



Recommendation for Action

File #: 19-1014, **Agenda Item #:** 28.

1/31/2019

Posting Language

Authorize negotiation and execution of a multi-term contract with Front Steps Inc., to provide shelter operations and services for the Austin Resource Center for the Homeless, for up to five years for a total contract amount not to exceed \$13,500,000.

(Note: Social Service contracts are exempt from the City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Austin Public Health.

Fiscal Note

Funding in the amount of \$1,384,529 is available in the Fiscal Year 2018-2019 Operating Budget of Austin Public Health. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Purchasing Office issued a Request for Qualification Statements (RFQS) 4700 EAD4000REBID for these services. The solicitation issued on October 15, 2018 and it closed on October 30, 2018. Of the two responses received, the recommended contractor is the most qualified. A complete solicitation package, including a log of responses received, is available for viewing on the City's Financial Services website, Austin Finance Online.

Link: [Solicitation Documents](#).

For More Information:

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or

AgendaOffice@austintexas.gov <<mailto:AgendaOffice@austintexas.gov>>

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Persons: Erin D'Vincent, at 512-974-3070 or Erin.DVincent@austintexas.gov <<mailto:Erin.DVincent@austintexas.gov>> or, Marian Moore at 512-974-2062 or

Marian.Moore@austintexas.gov <<mailto:Marian.Moore@austintexas.gov>>.

Additional Backup Information:

The contract will provide for shelter operations and services at the Austin Resource Center for the Homeless (ARCH). On October 12, 2017, City Council passed Resolution No. 20171012-015, directing the City Manager to conduct a stakeholder engagement process to redefine the scope of services at the ARCH, with a focus on operating within the intended built capacity. The resolution also directs that the scope consider recommendations from the Bloomberg iTeam, the Ending Community Homelessness Coalition's (ECHO) Action Plan, the National Alliance to End Homelessness (NAEH), and other community partners and stakeholders.

The City issued a Request for Information (RFI) in July 2018, which included a draft scope of work for the redesigned ARCH operations and the NAEH Recommendations report. Responses to the RFI were incorporated into the solicitation. Input and considerations for the redesigned ARCH operations model included:

- Seven community forums, 79 survey responses, and input through email: ARCHideas@austintexas.gov <<mailto:ARCHideas@austintexas.gov>>
- Recommendations from the Bloomberg iTeam
- Alignment with ECHO's Action Plan to End Homelessness
- Input from individuals with lived experience of homelessness on the Austin Homeless Advisory Committee (formerly called the Homelessness Advisory Council of Austin)
- Report and recommendations from NAEH following data collection, interviews, a site visit and a 1.5 day convening of stakeholders including representatives from ECHO, Integral Care, Austin Police Department, Downtown Austin Community Court, Front Steps, Salvation Army, Downtown Austin Alliance, LifeWorks, Mobile Loaves & Fishes, Caritas, Community Care Collaborative, Innovation Office, Mayor Pro Tem Tovo's Office, Senator Kirk Watson's Office, Austin Public Health, Homeless Outreach Street Team (HOST), and community members

The contractor will provide program services, facility management and operations necessary to provide emergency shelter to adult men experiencing homelessness. The shelter's programming will be focused on ending homelessness for guests by housing people as quickly as possible, using the Coordinated Entry system, and connecting households to other resources to help them stabilize once housed. A variety of housing-focused services will be provided with the objective of resolving an individual's housing crisis and connecting individuals experiencing homelessness to safe, stable housing.

This contract will replace the existing contract set to expire March 31, 2019. Front Steps Inc. is the current provider of these services. The City is dedicated to ensuring that the environment established by the Contractor- which includes staffing, guest participation, and opportunities for feedback - will reflect a positive, respectful culture.

An evaluation team with expertise in this area evaluated the offers and scored Front Steps Inc. as the best to provide these services based on service capacity, expertise, compliance, personnel, agency qualifications, references, and sample documents.

Contract Detail:

Contract Term	Length of Term	Contract Authorization
Initial Term	30 months	\$ 7,500,000
Optional Extension 1	12 months	\$ 3,000,000
Optional Extension 2	12 months	\$ 3,000,000
TOTAL	54 months	\$13,500,000

Note: Contract Authorization amounts are based on the City's estimated annual usage.