

REQUEST FOR PROPOSALS



City of Puyallup Hotel Pilot Project for Homeless Individuals

Date Issued: November 30, 2020

Proposal Submission Deadline

December 14, 2020 at 4:00 p.m.

I. Request

The City of Puyallup, Washington (“City”) is seeking proposals from eligible, qualified and interested organizations to submit applications to provide services for the City’s Hotel Pilot Project for Homeless Individuals. The initial contract award will be from December 2020 – June 2021, with the option for the City to extend the contract if necessary.

The City reserves the right to amend terms of this “Request for Proposal” (RFP), to circulate various addenda, or to withdraw the RFP at any time, regardless of how much time and effort consultants have spent on their responses. The City reserves the right to retain the services of responsive service provider(s) for subsequent phases associated with this pilot project in the City of Puyallup.

II. Background

In partnership with Pierce County, the City is eligible for grant funds from the Washington State Department of Commerce to develop a pilot program and bring people inside, with the goal of exiting participants to permanent housing quickly. The City will be launching a hotel pilot project to add up to 20 units (hotel rooms) to Puyallup. Therefore, the City is seeking proposals for a homeless service agency to provide emergency shelter services, including Coordinated Entry and diversion services, for the City’s Hotel Pilot Project.

For this funding competition, the City estimates funding available for the period December 31, 2020 - June 30, 2021.

III. Desired Services for Scope of Work

The City’s Hotel Pilot Project will consist of up to 20 hotel room units located at a hotel in the east region of Pierce County. The City is seeking a qualified agency to provide essential needs and on-site services for these units.

a. Program Requirements from the State

The Washington State Department of Commerce (Commerce) has the guidelines for funding available on their website at: <https://www.commerce.wa.gov/wp-content/uploads/2020/09/hau-ofah-shelter-guidelines-2020-2023.pdf>

In addition to the program requirements from the Washington State Department of Commerce, applicants should have staff with the following specialized skills and expertise:

- Staff responsible for providing direct service must be skilled at engagement with chronically homeless people and trained in motivational interviewing and active listening;
- Staff conducting outreach, assisting with housing search and providing supportive or navigation services should be adept at problem solving and knowledgeable about both the Homeless Crisis Response System and mainstream services systems. In particular, staff should have knowledge and skills in navigating the private sector rental market, including interacting with and engaging landlords; and the workforce development and employment sectors;
- Staff conducting document readiness activities for unsheltered households must have strong

attention to detail and ability to adhere to established policies and procedures; and

- Staff conducting data collection, analysis, and reporting must have strong attention to detail and analytical skills.

It is the City's expectation that funded providers hire and nurture direct service staff such that they are empowered to be more than simply deliverers of services, but rather, advocates for a system that is constantly looking for a better way to stretch resources and improve outcomes for clients of the homeless crisis response system.

b. Additional Expectations

In addition to the Program Requirements listed above, the City has the following expectations:

- Service provider will be on-site during standard business hours, available for emergency situations seven days a week; and
- Services should also include Coordinated Entry.

c. Eligible Activities and Use of Funds

Funds under this RFP support any of the activities detailed in the categories below. Please note that the [Pierce County Human Services Homeless Project Policies and Procedures](#) and the [Washington State Department of Commerce Shelter Program Guidelines](#) provide additional detail. Monitoring includes an assessment of compliance with all funding sources; thus contractors are expected to know all funder requirements applicable to their projects.

- **Program Operations Activities**

These eligible expenses may differ by funding source and will be finalized during contract negotiations:

- Costs Associated with Payroll:
 - Case Management
 - Data Collection and Entry
 - Housing Search and Placement
 - Outreach Services
- Other Program Costs:
 - General Liability Insurance
 - Hotel Expenses
 - Office Internet
 - Office Space
 - Office Supplies
 - Office Utilities
 - Telephone
 - Staff Training/Conference/Per Diem
 - Staff Travel

d. Performance Targets

It is the City’s expectation that all funded projects will meet the performance targets detailed in the table below and contracted through a statement of work.

	Outcome	Target
	Coordinated Entry (CE)	
1	a) Connection to CE: Percent of households with a CE enrollment and project enrollment	95%
	b) Diversion Outcomes: Percent of households successfully diverted from permanent housing projects	30%
	Exits to Permanent Housing	
2	Percent of household exits to other Permanent Housing at the end of a given period	50%
	Average Length of Time in Project	
3	Average length of time from project entry to project exit (days)	90%
	Increase Income	
4	Percent of households that increase their income through any source from project entry date to project exit	30%
	Bed Utilization	
5	Percentage of beds occupied	90%
	HMIS Data	
6	a) HMIS Data Quality	95%
	b) HMIS Data Entry Timeliness	95%
	Grant Spending	
7	a) Expenditure: Percent expenditure of funds	100%
	b) Timeliness: Percent of Invoices submitted on time	100%

The City will work with Pierce County to assess project performance against the contracted statement of work and share performance data with grantees on no less than a monthly basis. If the City identifies that the project is not meeting the contracted performance outcomes, it will work with the provider to develop a Performance Improvement Plan (PIP). The PIP will include the provision of Technical Assistance. If, after implementing the PIP, performance does not improve, the City shall take action, including, but not limited to, placing a cap on spending, reducing funding, reallocating funding to a performing project and/or terminating the contract. Any project that is under-spending, even if it is meeting performance targets, may have unspent funds re-allocated to higher performing projects. Project performance is a heavily weighted factor in all funding decisions under this and all future RFPs.

e. Eligible Applicants

The City requires all applicants applying for funding have experience with assisting homeless households. The City may consider organizations without prior experience in the provision of services to homeless populations provided the organization demonstrates they have project leadership and staff with the expertise and capacity in serving households coming out of or avoiding homelessness; AND demonstrates that expansion into homeless services is within the organization’s mission and an identified component of the organization’s goals and objectives. Applicants must be registered as a business entity with the

State of Washington and possess a Washington State Unified Business Identifier (UBI) number and a Federal Tax ID number. Any non-profit organization serving residents of the County may apply to use these funds for eligible activities.

IV. Submission Requirements, Qualification, Selection Criteria and Schedule

The proposal should describe the composition of the proposed team, the qualifications of the key individuals identified on that team, and the relevant experience of the team on similar projects.

a. Selection Criteria:

Selection shall be based on the following:

- Ability of the service provider(s) to meet or exceed the requirements defined in the RFP;
- Qualifications of the organization and assigned personnel;
- Relevant similar experience providing requested services;
- Demonstrated effectiveness in providing the requested services; and
- Quality, completeness, and thoroughness of the documents as submitted.

Submittal Deadline:

All documents must be submitted in electronic copy (PDF) via email and clearly titled “Respondent Name – City of Puyallup Hotel Pilot Project for Homeless Services Proposal”.

Due to the COVID-19 pandemic, the City of Puyallup is implementing social distancing protocols for this project by requiring proposals to be submitted via **electronic format only** (hard copy submission of proposals submitted to the City of Puyallup City Hall will not be accepted).

Responses must be submitted to the City of Puyallup no later than 4:00 PM on December 14, 2020 to be considered. Submittals received after this date and time will automatically be rejected and will not receive further consideration by the City.

Submit all responses to Kirstin Hofmann using the following email: khofmann@puyallupwa.gov

The RFP schedule is as follows:

RFP issued by the City	November 30, 2020
Questions from prospective applicants due khofmann@puyallupwa.gov	December 8, 2020 by 4:30 p.m.
Deadline for RFP submission	December 14, 2020 at 4:00 p.m.

b. Questions from Applicants and Response by The City

Applicants are invited to submit questions to the City regarding the application process and/or the content of this RFP. Questions must be submitted in writing no later than the date and time indicated in the RFP Schedule. Inquiries must be submitted via e-mail to khofmann@puyallupwa.gov.

V. Content of Responses

In order to be considered for selection as service provider(s) for the City of Puyallup Hotel Pilot Project, the service provider(s), at a minimum, an entity must include the requested items herein.

- A cover letter/statement of interest indicating the service provider(s) interest in performing the services and highlighting its qualifications relative to the Desired Services for Scope of Work outlined in Section III herein.
- A brief overview of the service providers(s) history and organizational structure. This overview shall include the capacity of the company to begin the pilot project within 30 – 45 days of the submittal deadline for this RFP.
- Describe the general approach, organization, and staffing required to provide the services requested herein.
- Describe specifically how the program requirements and expectations will be met.
- Provide a detailed budget of the project.
- Provide experience and specific examples of how the service provider(s) has provided similar services on projects of similar complexity and magnitude.
- Provide two past or current clients for whom similar services have been or are being performed. Please provide the reference entities name, contact person, mailing address, email address, and telephone number.
- Provide the name, title, and experience of the person who will be managing this matter for the service provider(s), and any staff that will be working on this matter, if the City were to select the company to provide services. Ideally, professional work resumes of such individuals should be provided.
- Provide the service provider(s) unified business identifier (UBI) number from the Washington State Secretary of State.
- A statement verifying the service provider(s) ability to execute a contract upon award.
- A statement verifying that your organization has not been suspended or disbarred from Federal/Government work.

VI. General Terms, Conditions, and Criteria

General terms, conditions and criteria to evaluate proposals are as follows:

- A company/organization submitting a proposal must be a registered corporation (profit or not-for-profit) in the State of Washington.
- The City reserves the right to reject all submissions and waive any irregularities and informalities in the information provided.
- The City reserves the right to award any contract to the next most qualified agency, if the successful agency does not execute a contract in a timely manner.
- The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City.

- The City shall not be responsible for the costs incurred by an agency in preparing, submitting, or presenting its proposal.
- In submitting qualifications, the respondent agrees to comply with all applicable Federal, State, and City laws in the conduct of the work specified herein. The consultant selected to work on this project will be required to obtain a City business license.
- The City fully complies with Title VI of the Civil Rights Act of 1964 and related statutes in all programs and activities. Those requiring disability accommodations and/or materials made available in alternate format, please contact the City Clerk.
- All materials submitted in response to this request for proposal are subject to the Public Records Act (Chapter 42.56 RCW) and may be subject to dissemination to the public.
- The City of Puyallup in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.
- The City of Puyallup in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its program's activities.

For questions related to this request, please contact Kirstin Hofmann.

City of Puyallup
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