



**DANE COUNTY**  
**DEPARTMENT OF ADMINISTRATION**  
**PURCHASING DIVISION**

**REQUEST FOR PROPOSAL (RFP)**

Revised 06/2021

**RFP NUMBER: 121080**

**RFP TITLE: ARP Homeless Services –  
Operation of Non-  
Congregate  
Hotel Shelter**

**RFP DEADLINE: November 10, 2021  
2:00 p.m. (CST)**

**PROPOSALS  
MUST BE  
UPLOADED TO: Purchasing Bid Dropbox  
[www.danepurchasing.com](http://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](mailto:patten.peter@countyofdane.com)  
[www.danepurchasing.com](http://www.danepurchasing.com)

**PROPOSAL SUBMISSION CHECKLIST**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Update Vendor Registration | <input type="checkbox"/> RFP Response<br>(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<br>(Separate from RFP Response) |  |

**DATE ISSUED** | October 20, 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 20, 2021	RFP Issued
October 29, 2021	Last day to submit written inquiries (2:00 p.m. CST)
November 3, 2021	Addendums or supplements to the RFP posted on the Purchasing Division <a href="#">website</a>
November 10, 2021	Proposals due (2:00 p.m. CST)

## 1.5 **Evaluation Criteria**

The proposals will be scored using the following criteria:

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

## 1.6 **Submittal Instructions**

Proposals must be received in the Purchasing – Bid Dropbox located on the [www.danepurchasing.com](http://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:

121080 – Vendor Name – RFP Response

121080 – Vendor Name – Cost Proposal

121080 – Vendor Name – Attachment A

Responses/answers are required for all 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](http://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.
  - 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](http://www.danepurchasing.com)

**Fair Labor Practices websites:** [www.nlr.gov](http://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.

The Dane County Department of Human Services' Housing Access and Affordability Division (HAA) seeks a provider to operate its program to provide 24/7 non-congregate hotel shelter for at least 100 adults without minor children who are considered at higher risk for severe illness if they contract COVID-19 (as informed by CDC guidance). This program is known locally as the Vulnerable Population Hotel Shelter Program, or VP Hotel Shelter.

The program is currently operating out of one hotel site where the County has site control (County-funded guests are the only guests of the hotel). The site is located on a major bus line. Food is delivered to guests daily by another vendor. 24/7 security staff is provided by another vendor. Free laundry is available on-site.

Services must begin January 1, 2022 and will end no later than June 30<sup>th</sup>, 2022. The selected provider must agree to accept/serve any existing clients being served by the VP Hotel Shelter program.

In addition to providing on-site supportive services, the selected provider must serve as the on-site coordinator of other vended services provided to VP Shelter guests. The provider will be expected to collaborate with the vendor for meals, security (if applicable), and hotel staff to support the health, safety, and stability of VP Shelter guests. Provider will also be responsible for managing referrals to the VP shelter, maintaining the program waitlist, and entering program participant information into the Homeless Management Information System (HMIS) database.

#### 2.3 Program Funding and Notice of Contract Sunset

The VP Hotel Shelter program is funded through American Rescue Plan (ARP) local aid administered by Dane County. Payment to the hotel for room costs, and to other vendors, is made directly to those entities by Dane County and should not be included in the cost proposal for VP Hotel Shelter operations.

## SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES

Approximately \$1.3 million is available to support staff costs to operate the program from January 1, 2022 until no later than June 30, 2022 and provide direct client assistance (basic needs supplies, bus passes, payment to obtain vital documents, etc.) Availability of funds are subject to final approval of the 2022 Dane County Budget.

Operation of the program is subject to having a hotel site available and willing to provide shelter to guests. The program may sunset before the end of the contract term in the event a facility is no longer available to provide space for the program.

### 2.4 **Program Eligibility**

Provider is responsible for maintaining a priority list for VP Shelter and accessing and accepting referrals from shelter and outreach partner agencies.

Guest eligibility for the program is informed by CDC guidelines for individuals considered at higher risk for severe illness if they contract COVID-19. Current eligibility includes:

- Households without children: A person in households without children (single, couples). Families with children must be referred to the [family shelters](#).

#### AND

- Homelessness: Either residing at emergency shelter or places not suitable for human habitation such as streets, tents, cars. People who are doubled up or self-paying at hotel are not eligible.

#### AND

- Age65+, OR
- Pregnant, OR
- Have one or more of the following medical conditions:
  - Cancer
  - Chronic Kidney Disease
  - Chronic Lung Disease (COPD, moderate-to-severe asthma, interstitial lung disease, cystic fibrosis, pulmonary hypertension)
  - Dementia
  - Diabetes Type 1 or 2
  - Down Syndrome
  - Heart Conditions (heart failure, coronary artery disease, cardiomyopathies, hypertension)
  - HIV Infection
  - Immunocompromised State (go to <https://www.niaid.nih.gov/diseases-conditions/types-pidds> for more information)
  - Liver Disease
  - Overweight/Obesity
  - Sickle Cell Disease
  - Solid Organ/Blood Transplant
  - Stroke

### 2.5 **Program Goals**

1. To provide safe, supportive non-congregate shelter to VP Hotel Shelter guests.

## SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES

2. To support guests in accessing a variety of basic needs (food, personal supplies).
3. To connect guests to community resources to assist with access to resources for housing, employment, case management, behavioral health supports, economic assistance programs (FoodShare, BadgerCare, etc.), vital records (ID, birth certificates), medical services, legal services, etc.
4. To assist guests with adhering to COVID-19 safety protocols (social distancing, masking) and connection to COVID-19 testing and/or vaccines.

### **2.6 Needs and Requirements**

1. Provide on-site services and vendor coordination at the County-funded VP Hotel Shelter, including case management if case management is not available through other programs administered by the proposer.
2. Provide 24/7 on-site staffing.
3. Provide services for guests that include, but may not be limited to:
  - Assistance accessing basic needs such as food, mail, ID, and other supports.
  - Connections to case management.
  - Connections to behavioral health supports.
  - Connections to permanent housing assessment through coordinated entry and other supports.
  - Connections to benefits assistance.
  - Crisis stabilization as needed.
4. Regular contact with hotel guests to assess their needs for various resources (economic assistance, employment and training, behavioral health, medical, housing, etc.), and connection to those resources.
5. Assess new guests for COVID-19 symptoms, and monitor symptoms of longer-term guests.
6. Aid in the transfer of guests (including transportation arrangements) from their hotel to an isolation/quarantine shelter in the event guests become symptomatic or ill and can no longer stay in their room.
7. Support the health and safety of each hotel resident enrolled in the program through staff employed by provider and where applicable, in partnership with vended security funded by Dane County.
8. Work on-site with hotel staff to minimize conflict and diffuse potential crises.
9. Work with vended meal provider, funded by Dane County, to assist with meal provision by communicating meal levels/dietary restrictions, or other changes to the meal vendor if necessary.
10. Partner with shelter providers and outreach workers to identify appropriate guest referrals for room vacancies or new program openings.
11. Manage the priority list and referrals for the VP Hotel Shelter program and HMIS data entry.
12. Provide orientation to guests before check-in to review guest responsibility agreement.



## SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES

13. Coordinate when appropriate with the Homeless Services Consortium (HSC) to communicate information about the program and connect guests to services as needed.
14. Collaborate with housing programs to assist guests sheltering in hotels with finding permanent housing options.
15. Participate in the HSC Shelter Provider’s meetings or other relevant collaborative spaces.
16. Assist guests with obtaining basic needs items as needed. Provider must make every reasonable attempt to secure donated basic needs items before using County funds.
17. Discharge planning to prepare guests for the end of the hotel shelter program, including assisting guests with discharge logistics.

### **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.

- Unduplicated Number of Total Individuals served.
- Demographics of individuals served.
- Number of participants connected to long-term case management services.
- Number of participants enrolled in eligible benefits program.
- Number of individuals who left the program voluntarily, and where they exited to (i.e. permanent housing).
- Number of individuals who left the program due to hotel rule violations.
- Number of new program referrals.
- Average length of stay per participant.

### **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 (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

## **SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES**

- 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 1<sup>st</sup>, 2022.
- c. Please provide your program's mission, goals, and strengths in working with people experiencing homelessness to promote stability in a shelter environment.
- d. Please provide an overview of your organization. Describe the staffing that will be used to meet the needs and expectations described in the RFP. Please be specific to how many staff will be present during the day and overnight and what their duties and responsibilities will entail.

#### 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. Please be specific on performance measurements that will be used to calculate outcomes
- 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 services outlined in the RFP will interact with and collaborate with other existing and relevant programs to support stability and connection to resources for guests. Include how this program aligns with the local CoC's written standards and community plans to address homelessness
- d. Please detail your agency's approach to provision of services by case managers or shelter staff. Include your proposed client to case manager ratio, how frequently case managers will meet with clients, the guest service plan development process, and any specialized services your agency's case managers or shelter staff provide (behavioral health, employment and training, etc.).

## SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS

- e. Please describe the agency's process for responding to customer grievances, complaints, and/or appeals, as well as the agency's service termination policy.
- f. Please describe the agency's process for assisting new guests with transitioning into the VP Shelter program.

### 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 VP Shelter program or in the community.
- 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 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**

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

Also provide a company organizational chart/tree showing all positions including management positions, titles and names.

## SECTION 3 – PROPOSAL PREPARATION REQUIREMENTS

### **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 121080 – 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 #121080 Document Response.