

REQUEST FOR QUALIFICATIONS

Homeless Program Development, Administration, Evaluation and other Related Services
for the
Alameda County Housing and Community Development Department

Submittal Deadline: May 20th, 2015

The Alameda County Housing and Community Development Department requests submittal of Statements of Qualifications from qualified parties with proven experience in program development, implementation and evaluation and other related services in relation to homeless programs and working with the larger community to provide a broad array of activities related to the ongoing provision of homeless and supportive services in Alameda County. Alameda County HCD is planning to contract for several scopes of services as quickly as possible, as well as to form a pool of consultants for future work to contract with on an as-needed basis. The County requires competitive selective processes be used when awarding contracts. The formation of this pool will satisfy that requirement for a number of expected contracts over the next several years. Small Local and Emerging Businesses (SLEB) are encouraged to apply.

Background

The Alameda County Housing and Community Development Department (HCD) administers a variety of housing and service programs from a variety of funding sources. This includes U.S. Housing and Urban Development Department (HUD) funding for Continuum of Care projects (formerly called Shelter Plus Care and Supportive Housing Program) and for administration of Alameda County's Homeless Management Information System (HMIS). HCD is also administering "boomerang" funds to finance permanent affordable housing and fund rapid re-housing programs.

Scopes of Services

The scope of services that will be contracted through this RFQ include four separate scopes, as well as possible additional future scopes of services to be defined at a later date. Applicants may provide qualifications for one or more of the following scopes. Please ensure that responses clearly state which scope(s) you are providing qualifications for, or if you are applying only to become part of HCD's homeless services consultant pool.

- 1) **Housing Resource Centers:** This scope of services is focused on the development and implementation of homeless Housing Resource Centers (HRC), in Alameda County, in the context of coordinated countywide intake and assessment. These HRCs will be the foundation of the establishment of a countywide coordinated intake and assessment system for homeless housing and related services. Work under this scope will include working with a small team under HCD on a broad array of activities needed to explore and carry

out the establishment of HRCs. This may include, but are not exclusive of, the following activities:

- Meet with representatives from each region of the county about HRC model, possibilities for common structure and service package and local requirements and possible variations
- Research and develop understanding of the strengths and challenges in other communities' models
- Make recommendations for implementation approach, including possible RFP or joint development with cities and/or key providers in existing programs and locations
- Work with HCD, if RFP process is selected, to design RFP criteria and approach
- Create scopes of work (for contracts) or MOU's or other program agreements for HRCs that ensure common services, standards, expectations, etc
- Develop guidelines, policies and procedures, forms, tools or other materials as needed to implement various rapid re-housing programs (CalWORKs HSP, Boomerang rapid re-housing, and the HRCs.
- Plan agendas and co-convene first phase of meetings among selected partners, in partnership with HCD
- Providing technical assistance to individual jurisdictions or providers on implementation of HRCs.

Questions on this Scope of Work can be directed to Riley Wilkerson, HCD Manager, at riley.wilkerson@acgov.org or (510) 670-9797

- 2) **County-Wide Affordable Housing One Stop Wait List:** This scope is the project management of a decision-making process that includes working with Alameda County Housing and Community Development, Alameda County Behavioral Health Care Services, the Housing Authority of the County of Alameda (HACA) and a database consultant that will be part of a team working to explore the viability and costs of a web-based interest/waiting list for affordable housing opportunities in Alameda County, including HACA housing programs, Housing Opportunities for People with AIDS (HOPWA), and Mental Health Services Act (MHSA) housing units. The proposed project will build on an existing web based database system designed by HACA that may be able to be used as a county-wide 'one stop shop' for low income applicants for affordable housing, regardless of the owner of the housing or where the housing is located. The Project Management Consultant will work with a database consultant to:
- Work with partner agencies to develop and/or refine specific criteria for web-based interest/waiting list (including language access --Spanish, Vietnamese, Cantonese, tagalog, Farsi);
 - Evaluate the existing system against the criteria;

- Evaluate other potential systems against the criteria; and
- Develop an ongoing annual budget and scope of work required to implement a countywide one stop shop for affordable housing applicants.

Questions on this Scope of Work can be directed to Michelle Starratt, Assistant Housing Director, at michelle.starratt@acgov.org or (510) 670-5207

3) **Monitoring**

- a. **Continuum of Care Program contractors (Shelter Plus Care):** HCD is the grantee for ten Continuum of Care program grants which were formerly called Shelter Plus Care grants. This scope of services involves:
 - Development/refinement of a risk assessment tool.
 - Development of a specific annual risk assessment using the tool to prioritize contractors to be monitored.
 - Refinement of existing monitoring protocols.
 - Carrying out on-site monitoring of contractors using those protocols. Monitoring will include site visits and review of back up documentation and financial records.
 - Preparing monitoring reports.
 - Reviewing and responding to contractor responses to Findings and other recommendations in the reports.

- b. **Service and Operating Contracts:** HCD has a number of operating and service contracts that provide funding to organizations providing supportive housing (HOPWA among other funding sources).
 - Development/refinement of a risk assessment tool.
 - Development of a specific annual risk assessment using the tool to prioritize contractors to be monitored.
 - Refinement of existing monitoring protocols.
 - Carrying out on-site monitoring of contractors using those protocols. Monitoring will include site visits and review of back up documentation and financial records.
 - Preparing monitoring reports.
 - Reviewing and responding to contractor responses to Findings and other recommendations in the reports.

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4) **Homeless Management Information System (HMIS) Technical**

Assistance: HCD is the lead agency for the Alameda County CoC HMIS system, which uses Service Point software. This scope of services includes working with the HMIS team and participating in project planning meetings to provide assistance in a number of areas,

including:

- write and troubleshoot reports (coding experience required)
- Assisting with System administration by:
 - setting up and managing accounts
 - setting up agencies and projects
 - monitoring data quality
 - responding to inquiries about reporting issues
 - providing TA and training to HMIS user agencies
 - developing training curriculum
- Prepare data for studies and research projects
- Develop coordinated assessment tools
- Measure system performance

Questions on this Scope of Work can be directed to Riley Wilkerson, HCD Manager, at riley.wilkerson@acgov.org or (510) 670-9797

Qualifications:

HCD is looking for consultant(s) with experience in one or more of the following areas, as they apply to the scopes of services above and for future projects. HCD anticipates contracting for the four specific scopes of work listed above as soon as possible and then using the responses to this RFQ for future possible contracts as needed. For future projects, HCD will select the best qualified and cost competitive contractor from the pool of qualified responders to this RFQ based on the specific scope of services needed.

- Experience in working with the HRC model and Rapid Re-housing program models and knowledge of national best practice models.
- Experience in developing program policies and procedures and operations manuals;
- Experience with homeless assistance programs, including HUD Continuum of Care Programs;
- Experience with developing coordinated assessment tools and processes.
- Experience providing technical assistance to a broad community groups and individual grantees of homeless assistance grants.
- Experience in administering and monitoring Continuum of Care Program grants.
- Experience with HMIS system administration and report writing using Service Point software.
- Experience working with both government and non-profit agencies to develop community processes that realize a common vision.
- Experience with program development.
- Experience with project management.
- Experience coordinating with multiple agencies in a planning process and in carrying out

- joint projects.
- Experience writing reports and analysis.

Submittal Requirements

Respondents shall provide a clear, concise statement of qualifications as it relates to one or more of the specific scopes of work listed above, or similar work (to be included in the pool for possible future contracts), as well as the respondent's ability to comply with the requirements of this RFQ. Proposals should also include the following:

- A. Identify whether you are applying for one or more of the specific scopes of work listed above, and if so which one(s), and/or whether you are applying to become part of the consultant pool for future projects.
- B. Provide a description of two or three representative or sample projects from the above listed activities. Provide a short narrative on the project and a summary of the outcomes. List references for which similar services were performed in the last three (3) years. Please provide the name, address, and telephone number. References should be current.
- C. Staffing – If you are submitting qualifications for a single consultant, provide a brief resume, including experience with services request in this RFQ and similar projects. If you are submitting qualifications for a team, clearly identify the professional team members, including specific areas of expertise, and indicate which members would serve in a primary capacity for each of the roles identified, and which will be serving in a support capacity. Provide a brief resume of each team member. List experience with the services requested in this RFQ.
- D. Provide a list of clients, including contact person and phone number, you or your firm has worked with over the past three years. Specifically list those for whom have worked on the specific types of activities listed above or similar relevant projects.
- E. Proposed method of compensation. Responses shall indicate the hourly rates to be charged. Fees shall include any incidental costs (reproduction, telephone costs, travel, etc). Include the applicable fee schedule. (Updated fee schedules will be requested from the pool for specific future projects as needed.)

OTHER INFORMATION:

Alameda County reserves the right to accept, reject, and evaluate any and all responses, and to change the scope of this RFQ. Responses submitted during this RFQ process become the property of Alameda County. Alameda County will not be liable for nor pay costs incurred by the respondent in preparation of a response to this RFQ or any other costs involved including travel

and time for interviews.

Alameda County has a preference for local vendors. A five percent (5%) preference shall be granted to Alameda County vendors on all bids on contracts except with respect to those contracts which federal regulations or state law requires be granted to the lowest responsible bidder. For more information on SLEB qualifications, see Attachment A.

Evaluation Criteria

As stated above, responders will be evaluated on their qualifications on one or more of the activities described in the scope of services above, or new scopes of service as they are developed. Responders that meet the minimum requirement for any of these activities will become part of a pool. When specific future projects are identified, we will use the evaluation criteria below to select the best-qualified consultant from the pool for that project. The other qualified responders will remain eligible for other projects that may arise in the future.

Evaluation of qualifications will be made by Alameda County HCD. When selecting consultants for specific work, the responders may be invited for an oral interview. The responders will be evaluated according to the criteria listed below:

| | | |
|------|---|-----|
| i. | Firm/Individual Qualifications: | 55 |
| | Specialized experience and technical competence of the firm(s), record of performance, strength of key personnel assigned to this project | |
| ii. | References | 20 |
| iii. | Competitive Fee and Rate Structure | 15 |
| iv. | General accessibility and availability | 10 |
| | TOTAL POINTS..... | 100 |

SELECTION PROCESS

Eligible List

Firms will be numerically ranked at the completion of the HCD review process. All respondents with at least a score of 85 out 100 for each scope of work will be placed on a list. When HCD has a project, HCD shall send all of the applicants on the list a Request for a Quote that includes the scope of work and schedule. HCD will enter into contract with one of the applicants based on availability and price. HCD may terminate the negotiations and begin negotiations with other applicants or reissue the RFQ, if necessary.

To comply with Alameda County’s procurement requirements, all consultants must respond to the Request for a Quote, even if the consultant does not want to work on the project. An email from the consultant stating that their firm is not available or does not

want to bid on this project is sufficient.

Rules of Submission

Responses must be submitted before 5:00 p.m., on Wednesday, May 20th, 2015. Responses may be submitted in person, mailed, faxed or emailed to riley.wilkerson@acgov.org by the deadline. If a sufficient number of qualified applications are not received by the deadline, Alameda County HCD reserves the right to extend the deadline for any or all of the specific projects listed above. If you are interested in this RFQ, but are unable to meet the deadline, please contact us.

Questions concerning this RFQ in general should be directed to:

Riley Wilkerson, HCD Manager
Alameda County Housing and Community Development Dept.
224 W. Winton Avenue, Room 108
Hayward, CA 94544
Phone: (510) 670-9797
Fax: (510) 670-6378
E-mail: riley.wilkerson@acgov.org

ATTACHMENT A

Local and Small Business Preference

Alameda County has a preference for local vendors. A five percent (5%) preference shall be granted to Alameda County vendors on all bids on contracts except with respect to those contracts which federal regulations or state law requires be granted to the lowest responsible bidder. An Alameda County vendor is a firm with fixed offices and having a street address within the County for at least six (6) months prior to the issue date of this RFQ; and which holds a valid business license issued by the County or a city within the County. Locality must be maintained for the term of the contract. Evidence of locality shall be provided immediately upon request and at any time during the term of any contract that may be awarded to Contractor pursuant to this RFQ.

A small business for purposes of the RFQ is defined by the United States Small Business Administration as having no more than \$7 million as required per SBA standards in average gross receipts over the last three (3) years. An emerging business, as defined by the County is one having annual gross receipts of less than one-half (1/2) of the above amount over the same period of time. In order to participate herein, the small or emerging business must also satisfy the locality requirements and be certified by the County as a Small or Emerging local business. A locally owned business, for the purposes of satisfying the locality requirements of this provision, is a firm or deal with fixed offices and having a street address within the County for at least six (6) months prior to the issue date of this RFQ; and which holds a valid business license issued by the County or a city within the County.

The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services. As a result of the County's commitment to advance the economic opportunities of these businesses the following provisions shall apply to this RFQ:

If Bidder is certified by the County as either a small business and local or an emerging and local business, the County will provide a five percent (5%) bid preference, in addition to that set forth in the local preference paragraph above, for a total bid preference of ten percent (10%). However, a bid preference cannot override a federal regulation or state law, which requires granting the award to the lowest bidder.

The County reserves the right to waiver these small/emerging business participation requirements in the RFQ, if additional estimated cost to the County, which may result from inclusion of the requirements, exceeds five percent (5%) of the total estimated contract amount or Ten Thousand Dollars (\$10,000), whichever is less.

The following entities are exempt from Small and Emerging Local Business (SLEB) requirements as described above and are not required to subcontract with a SLEB. If you apply and are certified as a SLEB, you will receive a 5% SLEB bid preference:

- Non-profit community based organization (CBO);
- Non-profit churches or non-profit religious organizations (NPO);
- Public schools; and universities; and
- Government agencies

Non-profits must provide proof of their tax exempt status. These are defined as organizations that are certified by the U.S. Internal Revenue Services as 501(c) 3.

If additional information is needed regarding this requirement, please contact the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak Street, Rm 249, Oakland, CA 94612 or telephone (510) 891-5500 or via email at ACSLEBcompliance@acgov.org.