



Grays Harbor County
Public Health and Social Services Department
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November 4, 2020

Request for Proposals for New Emergency Shelter Programs

In response to the COVID-19 pandemic and as part of establishing a coordinated continuum of care for individuals experiencing homelessness, the County is interested in contracting with a qualified agency to create and operate new emergency shelter resources in Grays Harbor County.

REQUEST FOR PROPOSALS

Grays Harbor County (the "County") is soliciting requests for proposals for the purpose of creating and operating new emergency shelter resources. Notice is hereby given that letters of interest and statement of qualifications will be received by Grays Harbor County, Washington, for new emergency shelter programs by filing with the County at the location below.

<u>Request for Proposal Information:</u>		<u>Submittals Delivered to:</u>	
RFP Number	RFP# 002	Physical Address:	Grays Harbor County Public Health Department Attn: Curtis Steinhauer 2109 Sumner Ave Aberdeen, WA 98520
RFP Name:	New Emergency Shelter		
Date Issued:	December 20th, 2020		
Contact Person:	Curtis Steinhauer		
Phone #:	360-500-4064		
Email:	csteinhauer@co.grays-harbor.wa.us		
Address:			
Submittals Accepted Until	January 20, 2020 @ 4:30pm		

Qualifications submitted after the due date **January 20, 2020 at 4:30 p.m.** will not be considered. Applicants accept all risks of late delivery of mailed submittals regardless of fault.

Grays Harbor County reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the County to pay any costs incurred by respondents in the preparation and submission of their statement of qualifications. Furthermore, the RFP does not obligate the County to accept or contract for any expressed or implied services.

It is Grays Harbor County's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.

The County is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, disability, or sexual orientation. The successful applicant must comply with Grays Harbor County's equal opportunity requirements.

Published: December 20, 2020

Grays Harbor County Request for Proposals

Introduction

Grays Harbor County is initiating this Request for Proposal (RFP) to solicit proposals to enter into an agreement to create and operate new emergency shelter resources. The RFP is intended for applicants with the necessary capacity and experience to successfully deliver shelter and case management services to individuals experiencing homelessness.

This project will fund the creation and operation of new emergency shelter resources including: new congregate shelter facilities that serve households without children, new beds in existing shelter facilities, hotel/motel voucher programs, and transitional housing units for Youth and Families with Children. Due to state regulations governing programs that house individuals under the age of 18, this project will not fund congregate shelter resources for youth or households with children.

The RFP is intended for applicants with the necessary capacity and experience to successfully deliver services to individuals who are unsheltered in a way that aligns with the 2019-2024 Grays Harbor Plan to Address Unmet Housing needs and Department of Commerce's "Consolidated Homeless Grant Guidelines."

Available funds must not supplant existing programs or services but provide new and/or expanded services.

Objectives and Scope of Work

This Request for Proposals is for the operation of emergency shelter(s) based on a low barrier, Housing First model that focuses on assisting unsheltered households to move to permanent housing. The County is seeking proposals for programs that would provide new emergency shelter resources.

Emergency shelters are facilities (lodging) that provide safe, temporary shelter for the homeless population in general or specific segments of the homeless population (i.e. men, women, families, individuals fleeing domestic violence).

The goal of a low barrier emergency shelter program is to provide safety and ensure a household's experience with homelessness is as brief as possible. They are designed to serve individuals who may otherwise not be able to access existing shelter facilities due to extensive behavioral health challenges, medical issues, or other barriers. Therefore, the length of a client's stay should be short-term, and on a "drop-in" basis that allows households to enter and exit on an irregular or nightly basis.

This request is an opportunity for local homeless housing providers to partner with local governments, the business community, non-profit organizations, the faith-based community, and other community groups who are interested in supporting chronically homeless individuals in our community. The hope is that the new or expanded shelter services will be achieved through the pairing of County grant funding and partnerships with the public, private, faith-based, and community-based sectors.

The proposed program will meet the following criteria which are based on evidence-based practices for emergency shelter programs:

- Adheres to Housing First principles (or has a plan in place to incorporate Housing First components as soon as feasible in the future):

- Access to a program is not contingent on sobriety, minimum income requirements, lack of criminal record, completion of treatment, participation in services or other unnecessary conditions.
- Support services are available but voluntary, client-driven, individualized, and flexible
- At a minimum, the proposed program will meet the following criteria which are based on evidence-based practices for low-barrier emergency shelter programs:
 - ADA accessibility
 - Allows couples and families to stay together
 - Accommodates service and companion animals
 - Does not discriminate based on protected classes
 - Sobriety* and treatment are voluntary
 - Does not exclude people with criminal convictions, poor credit, or eviction histories
 - Does not require documentation of identification, custody, or citizenship
 - Does not turn away clients because of a lack of income or the appearance of an unwillingness to participate in services or employment

**Note: Low-barrier shelters may establish requirements that prohibit the use of drugs and alcohol in common or shared areas of the facility. In addition, facilities may establish behavioral expectations that limit disruptive or violent behavior resulting from intoxication. However, the requirement to abstain completely from alcohol or drug use is not a component of low-barrier facilities.*

- Hours of operation: At a minimum, shelter will be available overnight, beginning no later than 9 p.m. and ending no sooner than 7 a.m. each day.
- Utilizes strong partnerships with community organizations that deal frequently with chronically homeless individuals (i.e. homeless outreach programs, law enforcement, mental health providers, hospitals) in order to identify and target potential shelter clients
- Selected applicant will make reasonable efforts to communicate with community partners and/or clients directly about shelter services, criteria, and how to access so that information is available to potential shelter clients

Funding Available

Grays Harbor County intends to award compensation for shelter staff as well as reimbursement for real costs related to shelter operations for the period March 1, 2021-June 30th, 2022. Eligible costs are the costs of maintenance (including minor or routine repairs), rent, security, fuel, equipment, insurance, utilities, food, furnishings, and supplies necessary for the operation of the emergency shelter. Where no appropriate emergency shelter is available for a homeless family or individual, eligible costs may also include a hotel or motel voucher for that family or individual. Applicants should submit a proposed project budget (Attachment B) with their completed proposal.

The description outlined in the Objectives and Scope of Work section identifies the key program elements and services the selected applicant should provide. Applicants should consider this description when developing their proposals. However, applicants may suggest modifications and/or additions that will in their estimation make the program more feasible or effective. In addition, applicants should indicate if they will be able to offer all the required program components to potential clients. If not, applicants should describe what level of service they will be able to provide while also maintaining the highest level of program quality.

The County reserves the rights to reject any proposal that is incomplete or does not meet the requisite qualifications or to recommend contract amounts less than the proposed budget.

The County reserves the rights to recommend contract amounts less than the proposed budget and to reject any proposal that is non-responsive to this Request for Proposals. This RFP does not obligate the County to pay any costs incurred by respondents in the preparation and submission of their proposal. Furthermore, the RFP does not obligate the County to accept or contract for any expressed or implied services.

Successful applicants will work with Grays Harbor County staff to negotiate formal contracts with specific deliverables, timelines, and outcomes. The County will be responsible for monitoring all recipients of County housing funds to ensure alignment with fund requirements and contract deliverables.

RFP Qualifications Considerations

- Applicants must be a local government, housing authority, behavioral health organization, registered nonprofit with 501(c)(3) status, or federally recognized Indian Tribe
- Applicants must have adequate foundational capacity including administrative infrastructure and ability to manage grant on a reimbursement basis and manage funding over the course of the grant term
- Applicant has or will obtain General Liability Insurance with limits not less than \$1,000,000 per occurrence, \$2,000,000 General Aggregate
- Applicant shall maintain automobile insurance in an amount not less than \$1,000,000 combined single limit for each accident.
- Ability to use the Homelessness Management Information System (HMIS) for data management
- Agreement to participate in Grays Harbor's Coordinated Entry system
- Ability to receive and incorporate ongoing updates, tools, and best practices from the Department of Commerce and Grays Harbor County Public Health and Social Services

RFP Submittal Information

All applicants must meet the following:

- (1) A cover letter/statement of interest indicating agency's ability to meet minimum qualifications
- (2) Submit a complete RFP Narrative (Attachment A)
- (3) Submit a complete budget proposal (Attachment B)
- (4) The grant request is reasonable based upon the proposed scope
- (5) All materials submitted by noted deadline
- (6) A review of their latest Independent Audit reveals no major findings unaddressed. (Evidence of agency's adequate capacity determined by the applicant's response to the Audit findings) and the receipt of the summary pages of the applicant's most recent Audit.
- (7) For applicants with current County Homeless Housing contracts, the latest Monitoring report reveals no major findings unaddressed. (Applicants who currently have County Homeless Housing Program contracts must also include the latest monitoring report and, if appropriate, evidence of actions to clear findings or evidence findings have been cleared by the County).
- (8) The project and the applicant meet or will meet the County's contracting threshold requirements as listed above.
- (9) To demonstrate organizational capacity, if an applicant is currently operating County Homeless Housing funded project(s), the most recently reported performance scores for those contracts must not be substantially below the state benchmark performance scores.

Disclosures:

- **PROPRIETARY SUBMITTAL MATERIAL** – All submittals received will be subject to disclosure under Washington's Public Records Act (chapter 42.56 RCW). Any proprietary information revealed in the proposal should, therefore, be clearly identified as such.
- **SIGNATURES:** RFP's shall be signed by one of the legally authorized officers of said corporation.
- **EVALUATION CRITERIA:** Evaluations will be based on the criteria listed in Attachment A

QUESTIONS: Questions regarding this project may be directed to Curtis Steinhauer via e-mail at csteinhauer@co.grays-harbor.wa.us . Any oral communications will be considered unofficial and non-

binding on the County. All questions will be answered in writing, and each question and answer will be posted on the Public Health website: <http://www.healthych.org/directory/housing>

- **REJECTION OF SUBMITTALS:** The County reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the County to pay any costs incurred by respondents in the preparation and submission of the RFP. Furthermore, the RFP does not obligate the County to accept or contract for any expressed or implied services.
- **CONTRACT AWARD:** The County reserves the right to make an award without further discussion of the submittals. The organizations selected will be expected to enter into a contract with the County. Once the County and Agency have reached an agreement on the compensation for services, a final contract will be prepared by the County. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiations of the final Contract. The County shall not be bound, or in any way obligated, until both parties have executed a Contract. No party may incur any chargeable costs prior to the execution of the final Contract.
- **CONTRACT NEGOTIATION:** The County reserves the right to negotiate all elements of the submittals, proposals, terms and conditions, and/or scope of work as part of the contract negotiation process prior to any formal authorization of the Contract by the County.
- **EQUAL OPPORTUNITY EMPLOYMENT:** The successful agency or agencies must comply with Grays Harbor County equal opportunity requirements. Grays Harbor County is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality or disability.
- **TITLE VI:** It is Grays Harbor County's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.
- **INSURANCE REQUIREMENTS:** The selected agency shall maintain insurance that is sufficient to protect the agency's business against all applicable risks, as set forth in the County's Standard Insurance Requirements Please review insurance requirements prior to submitting a statement of qualifications. If selected agency is unable to meet these standard requirements, please note current or proposed insurance coverages in submittal. Standard requirements may be negotiated if it is in the best interest of the County.
- **BUSINESS REGISTRATION AND TAXATION:** The agencies awarded a contract must be licensed and registered to operate a business under state and local laws and regulations, and shall be required to submit verification of said licensure and registration prior to execution of the contract.
- **NON-ENDORSEMENT:** As a result of the selection of an agency to supply products and/or services to the County, agency agrees to make no reference to the County in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the County.
- **NON-COLLUSION:** Submittal and signature of a statement of qualifications swears that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the agency has not induced or solicited others to submit a sham offer, or to refrain from submitting proposals.
- **COMPLIANCE WITH LAWS AND REGULATIONS:** In addition to nondiscrimination and affirmative action compliance requirements previously listed, the agency or agencies ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

- PUBLIC RECORDS:** Under Washington state law, all documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof; and including any documents identified by the proposer as proprietary) submitted in response to this RFQ (the “documents”) become a public record upon submission to the County, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the County receives a request for inspection or copying of any such documents it will promptly notify the person submitting the documents to the County (by U.S. mail and by fax if the person has provided a fax number) and upon the written request of such person, received by the County within five (5) days of the mailing of such notice, will postpone disclosure of the documents for a reasonable period of time as permitted by law to enable such person to seek a court order prohibiting or conditioning the release of the documents. The County assumes no contractual obligation to enforce any exemption.

Grays Harbor County does not accept any responsibility for agreements, contracts or purchase orders issued by other public agencies to the agency. Each public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchase by or on behalf of the public agency. Grays Harbor County accepts no responsibility for the performance of the agency in providing goods and/or services to other public agencies, nor any responsibility for the payment price to the agency for other public agency purchases.

Evaluation Process

- County staff will review all submitted proposals to confirm they have met threshold criteria
- The Housing Executive Committee will review all proposals that meet the threshold criteria using evaluation framework outlined in RFP
- The subcommittee may arrange presentations or host Q & A forums with applicants to get additional contextual information or answer questions that emerge from review
- Housing Executive Committee makes recommendations to Housing Coordinator
- Housing Coordinator reviews recommendations and submits final result of RFP process to Board of County Commissioners for review and approval
- Apparently successful bidders will work with Grant Coordinator to draft and finalize contracts that outline scope of work, budget, and deliverables – to be monitored by GPHH

Calendar/Timeline*:

Application Process	Date
Issue RFP	December 20, 2020
Proposals Due	January 20, 2021
Executive Committee Review	January 26th, 2021
Recommendations provided to Board of County Commissioners for review and approval	February 2nd, 2021
Agency Contract Development Process	February, 2021
Contract Period	March 2021 – June 2022

**All dates and timelines are estimates and subject to change. The County reserves the right to revise the timeline as needed.*

Applications may be submitted via e-mail, mail, or in person at:

Grays Harbor County Public Health and Social Services
Attn: Curtis Steinhauer
2109 Sumner Avenue
Aberdeen, WA 98520
csteinhauer@co.grays-harbor.wa.us

ATTACHMENT A

RFP Narrative and Scoring Matrix:

Please respond to the following areas of interest and submit to Grays Harbor County Housing Coordinator to be considered for funding:

Proposal Questions (20 points)

- Program Name
- Agency/organization Name
- Primary contact(s) contact information including telephone number(s), e-mail, and mailing address
- Total funds requested
- Provide a general description of your program, target population, and time limits on services (if any)
- Describe how many people will be served on a nightly, monthly, and annual basis. (estimates are acceptable)
- What special populations, if any is your program designed to serve?
- How will your program work with Grays Harbor's Coordinated Entry system to accept referrals and/or connect clients with CE?
- Program hours:
 - a. What hours will the facility be staffed?
 - b. Are participants allowed to enter and leave the facility as needed or is there a curfew in place?
 - c. What time of the day will participants be able to enter the facility? How late may they stay in the morning?
- Support services:
 - a. What supportive services are offered and how frequently are they offered?
 - b. How does your program support participants in the goal of transitioning to permanent housing?
 - c. Will this program offer safe storage for participants?
 - d. Describe how clients will meet their hygiene, laundry, and nutritional needs while participating in the program

Readiness to Proceed (10 points)

- Describe the actions taken and actions to be taken, including but not limited to staffing, training, developing project operating procedures, and coordination with other relevant service providers to prepare for an early and successful start of the project.
- Describe the projected timeline of major steps related to project implementation, evaluation, and continuous quality improvement.
- Describe the experience of the organization in undertaking similar activities or – including experience with the population to be served and the type of services to be provided.
- Describe the experience of staff proposed to operate the project OR the standards the organization will use in recruiting/hiring for positions in the project.

Commitment to Housing First & Low Barrier Principles (10 points):

- What criteria must participants meet before receiving services?
- What would cause your agency to deny someone entry into this program?

- What project rules do participants have to follow and what happens if a participant does not follow the rules?
- If someone is asked to leave the program, what steps does your program take to make sure they don't exit to homelessness? Can a household who has been asked to leave your program return at another time?
- How does your agency ensure that services are voluntary while keeping participants engaged to promote housing stability?

Program Staffing & Commitment to Housing-Focused Services (15 points):

- Describe the staffing structure for the program:
 - a. List each program staff position including job title and FTE status.
 - b. Does your program utilize resident staffing (i.e. clients who perform staff duties in exchange for room/board) or volunteer staffing? If so, indicate the number of residents or volunteers employed, the total number of resident or volunteer hours per week/month and describe your agency's policy for managing these staff members.
- What is the ratio of direct-service staff to participants and how does that ratio support program outcomes?
- What qualifications are most important to your agency when hiring direct service staff? How do these qualifications prepare staff to serve your program participants?

Program Partnerships (15 points):

1. Identify and describe partnerships or collaborations that would be leveraged to support the program. Identify the partner organizations and describe the specific services they would provide. Outline if you already have formal partnerships in place, or if not, describe how you would approach building and maintaining partnerships. If applicable, include copies of partnership agreements, letters of intent to partner or memorandums of understanding.
2. If you are proposing a new program and/or facility, what resources do you need from the Grays Harbor County Housing Executive Committee, Housing Coalition, or other community partners to successfully launch and operate the program?

Program Performance Evaluation (10 points):

- Describe how you plan to collect and track evaluation performance outcomes.
- Describe how you plan to utilize the Homelessness Management Information System (HMIS).
- How does your program ask for and incorporate participant feedback about services into your program design and policies/procedures? Please provide specific examples.
- How does your program assist the County in maintaining and increasing overall system performance measures:
 - a. High percentage of high acuity clients enrolled in services
 - b. High percentage of exits to permanent housing
 - c. Low percentage of returns to homelessness after being served

Budgeting (20 points):

Note: In addition to the questions below please complete an "Estimated Budget" form and include it as an attachment to your narrative.

1. Describe how your agency is seeking diverse funding streams to support and leverage requested funds.

ATTACHMENT B

Budget Proposal

APPLICANT:

PROJECT NAME AND TYPE:

Proposed Activities	Request from Grays Harbor County	Other funds (amount and list funding source)	Total Budget
1. Lease or Rent Payments			
2. Facility utilities			
3. Facility Maintenance			
4. Janitorial/Security			
5. Essential facility equipment (bedding, food, etc.)			
6. Transportation			
7. Facility insurance			
8. Staffing			
9. Supportive services			
10. Flexible funding to overcome client barriers			
11. Grant Request (Subtotal lines 1 through 10)			
13. Administrative Costs (Up to 10% of line 14)			
14. Total Request (Total lines 14 & 15)			

Please submit any budget narrative/specific calculations you feel necessary to explain any of the budget figures included.

NOTES:

- The original Grant Period is 16 months. Applicants awarded funds can expect to receive a GHC contract in March 2021.
- The maximum budget for Administrative Costs is 10% of the Grant Request (line #15).
- Applicants awarded contracts in the competition are renewable on an annual basis pending performance and compliance review, along with all other existing renewing grants in the County.
- Capital costs (acquisition, construction and rehabilitation) are not eligible activities in the 2020-21 Low Barrier Shelter RFP