REQUEST FOR PROPOSALS (RFP)

2021-H014 Housing Case Management and Stability

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal and to inform them of basic requirements that the County uses as part of its standard contract process.

IMPORTANT DATES

Application/Vendor Workshop:  Monday, March 16, 2020
**Cancelled due to COVID-19**
Precautions***
Job Center Ballroom
1819 Aberg AVE, Madison

Last Date to Submit Written Inquiries  4:30 p.m. (CST) Monday, April 13, 2020

Proposals Due:  2:00 p.m. (CST) Wednesday, June 3, 2020

Notification of intent to award (estimate):  Friday, July 24, 2020

Expected Contract Start Date:  January 1, 2021

PROPOSAL INFORMATION

Applications materials and schedules should be submitted via email to: DCDHSRFP@countyofdane.com.

(Note: The time stamp on your email submission will be the time stamp used to determine if the submission was received by the stated deadline. If you do not receive a reply email from the Public Mailbox DCDHS RFP within 1 hour contact Bastean@countyofdane.com).

A late application form will disqualify your submission.

Contact Information: For clarifications or questions concerning this RFP, please submit them via email to DCDHSRFP@countyofdane.com. Responses to questions concerning RFP content will be posted to the website. Please check the website (danecountyhumanservices.org/rfp/application) routinely to receive any updates or changes to this RFP. Questions concerning the content of the RFP will be accepted until 4:30 p.m. on April 13, 2020.
Part 1

General Guidelines and Information

1.0 General Information

1.1 Clarification of the specifications

Any questions concerning this RFP should be submitted via email to DCDHRSFP@countyofdane.com on or before the stated date on the cover page of the RFP.

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.

One or more organizations may collaborate to submit a single proposal. The application shall include clearly delineated channels of communication, duties and memorandums of understanding where applicable.

1.2 Addendums and/or Revisions

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments/FAQs and/or supplements will be posted on the Dane County Department of Human Services web site at: danecountyhumanservices.org/rfp/application.

It shall be the responsibility of the proposers to regularly monitor the Department’s web site for any such postings. Proposers must acknowledge receipt/review of any addendum(s) at the bottom of the Vendor Information Page.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

1.3 Vendor Conference

The application workshop serves as the vendor conference. Attendance is optional.

1.4 Contract Term and Funding

The contract shall be effective on the date indicated on the contract execution date and shall run for ___1___ year(s) from that date, with an option by mutual agreement of the County and contractor, to renew for ___4___ additional ___1___-year periods.

1.5 Reasonable Accommodations

The County will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at the Application Workshop, contact the Department of Human Services at (608) 242-6418 (voice) or Wisconsin Relay (711).
2.0 Preparing and Submitting a Proposal

2.1. General Instructions

The evaluation and selection of a contractor and the contract will be based on the information submitted in the proposal plus references and any required on-site visits or oral interview presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals (e.g., expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2. Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached “Designation of Confidential and Proprietary Information” form (Attachment B). Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with the applicable Wisconsin State Statute(s).

To the extent permitted by law, it is the intention of Dane County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Dane County. At that time, all proposals will be available for review in accordance with the Wisconsin Open Records Law.

2.3. Incurring Costs

Dane County is not liable for any cost incurred by proposers in replying to this RFP.

2.4. Submittal Instructions

Proposals must be received by the Department of Human Services by the specified time stated on the cover page. All proposals must be submitted via electronic mail. Proposals received in response to this solicitation will not be returned to the proposers.

All proposals must include:

- Completed DCDHS Application Form
- Completed Budget and Personnel Schedules Spreadsheet
- Additional information as requested in the RFP
- Completed Attachment A – Vendor Information
- Completed Attachment B – Designation of Proprietary and Confidential Information

2.5. Multiple Proposals

Multiple proposals from a vendor will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc.

2.6. Oral Presentations and Site Visits

Top ranked selected proposers may be required to make oral interview presentations and/or site visits to supplement their proposals, if requested by the County. The County will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the proposer. Failure of a proposer to conduct a presentation to the County on the date scheduled may result in rejection of the vendor's proposal.
3.0 Proposal Selection and Award Process

3.1. Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met. Failure to do so will result in the proposal being rejected. In the event that all vendors do not meet one or more of the requirements, the County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

3.2. Proposal Scoring

Accepted proposals will be reviewed by an evaluation team and scored against the stated criteria. This scoring will determine the ranking of vendors based upon their written proposals. If the team determines that it is in the best interest of the County to require oral presentations, the highest ranking vendors will be invited to make such presentations. Those vendors that participate in the interview process will then be scored, and the final ranking will be made based upon those scores.

3.3. Right to Reject Proposals and Negotiate Contract Terms

The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring proposer.

3.4. Evaluation Criteria

The proposals will be scored using the following criteria:

<table>
<thead>
<tr>
<th>Item</th>
<th>Application Form Item</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Program Description</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Program Strategies and Activities</td>
<td>30</td>
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<tr>
<td>3</td>
<td>Experience and Qualifications</td>
<td>20</td>
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<tr>
<td>4</td>
<td>Quality Improvement</td>
<td>15</td>
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<td></td>
<td>Sub Total</td>
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<tr>
<td>5</td>
<td>Budget Narrative and Schedules</td>
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<tr>
<td></td>
<td>Total Points</td>
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<tr>
<td></td>
<td>Local Vendor</td>
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</tbody>
</table>

4.0 Special Contract Terms and Conditions

4.1. Local Purchasing Ordinance

Under County ordinances, a Local Vendor is defined as a supplier or provider of equipment, materials, supplies or services that has an established place of business within the County of Dane. An established place of business means a physical office, plant or other facility. A post office box address does not qualify a vendor as a Local Vendor.

County ordinance provides that a local vendor automatically receive five points toward the evaluation score and vendors located within the counties adjacent to Dane County (Columbia, Dodge, Green, Iowa, Jefferson, Rock, Sauk) automatically receive two points toward the evaluation score.

4.2. Dane County Sustainability Principles

On October 18, 2012, the Dane County Board of Supervisors adopted Resolution 103, 2012-2013 establishing the following sustainability principles for the county:

- Reduce and eventually eliminate Dane County government’s contribution to fossil fuel dependence and to wasteful use of scarce metals and minerals;
- Reduce and eventually eliminate Dane County government’s contribution to dependence upon persistent chemicals and wasteful use of synthetic substances;
- Reduce and eventually eliminate Dane County government’s contribution to encroachment upon nature and harm to life-sustaining ecosystems (e.g., land, water, wildlife, forest, soil, ecosystems); and
- Reduce and eventually eliminate Dane County government’s contribution to conditions that undermine people’s ability to meet their basic human needs.

4.3. Dane County Department of Human Services Administrative Rate Ceiling

Contracts with the Department of Human Services limit administrative costs/expenses to a 15% ceiling.

4.4 Registration

At the time of contracting with the Department of Human Services, agencies must be registered entities in good standing with the Wisconsin Department of Financial Institutions.

5.0 Standard Terms and Conditions

Standard contract requirements concerning Affirmative Action, the Americans with Disabilities Act, contract termination and modification, etc. are included in the County’s boilerplate contract. For further information a copy of the contract may be viewed on the Department’s website danecountyhumanservices.org/rfp/boilerplate_contracts.
Part 2
Description of Service
2021-H014 Housing Case Management & Stability

I. Program Scope:

1. Program Description:

   The Housing Access and Affordability Division of the Dane County Department of Human Services (DCDHS) is seeking proposals for neighborhood-based housing case management services for individuals and families experiencing homelessness or housing instability.

   The selected vendor must effectively collaborate with emerging and established networks of service providers, including the DCDHS’ Joining Forces for Families staff, to help improve housing stability and prevent returns to homelessness in key neighborhoods in Dane County.

   A portion of the funding provided may be used by the vendor to provide direct assistance to program participants, including rental assistance, entry costs (first month’s rent and security deposit), or housing application fees.

2. Goals:
   a. To prevent and end homelessness through the provision of housing case management and related services.
   b. At least 85% of program participants experiencing homelessness at the time of program entry will exit to permanent housing.
   c. 5% or fewer of all program participants will return to homelessness.

3. Needs/Expectations:
   a. Assist families and individuals experiencing homelessness or housing instability who wish to reside in Dane County, maintain or obtain safe, stable, housing with housing case management services.
   b. Create meaningful relationships with area landlords that can lead to more housing options for individuals with less than perfect housing history.
   c. Case management services for individuals experiencing homelessness or housing instability, including but not limited to, connection to community resources related to housing stability (employment and training, economic and/or health care assistance, behavioral health services, etc.) financial management education, tenant education on leases, tenant rights, and the rental process, serving as a point of contact for program landlord partners, conflict resolution and mediation, arranging transportation as needed, assistance with a housing search and applying for housing, and provision of direct assistance if applicable.
   d. Services provided by the vendor are intended to be mobile, and will follow the program participant regardless of housing placement or program if no other case management services can be accessed by the program participant.
   e. Work collaboratively and actively within existing neighborhood-based systems partnerships (such as Dane County Human Services’ Joining Forces for Families) to maximize the reach and overall impact of these services.
f. Services will be offered without preconditions (i.e., employment, income, absence of criminal record, or sobriety).

g. Resources and services provided will be tailored to the unique needs of the individual.

h. Make and monitor security deposits and rental assistance payments to participating landlords, if applicable.

i. Be willing to travel to meet program participants in safe, convenient locations when necessary.

j. Participate in the Dane County Homeless Services Consortium (HSC), including relevant housing placement discussions.

k. Participate and collaborate with the HSC’s coordinated entry system.

l. Adhere to the HSC’s Written Standards for housing-first and case management. A copy of the Written Standards can be found online at: https://www.danecountyhomeless.org/governance.

m. Report regular program and demographics to the Dane County Contract Manager for this program.

n. Use the Homeless Management Information System (HMIS) to track program entry/exit and other client data for this program.

o. Vendor is expected to leverage additional resources, if needed, to meet the demand for services described above.

4. Current Operations:

The current provider of this program is the Community Action Coalition for Southcentral Wisconsin (CAC).

5. Maximum funding available for this program is $147,749. $124,828 is currently being spent on personnel costs and $22,921 on direct assistance to program participants. Funds available in 2021 and future years are subject to change as they are dependent on final approval and adoption of the annual Dane County budget.

II. DCDHS Application Form:

1. PROGRAM DESCRIPTION (15 points)
   a. Describe your proposed program and how it is going to meet the needs described in the RFP. This should be an overview.
   b. Describe the staffing that will be used to meet the needs and expectations described in the RFP.
   c. Provide résumés of key staff and copies of licenses, if applicable. These may be separate attachments and not included in the page count.
   d. Describe the staffing that will be used to meet the needs and expectations described in the RFP and how these services fit in your existing structure/capacity.
   e. Provide résumés of key staff and copies of licenses, if applicable. These may be separate attachments and not included in the page count.
   f. Please detail your agency’s participation in the Dane County Homeless Services Consortium, including committees and subcommittees regularly attended, special projects that your agency participated in, and/or leadership roles that staff have assumed in the HSC.
g. If the vendor believes the estimate of how many individuals could be served by this program is different than what is described in the RFP, please provide an estimate of how many individuals could be served by your program given the funds available.

h. You have up to 2 pages to respond to question 1.

2. PROGRAM STRATEGIES AND ACTIVITIES (30 points)
   a. Describe the specific strategies and activities to be used to achieve the stated objectives, expectations, and desired outcome in the RFP.
   b. Describe the strategies and activities that will be used to make this program culturally relevant and to promote racial equity.
   c. Please provide relevant and recent performance measures and outcomes for work done in this area, including outcomes related to housing retention. If the agency has not provided services in this area before, please provide any relevant performance measures for similar services.
   d. Please detail how the services outlined in the RFP will interact with and collaborate with other existing and relevant programs to support long-term housing stability for program participants.
   e. You have up to 4 pages to respond to question 2.

3. EXPERIENCE AND QUALIFICATIONS FOR THE PROPOSED PROGRAM (20 points)
   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 programs that are welcoming to persons of all backgrounds and cultures including any explicit plans your agency is undertaking to improve in this area.
   c. Describe the experience and qualification of your agency to provide the proposed program.
   d. Include a staff turnover calculation for the previous year. If you had 20% or more turnover in a certain staff position/category, please explain. Also address any noteworthy staff retention issues or policies to reduce staff turnover.
   e. Submit 2 - 3 letters of reference. 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.]
   f. 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.
   g. Please detail specific and relevant experience working with housing developers, private landlords, organizations that represent landlords, and/or other potential partnerships to help increase access to housing.
   h. 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.
   i. You have up to 3 pages to respond to question 3.
4. QUALITY IMPROVEMENT (15 points)
   a. Describe any programmatic or administrative improvements that have improved your agency’s ability to deliver services. Also describe any ongoing quality assurance procedures and practices your agency has in place.
   b. Describe how program data is or will be used to drive quality improvement efforts, including the measurement of and performance on client outcomes.
   c. Please describe your agency’s process for responding to customer grievances, complaints, and/or appeals.
   d. You have up to 2 pages to respond to question 4.

5. AGENCY GOVERNING BODY: Respond to the stated questions and complete the grid provided in the application form.

6. STAFF-BOARD-VOLUNTEER DESCRIPTORS: Complete the grid provided in the application form.

7. BUDGET NARRATIVE (20 points - includes Budget and Personnel Schedule)
   a. Please indicate the total amount of funding you are requesting from the County in your proposal. List other funders and funding amounts, if applicable. Also include other information necessary to understand your budget such as a unit cost or a per person cost if appropriate. For existing programs, please explain any line item that reflects a 10% variance (increase or decrease) in comparison to the prior budget year.
   b. Indicate the number of clients to be served and the total number of units of service being proposed.
   c. Please indicate the number of clients to be served and the total number of units of service being proposed.
   d. Please indicate how much of the total funds being requested from the County will be allocated for personnel costs and how much of the requested funds will be allocated to direct assistance to program participants.
   e. You have up to 2 pages to respond to question 7.

Remember to submit completed Attachments A and B, which are included in the Application form along with the Budget and Personnel Schedules Spreadsheets.