

**Contra Costa Health Services
Health, Housing and Homeless Services**

Request for Qualifications (RFQ)

**West County
Warming Center Services
Published: October 29, 2021**

I. General Instructions

Contra Costa Health Services, Health, Housing and Homeless Services (H3 or “the County”) is seeking suitably qualified County and/or community-based providers to participate as contractors for services that are part of Contra Costa County’s Coordinated Entry Services. This Request for Qualifications (RFQ) will be for Warming Center Services in West Contra Costa County.

Applicants responding to this RFQ must provide 1) a statement of characteristics and qualifications of the applicant agency(ies); 2) a project narrative describing the operational and service delivery program; and 3) a budget and budget justification. The County will fund the operation of the selected project(s) through Mental Health Realignment funds. The initial contract period is 7 months, from December 1, 2021 through June 30, 2021. Applicants must begin program operation immediately after signing a contract with H3. **Funds to operate a Warming Center are up to \$180,000 annually with an initial 7-month budget of \$105,000.**

H3 is expecting to award one contract to cover the services to be implemented through this RFQ. Applications submitted by an agency in collaboration with other agencies will be accepted if the collaborating agencies meet the requirements outlined below. Any contracts awarded will be based upon the quality of the application, organizational capacity of the applicants, and availability of funds. Depending on the number and qualifications of RFQ applicants, H3 may, after receiving approval from the H3 Director, move directly to a contract negotiation phase with selected applicant(s).

A. Format, Delivery and Due Date

This RFQ and all related materials are available online at the H3 webpage:
<https://cchealth.org/h3/>

Electronic copies of submissions should be emailed to:

HomelessProgram@cchealth.org

Please include in the subject line: West County Warming Center

Electronic submissions are due at the above email address by **5 pm on Monday, November 15, 2021**. Attachments must be in MS Word, MS Excel, and/or pdf file format. Late submissions will not be accepted and will not be reviewed. There will be no exceptions.

In order presented, submissions should include the following:

1. Cover Page (see attached, 1-page).
2. Details of the agency(ies) who will be managing and operating the project (2-page maximum). Please describe the agency(ies) qualifications relating to the requirements described herein. If the applicant is partnering with (an)other agency(ies), please specify their function/specific services provided to the program in the project narrative.
3. A project narrative (5-page maximum) that clearly states the agency's service delivery model including how the applicant will operate and manage the project and provide needed support services, including any applicable policies and procedures.
4. A budget outlining the expected cost of operating and managing the project including costs and oversight costs of offered services, broken down by major cost categories (1-page). The budget should include a justification (2-page) and should be linked to the project narrative.
5. Appendices that include copies of applicable policies and procedures (no page limit).

B. Rules and Considerations

- The cost of developing and submitting a response to this RFQ is the responsibility of the applicant and will not be reimbursed through any contracts resulting from this RFQ process or from any other county funds.
- H3 may issue an RFQ amendment to provide additional data and/or make changes or corrections. Any amendments will be posted online. H3 may extend the RFQ submission date if necessary to allow applicants adequate time to consider such information and submit required data.
- The RFQ process may be cancelled in writing by H3 prior to award if the Health, Housing and Homeless Services Director determines cancellation is in the best interest of the County.
- The RFQ process and any contract resulting from the process may be cancelled at any time if identified funding becomes unavailable.
- Contractor(s) (whether by contract or county) will be required to participate, through the County, in federally mandated data collection efforts, including participation in the Homeless Management Information System (HMIS).
- Selected contractor(s) must adhere to Contra Costa County's contracting process, providing all information as requested by H3. Selected contractor(s) will also be informed of the County's insurance coverage requirements, where applicable, and the process for contract approval (where applicable) by the Board of Supervisors.

C. Additional Information

This RFQ and all forms and materials for submission are available on the H3 Homeless Program website: <https://cchealth.org/h3/>

All RFQ submissions will be reviewed promptly and H3’s goal is to announce selection(s) or next steps by the end of November.

Applicants who are not selected may appeal H3’s selection of awardee(s) within three business days of notification. Appeals must be addressed to the Health, Housing and Homeless Services Director. Appeals must be in writing and shall be limited to the following grounds:

- The County failed to follow the RFQ procedures, which affected the proposal scoring; and/or
- The RFQ evaluation criteria were not appropriately applied to the proposal.

The Health, Housing and Homeless Services Director will respond to the appeal within two business days and the decision of the Health, Housing and Homeless Services Director will be final and not subject to further review.

II. Introduction

A. Health Services, Health, Housing and Homeless Services (H3)

Health, Housing and Homeless Services (H3) is a division of the Contra Costa Health Services Department that is committed to making homelessness an uncommon occurrence in Contra Costa County. H3 integrates supportive housing and homeless services across our health system; coordinates the homeless crisis response system across the county; and works with community partners to develop innovative strategies to address housing as a key determinant of health. H3 has helped to create a system of care that includes:

- Advocacy
- Outreach services to encampments
- Information and referral services
- Rapid resolution (“diversion”) resources
- Multi-service centers that provide case management and support services
- Housing navigation services
- Emergency and interim shelter
- Transitional housing
- Rapid Rehousing
- Permanent supportive housing for adults, youth, and families
- Community Homeless Court Program

Services are free of charge to individuals experiencing homelessness.

B. Warming Center Services to be Provided through this RFQ

Applicants interested in operating a Warming Center should describe how they will staff and offer extended evening hours and services. The following services are to be contracted by H3 through this RFQ. At a minimum, the responding agency will:

- Operate the warming center, which is a night-by-night shelter program, 7 days a week/365 days per year.
- Provide an evening meal and/or light snacks, access to laundry, showers, and restrooms.
- Accept all placements from the Coordinated Outreach Referral and Engagement (CORE) program. No walk ins or outside referrals are eligible.
- Be able to support single adults (male and female) and families with children.
- Perform all data entry requirements and have access to Clarity/Homeless Management Information System (HMIS)
- Utilize the bed reservation system in Clarity/HMIS to track all referrals

Contractors must operate in compliance with the following local written standards:

CoC's Written Standards for Providing CoC and Emergency Solutions Grant (ESG) Assistance:
<https://cchealth.org/h3/coc/pdf/COC-and-ESG-Assistance-Written-Standards.pdf>

Contra Costa Coordinated Entry System Policies & Procedures:
<https://cchealth.org/h3/coc/pdf/CES-P-and-P.pdf>

CoC-HMIS Governance Charter, Policies & Procedures:
<https://cchealth.org/h3/coc/pdf/HMIS-Policies-and-Procedures.pdf>

In addition to complying with all HMIS Policies and Procedures, including HMIS participation, identification of an HMIS Agency Administrator, direct data entry, and data quality (accuracy, completeness, and timeliness), HMIS software utilization may be required; including but not limited to utilization of bed reservation system and referral tracking/acceptance/denials.

III. RFQ Guidelines

Proposals should conform with the following guidelines.

A. Cover Page

- 1) Please complete the attached cover page (see final page of RFQ) and submit with RFQ.

B. Program Narrative (5-page maximum, 40 points total)

- 1) Describe the operational and service delivery program and the expected outcome. Include a description of the following: the approach and/or service/s; who will provide the approach and/or service/s; the setting where the approach and/or service/s will occur. Please include details on your staffing plan, population to be served which includes number served per evening, hours of operation, and how services will be structured. Include a description of the training you will provide to program staff.

- 2) Describe your plans to mitigate the risk of COVID. Please include your plans for occupancy, social distancing, use of rapid testing, etc.
- 3) Outline the timeframe within which the program will operate, from December 1, 2021 through June 30, 2022. Projects are expected to begin operation immediately upon signing a contract with H3.
- 4) Describe how the project will be reviewed and evaluated as well as how the applicant will include the perspectives of stakeholders in the review and evaluation. Provide a brief description of how you would measure program outcomes. As appropriate, include measurement tools. Explain how you will collect both qualitative (i.e., interviews, etc.) and quantitative (i.e., demographics, etc.) data in order to capture and document program utilization and outcomes. Please describe any HMIS experience including software used, processes (data entry, assessment collection, analysis, etc) and staffing to support project evaluation.

C. Budget (1-page maximum) and Budget Justification (2-page maximum) (20 points total)

- 1) Using the provided budget template, provide a budget outlining the expected cost of the project, broken down by major cost categories.
- 2) Include a budget justification/narrative.

D. Characteristics and Qualifications of Applicant Agency (Contractor or County) (2-page maximum, 40 points total)

- 1) Write a narrative describing the characteristics and qualifications of the applicant agency(ies) who will be operating and managing the delivery of services. Please describe the applicant’s qualifications relating to the requirements described herein. Include a description of organizational capacity to serve the target population. If the applicant agency utilizes a fiscal agent, please provide a corporate profile of the fiscal agent, a letter of support, and audited financial statements from the previous fiscal year.

If the applicant is collaborating with an(other) agency(ies), describe the role of each agency in the collaboration and indicate which agency will be the lead. Please include the following as appendices: a letter of commitment from each agency; corporate profiles for each agency; a description of roles for each agency; and descriptions of who will be involved in implementing and evaluating the program.

- Eligible applicants may include but are not limited to community-based agencies, faith-based organizations, and for-profit agencies. Please provide the agencies’ Tax Identification Number (TIN) or Employer Identification Number (EIN), if applicable.

- Applicants must demonstrate a history in working with homeless or imminently homeless individuals, individuals with mental illness and/or co-occurring disorders, and individuals in racially/ethnically diverse settings in the Greater Bay Area, particularly Contra Costa County.
- Ideally, applicants would have an established membership in the Contra Costa Continuum of Care, including a record of attendance at CoC and committee meetings such as the Coordinated Entry Committee.
- This is a collaborative process. As such, applicants will demonstrate the readiness/ability to work with H3 and other identified providers to carry out the Coordinated Entry system as partnered subrecipients with shared clients and goals.
- Applicants must be prepared to develop, adopt, and implement any needed guidelines, plans, and protocols to support the proposed services.
- H3 is seeking to fund potential awardee(s) with a track record of leadership in the community, and in developing and maintaining supportive relationships with the defined target population in Contra Costa County.

IV. Method of Evaluation

A. Initial Screening

Submissions will be screened for compliance, completeness and eligibility as they are received. In order to receive a score, each submission must meet all of the following criteria. A failure to meet any one of these criteria will cause the submission to be disqualified. **DISQUALIFIED SUBMISSIONS WILL NOT BE SCORED AND WILL NOT BE FURTHER CONSIDERED FOR THIS CONTRACT.**

1. Submission was received by due date.
2. All sections of submissions as outlined in RFQ are included within page limit (Excluding Appendices).
3. Appendices are included and are complete.

B. Scoring of Proposal

A panel of RFQ reviewers will score each submission. A maximum of 100 points for each submission is possible using the following scoring:

- | | |
|-----------------------------|-----------|
| 1. Program Narrative | 40 Points |
| 2. Budget | 20 Points |
| 3. Applicant Qualifications | 40 Points |

Based on overall scores, RFQ reviewers will recommend to Contra Costa Homeless Program selection of the agency/agencies/awardee(s) to *potentially* fund to implement the project. Applicants may receive follow-up communications by H3 to schedule phone interviews as needed. Selection will be finalized by the H3 Director.

V. Important Dates

Activities	Dates
Request for Qualifications – Posted Online	Friday, October 29, 2021
RFQ Proposal Due Date	Monday, November 15, 2021
Awardee Announcement	Late November