

REQUEST FOR PROPOSALS
WINTER SERVICES
FOR PEOPLE EXPERIENCING HOMELESSNESS IN PORTLAND, OREGON
Proposals Due: Friday, October 1th, 2010, 3:00 PM

OVERVIEW: The Portland Housing Bureau (PHB), through its Ending Homelessness Initiative, provides funding to assist people experiencing homelessness through a range of services. PHB is dedicated to meeting the goals of the 10-Year Plan to End Homelessness. While the community has achieved significant progress in permanently housing people over the last five years, the City acknowledges that there remains a critical need for expanded winter services from November 1st to March 31st to safeguard the lives of vulnerable, unsheltered individuals from inclement weather conditions that pose a threat of severe illness and/or death due to exposure.

PHB will make up to \$400,000 (Four-hundred thousand dollars) in **City General Funds** available to organizations that submit successful proposals to operate Winter Services for adults experiencing homelessness in the Portland metro area. Funds will be contracted for one year (2010-2011), with PHB reserving the option to renew or extend the contract term and/or conditions as funding allows.

INFORMATION SESSION: a NON-MANDATORY information session for this solicitation will be held on **Thursday, September 16th, 2010, in the PHB Steel Conference Room on the 5th floor at 421 SW 6th Ave, Portland, Oregon, from 1:00 – 3:00 PM.** Attendance at this session is strongly recommended.

EVALUATION CRITERIA:

Organization Capacity and Experience	25 points
Service Delivery Plan	30 points
Outcomes and Evaluation	20 points
Collaboration	15 points
<u>Project Budget</u>	<u>10 points</u>
Maximum Score	100 points

SOLICITATION COORDINATOR:

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<http://www.portlandonline.com/phb/index.cfm?c=26428>

Participation of certified Minority, Women, and Emerging Small Businesses are encouraged.



SCHEDULE

Request for Proposals Issued	September 10, 2010
Non-Mandatory Information Session	Thursday, September 16th, 2010 1:00 – 3:00 PM PHB Steel Conference Room 421 SW 6th Ave, Suite 500
Proposals Due:	Friday, October 1st, 2010 at 3:00 p.m.
Anticipated Date Evaluation Panel Meets:	Friday, October 8 th , 2010
Anticipated Notice of Awards:	Monday, October 11 th , 2010
Anticipated Date of Contract Execution:	Friday, October 22 nd , 2010
Date by which all funds must be spent:	April 30, 2011

All proposals must be received by the date and time deadline to be considered. PHB reserves the right to change any dates to serve the goals of the RFP.

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I. SUMMARY

The Portland Housing Bureau (PHB) has issued this Request for Proposals (RFP) to public or private not-for-profit entities or local public entities to deliver Winter Services for unsheltered adults experiencing homelessness in the Portland metro area.

A. City of Portland/PHB goals:

- Advance the goals of the 10-Year Plan to End Homelessness to assist individuals experiencing homelessness to find safety off of the streets and connect to opportunities and services to secure and maintain housing. Multnomah County is supporting Winter Services for families and unaccompanied youth. Families with children under the age of 18 and unaccompanied youth can access services through 211info, by calling 2-1-1 or going to: www.211info.org. This RFP is intended to serve men and women ages 18 and above.
- Expand services in the winter (November 1st to March 31st) required to safeguard the lives of unsheltered individuals from seasonal weather conditions that pose a threat of severe illness and/or death due to exposure. Services include, but are not limited to: emergency shelter, expanded day center hours, housing placement assistance and service coordination.
- Operate a minimum of 160 winter shelter beds nightly from November 1st, 2010 to March 31st, 2011. Shelter can be provided at multiple sites and serve specific populations (e.g. women, men, couples) or, if the site allows, a combination of populations. It would be optimal to provide a separate site for women-only and one for men, women and couples.
- Provide housing placement services in conjunction with emergency shelter, to rapidly place individuals into permanent and/or stable housing that adequately meets their needs beyond the end of the winter season and frees up existing shelter beds as quickly as possible. Housing placement services can be proposed as part of the program budget or through leveraging of existing agency and/or community partner resources.
- Foster and maintain open communication and positive relationships with neighborhood stakeholders directly impacted by the siting and/or operation of winter services, including businesses, law enforcement, housed residents and other community groups.
- Increase access to services for people of color experiencing homelessness. Strong priority will be given to proposals that include culturally-specific approaches and demonstrate new or existing partnerships with culturally-specific organizations to increase access for and serve individuals of color in need of winter services. Priority may also be given to applications from culturally-specific organizations (See Appendix A, Definitions) and/or culturally-specific programs that meet the goals of the RFP.
- Encourage collaboration among homeless service providers, City departments, Multnomah County, law enforcement officials, domestic violence programs, faith-based organizations, business owners and other community agencies to facilitate expanded winter shelter services in the Portland metro area.
- Leverage existing facilities and other resources in the current homeless service infrastructure to assure that winter shelter services are rapidly deployed, efficiently administered and minimize costs to program and staffing expansion when possible.

All proposals must address how they will meet the goals listed above.

B. Required Activities

Proposers are required to include the following activities in response to the Winter Shelter RFP:

1. **Emergency Shelter:** Operate and manage winter shelter beds nightly for women, men or adult couples. PHB's goal is to operate a minimum of 160 total beds through this RFP. Proposers may apply to operate a smaller portion of this goal. Proposers may apply to operate a single site or multiple sites and serve specific populations. The shelter(s) will operate as "low-barrier" (See Appendix A, Definitions), which refers to having the absolute minimum level of eligibility requirements as is deemed safe and necessary for the successful operation of the shelter and its guests. Individuals may not be excluded from receiving shelter based on substance addictions, disabilities, and/or other presenting factors. Priority for shelter placement will be given to medically-vulnerable individuals, women, seniors, young adults, and individuals with mental illness and/or addictions.

Shelter will be available from November 1st, 2010 to March 31st, 2011, seven days a week. Staggered closing of shelter facilities and/or gradual reduction of shelter capacity near the end of the season are encouraged. Services provided at the shelter(s) include, but are not limited to:

- Clean mats and blankets (one each per person)
- Snacks and beverages
- Restroom facilities (showers preferred, but not required)

Access to housing placement assistance (on-site or off-site) and transportation to day center services and other services for individuals accessing shelter is strongly preferred, but not required. Services can be incorporated into the proposed program budget (see "Optional Eligible Activities") and/or addressed through leveraging of staff or resources from the proposing agency or external partners. At a minimum, proposers will include in their service delivery plan a written description of how the program will connect people accessing winter shelter with the broader housing and support services available in the community.

2. **Neighborhood Outreach and Relations:** Conduct outreach to neighborhood businesses, residents and other stakeholders associated with the area(s) where winter services will be provided, to inform them about shelter operations, perceived impacts and provide a venue for on-going communication to address relevant concerns and issues. Activities will commence before the opening of Winter Services and continue through the period of service operation.

C. Optional Eligible Activities

Proposers *have the option* to request funds for one or more of the following activities:

1. **Housing Placement and Rent Assistance:** Housing placement assistance may be provided to eligible individuals accessing winter emergency shelter, with priority for housing placement given to medically-vulnerable individuals, women, seniors, young adults, and individuals with mental illness and/or addictions. Housing placement may include placement to permanent housing, transitional housing, treatment programs, or other viable housing options identified by clients. Activities may include, but are not limited to: housing assessment, payment of application fees, application assistance, move-in and/or travel costs, flexible rent assistance, and/or linkages to support services and/or on-going case management to secure and maintain housing.

2. **Day Services:** Day services may be provided to individuals accessing Winter Services who are homeless or at risk of becoming homeless. Services will be provided at a single site and can include, but are not limited to, the following:
 - Bathroom facilities
 - Showers
 - Snacks and beverages
 - Storage space
 - Recreational activities
 - Linkages to housing assistance and supportive services
3. **Transportation Assistance:** Proposer may request funds to support costs associated with assisting individuals to safely access Winter Services. This may include costs of traveling to and from emergency shelter, day services, meal services and/or housing and supportive services. If requesting funds for this activity, the proposer needs to specify what type(s) of transportation assistance is being requested (e.g. bus tokens, taxi vouchers, shuttle service) and how individuals will access the assistance. Proposals should address the cost effectiveness of requested type(s) of transportation assistance compared to other options not requested.
4. **Coordination with Supportive Services:** Coordination of winter shelter with existing services in the community is strongly encouraged to ensure that individuals gain access to appropriate resources to support them in transitioning to stable and permanent housing. Proposers can utilize existing or new partnerships to offer shelter guests linkages to supportive services, which may include, but are not limited to: health care, mental health treatment, substance abuse treatment, income or benefits acquisition, domestic violence services, Veterans services and meal programs. If requesting funds for this activity, the proposer needs to specify what type(s) of supportive services will be made available and how individuals will access services.

See Section II (Program Guidelines) for more detailed information regarding eligible activities. For all of the eligible activities, PHB will give funding priority to applicants that;

- Respond to the goals of the RFP;
- Demonstrate the ability to provide the range of eligible activities, either through a single agency/service provider or through a collaborative partnership of multiple partnering agencies/service providers with an identified lead agency
- Have identified and secured a site(s) to provide emergency shelter;
- Demonstrate the ability to leverage existing resources (staffing, services and partnerships) to further enhance the services and support available to individuals experiencing homelessness who access Winter Services;
- Are culturally-specific organizations or operate culturally-specific programs, and/or demonstrate partnerships with culturally-specific organizations and/or culturally-specific programs, with focus on ensuring access and appropriate delivery of services to individuals from culturally-diverse backgrounds. PHB reserves the right to require, as a condition of contract award, as much as 25% of available funding to be awarded to culturally-specific organizations or programs.

D. Funds Available:

Total funds available will not exceed \$400,000 in **City general funds**. PHB will give priority to applications that propose funding distributions that effectively leverage RFP funds to maximize the quality and quantity of Winter Services for individuals experiencing homelessness. PHB reserves the right to award some or all funds to applicant(s) who propose funding distributions that adequately meet the goals of the RFP.

II. PROGRAM GUIDELINES

A. General Project Guidelines

- Proposers: Proposals must be from a public or private not-for-profit organization, local education entity, or public agency properly organized in accordance with State and Federal law and in business for at least one year in order to be considered.
- Project Type: Proposals for services listed in the RFP Program Guidelines are eligible. Other programs and services may be eligible if PHB, at its sole discretion, determines that proposed programs and services equally or better meet the RFP goals. Proposers may submit proposals that demonstrate the ability to provide required activities and a range of eligible activities, either through a single agency/service provider or through a collaborative partnership of multiple partnering agencies/service providers with an identified lead agency. Proposers may also submit proposals to perform some, but not all eligible activities.
- Location: Funds will serve adult women, men, transgender individuals, and couples experiencing homelessness or at risk of becoming homeless in the Portland metro area, which includes the City of Portland and surrounding areas.
- Combining Funds: Funds associated with this RFP may be combined with other funds.
- Data Collection and Evaluation: As a condition of contract award, proposers must Execute an “AGENCY PARTICIPATION AGREEMENT for NW Social Service Connections HMIS” and,
 - 1) Confirm that each administrative staff or end user with access to HMIS (ServicePoint) will execute an “USER AGREEMENT For NW Social Service Connections HMIS ”.
 - 2) Assure that all “Policies and Procedures for NW Social Service Connections HMIS” are adhered to.
 - 3) Utilize HMIS (ServicePoint) to record client level information as required by current Policies and Procedures, HUD Universal Data Elements, and Program Specific Data Elements.
 - 4) Utilize HMIS (ServicePoint) for subsequent contract reporting. The following reports will be used for quarterly and Year-End reports: 1) Entry/Exit Report (E/E), 2) Shared Housing Assessment Report (SHAR), and 3) All Client Demographic Count (ACDC). Other reports may be requested as necessary.

B. Required Activities

1. Emergency Shelter

- PHB’s total goal is to operate a minimum of 160 beds through this RFP for women, men, transgender individuals and couples. Based on the shelter site(s), it is strongly preferred that separate sleeping areas are designated and maintained for women, men, transgender individuals and couples. It would be optimal to provide a separate site for women-only and one for men, women and couples. Preference will be given to a proposal that will provide all 160 beds, but proposers can also apply for a smaller portion of beds.

- The shelter will prioritize admittance for medically-vulnerable individuals, women, seniors, young adults (ages 18-25), and individuals with mental illness and/or addictions. Criteria to identify these individuals will be included in the shelter screening process. Shelter staff will coordinate referrals with community programs that come into contact with unsheltered, vulnerable individuals in need of shelter, including street outreach teams, law enforcement, respite programs, hospitals and other referral sources.
- The following outputs/outcomes are recommended (based on 160 shelter beds):
 - 1,000 individuals served (unduplicated)
 - 25,000 bednights
- The winter shelter site(s) will provide basic shelter services, including:
 - Mats and blankets
 - Snacks (no- to low-preparation) and beverages
 - Restroom facilities
- The awarded contractor(s) will adopt reasonable and low-barrier program admission criteria and referral procedures that assure timely access into shelter beds. Terminations from the shelter will be limited to serious repeated behavioral issues or incidents which threaten the health and safety of other guests or shelter staff.
- The shelter will develop nightly check-in procedures and on-site monitoring to minimize, with the intent to prevent, outdoor queuing prior to the shelter opening.
- Proposal should address how to serve smokers (i.e. how to provide “smoke breaks”), people with pets, as well as people with carts or many belongings, as well as a plan to prevent bed bugs and other insect pests.
- The proposer will describe the plan for acquiring emergency shelter site(s). If the proposer has already identified and/or secured site(s), a written description of the location of the proposed site(s) will be included in the proposal narrative. If a site has not been identified, the proposer will include a plan for coordinating with PHB staff to identify and secure appropriate shelter site(s).
- Access to housing placement assistance (on-site or off-site) and transportation to day center services and other services for individuals accessing shelter is strongly preferred. Services can be incorporated into the proposed program budget and/or addressed through leveraging of staff or resources from the proposing agency or external partners.

2. Neighborhood Outreach and Relations

- Proposer will develop an outreach strategy to reach key community stakeholders in the immediate area surrounding the winter shelter site, to inform them about shelter operations and potential impacts, and to provide a venue for raising and addressing issues and concerns that may arise during the period of operation. Stakeholder groups will include, but are not limited to: businesses and business associations, housed residents and neighborhood associations, law enforcement and other interested entities.

- Activities that will be supported include: print and email correspondences, one-on-one meetings, and costs associated with attendance at or facilitation of small group meetings. Proposer is encouraged to initiate effective and on-going methods of receiving and responding to stakeholders' concerns and issues, such as providing regular "check-ins" at existing neighborhood meetings/venues and doing frequent walks around the neighborhood to assess the program's impact level in the neighborhood.
- Proposer may use RFP funds to support staff time dedicated to performing and maintaining the above activities.

C. Optional Eligible Activities

1. Housing Placement and Rent Assistance

- In collaboration with existing and expanded outreach and housing placement staffing, proposers may fund activities to place eligible individuals receiving emergency shelter into stable and/or permanent housing options, including transitional housing and treatment programs.
- Financial support may include, but not be limited to, payment of reasonable and necessary:
 - rental application fees
 - move-in costs (including rental and utility deposits, first & last months' rent)
 - short-term rent assistance (1-3 months)
 - medium-term rent assistance (no longer than 12 months in duration)
 - utility assistance
 - back-due rent
 - reasonable travel or relocation costs necessary to assist an individual to reach confirmed housing in an area outside of the Portland metropolitan area
- Proposers will assure that rent assistance terms and amounts will vary by household, shall be based on household need as assessed by proposers and will generally not exceed 18 months in duration unless proposers assesses need for such extraordinary assistance.
- Proposers should assure that permanent housing placement activities are directly coordinated with winter shelter activities. The purpose of this coordination is to assist in moving individuals from shelter into permanent housing and to subsequently free up shelter beds.
- Proposers should assure that permanent housing placement activities will result in the following housing retention outcomes:
 - a. 90% of households will remain in housing 3 months after initial placement.
 - b. 80% of households will remain in housing 6 months after initial placement.
 - c. 70% of households will remain in housing 12 months after initial placement.

- Proposers may propose use of available funds for other flexible client assistance to meet other client needs related to housing stability (including transportation assistance, procurement of basic household furnishings, child care, etc.), though such flexible client assistance should be very limited in duration and proportion to other direct housing assistance.
- Proposers are strongly encouraged to demonstrate leveraging of other longer-term financial support to assist households beyond the availability of this contract term.
- If requesting funds, proposer(s) will need to provide information on the amounts of funds requested, types of activities funded, number of permanent housing placements, housing retention goals and other applicable outputs or outcomes.

2. Day Services

- Day services may be provided to individuals accessing winter shelter who are experiencing homelessness or at risk of becoming homeless. Services will be provided at a single site and can include, but not be limited to, the following:
 - Bathroom facilities
 - Showers or other hygiene facilities
 - Snacks and beverages
 - Storage space
 - Space for pets
 - Recreational activities
 - Linkages to housing assistance and supportive services
- Proposers are strongly encouraged to demonstrate provision of and/or coordination with existing day service providers to ensure that individuals accessing shelter have a safe and indoor place to go to during the daytime.
- If requesting funds, proposer(s) will need to provide information on the amounts of funds requested, types of activities funded, site address(es), hours of operation of services and applicable outputs and/or outcomes.

3. Transportation Assistance

- Proposers may request funds to support transportation costs associated with assisting individuals to safely access Winter Services. Eligible costs include: bus passes, taxi vouchers, shuttle service and staff associated with managing and/or providing transportation. Proposers may propose other costs if they meet the guidelines and goals of the RFP.
- Proposers are strongly encouraged to demonstrate leveraging of other transportation resources to assist individuals served by Winter Services.
- If requesting funds, proposer(s) will need to provide information on the amounts of funds requested, types of activities/items funded, how individuals will access the assistance and applicable outputs and/or outcomes. Proposals should address the cost effectiveness of requested type(s) of transportation assistance compared to other options not requested.

4. Coordination with Supportive Services

- Coordination of winter shelter with existing services in the community is strongly encouraged to ensure that individuals gain access to appropriate resources and safely and quickly transition to more stable and permanent housing.
- Proposers can utilize existing or new partnerships to offer shelter guests linkages to supportive services, which may include, but not be limited to: permanent housing placement and retention, health care, mental health treatment, substance abuse treatment, income or benefits acquisition, domestic violence services, Veterans services, and day or meal programs.
- If requesting funds, proposer(s) will need to provide information on the amounts of funds requested, types of supportive services, who proposer(s) will partner with to make services available, how individuals will access services and applicable outputs and/or outcomes.

D. Administrative Expenses

- Proposers may use funds associated with this RFP to fund reasonable direct and indirect administrative expenses related to the completion of eligible activities associated with the RFP. If proposers intend to charge for indirect administrative expenses, PHB must approve an indirect cost allocation plan prior to contract award.

III. PROPOSAL PREPARATION GUIDELINES

A. THRESHOLD REQUIREMENTS

At its sole discretion, PHB may determine whether proposals meet the guidelines and requirements of this RFP. Any proposal not meeting the guidelines and requirements of this RFP will not be considered. PHB reserves the right to reject any or all of the proposals submitted, or to fund a single or multiple proposals. PHB also reserves the right to fully or partially fund a proposal. The Evaluation Committee will review the proposals using the following Submittal Requirements and Evaluation Criteria.

B. SUBMITTAL REQUIREMENTS AND CHECKLIST

Section IV (Proposal Questions and Evaluation Criteria) of this RFP contains the proposal questions and criteria by which proposals will be evaluated. Proposers should develop concise and complete responses, and use the questions and evaluation criteria as a guide for proposal development. Please organize proposals in the following order and adhere to the associated page limits:

	Proposal Section	Page limit
<input type="checkbox"/>	1. Cover Sheet (See Exhibit A)	1 page - Use Cover Sheet (Exhibit A)
<input type="checkbox"/>	2. Organization Capacity and Experience	3 pages for primary proposer; 1 additional page for each partnering agency
<input type="checkbox"/>	3. Service Delivery Plan	4 pages
<input type="checkbox"/>	4. Outcomes and Evaluation	2 pages
<input type="checkbox"/>	5. Collaboration	2 pages
<input type="checkbox"/>	6. Budget Worksheet (Exhibit B)	Use Budget Worksheet - Exhibit B
<input type="checkbox"/>	7. Budget Justification	1 page
<input type="checkbox"/>	8. Executed Certification (see Exhibit C)	Use Certification Form (Exhibit C)

C. PROPOSAL SUBMISSION INSTRUCTIONS:

1. Proposers shall submit to PHB **one (1) ORIGINAL** hard copy of the proposal, **seven (7) photocopies**, and **one electronic version** by the due date: **Friday, October 1st, 2010 at 3:00 p.m.** The original proposal must bear an original ink signature and be marked "ORIGINAL" and the copies must be marked "COPY."
2. The proposals must be typed. The electronic copy of the proposal must be in Microsoft Word format and emailed directly to the solicitation coordinator by the proposal due date. No facsimile proposals will be accepted.
3. Narrative responses should be formatted on 8.5" x 11" paper, with no less than: 12-point font, single spacing or space-and-a-half spacing, and one-inch margins on all sides. Proposals not adhering to formatting requirements will not be considered. Narrative content exceeding stated page limits will not be considered in evaluation of proposal.
4. One double-sided page may substitute for any two single-sided pages. Double-sided printing is preferred. In accordance with the City of Portland's [Sustainable Paper Use Policy](#), please submit

your proposal in loose leaf, unbound sets (staples are acceptable), printed on recycled paper with at least 30% post-consumer waste content. Please do not use ring binders, section dividers or any other materials which cannot be easily recycled.

5. Submit proposals in a sealed package or envelope clearly marked with the name of the RFP and the date and time proposals are due. PHB will not be liable for any lost or late proposals. Deliver proposals by due date and time to:

Portland Housing Bureau
Attn: Jennifer Chang, Ending Homelessness Program Coordinator
421 SW 6th Ave., Suite 500
Portland, OR 97204

D. QUESTIONS AND REQUESTS FOR CLARIFICATION OR CHANGE

All requests for clarification regarding technical information, procedures, contract requirements or any other matter regarding this solicitation should be submitted **in writing** to the Solicitation Coordinator, Jennifer Chang, Jennifer.Chang@portlandoregon.gov, no later than 72 hours prior to the proposal deadline. PHB will issue responses in the form of a “FAQ’s” addendum posted on the PHB website.

Oral instructions or information concerning the RFP given out by City bureaus, employees or agents to prospective proposers shall not bind PHB. Any change to this RFP shall be made by written addendum issued no later than 72 hours prior to the proposal due date. PHB is not responsible for any explanation, clarification or approval made or given in any manner except by addendum.

E. RESTRICTIONS ON COMMUNICATION

Proposers are cautioned not to undertake activities or actions to promote or advertise their proposals or to make any direct or indirect attempt to influence the Evaluation Committee members except upon invitation by PHB in a formal interview. Proposers must respond to **all** questions, comments and requests for clarification before contracts can be executed.

F. NEGOTIATING FINAL CONTRACTS

After PHB has issued the award decision(s), it will enter into negotiations on top ranked proposals to finalize contracts including work, schedule and fees. Negotiations will, in general, be minimal and completed by the proposed Contract Execution Date, although this date may be extended at the sole discretion of PHB. If PHB, at its sole discretion, determines that any negotiation has reached an impasse, it may cease that negotiation and move to the next highest-ranked proposal. If PHB, at its sole discretion, is unable to successfully negotiate finalized contracts with proposers that result in a total distribution of funding among eligible activities and culturally-specific providers and/or programs similar to that described in Section I (Summary), PHB reserves the right to rescind this RFP in its entirety and award no contracts, or to contract for some eligible activities while revising and reissuing this RFP for other eligible activities. The City leadership must approve the final proposals including award amounts and all contract terms and conditions. Final contracts will provide for PHB’s right to rescind awards if terms and conditions, including required milestones, are not met.

IV. PROPOSAL QUESTIONS AND EVALUATION CRITERIA

A. EVALUATION PROCESS

PHB will convene an Evaluation Committee to assess the proposals. The members *may* include representatives from the community, PHB, Portland Development Commission (PDC), Multnomah County and other community agencies. Individuals representing organizations or partnerships that are responding to the RFP will not be allowed to participate on the Committee. The Committee will evaluate proposals received by the due date and complying with RFP guidelines in accordance with RFP criteria. PHB reserves the right to waive minor imperfections or discrepancies in proposals. The Committee may invite top ranked proposer(s) to interview in person or by conference call. If so requested, the interview is mandatory and failure to meet with the Committee within a reasonable time will be grounds for rejection of the proposal. Information from the interview may be used to revise proposal scoring within the original evaluation criteria. The Evaluation Committee will rank the proposals and recommend the award amounts to the PHB Director who will make final award decisions.

Proposers may either submit proposals that:

- Demonstrate the ability to provide the required activities and applicable eligible activities, either through:
 - a single agency/service provider, *or*
 - a collaborative partnership of multiple agencies/service providers with an identified lead agency, *or*
- Propose to perform some, but not all eligible activities.

PHB reserves the right to award multiple contracts, even to proposals with a lower overall score, in order to achieve a total distribution of funding among eligible activities and culturally-specific providers and/or programs similar to that described in Section I (Summary).

Each proposal will be scored based on a 100 point scale as follows:

B. PROPOSAL QUESTIONS AND EVALUATION CRITERIA

1. Organization Capacity and Experience – 25 points maximum (Limit: 3 pages)

- a. Indicate the number of years your agency has been in operation and briefly describe the agency's overall mission and current programs.
- b. Describe your agency's past services in the category in which funds are being requested (emergency shelter, housing placement, etc.). Include information on how the program developed, how long such services have been provided and how many clients were served in the last fiscal year.
- c. Indicate the number of staff and volunteers currently employed by the agency. Please list the staff members that will be involved in the operation of the proposed program and describe their qualifications (i.e., education, training, and/or experience). If the person is not yet on staff, please list the necessary qualifications required for the position.

- d. Describe the agency's experience and sensitivity to the issues surrounding individuals and families experiencing homelessness. Include experiencing working with persons of color, persons with mental illnesses, persons with substance abuse issues, persons with diverse gender identities and/or sexual orientations, post-incarcerated individuals and youth.
- e. What other services and/or partnerships, not supported by funds proposed from this RFP, does your agency possess that will be available and accessible to individuals served by the proposed program?

Evaluation criteria:

- Demonstrated record of successfully delivering comparable programs, services and activities
- The ability to provide a range of services and/or to connect clients to other community services
- Current organizational capacity to implement eligible activities as soon as possible and for the duration of the proposal
- Number, training, experience, and skill level of staff members directly devoted to the program, as well as those responsible for administration
- Demonstrated track record of working effectively with the people and communities proposed to serve, including but not limited to people experiencing homelessness, persons with mental illness and/or substance addictions and unsheltered individuals
- Past experience in effectively providing services to persons of color, either through agency's past or current programs and/or through partnerships with culturally-specific organizations or culturally-specific programs
- Good financial, legal and organizational standing of applicant

2. Service Delivery Plan – 30 points maximum (Limit: 4 pages)

- a. Describe in detail the services that will be provided through the proposed program, including:
 - location and geographic coverage of the services
 - days/hours of operation
 - staffing and supervision plan, including staff to client ratio and cultural and language capacity of staff and how they will match the targeted population
 - eligibility requirements and enrollment process
 - integration with other winter service components (as applicable)
 - referral process for clients to access other services not available through the program
 - the estimated unduplicated number of clients that will be served (daily, monthly, & term of contract)
- b. If program is not currently in operation, describe: a) the process by which the location for services will be identified and secured, and b) the estimated number of weeks required from the time of contract execution to program start-up. If a site (or sites) has already been secured, describe the exact location of the site(s).
- c. Describe how services will assist clients to become stable and transition to longer-term housing. List any existing or new partnerships that will be in place to support individuals to access appropriate housing opportunities.

- d. If the program cannot accommodate certain individuals, describe why and to whom you will refer them.
- e. Describe the neighborhood outreach plan (referenced in pages 9-10 of the RFP), including activities, approaches and staff person(s) assigned, and expected outcomes.
- f. Describe how the proposed program will meet City of Portland/PHB Goals (page 4 of RFP).

Evaluation criteria:

- Compliance with RFP requirements
- Soundness of proposed approach for delivering the proposed eligible activities and degree to which proposed activities are practices that have demonstrated past effectiveness in the communities in which they are proposed to serve
- Clear plan in place to identify and secure site(s) for winter services
- Degree to which the proposed activities will decrease the number of unsheltered people experiencing homelessness in the Portland region during the winter season, prioritizing assistance for medically-vulnerable individuals, women, seniors, young adults, and individuals with mental illness and/or addictions
- Overall scope of the proposed activities and the ability of the approach to connect clients to stable and longer-term housing options
- Degree to which activities provide clients with increased access to services and resources.
- Detail and thoroughness of overall proposal
- Feasibility and effectiveness of neighborhood outreach plan to adequately inform neighborhood stakeholders of winter services and maintain positive community relations
- Degree to which the proposed program meets the City of Portland/PHB Goals (page 4 of RFP)

3. Outcomes and Evaluation – 20 points maximum (Limit: 2 pages)

- a. Describe the outputs and outcomes that the proposed program will achieve. Outputs are specific statements regarding the amount of services to be provided (e.g. unduplicated number of clients served or total bed-nights). Outcomes are specific statements about expected changes in clients or the community resulting from the provision of services or completion of tasks (e.g. percentage of people who stay permanently housed after 6 months). Include a description of how the proposed outputs/outcomes meet or exceed those provided in the Section II. Program Guidelines (pages 8-12 of the RFP).
- b. How will your agency monitor and evaluate the progress and achievements of the program? Indicate your agency's capacity to collect data on Service Point, the City of Portland's Homeless Management Information System (HMIS) database. If applicable, what other data collection methods and/or system(s) will be utilized? Who will be responsible for tracking and analyzing program data?

Evaluation criteria:

- Quality and impact of program including outputs and outcomes that are specific, time bound and measurable
- Soundness of proposed approach for delivering the proposed eligible activities and anticipated outputs/outcomes

- Projected number, type and housing status of households to be served
- Demonstrated agency capacity to use Service Point for data collection and reporting
- Capacity of organization to effectively collect and analyze data to assess program progress and/or achievements

4. Collaboration – 15 points maximum (Limit: 2 pages)

- Describe the linkages your program has with other housing providers in the community (e.g. transitional housing, recuperative care, substance abuse treatment facilities) to provide clients with access to different housing options that they may need.
- Indicate supportive service(s) not directly offered through your proposed program to which clients will have access. Describe how these services will assist clients in becoming stabilized and the referral process for clients to access off-site services.
- Describe partnerships your agency has or will establish with other community agencies and other stakeholders *outside of homeless service providers* to inform and outreach to prospective clients about availability of winter services. Include description of any relevant partnerships with culturally-specific agencies or programs, businesses, law enforcement, neighborhood associations and other appropriate partners.
- A chart briefly summarizing proposed partners, roles, and type of documentation of partnership (e.g. subcontract, MOU, letter of support) may be helpful; submission of documentation of partnership is not necessary for proposal, but may be required as a condition of contract award.

Evaluation criteria:

- Degree to which proposal reflects established and documented partnerships that add value to the proposal. Degree to which proposed activities heavily leverage existing resources in the current homeless service infrastructure to assure that services provided are rapidly deployed, efficiently administered, reduce duplication of services and minimize costs to program and staffing expansion when possible
- Degree to which proposed activities involve culturally-specific organizations and/or culturally-specific programs, with focus on ensuring access and appropriate delivery of services to individuals from culturally-diverse backgrounds
- Degree to which proposed activities reach beyond existing homeless service providers to encourage collaboration among homeless service providers, law enforcement officials, business owners and housed residents

5. Project Budget – 10 points maximum

- Budget Worksheet (Exhibit B):** Complete the Budget Worksheet for the proposed program, including:
 - Table A: Program Budget Worksheet
 - Table B: Staffing Descriptions and Amounts
 - Table C: Other Funding Sources

- b. **Budget Justification (Limit: 1 page):** Provide the total amount of funds requested and describe the specific budget line items for requested funds.

Evaluation criteria:

- Completeness of description of how requested funds will be used
- Reasonableness of proposed budget and consistency with proposal's activities
- Efficiency and effective use of funds
- Appropriate identification of expenses and estimation of costs
- Amount of documented funds leveraged by PHB funds

Exhibit A

COVER SHEET

Winter Services for People Experiencing Homelessness in Portland, OR

Applications due at PHB by Friday, October 1st, 2010 at 3:00 p.m.

Name of Organization:

Address:

www:

Contact Person:

Telephone:

E-mail:

Check which of the Required Activities and Eligible Activities you propose to offer and the amount of funds you are requesting for each one:

- Emergency Shelter (Required) \$ _____
- Neighborhood Outreach and Relations (Required) \$ _____
- Housing Placement and Rent Assistance \$ _____
- Day Services \$ _____
- Transportation Assistance \$ _____
- Coordination with Supportive Services \$ _____

Total: \$ _____

List any partnering organizations that will assist in service delivery:

The undersigned certifies that the information provided herein, to the best of his or her knowledge, is true, complete, and accurately describes the proposal.

Signature of Proposer's duly authorized representative:

Date: _____

Printed Name and Title: _____

Exhibit B

Budget Proposal Form

Instructions: Use this budget format to prepare a comprehensive proposed program budget that reflects all program funding sources, including separate identification of funds proposed through this RFP. If the proposal includes a collaborative partnership of multiple agencies/service providers with an identified lead agency, prepare one program budget for the full proposal (labeled “Full Proposal” under activity), and separate program budgets for each subcontracted agency and/or activity. Electronic copy of this budget form in Excel format can be found at: <http://www.portlandonline.com/phb>, or by contacting the PHB Solicitation Coordinator.

PHB PROPOSED PROGRAM BUDGET

RFP: WINTER SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS

PROPOSER:

ACTIVITY:

Table A: Program Budget Worksheet

Budget Category	Total Proposed Program Budget	Proposed Budget from this RFP
Personnel		
Salaries	-	-
Benefits & Payroll Taxes	-	-
Total Personnel	<u>0</u>	<u>0</u>
Operating Expenses		
Equipment & Rental	-	-
Computer Technology	-	-
Mileage & Parking	-	-
Consultants	-	-
Subcontractors	-	-
Miscellaneous	-	-
Professional Services	-	-
Other:	-	-
Total Operating Expenses	<u>0</u>	<u>0</u>
Administrative Expenses (directly or indirectly billed)		
Salaries	-	-
Benefits & Payroll Taxes	-	-
Office / Facility Rent	-	-
Utilities	-	-
Office Supplies	-	-
Travel & Training		-
Audit Services		-
Insurance		-
Indirect Rate Billing (\$)		-
Total Administrative Expenses	<u>0</u>	<u>0</u>

Client Assistance		
Specify:		
Specify:		
Specify:		
Specify:		
Total Client Assistance	<u>0</u>	<u>0</u>
Property Acquisition		
TOTAL BUDGET	-	-

Table B: Staffing Descriptions and Amounts

Position Title and Description	FTE	PBH-Requested Amount
	-	-
TOTAL STAFF BUDGET	-	-

Table C: Other Funding Sources

Fund Source	Status of Funding (Received, Committed, or Pending)	Amount
	-	-
TOTAL PROGRAM BUDGET	-	-

Exhibit C
PROPOSER CERTIFICATION

Each Proposer must read and sign this section.
Failure to do so may be grounds for Proposal rejection.

1. By submitting a proposal, proposer expressly represents it has taken no exception to any term, condition, obligation or requirement contained in this solicitation document, or any addenda to this solicitation, which is not expressly stated in its proposal.
2. Prior to contract execution, a proposer agrees to: 1) [register to conduct business in the State of Oregon](#); 2) [obtain a City of Portland Business License](#); 3) [obtain certification as an Equal Employment Opportunity \(EEO\) employer](#) through the City of Portland, Bureau of Purchases; 4) provide adequate proof of insurance; and 5) provide verification of non-profit status if applicable. Proposer agrees to maintain such certification, insurance, accreditation and/or license(s) that may be required to perform work for the duration of the contract term.
3. Proposer agrees to make the proposal a binding offer to PHB for a period of ninety (90) calendar days from the date proposals are due.
Proposer further certifies:
 4. It is an independent contractor as defined in ORS 670.600 et al. and is, to the best of its knowledge, not in violation of any federal, state or local tax law.
 5. This proposal is genuine and not made in the interest of, or on behalf of, any undisclosed person, firm or corporation; proposer has not induced any person, firm or corporation to refrain from proposing; and proposer has not sought by collusion or fraud to obtain for itself any advantage over any other proposer or over the Portland Housing Bureau (PHB).
 6. It has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to PHB, and that the key personnel and principals identified to perform work under an awarded contract do not have any undisclosed personal or business relationships with any of the PHB employees.
 7. The undersigned warrants that s/he is an authorized representative of the proposer; has read, understands and agrees to be bound by all RFP instructions, specifications, contract terms and conditions contained herein (including all addenda issued for this solicitation); that the information provided in this proposal is true and accurate; and understands that providing incorrect or incomplete information may be cause for proposal rejection or contract termination.

SIGNATURE BLOCK

Signature of Proposer's duly authorized representative:

_____ Date: _____

Printed Name and Title: _____

Legal Name of Proposer/Firm: _____

(Mandatory) Federal Tax Identification Number (FEIN or SSN):

APPENDIX A

DEFINITIONS

For purposes of this RFP, the following definitions apply:

- **“Culturally-specific organization or programs”** are defined as those with the following characteristics:
 - The majority of members and/or clients are from a particular community of color, such as African American, Asian/Pacific Islander, Native American, Latino, African Immigrant and Refugee, and Slavic.
 - The organizational or programmatic environment is culturally focused and identified as such by members.
 - The organizational staff, board and leadership or program staff and leadership reflects the community that is served.
 - The organization or program has a track record of successful community engagement and involvement with the community being served.

- **“Low Barrier”** refers to programs that have an absolute minimum level of eligibility requirements as is deemed safe for the successful operation of services. The aim is to have as few barriers as possible to allow more people to access shelter and/or services. This often means that participants are not expected to abstain from using alcohol or other drugs, or from carrying on particular activities, so long as they do not engage in these activities while on-site receiving shelter/services, and are respectful of other participants and staff.