



DANE COUNTY
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

REQUEST FOR PROPOSAL (RFP)

Revised 06/2021

RFP NUMBER: **122041**

RFP TITLE: **ARP Homeless Outreach Services**

RFP DEADLINE: **April 29, 2022**
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: **Carmen Hidalgo**
Purchasing Officer
(608) 294-0002
Hidalgo.carmen@countyofdane.com
www.danepurchasing.com

PROPOSAL SUBMISSION CHECKLIST

- Update Vendor Registration
- Read Entire RFP Document

- RFP Response
(Separate from Cost Proposal)
- Cost Proposal
(Separate from RFP Response)

- Upload RFP Response and Cost Proposal to Purchasing Bid Dropbox

DATE ISSUED | March 31, 2022

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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
March 31, 2022	RFP Issued
April 13, 2022	Last day to submit written inquiries (2:00 p.m. CST)
April 20, 2022	Addendums or supplements to the RFP posted on the Purchasing Division website
April 29, 2022	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)	20%
Program Strategies and Activities (Section 3.4)	30%
Equity and Inclusivity (Section 3.5)	15%
Experience and Qualifications for the Proposed Program (Section 3.6)	20%
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:

122041 – Vendor Name – RFP Response

122041 – Vendor Name – Cost Proposal

122041 – 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 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

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

The Dane County Department of Human Services' (DCDHS) Housing Access and Affordability Division (HAA) is seeking proposals for the provision of outreach services for people experiencing unsheltered homelessness. Unsheltered homelessness is defined as people who are sleeping outside (not in congregate or non-congregate shelter), in vehicles, or in other non-shelter locations not meant for human habitation.

Services must begin no later than June 1, 2022. Services must be provided in communities throughout Dane County if the need exists.

2.3 Program Funding and Notice of Contract Sunset

Funding for outreach services is provided with American Rescue Plan (ARP) local aid administered by Dane County. The selected vendor will receive a contract that is renewable annually through 2024. Funds are available pending the approval of subsequent Dane County budgets.

This engagement targets the provision of a minimum of 2,427 hours in estimated direct client services during the first year of the contract period (June 1, 2022 – December 31, 2022), with an annualized minimum of 4,160 hours of service for future years of the program.

Up to \$30,000 may be budgeted for direct emergency assistance provided to clients (bus passes, gas cards, grocery cards, etc.) annually.

2.4 Program Eligibility

Clients that may be served include households experiencing unsheltered homelessness without children (single adult and couples) and households with minor children.

2.5 Program Goals

1. To reduce the length of time a household remains homeless with housing-focused services.
2. At least 40% of clients served will exit homelessness to permanent housing and at least 60% of clients will exist to all acceptable destinations (including shelter and temporary housing).

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3. To support clients in accessing a variety of basic needs (food, personal supplies, survival aid).
4. To connect clients 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.
5. To assist clients with adhering to COVID-19 safety protocols (social distancing, masking) and connection to COVID-19 testing and/or vaccines.
6. To better understand resources needed outside of the City of Madison for households experiencing unsheltered homelessness, and to make connections in those communities and in various areas of Dane County Government that interact with people who are unsheltered (i.e. Dane County Parks) to communicate what resources are available to the population.

2.6 Needs and Requirements

1. Conduct a reliable needs assessment for each client.
2. Provide connection to services for clients 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.
 - Legal services.
 - Medical services.
 - Connection to resources related to mitigating the health impact of COVID-19, such as assisting clients with accessing testing, vaccines, or educational materials.
 - Provision of/connection to survival Aid (i.e. hand warmers, food, clothing).
3. Make regular contact with clients to continually assess their needs for various resources (economic assistance, employment and training, behavioral health, medical, housing, etc.), and connection to those resources.
4. Train staff in best practices, including trauma-informed care and practices (including Narcan administration), housing first, harm reduction, motivational interviewing, Coordinated Entry assessment, and engaging in a person-centered approach.
5. Manage client records and reporting using the HMIS data system.
6. Follow HSC Written Standards for the provision of outreach services when applicable.
7. Coordinate when appropriate with the HSC to communicate information about the program and connect guests to services as needed.

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8. Participate in the HSC Outreach Provider’s meetings, case conferencing meetings, or other relevant collaborative spaces within and outside of the HSC.
9. Have strong connection and knowledge of shelter operators/resources, housing resources, case conferencing coordination, and ability to make direct connections to behavioral health and physical health services.
10. Collaborate with Dane County contract manager and other Dane County departments that may interact or serve households experiencing unsheltered homelessness to assist with resource connections with the population.

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 community services identified through individual needs assessment.
- Number of individuals who left the program voluntarily, and where they exited to (i.e. permanent housing).
- Percentage of people who completed the coordinated entry assessments (i.e. VI-SPDAT).
- Number of people who completed permanent supportive housing eligibility documentation process.

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
 - e. Period of Time in which Services were Provided
 - f. Rate or Cost of Services per the RFP Cost Proposal and resulting Contract

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- 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 with a trauma informed approach. This should be an overview.
- b. Include a timeline for program implementation. Services must begin no later than June 1st, 2022.
- c. Include estimates for the number of clients served by the program and client-level outcomes. Please break down clients served by households with minor children and households without minor children.
- d. Identify if the funds in this RFP will be used to expand services or support existing service levels.
- e. Provide your program's mission, goals, and strengths in working with people experiencing unsheltered homelessness.
- f. Provide an overview of your organization. Describe the staffing that will be used to meet the needs and expectations described in the RFP. Specify how many staff members will be present during the day and overnight and what their duties and responsibilities will entail.
- g. The proposer shall describe qualifications for staff who would be assigned to the project and indicate whether they are currently employed or if the positions need to be hired.
- h. Provide information illustrating the administrative capabilities and structure of the agency (i.e. organizational chart) and how the program fits into existing agency operations.
- i. Provide résumés of key staff and copies of licenses, if applicable, and a listing of the board of directors. These may be separate attachments.

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

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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, including the agency's plan to provide services outside of the City of Madison and make meaningful connections in other Dane County communities. If the agency has not provided outreach services 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 clients. Include how this program aligns with the local CoC's written standards and community plans to address homelessness.
- d. Please detail your agency's trauma-informed care approach to provision of services by case managers and other outreach staff. Include your proposed client to case manager ratio, how frequently case managers will meet with clients, the assessment plan development process, and any specialized services your agency's case managers or other outreach staff provide (behavioral health, employment and training, etc.).
- e. Please describe the agency's process for responding to client grievances, complaints, and/or appeals, as well as the agency's service termination policy.

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 agency.
- 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. Please outline how services may be tailored to households with minor children.

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- 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).

3.8 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 122041 – 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 #122041 Document Response.