarding case management. In addition, they must be able to demonstrate that they can be or already are part of an existing network of organizations that coordinate around hoarding cases.
- Applicant organizations must be in good financial standing. All applicants will be required to submit a Form 990 and their most recent audit report.
- Applicants must have a strong record of effectively assessing and administering hoarding programs that require partnership and collaboration across a group of public and private partners.
- Applicants must be able to provide data that allows for assessment of the impact of the program.
- Applicants must have in place a strong assessment and intake process to determine need and make appropriate connections to services.

## TIMELINE

The table below shows the preliminary RFP Schedule. Dates are subject to change. Any changes will be posted in an addendum that can be found on the RFP website.

	DATE
RFP released	May 16, 2022
Deadline to submit questions regarding the RFP <i>Via email to Melissa Berlin (melissa.berlin@boston.gov)</i>	Monday, June 6, 2022
Consolidated Q&A posted by the City	Ongoing throughout open submission period
<b>Deadline for proposals</b> <i>Submitted via the City's Supplier Portal or via hard copy; must be <b>received</b> prior to the deadline</i>	June 8, 2022 at 5:00PM

Vendor interviews (if needed)	June 9, 2022 -
Contractor Selected (target date)	June 22th, 2022

*All times are in Eastern Time*

*\*Please note that all proposals will be public record.*

**Do not submit confidential information in your Proposal.**

## **TECHNICAL PROPOSAL**

Applications must be submitted through the City of Boston Supplier Portal. Applicants will be required to submit both a technical proposal as well as a price proposal.

The “technical proposal” is every element of your response to this RFP, except for anything having to do with price. (The price proposal covers that section.)

Below are the application questions for review only. All applications must be submitted through the City of Boston Supplier Portal.

### **1. Organizational Information**

- a. Legal name of applicant organization
- b. Executive Director/President
- c. Organization street address
- d. Organization zip code
- e. Organization website including the website URL
- f. Organizational mission statement (50 words or less)
- g. Description of the organization: Organization’s history, goals and objectives, programs and services, and organizational structure. (300 words or less)
- h. Brief overview of population served (25 words or less)
- i. Total FY22 organizational budget
- j. Is your organization classified as a nonprofit 501(c)(3) tax exempt organization? If yes, provide EIN #
- k. Contact person (Telephone and email)
- l. Organization DUNS number
- m. City of Boston Vendor ID

## **2. Applicant Experience and Capacity**

- a. Why is your organization best suited to manage the City's comprehensive hoarding program?
- b. Please share your experience collaborating on projects/campaigns with other public agencies and nonprofit organizations.
- c. If you are applying as a team of agencies, please state the lead agency and include a description of the process that will be employed to ensure seamless coordination.
- d. Please list any community, institutional, or other third party partners who will provide support or be involved in a significant way. Who are these entities and what will be their role?
- e. Please describe your experience with and plan for appropriate and thorough assessment, intake, and recordkeeping.
- f. Please describe your experience with and plan for delivering hoarding interventions to consumers, including in an emergency capacity (i.e. nights or weekends).
- g. Please describe your organization's capacity to bill Medicare and other insurances for hoarding-related services?
- h. What is your organization's staff capacity to effectively administer this program? (FTE, volunteers). Please describe the experience and capacity of your staff to work with diverse populations.
- i. Please describe your plan to collect data and evaluate the impact of this program.

## **3. A detailed program implementation timeline**

## **4. Three (3) letters of reference from professional partners**

## **5. Required Documents (Uploads)**

- a. Nonprofit IRS Determination Letter or Certificate of Exemption, if applicable
- b. Form 990.
- c. Most recent audited financial statements

## PRICE PROPOSAL

### 1. Price

List all costs associated with your proposed deliverable. Understanding the level of effort and cost for each deliverable will help us better understand the structure of the proposed work.

Note that the total price will be used as the basis for comparing price proposals. Estimated quantities are estimates only and the actual amount may be more or less. Also, the City may choose to purchase all, some, or none of these deliverables.

Please note:

- All prices are inclusive of travel. No additional charges, including travel lodging, subsistence, miscellaneous (ad-hoc) expenses and other expenses, will be allowed.
- Any taxes due will be assumed to be included in your price of services. The City is exempt from federal excise taxes (Federal Exemption No. A-108-328) and from Massachusetts sales and use taxes (Certificate No. E-046-001-380). Exemption certificates will be provided, if requested, following the award.
- The total cost that is quoted in this Proposal will be considered a best and final offer.
- You will bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
- **The Price Proposal MUST be submitted separately from the remainder of the proposal. No price information may be included in the Technical Proposal.**
- If applicable, as determined by the Massachusetts Department of Labor Standards, the Contractor shall comply with the Massachusetts Prevailing Wage Law (M.G.L. c. 149, s.26, -27H) for public works projects, which establishes minimum wage rates for workers on such projects.

Please enter the **total price** in the price line if submitted electronically through the Supplier Portal. More detailed instructions are available in Section 5 and at [boston.gov/departments/procurement/how-use-supplier-portal](https://boston.gov/departments/procurement/how-use-supplier-portal).

### 2. Budget

- a. Budget Narrative (200 words or less)
- b. Upload a detailed budget. Please use the following budget template: [https://philanthropyma.org/sites/default/files/4\\_Budget\\_Template\\_2018.xlsx](https://philanthropyma.org/sites/default/files/4_Budget_Template_2018.xlsx)

Note: The program will allow up to 10%-18% administrative fees to be

included in the budget, which includes fiscal management and administrative costs, final report preparation, and staff time.

## **SUBMITTING THE PROPOSAL ONLINE**

The Supplier Portal provides vendors the ability to submit a proposal electronically, and is accessible from [boston.gov/procurement](http://boston.gov/procurement) at the Supplier Portal link. This is the only way to submit electronically, we can't accept proposals via email.

You'll need to register with us in order to submit your proposal electronically; doing so will also allow you to receive email updates regarding this RFP and other opportunities. Please visit <https://www.boston.gov/departments/procurement/how-use-supplier-portal> for step-by-step instructions to register.

Upon logging in under your account, look for event EV00010737 Comprehensive Hoarding Program. When responding, you will see specific places to upload your non-price Technical Proposal and other required forms. The Price Proposal must be submitted separately from the Technical Proposal according to statute. This is critically important. The evaluation team will complete its evaluation of the Technical Proposals prior to reviewing the Price Proposals.

**Attachments containing price information, including the Price Proposal, should only be attached to the price line and not in the Event Header attachments section.** By uploading your file to the price line, the information will remain sealed and separated from the technical proposals until that evaluation has been performed.

In the section of EV00010737 labeled "Step 2: Enter Line Bid Responses", please enter the total bid amount under the line "Hoarding Program." Next, click the icon on the far right of the screen labeled "View/Add Question Comments and Attachments." There you will find the proper location to upload your Price Proposal. Please visit <https://www.boston.gov/departments/procurement/how-use-supplier-portal> for step-by-step instructions.

Submitting your proposal via the Supplier Portal can streamline the entire process, but please allow extra time to become familiar with the system. Upload any applicable documents into the Supplier Portal and SUBMIT your submissions well

before the deadline. We recommend submitting your proposal at least 24 hours prior to the deadline.

Please note that Supplier Portal file uploads are limited to a 59 character file name length.

## **HOW WE WILL CHOOSE**

The city will select the responsive and responsible management consultant submitting the most advantageous proposal, taking into consideration the management consultant's experience, staff capacity, references and plan for providing the services, as well as the proposal price. When considering proposals, the City will favor those respondents who have:

- Extensive experience delivering crisis and hoarding case management.
- A strong track record of effectively administering and assessing hoarding programs that require partnership and collaboration across a group of public and private partners.
- Are already part of an existing network of organizations that coordinate around hoarding cases.
- A strong assessment process to determine need and appropriate connection to services.
- A plan that clearly addresses all the needs outlined in the description.
- The capacity to implement that plan after the funds are disbursed.

Specifically, Technical Proposals will be evaluated according to the comparative evaluation criteria set forth in Attachment 1. The City reserves the right to interview proposers (including by phone or video conference) and to conduct reference checks, and may use information obtained in the evaluation.

## **Terms and Conditions**

### **1. Cancellation, Rejection, and Waiver**

The City is under no obligation to proceed with this RFP and may cancel the RFP at any time with or without the substitution of another. The City reserves the right to reject in whole or in part any or all proposals, when the City determines that rejection serves the best interests of the City. The City may waive minor informalities in the Proposal or allow the Vendor to correct them.

2. Withdrawal or Modification of Proposal

The City may allow applicants bearing proper authorization and identification to sign for, receive and withdraw the unopened Proposal prior to the submission deadline. An applicant that seeks to correct or modify its proposal may do so by withdrawing the initial submission and then submitting a modified proposal prior to the submission deadline.

3. Proposal Validity Period

By submitting a Proposal the applicant agrees that its proposal is valid for one hundred twenty (120) days following the submission deadline unless extended by mutual agreement.

4. Proposal Costs

Any and all costs incurred by an applicant in preparing a proposal and throughout the RFP process are ineligible for reimbursement by the City.

5. Taxes

The City is a tax-exempt organization. However, should any part of the funding be subject to taxes, unless otherwise specified in this RFP, the applicant shall include and be responsible for paying all taxes that are applicable.

6. Subcontractors

The City will contract with one nonprofit organization who will be solely responsible for contractual performance and who shall be the sole point of contact for the City with regard to program matters. In the event the applicant utilizes one or more Subcontractors, the chosen applicant will assume all responsibility for performance of services by the Subcontractor(s). The City must be named as a third party beneficiary in all subcontracts. A list of all Subcontractors proposed to take part in the performance of the program shall be provided to the City for approval prior to contract execution.

7. Use of City Name

The selected organization and any Subcontractor(s) agree not to use the City of Boston name or seal, or that of any other City Agency or Department in advertising or press releases without the prior approval of the City.

#### 8. Award and Contract

If a Contract is awarded, the selected applicant will be awarded to that responsive and responsible applicant whose proposal is deemed most advantageous to the City, taking into consideration the evaluation criteria and proposal details. The City will contract with the selected applicant that best meets the City's needs.

An award letter or award notification is not a communication of acceptance of an applicant's proposal. No final award has been made until final execution of a Contract by the applicant and the City of Boston (by its Awarding Authority/Official and the City Auditor), and the approval of the final Contract by the Mayor of Boston, as well as applicant receipt of a City issued Purchase Order. Until such time, the City may reject any or all proposals or elect not to proceed with this RFP. The Vendor shall not furnish any services, equipment, materials or labor unless a fully executed and approved Contract and Purchase Order is received from the City, and funds are appropriated for the Contract.

#### 9. Contract

In addition to the City of Boston's Standard Contract, Forms CM-10 and CM-11, and any applicable supplemental terms and conditions that are part of this RFP, the Contract will include, without limitation, City required forms and certifications, including the City's CORI Compliance Certification, Living Wage form, Wage Theft Form, Contractor Certification, and Certificate of Authority. These forms are attached hereto and/or are available upon request. In addition, contract terms as required by the Federal Emergency Management Agency (FEMA) per 2 CFR 200 et seq. will be added before final contract signature. Certificates of Insurance will also be required.

The submitted Proposal, along with the RFP, will also be part of the Contract between the City and the Contractor. The Contract is subject to the availability and appropriation of funds and may be canceled by the City without penalty in any year in which an appropriation is not made.

#### 10. Term of Contract

The term of the contract will be for July 1, 2022 through June 30, 2023. The City will have the option to terminate or reduce services at any time at its discretion.

## 11. Public Records

Proposals shall be confidential until the completion of the evaluations, or until the time for acceptance specified in the RFP, whichever is earlier. Thereafter, proposals will be public record. Do not submit confidential information in your Proposal.

### **Overview of Forms to be Submitted**

You must review and submit signed copies of forms CM-06 and CM-09 with your proposal.

1. Form CM-06 – Certificate of Authority
2. Form CM-09 – Contractor Certification

All proposers are required to review the following documents marked “\*\*” prior to submitting a proposal, and by submitting a proposal a proposer acknowledges that the selected proposer will be required to complete and provide each of the below forms to the City as part of the contract package:

3. Form CM-10 – Standard Contract Document (ONLY SELECTED VENDOR)\*\*
4. Form CM-11 – Standard Contract General Conditions\*\*
5. CM Forms 15A, 15B – CORI Compliance & Standard\*\*
6. Form LW-1 – Requirements Of The Boston Jobs and Living Wage Ordinance\*\*
7. Form LW-2 – Covered Vendors Living Wage Agreement \*\*
8. Form LW-8 – Vendors Living Wage Affidavit 32\*\*
9. Form CM-16 – Wage Theft \*\*
10. Certificates of Insurance and Worker’s Compensation

## Attachment 1

### Comparative Evaluation Criteria

Note: no single evaluation item is determinative or disqualifying.

Evaluation Item	Highly Advantageous	Advantageous	Not Advantageous
Prior work and expertise in hoarding intervention	Program demonstrates extensive prior work experience and expertise in hoarding intervention	Program demonstrates some work experience in hoarding intervention	Program demonstrates no prior work experience or expertise in hoarding intervention
Prior experience and setup to bill Medicare and other insurances	Program has existing system in place and experience with billing Medicare and other insurances for hoarding-related services	Has the ability to bill Medicare and other insurances, but has little to no experience with doing so for hoarding-related services	Program does not have a system in place to bill Medicare and other insurances for hoarding-related services
Demonstrated ability, through internal staffing and external partnerships, to effectively administer the program in its entirety  If this proposal is being completed by a team of agencies, the role of each agency is described and there is a plan for seamless coordination  Clear description of involvement of external partners	Program has the capacity and a detailed plan to deliver the program effectively	Program has some capacity and a plan to deliver the program, but lacks detail	Program does not have the capacity to deliver the program
Demonstrated collaboration with	A detailed list of partners is provided	Some partners are listed, but it is unclear	No existing partnerships are

<p>public agencies and/or nonprofit organizations</p>	<p>Existing external partnerships are in place</p> <p>The roles of each entity in supporting the project are clearly defined</p>	<p>what their involvement is with regard to the program</p> <p>It is unknown if listed partnerships are existing</p>	<p>detailed</p> <p>No clearly defined organizational roles in the project</p>
<p>Strong assessment, intake and process to determine appropriate connection to services that address individual needs</p>	<p>Detailed description of the program's intake process that ensures appropriate connection to services that address individual needs</p>	<p>General description of the program's intake process that ensures appropriate connection to services that address individual needs</p>	<p>Little to no description of the program's intake process. Unclear how applicants will be screened to ensure appropriate connection to services that address individual needs</p>
<p>Experience effectively employing interventions to individuals with hoarding disorder</p>	<p>Detailed description of the organization's hoarding-related services currently offered</p> <p>Demonstrated successful delivery of hoarding-related services</p>	<p>General description of the organization's hoarding-related services currently offered</p> <p>Some experience delivering hoarding-specific services</p>	<p>Limited description of the organization's hoarding-related services currently offered</p> <p>Little to no experience delivering hoarding-related services</p>
<p>Capacity to act quickly and deliver emergency intervention with onsite assessment</p>	<p>The program has an existing practice of conducting onsite assessments</p> <p>A plan for quick response time is clearly outlined</p> <p>The program has the capacity and structure to respond to emergency needs outside of normal business hours (i.e.</p>	<p>The program has the ability to go onsite to conduct assessments</p> <p>General plan for quick response time</p> <p>Unclear if the program has the capacity to respond to emergency needs outside of normal business hours and does not have a clear plan of how to address this</p>	<p>Program does not have the ability to go onsite to conduct assessments</p> <p>There is no explanation for how the program will quickly respond to referrals</p> <p>The program does not have the capacity or structure to respond to</p>

	weekends)	requirement	emergency needs outside of normal business hours
Clear plan for data collection and program evaluation to assess the impact of the program	Detailed description of how data will be collected and evaluated to assess program impact	General description of how data will be collected and evaluated to assess program impact	Limited description of how data will be collected and evaluated to assess program impact
A clearly designed plan and system to track consumers receiving services and employ secure recordkeeping practices	Detailed description of an existing plan and system to track consumers and maintain information in a secure location	General description of a plan and system to track consumers and maintain information in a secure location	Limited description of a plan and system to track consumers and maintain information in a secure location