



DANE COUNTY
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

REQUEST FOR PROPOSAL (RFP)

Revised 06/2021

RFP NUMBER: **121086**

RFP TITLE: **ARP Housing Navigation Services**

RFP DEADLINE: **November 12, 2021**
2:00 p.m. (CST)

PROPOSALS MUST BE UPLOADED TO: **Purchasing Bid Dropbox**
www.danepurchasing.com

Late, faxed, mailed, hand-delivered or unsigned proposals will be rejected

VENDOR CONFERENCE: **No Vendor Conference Scheduled**

DIRECT ALL INQUIRES TO:	Pete Patten Purchasing Officer (608)267-3523 patten.peter@countyofdane.com www.danepurchasing.com
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PROPOSAL SUBMISSION CHECKLIST

- | | | |
|---|--|--|
| <input type="checkbox"/> Update Vendor Registration | <input type="checkbox"/> RFP Response
(Separate from Cost Proposal) | <input type="checkbox"/> Upload RFP Response and Cost Proposal to Purchasing Bid Dropbox |
| <input type="checkbox"/> Read Entire RFP Document | <input type="checkbox"/> Cost Proposal
(Separate from RFP Response) | |

DATE ISSUED | October 22, 2021

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1.0 RFP OVERVIEW

1.1 **Introduction**

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal according to the specifications set forth within this document.

The County intends to use the results of this process to award a contract or issue of purchase order for the product(s) and or services(s) stated.

The Dane County Purchasing Division is the sole point of contact for questions and issues that may arise during the RFP process.

1.2 **Clarification of the Specifications**

All inquiries concerning this RFP must be **emailed** to the **person indicated on the cover page** of the RFP Document.

Any questions concerning this RFP must be submitted in writing by e-mail on or before the stated date on the **Calendar of Events** (Section 1.4).

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

1.3 **Vendor Conference**

[There will not be a vendor conference.](#)

1.4 **Calendar of Events**

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the County. In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an addendum to this RFP and posting such addendum on the Dane County [website](#). There may or may not be a formal notification issued for changes in the estimated dates and times.

DATE	EVENT
October 22, 2021	RFP Issued
November 1, 2021	Last day to submit written inquiries (2:00 p.m. CST)
November 4, 2021	Addendums or supplements to the RFP posted on the Purchasing Division website
November 12, 2021	Proposals due (2:00 p.m. CST)

1.5 **Evaluation Criteria**

The proposals will be scored using the following criteria:

Proposal Requirements	Percent
Program Description (Section 3.3)	15%
Program Strategies and Activities (Section 3.4)	25%
Equity and Inclusivity (Section 3.5)	15%
Experience and Qualifications for the Proposed Program (Section 3.6)	15%
Staffing Capabilities and Qualifications (Section 3.7)	15%
Cost	Percent
Cost Proposal	15%
Total	100%

1.6 **Submittal Instructions**

Proposals must be received in the Purchasing – Bid Dropbox located on the www.danepurchasing.com website no later than the date and time indicated within the RFP Deadline field on the RFP Cover Page or addenda. Late, faxed, mailed, hand-delivered, or unsigned proposals will be rejected unless otherwise specified. Dane County is not liable for any cost incurred by proposers in replying to this RFP.

All proposals must be saved in PDF format unless otherwise specified within the RFP document and the file name shall include the RFP# and name of business submitting proposal.

Example of how to name the files:

121086 – Vendor Name – RFP Response

121086 – Vendor Name – Cost Proposal

121086 – Vendor Name – Attachment A

Responses/answers are required for all of sub-sections within Section 3.0 and required attachments. If incomplete bid responses are submitted by a proposer, it will impact scoring and/or may be deemed ineligible for review and award.

To Submit a Proposal:

1. Go to www.danepurchasing.com and click on Purchasing – Bid Dropbox or click on the Open RFP's and Bids page link.
2. Click on the Submit a Bid button within the green Purchasing Bid Dropbox.
3. Type in the Email, First Name, Last Name and Company information and click Continue.
4. Drag and drop the RFP files one at a time into the "Drag files here" box.
5. After all files have been placed into the "Drag files here" box, click on the blue Upload button.

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- a. The file upload status can be seen for each document uploaded.
 - b. After each document reaches 100%, it will say “Uploaded”.
6. Confirm all files have been uploaded and then close out of the window.

2.0 PROJECT OVERVIEW AND SCOPE OF SERVICES

2.1 Definitions and Links

The following definitions and links are used throughout the RFP.

County: Dane County

County Agency: Department/Division utilizing the service or product.

Dane County Purchasing website: www.danepurchasing.com

Fair Labor Practices websites: www.nlr.gov and <http://werc.wi.gov>

Purchasing

Proposer/Vendor/Firm/Contractor: a company submitting a proposal in response to this RFP.

2.2 Scope of Services/Specification Overview

Preventing exposure to and spread of COVID-19 among households experiencing homelessness has been a pillar of Dane County's pandemic response. Beginning in March of 2020, Dane County funded non-congregate hotel shelter operations and assisted with other congregate shelter expansions to quickly create critical social distancing in the community's homeless shelter system, partnering with numerous hotels to provide rooms, and with the City of Madison, Public Health Madison-Dane County, and frontline agencies to administer the program.

In addition, Dane County and its partners have invested in expansions of housing options for people experiencing homelessness, and have administered federal funds and programs targeted towards increasing housing stability during the pandemic response and recovery through emergency rental assistance and increased availability of housing vouchers. Increased service capacity to assist Dane County residents with navigating their housing options is needed.

The Dane County Department of Human Services' Housing Access and Affordability Division (HAA) seeks a provider to provide housing navigation services. Housing Navigation Services are defined generally as assisting individuals in need of housing, including but not limited to help with housing search; identification of an individual's housing barriers; guidance and advocacy to overcome those barriers; information and referral to community resources to address concerns related to housing (employment and training, mainstream benefits, etc.), and assistance in filling out housing applications.

2.3 Program Funding and Notice of Contract Sunset

The ARP Housing Navigation Program is funded through American Rescue Plan (ARP) local aid administered by Dane County.

Approximately \$295,000 is available to support staff costs to operate the program from January 1, 2022 - December 31, 2022. \$245,000 is available to provide direct client assistance designed to gain program participants access to housing (short-term rental assistance, rental/utility arrears, security deposit and application fees). Availability of funds are subject to final approval of the 2022 Dane County Budget.

2.4 Program Eligibility

Provider is responsible for providing housing navigation services to the targeted populations.

1. Individuals sheltering in hotels paid for by Dane County..

SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES

2. Individuals and families who are not currently in housing, experiencing homelessness as defined by HUD (living in a shelter or on the streets), and/or not currently enrolled in another case management or outreach program where they would be obtaining housing navigation services.
3. Individuals and families who are housing insecure or do not otherwise meet the federal Department of Housing and Urban Development (HUD) definition of homelessness (individuals who are staying with another person or self-paying for extended lodging in hotels.) Services provided to this population may be broader and more “self-service” in nature depending on program capacity.

2.5 **Program Goals**

1. To help individuals in a housing crisis obtain safe, stable, housing and/or prevent homelessness by accessing new and more established housing resources available in the community
2. To help accelerate housing placements from the vulnerable population non-congregate shelter hotels, and community by-name list for housing utilized by the Dane County Homeless Services Consortium. The HUD recommended average length of time on the by-name list is 60 days.
3. To connect individuals in need of housing resources to other housing stability-related resources, such as employment and training and other mainstream benefits.
4. To work collaboratively with other agencies and systems to maximize the overall impact of these services.

2.6. **Needs and Requirements**

1. Provide individualized services, similar to case management, to individuals sheltering in hotels paid for by Dane County.
2. Provide individualized services, similar to case management, for to individuals who are not currently in housing, experiencing homelessness as defined by HUD (living in a shelter or on the streets), and/or not currently enrolled in another case management or outreach program where they would be obtaining housing navigation
3. Provide direct rental assistance to at least 20 households to help customers gain access to a housing unit. Rental assistance available to clients shall include any combination of the following up to \$6,000 maximum assistance per household:
 - a. Short term rental assistance of up to three months’ rent.
 - b. A one-time payment of up to 3 months of rental arrears and/or up to 3 months of utility arrears.
 - c. Housing relocation and stability assistance including rental application fees, security deposits (no more than 2 months’ rent), last month’s rent, or utility deposits.
 - d. The provider shall prioritize rental assistance for individuals and families sheltering in hotels paid for by Dane County, at overnight shelters, and sleeping outside who cannot otherwise afford these entry costs for a housing unit.

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- e. Whenever possible, the provider will exhaust other community options for ARP-funded rental assistance (i.e. funds available through the Dane Core 2.0 program) before using the rental assistance funds available under this contract.
 - f. Exceptions to the criteria above (a-e) may be considered and granted by the provider's contract manager by provider's written request.
4. Offer services without preconditions (i.e., employment, income, absence of criminal record, or sobriety). Resources provided will be tailored to the unique needs of the individual client.
 5. Connect individuals in need of housing resources to other housing stability related resources, such as employment and training, behavioral health services, and other mainstream benefits.
 6. Work collaboratively with other agencies and systems (including those outside of the housing and homelessness continuum of care) to maximize the overall impact of these services.
 7. Regularly report program and demographics to the Dane County contract manager for this program.
 8. Use the Homeless Management Information System (HMIS) to track program entry/exit and other client data for this program.
 9. Participation in the Dane County Homeless Services Consortium (HSC).
 10. Participation and collaboration with the HSC's coordinated entry system.
 11. Adherence to the HSC Written Standards where applicable. The Written Standards can be viewed online at <https://www.danecountyhomeless.org/governance>

2.7 Program Reporting and American Rescue Plan (ARP) Funding Compliance

To comply with federal reporting guidelines, the selected vendor(s) must provide information to its Dane County contract manager monthly that includes the items below. Additional information beyond what is listed below may be requested pursuant to federal guidelines or Dane County guidelines.

1. Total number of individuals enrolled in/assisted with services, including racial and age demographics, including veteran status.
2. Number of households served.
3. Number of clients exited to permanent housing.
4. Number of clients referred to other supports, and a breakdown of those referrals by topics, including but not limited to employment and training, mental health/AODA, economic assistance benefits, additional housing assistance, health care, and/or legal assistance.
5. Returns to homelessness by clients served through individualized services after six (6) and twelve (12) months.
6. Number of individuals served with rental assistance.
7. Average amount of rental assistance distributed per household served.

2.8 Invoice and Payment Process

Invoices must be submitted and payments will be made based on unit cost and number of units provided. The "unit" is described within the Cost Proposal section of this RFP

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(ie: hourly rate of direct client services). Invoices shall be issued by the Provider to Dane County on a monthly basis.

1. Provider shall issue an invoice upon completion of services and/or delivery of such deliverables within the given time period. Invoices must reference the Dane County purchase order number issued for the services/deliverables described herein. Payment shall be made within 30 days of County's receipt of accepted invoice.
2. Email delivery of invoices is encouraged and preferred – see the Bill To section of the Dane County purchase order.
3. At minimum, each invoice must include the following:
 - a. Provider's Name
 - b. Remit To Address
 - c. Dane County Purchase Order Number
 - d. Detailed Description of the Services Provided
 - e. Period of Time in which Services were Provided
 - f. Rate or Cost of Services per the RFP Cost Proposal and resulting Contract
 - g. Quantity of Services Provided – this unit of measurement is determined by the RFP Cost Proposal and resulting Contract (ie: 45 hours)
4. Only properly submitted invoices will be processed for payment. Any invoice failing to comply with these provisions may be returned for correction and reissue.

SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS

3.0 RFP RESPONSE PREPARATION REQUIREMENTS

Proposals shall be organized to comply with the section numbers and names as shown below. Each section heading should be clearly marked. Graphics may be included. The RFP sections which should be submitted/responded to are:

3.1 Attachment A – Vendor Information

3.2 Table of Contents

Provide a table of contents that, at a minimum, includes all of the sections as identified below. Listings of sub-sections and graphics/tables also may be included. Section dividers are encouraged. It is acceptable and encouraged to include the questions below as a header in the proposal responses to ensure all questions are addressed in the response.

3.3 Program Description

- a. Describe your proposed program and how it is going to meet the needs described in the RFP. This should be an overview.
- b. Please include a timeline for program implementation. Services must begin no later than January 1st, 2022.
- c. What national best practices will implemented in this program?
- d. Please provide your program's mission, goals, and strengths in working with people experiencing homelessness to connect them with stable housing.

3.4 Program Strategies and Activities

- a. Describe the specific strategies and activities to be used to achieve the stated objectives, expectations, and desired outcomes in the RFP.
- b. Please provide relevant and recent performance measures and outcomes for work done in this area. If the agency has not provided services in this area before, please provide any relevant performance measures for similar services.
- c. Please detail how the applicant will manage the expansive need for services outlined in the RFP, including the service delivery structure.
- d. Please detail how the applicant will provide outreach to potential customers and partner agencies to raise awareness of the services that will be offered within these groups.
- e. Please detail how the services outlined in the RFP will interact with and collaborate with other existing and relevant programs, in particular the housing and homeless system's coordinated entry process.

SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS

- f. Please describe the agency's process for responding to customer grievances, complaints, and/or appeals.

3.5 **Equity and Inclusivity**

- a. Describe the strategies and activities that will be used to make this program culturally relevant and to promote racial equity.
- b. Describe the specific strategies that will be used to help underserved populations access services provided by the Housing Navigation program.
- c. Describe the experience and qualification of your agency to provide programs that are welcoming to persons of all backgrounds and cultures. If improvement efforts are underway in this area, please include any explicit plans your agency is undertaking.

3.6 **Experience and Qualifications for the Proposed Program**

- a. Include your agency's mission statement and discuss how this proposed program aligns with that mission.
- b. Describe the experience and qualification of your agency to provide the proposed program.
- c. Submit 2 - 3 letters of reference on applicable agency letterhead. References should be specific to the service offered. References should be from agencies you have done business with or those with whom you have collaborated. [Reference checks may be conducted with these agencies and others in the community.]
- d. Please detail any relevant experience working with the target population outlined in this RFP.
- e. Please detail specific trainings that staff are provided/will be provided, in particular, trainings focused on progressive engagement, trauma informed care, de-escalation, and/or trainings related to cultural competency.
- f. Please detail specific and relevant experience working with private landlords, organizations that represent landlords, or other potential partnerships to help increase access to housing.
- g. Please detail specific and relevant examples of community collaborations between the applicant and other agencies that provide services in the areas of housing and homelessness, employment and training, and/or health care. Include any partnerships with the local Continuum of Care (CoC).

3.7 **Staffing Capabilities and Qualifications**

- a. Please provide an overview of your organization. Describe the staffing that will be used to meet the needs and expectations described in the RFP. Provide staff

SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS

resumes describing the work experiences for key staff who would be assigned to providing these services.

- b. The proposer shall describe qualifications for staff who would be assigned to the project and indicate whether they are currently employed or specifically which positions need to be hired.
- c. Please provide information illustrating the administrative capabilities and structure of its agency (i.e. organizational chart) and how the program fits into existing agency operations.

3.8 Invoice and Payment Process

Provide written confirmation that you understand the invoice and payment process set forth within Section 2.8 this RFP.

3.9 Attachment B – Agency Governing Board

Download and complete the document titled Attachment B – Agency Governing Board. This document is required to be submitted as part of your RFP Response.

3.10 Attachment C – Staff-Board-Volunteer Descriptors

Download and complete the document titled Attachment C – Staff-Board-Volunteer Descriptors. This document is required to be submitted as part of your RFP Response.

3.11 Attachment D – Budget & Personnel Schedules

Download and complete the document titled Attachment D – Budget & Personnel Schedules. This document is required to be submitted as part of your RFP Response.

3.12 RFP Price Proposal

Download and complete the document titled “RFP 121081 – Cost Proposal”. This Price Proposal is a separate document and is required to be completed and uploaded as a separate document from the RFP SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS RFP #121081 Document Response.