PRE-BID TEAMS MEETING

RFP HSO 2024 – 001 DIGITAL HOUSING CRISIS REFERRAL AND INFORMATION
REQUEST FOR PROPOSALS (RFP)
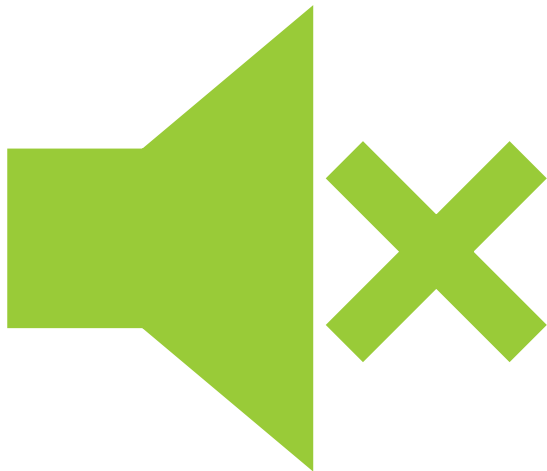
APRIL 16, 2024, AT 1:00 PM CST

David Gray
Homeless Strategy Officer
City of Austin

RFP Authorized Contact Person:
Natasha Ponczek Shoemake
HSDCompetitions@austintexas.gov

HOMELESS STRATEGY OFFICE

WELCOME & INTRODUCTIONS

❑ Introductions and Attendance Information

❑ Everyone is muted with cameras off for the call until the Q&A.

❑ Materials for the meeting are located on the website, in PartnerGrants, and on the solicitation website.

❑ Questions during the presentation can be typed in the Chat OR sent to HSDCompetitions@AustinTexas.gov.

❑ Questions emailed may not be answered during the presentation.

❑ After the presentation: Comments and questions need to be submitted via email to HSDCompetitions@AustinTexas.gov

AGENDA

Overview and Funding Information

Scope of Work

Proposal Submission Instructions

Sections of the RFP

Important Dates and Information

Questions and Answers

BACKGROUND

The Austin City Council allocated funding during the Fiscal Year 2023-2024 budget process to support the digital delivery of services to persons experiencing homelessness. Councilmember Ryan Alter stated the following when he proposed the budget amendment:

- *"The City of Austin currently has few options for **walk-up homeless navigation services**, and what does exist may be both logistically challenging for clients to visit and represent a disproportionate impact on the surrounding neighborhood…. As proposed, funding for a **digital service delivery model** would be used to enhance current **phone-based homeless navigation services** to provide digital bus passes or tele-connect with case managers, and to also add **kiosks at other locations such as hospitals, rehab facilities, or temporary shelters**."*

REQUEST FOR PROPOSALS OVERVIEW

The City of Austin (COA) Homeless Strategy Office seeks responses to this Request for Proposals (RFP) from qualified social service providers (Applicants) with demonstrated experience in providing services and distributing information to individuals and households experiencing homelessness.

Solicitation Objectives:
1. Establish and maintain digital and/or phone-based resources to provide up-to-date information to persons at risk of homelessness or experiencing homelessness to resolve their housing crisis or connect to resources to resolve their housing crisis.
2. Maintain a timely, publicly accessible record of available resources to assist persons with maintaining housing, avoiding experiences of homelessness, and resolving their homelessness.
3. Reduce barriers to access service information and ensure coverage throughout Austin's city limits.

Important Dates

Date Issued:	**Thursday, April 11, 2024**
Intent to Apply Due Date:	**Thursday, May 9, 2024 at 3 PM CST**
Proposal Due Date:	**Wednesday, May 22, 2024, at 3 PM CST**
Anticipated Start date of contract:	August 1, 2024
Questions regarding the RFP are due on or before:	Wednesday, May 15, 2024 at 3 PM CST
Technical Assistance regarding submission of the RFP in Partnergrants are due on or before:	Wednesday, May 22, 2024, at 2 PM CST
Questions and Answers will be available:	In PartnerGrants and on the solicitation website
Optional Pre-Bid Meeting Date(s) and Time(s):	**Tuesday, April 16, 2024 at 1 PM**
Optional Office Hours with RFP SPOC and staff	**Thursday, May 2, 2024 at 11 AM CDT** (Focus on Threshold and Intent to Apply) Registration Required with this link: Eventbrite Registration **Thursday, May 16, 2024 at 11 AM** CDT (Focus on Final Application and Submission) Registration Required with this link: Eventbrite Registration

FUNDING AND TIMELINE

Department: Homeless Strategy Office (HSO)
Services Solicited: Digital Delivery
Total Funding Available: $1,917,060
$1,667,060 of City of Austin General Fund ($833,530 annually)
$250,000 of one-time City of Austin General Fund

Number of Agreements and Contract Term: HSO anticipates awarding one agreement starting August 1, 2024. Proposals must be submitted using the 12-month budget allocation. Collaborative applications will be considered; however, a lead agency must be identified.

The first term of the Agreement will be 26-months (August 1, 2024 – September 30, 2026), with four optional renewals for $833,530 ongoing funding. All future renewal options are to be determined by the City Council.

Awarded programs will be structured as a reimbursable-based agreement, which is an Agreement where an agency is reimbursed for expenses incurred and paid by providing adequate supporting documentation that verifies the expenses.

RFP SCOPE OF WORK

SERVICES SOLICITED:

1. INFORMATION SERVICES (REQUIRED)

Establish and maintain a digital and/or phone-based infrastructure to quickly disseminate essential information and connect participants to services and resources to resolve their housing crisis.

A. Requirements

  i. Establish and maintain an up-to-date repository of eviction prevention, rental assistance, homelessness prevention, diversion, and crisis response system resources, including emergency shelter access, day resource centers, food pantries, community kitchens, etc., to refer persons at risk of homelessness or experiencing homelessness.

  ii. Establish and maintain an engagement strategy to actively engage institutions with populations who are highly vulnerable to experiences of homelessness such as hospitals, jails, rehabilitation facilities, and prisons.

  iii. Develop and implement direct referral systems to assist homelessness related referrals from City of Austin's 3-1-1 system. Ensure the 3-1-1 system can provide direct connections to the funded program without participants needing to call another number.

  iv. Develop and implement a direct referral system to assist individuals fleeing domestic violence to SAFE's hotline. Ensure the funded project can provide direct connections to SAFE's hotline without participants needing to call another number.

  v. Develop and implement a direct referral system to assist individuals experiencing a mental health crisis with Integral Care's Psychiatric Emergency Services.

  vi. Ensure staff are trained in safety planning for individuals fleeing domestic violence.

  vii. Ensure persons who qualify will complete the local coordinated entry assessment and referral in accordance with the Austin / Travis County Continuum of Care Coordinated Entry Written Standards.

  viii. Attend applicable coordinated entry planning and coordination meetings.

B. Eligible Costs

  i. Personnel Costs for staff coordinating the abovementioned service requirements.

  ii. Training costs to ensure staff comply with the Best Practices and Service Delivery Sections of this RFP.

Applicants must ensure sufficient and adequate technological and operational infrastructure to ensure information can be collected, maintained, and expediently distributed to stakeholders.

A. Requirements

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1. Must comply with Americans with Disabilities Act
2. Hotline must be accessible in a variety of language options, including, but not limited to: Spanish, Vietnamese, Chinese, Arabic, Farsi, Burmese, Nepali, Korean.
3. Ensure operation between 7:00 AM and 7:00 PM, or similar hours. After-hours calls must be responded to within 24 hours.
4. Maintain an average wait time of 95%, meaning that 95% of calls are answered within 120 seconds.
5. Establish a marketing strategy to ensure awareness of services to the target population.

A. Eligible Costs

1. Procurement and maintenance of necessary telecommunications and/or web-based communication equipment or services to meet the above-mentioned operation requirements.
2. Costs associated with the leasing and utility payments for space and equipment necessary to carry out the direct services of this RFP.
3. Necessary database equipment and technology to ensure distribution of information.
4. Materials or services to market project services to targeted populations.
5. Costs associated with the utilization of the local Homeless Management Information System (HMIS) system.

SERVICES SOLICITED
2. OPERATIONS (REQUIRED)

SERVICES SOLICITED
3. DIVERSION ASSISTANCE (OPTIONAL)

1) **Diversion Assistance (Optional):** Diversion Assistance is services to assist a person at imminent risk of homelessness in finding other safe and appropriate housing options than shelter. It includes possible one-time financial assistance and an intentional problem-solving conversation to explore and utilize their existing social and informal resources to avoid experiencing homelessness. It can also include services to persons experiencing homelessness to assist them to exit homelessness without the need to enroll in a longer-term homeless assistance program like Rapid Rehousing or Permanent Supportive Housing. Households must meet U.S. Department of Housing and Urban Development's definition of homelessness to receive assistance as defined in the Section V. Eligible Populations. Persons meeting Category 2 Imminent Risk of Homelessness will be prioritized for assistance. See Exhibit B. Standard Solicitation Provision and Instructions, Section 1.B. Homeless Services Definitions.

   A. **Requirements**

   i. Participants may only receive Diversion Rental Assistance once every 6 months.
   ii. All Diversion participants must participate in a diversion conversation, occurring either with the applicant or other community case management staff, to establish a plan to exit homelessness and avoid near-term experiences of homelessness.
   iii. Applicants must develop policies and procedures to define when assistance is appropriate to ensure equitable assistance for participants who are unlikely to return to homelessness after assistance.
   iv. The client must be entered into the program in HMIS with a distinct project Entry and Exit, and diversion assistance type must be recorded in HMIS as a "Service" transaction

   B. **Eligible Costs**

   i. Personnel costs for staff to meet the above requirements and to ensure all staff are trained in diversion best practices.
   ii. One-time costs necessary to assist an individual with exiting or avoiding homelessness are eligible, so long as costs are eligible under COA Exhibit B.3.

SERVICES SOLICITED
3. ADMINISTRATIVE ACTIVITIES (OPTIONAL)

4) **Administrative Activities (Optional)**: The recipient may use up to 15% of its project budget for the payment of administrative costs related to the planning and administration of the project. This does not include staff and overhead costs directly related to carrying out activities or services eligible under costs in items 1-3 listed above.

A. **Requirements:**
   i. Program administrators must prepare program budget and schedules, and amendments to those budgets and schedules as needed.
   ii. Develop system for assuring compliance with the program requirements.
   iii. Monitor program activities for progress and compliance with program requirements.
   iv. Prepare reports and other documents directly related to the program for submission to the City of Austin.
   v. Managing or supervising persons whose primary responsibility with regards to the program include such assignment as those described in Section IV. 1) Operations through 4) General Housing Assistance.

   Please note: Administrative costs will not be considered an indirect cost in the budget. All contract expenses will be reimbursable and must be listed in the budget narrative. Awarded agencies will document expenses separately for every claim in the form of a general ledger. For more information about eligible costs see Exhibit E. Standard APH Agreement Boilerplate and Exhibits.

B. **Eligible costs include**:
   i. Salaries, wages, and related costs of the recipient's staff, the staff of subrecipients, or other staff engaged in program administration and not in program operations. In charging costs to this category, the recipient may include the entire salary, wages, and related costs allocated to the program for each person whose primary responsibilities to the program involve program administration assignments, or the proportional share of the salary, wages, and related costs for each person whose job includes but is not limited to the administration of this program. The recipient may only use one of these methods for each fiscal year grant.
   ii. Administrative services performed under third-party contracts or agreements, including general legal services, accounting services, and audit services; and
   iii. Other costs for goods and services required for administration of the program, including rental or purchase of equipment, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space. Equipment, insurance, utilities, office supplies, or spaces needed for program operations should be included in the operations section of the budget while general administrative costs not specifically related to program operations should be included in this section.

ELIGIBLE POPULATIONS

A. Hotline Eligible Populations:

Services must be targeted to persons experiencing a housing crisis, including people experiencing homelessness (categories of 1, 2, and 4) and those at-risk of homelessness as defined in Exhibit B. Standard Solicitation Provision and Instructions, Section 1.B. Homeless Services Definitions. Program operators are exempt from documenting City of Austin eligibility requirements, and all Austinites may seek services. The project must assertively market services to populations experiencing a housing crisis.

B. Diversion Eligible Populations:

If incorporated into the proposed program design, diversion services may only be provided to persons meeting the criteria of homelessness categories 1, 2, and 4 as defined in Exhibit B. Standard Solicitation Provision and Instructions, Section 1.B. Homeless Services Definitions.

AT-RISK OF HOMELESSNESS DEFINITIONS

At risk of homelessness is eligible for hotline activities - An individual or family who:

A. Has an **annual income below 30 percent of median family income** for the area, as determined by HUD;

B. **Does not have sufficient resources or support networks**, *e.g.,* family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the "homeless" definition in this section; and

C. Meets one of the following conditions:
    i. Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;

    ii. Is living in the home of another because of economic hardship;

    iii. Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;

    iv. Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals;

    v. Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per room, as defined by the U.S. Census Bureau;

    vi. Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or

    vii. Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;

HUD HOMELESS DEFINITIONS

(Category 1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

(i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

(ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

(iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(Category 2) An individual or family who will imminently lose their primary nighttime residence, provided that:

(i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

(ii) No subsequent residence has been identified; and

(iii) The individual or family lacks the resources or support networks, *e.g.,* family, friends, faith-based or other social networks, needed to obtain other permanent housing;

(Category 4) Any individual or family who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, *e.g.,* family, friends, faith-based or other social networks, to obtain other permanent housing.

DATA COLLECTION

For all programs serving individuals, agencies will track and report the number of unduplicated clients served and document proof of the services provided where applicable.

Client tracking should include methods for securely recording identity, zip code, income, and demographics without violating client confidentiality.

Applicants must comply with the following data requirements:

A. Utilize the local Homeless Management Information System (HMIS) to track and report client information and program services for individuals who are experiencing homelessness. Maintain accurate data sources for persons not experiencing literal homelessness.

B. Adhere to all requirements of HMIS data submission, Coordinated Entry (CE), Continuum of Care (CoC), and related regulatory requirements. Full information on metric assessment and logic can be found in the CoC APR and ESG CAPER HMIS Programming Specifications.

Performance Metrics

On a quarterly basis, the awardee will be required to report the following:

ALL PROGRAM OUTPUTS AND OUTCOMES

- **Output #1**: Number of informational services calls completed per year

- **Output #2**: Number of informational services calls resulting in successful enrollments to address their needs

- **Outcomes #1:**
  Percentage of households experiencing homelessness who complete a first-time coordinated assessment

  Numerator: Households completing a coordination assessment

  Denominator: Households experiencing homelessness who seek services through the hotline

- **Outcomes #2:**
  Percentage of Households at risk of homelessness or at imminent risk of homelessness connected to homelessness prevention services

  Numerator: Households referred to homelessness prevention, eviction prevention, housing mediation, or other service to avoid an experience of homelessness

  Denominator: Households experiencing homelessness who seek services through the hotline

DIVERSION ONLY OUTCOMES

- **Outcomes #3 (only if receiving Diversion funding):**
  Percentage of Households receiving Diversion services who exit homelessness

  Numerator: Number of households exiting to permanent or temporary housing destinations

  Denominator: Number of households receiving diversion services

- **Outcomes #4 (only if receiving Diversion funding):**
  Percentage of Households receiving Diversion services who exit homelessness positively and do not return to homelessness in the following 12 months

  Numerator: Number of households who enroll into an HMIS program for those experiencing homelessness in the following 12 months of positive exit

  Denominator: Number of households exiting to permanent or temporary housing destinations

- **Outcomes #5 (only if receiving Diversion funding):**
  Percentage of Households receiving Diversion services who exit homelessness without financial assistance

  Numerator: Number of households exiting to permanent or temporary housing destinations without needing financial assistance

  Denominator: Number of households receiving diversion services

PRINCIPLES OF SERVICE DELIVERY

Austin/Travis County Continuum of Care (CoC) Written Standards for Program Delivery, as approved by the Homelessness Response System Leadership Council.

Evidence-based practices such as Trauma-Informed Care, Harm Reduction, and Motivational Interviewing.

Client-centered care and culturally competent service delivery.

Language assistance, written and verbal

City of Austin's Anti-discrimination Ordinance, Chapter 5-1 Housing Discrimination, and federal Fair Housing regulations.

No duplication of services or assistance from different funding sources.

Livable and competitive wage, such as MIT's Living Wage calculator, at livingwage.mit.edu

LEVERAGING RESOURCES

It is critical to ensure the efficient and flexible use of funds to respond to participants' unique situations and housing needs. Competitive proposals will leverage cash and/or in-kind resources, such as volunteer hours, partnerships with healthcare or mental health providers, or other funding sources to expand services to participants.

In-kind match is the value of any real property, equipment, goods, or services contributed to a program that would have been eligible costs if the recipient/subrecipient was required to pay for such costs with City funds. In-kind and cash match should be categorized in the budget as "Other Funding."

Proposals for this solicitation which identify leveraged resources, cash or in-kind, up to 20% or greater of the proposed budget will score more favorably as outlined in Question 21 of Exhibit H – RFP Evaluation Scoring Rubric Summary.

APPLICATION EVALUATION

- See Exhibit G. RFP Evaluation Scoring Rubric Summary for more details

- A total of 100 points may be awarded to each proposal. Points will be awarded based on an evaluation of whether a proposed program aligns with the goals of this RFP and how well each response answers the questions of the application.

- Any question that is not answered will result in an application receiving zero points for that question.

RFP # 2024-001 Digital Housing Crisis Referral and Information Services Evaluation Rubric		
Form 1: Offer Sheet	Applicants must print, sign, scan and upload signed forms.	No points, but Applicant must submit signed form.
Form 2: RFP Proposal		
Part I: Fiscal and Administrative Capacity	Agency Information and Minimum Requirements	No points awarded, but Applicant must pass threshold defined in Applicant Minimum Qualifications in C - Scope of Work below this table.
Section	**Category**	**Maximum Points Eligible**
Part II: Scored Proposal Section 1: Program Design	Program Summary Clients Served Program Requirements Service Delivery & Best Practices Service Coordination	**35 points**
Section 2: Data Informed Program Management	Performance Measures Data Security & Systems Management Quality Improvement & Feedback	**20 points**
Section 3: Experience and Cultural Competence	Agency Experience & Performance Service Delivery Experience Cultural Competence & Racial Equity	**15 points**
Section 4: Cost Effectiveness (Form 3)	Program Staffing & Time Livable Wage Program Budget & Funding Summary	**20 points**
	Cost Effectiveness & Number of individuals served/ total budget = Cost Analysis	**10 points**
		Total: 100 points
Form 4: COA Certifications and Disclosures	Applicants must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.

5 Minute Collaboration Break

HSD is open to agencies applying with a subgrantee who may be especially skilled in an activity which the applicant could leverage. Interested parties are welcome to drop in the chat their name, contact, how they might add value and who to contact to discuss more.

Write "Interested in Collaboration:" in your comment and we will include this in the Attendance Document published after the meeting.

PROPOSAL SUBMISSION INSTRUCTIONS

PARTNERGRANTS DATABASE

Website:
https://PartnerGrants.austintexas.gov

PartnerGrants is an online/web-based database APH uses for contract management

PROPOSALS MUST BE SUBMITTED THROUGH THE PartnerGrants SYSTEM.

PAPER PROPOSALS WILL NOT BE ACCEPTED.

VENDOR AND PARTNERGRANTS REGISTRATION

All Applicants must:

1) Confirm your organization is a registered vendor with the City of Austin. • To find the City of Austin Vendor Number please visit Austin Finance Online and search for the organization's legal name.

• To register to become a potential City of Austin vendor, go to Austin Finance Online to register.

2) Be a registered user in the Partnergrants system. The proposals will be submitted through this web-based system.

• To register, visit Partnergrants and click on "Register Here."

• Note that the organization's City of Austin Vendor number is required to complete registration in Partnergrants.

ANNUAL THRESHOLD PROCESS

❑ Offerors must have completed an Annual Agency Threshold Application in the PartnerGrants database.

❑ This form must be submitted once per 12 months per agency (from date of the release of the RFP- April 11, 2023) and remains valid for all competitions closing within that time period. The threshold application will be reviewed by APH staff and the agency will be notified once approved, usually within five to seven business days.

❑ Retain approval emails and note the submission date for future use when submitting your intent to apply forms.

❑ If you aren't sure if you have completed this step, please email HSDCompetitions@austintexas.gov

ATTACHMENT SUBMISSION REQUIREMENTS

❑All Proposal files must be uploaded in PartnerGrants

❑Some questions include required or optional attachments indicated by a 📄 symbol.

❑Upload under the designated required attachment item in PartnerGrants or one of the Additional Supplemental Document optional attachments.

❑Remember to clearly title each file using only letters and numbers.

❑Try to consolidate to one file for each question

📎 - Named Attachments

Named Attachment	Required
1 - Offer Sheet	✔
2 - RFP Application	✔
3 - Program Budget and Funding Summary	✔
4 - COA Certifications and Disclosures	✔
ASD1 - Additional Supporting Documentation-pdf, if applicable	
ASD2 - Additional Supporting Documentation-pdf, if applicable	
ASD3 - Additional Supporting Documentation-pdf, if applicable	

IMPORTANT PARTNERGRANTS TIPS

☐ To submit Intent to Apply and Final Proposals in PartnerGrants, you must first MARK AS COMPLETE AND **THEN HIT <u>SUBMIT</u>**
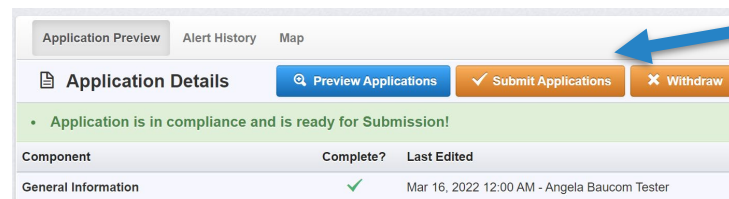
☐ Check that you receive a confirmation email from the PartnerGrants system indicating the status of your application is "Submitted." Mark as Complete is NOT the same thing as Submit.

☐ You must have BOTH an Annual Agency Threshold on file for the Agency AND an Intent to Apply form submitted for EACH Proposal you intend to submit

☐ Note that where the application materials say "at," "prior to," or "by or before," this means that the PartnerGrants system will not allow you to submit, or us to accept, documents submitted at or after that time.

☐ We are unable to make exceptions for internet outages or other technical difficulties in submitting the application by the deadline. Please plan accordingly.

☐ Watch for emails from HSDCompetitions@austintexas.gov in the days prior to the deadline in case of reminders or notes about the status of your application and DON'T share PartnerGrants accounts.

SECTIONS OF THE RFP

FORMS AND EXHIBITS

Forms must be completed by the Offeror according to the instructions for this RFP.

Exhibits are for reference and should be reviewed in full by all Offerors prior to completing a Proposal.

Form Number	Title	Guidance
0	Intent to Apply	Approved Annual Agency Threshold Application and Intent to Apply for each Proposal in PartnerGrants **due by May 9, 2024 at 3 PM CST**
1	Offer Sheet	Forms 1-4 must be filled out, signed, scanned, and uploaded into PartnerGrants by **May 22, 2024 by 3PM CST**
2	RFP Proposal	
3	Program Budget and Funding Summary	
4	COA Certifications and Disclosures	

Exhibit Number	Title – Informational Purposes Only
A	Threshold Application Requirements
B	Standard Solicitation Provisions and Instructions
C	Scope of Work
D	Standard APH Agreement Boilerplate and Exhibits
E	HMIS Requirements
F	Applying for APH-Funded Opportunity: Partnergrants Instructions
G	RFP Evaluation Scoring Rubric Summary

FORM 1: OFFER SHEET

Austin Public Health

City of Austin
Austin Public Health
RFP 2023-005 Reproductive Health

The undersigned, by their signature, represents that they are submitting a binding offer and is authorized to bind the Applicant to fully comply with the solicitation document contained herein. The Offeror, by submitting and signing below, acknowledges that they have received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name:	
Company Address:	
City, State, Zip:	
Federal Tax ID No.:	
Printed Name of Officer or Authorized Representative:	
Title:	
Email Address:	
Phone Number:	

Signature of Officer or Authorized Representative:_____ _____

Date:_____

* This Offer Sheet must be signed and submitted in Partnergrants to be considered for award. Electronic Signature is acceptable.

The Offer Sheet with a signature is **required** for your proposal to be valid and must be submitted in the second part of the process.

On the Offer sheet the organization's representative states that they are authorized to submit this proposal for funding.

It also states that the representative has received and read the entire RFP document packet and agrees to be bound by the terms therein.

Signature by an authorized representative is required in order for the City of Austin to accept the proposal.

FORM 2 – RFP PROPOSAL

RFP PROPOSAL

❑ Proposal Section Tips:

➢ Make sure to answer every question and every part of each question.

➢ Some questions include drop down boxes with preselected answers indicated by

➢ Make sure to review any links within the RFP. We expect that you take the time to review the links to include the guidance provided in your answers.

PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

ALL DOCUMENTS MUST BE UPLOADED INTO PartnerGrants. NO PAPER COPIES WILL BE ACCEPTED.

Step 1: Final Proposal Instructions

- ❑ This form should be submitted in .doc or .docx format with only letters and numbers in the file title

- ❑ **Total word count in the <u>Form 2-RFP Proposal</u> document is 15,000 words which includes the questions. Proposals that exceed 15,000 words will not be considered.**

- ❑ MS Word automatically counts the number of words in a document and displays it in the status bar at the bottom of the screen. There are about 3,200 words in Form 2-RFP Proposal, and this is included in the 15,000 words limit.

- ❑ The following documents will <u>not</u> count towards the total word count:

  - ➢ Attachments submitted to answer a question like policies and procedures, staff positions, etc.

  - ➢ Attachments 1-Offer Sheet, 3 - Budget Narrative and Funding Summary, 4-COA Certifications

Offerors must use this template for the proposal and cannot submit a proposal that does not include the questions and narrative.

Agency Information is boxed and highlighted in blue, and all questions are boxed and highlighted in green. Editing is restricted in the document except in the answer boxes. For each question, please provide a response or write N/A for not applicable in the boxes provided. It is preferable to be repetitive rather than to leave sections incomplete.

If using this document, Offerors must type answers into the section that says "Click or tap here to enter text" after each question or in the required tables.

If compiling responses in a separate document: Offerors must include all questions and narrative before their answer, so the Proposal appears the same as the provided template.
Make sure to include the exact wording of the drop-down menus.

PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

FORM 3 - PROGRAM BUDGET AND FUNDING SPREADSHEET

❑ Complete Form 3: Budget and Funding Summary (Excel Spreadsheet) and upload completed document into PartnerGrants.

❑ There are eight tabs in the spreadsheet labeled:

Instructions	12-month Budget Summary	12-month Budget Narrative	All Other Sources
One-Time Cost	SubGrantee Budget	Cost Per client	Budget Roll-Up

Budget Line-Item		Scope of Work Eligible Cost Reference	Requested COA Funding One Time
Personel	Eligible Cost		

| ▶ | Instructions | 12 month Budget Summary | 12 month Budget Narrative | All Other Sources | One |

12-MONTH BUDGET SUMMARY TAB

➢ Enter the Agency Name, Program Name, and number of unduplicated clients per 12-month period in Cell B5 under the Budget and Narrative worksheet

➢ The other worksheet tabs will fill this part in automatically.

➢ In the Cost Per Client tab, it will use this to automatically determine the Cost Per Client based on the overall program budget and the overall number of beds to be provided.

	A	B
1	Form 3 - Program Budget and Narrative	
2	Agency Name:	
3	Program Name:	
4	Total Proposed Clients Served:	

12-MONTH BUDGET AND NARRATIVE TAB

➢ Complete a budget for 12-month period for City Funding requested only

➢ Period: 8/01/2024-07/31/2025

➢ For every budget line containing a requested amount of City of Austin Funding, enter a short description or list of items included in that budget line.

➢ In the new budget and narrative form, applicants are required to break out costs between types of funding as seen below. Administrative Funds are required to be broken by Personnel and Operations.

Budget Line-Item		Scope of Work Eligible Cost Reference	Requested COA Funding 12 months	A O pr
Personnel				
Informational Services	Personnel Salaries	Section VI. 1		
	Fringe and Payroll Taxes	Section VI. 1		
Operations	Personnel Salaries	Section VI. 2		
	Fringe and Payroll Taxes	Section VI. 2		
Diversion	Personnel Salaries	Section VI. 3		
	Fringe and Payroll Taxes	Section VI. 3		
Administration	Personnel Salaries	Section VI. 5		
	Fringe and Payroll Taxes	Section VI. 5		
		Personnel Sub-Total	$0.00	

ONE-TIME COST TAB

➢This project includes $250,000 in one-time funds to support costs associated with the start-up of the program. This funding will not be available after the first 26 months of the contract.

➢Utilizing the table applicants will identify costs that are eligible per the Scope of Work, the amount of funds requested, and explanation and methodology of costs. Since these are one-time costs, they are intended to be start-up costs, costs for materials, software purchase, etc.

		Scope of Work Eligible Cost Reference	Requested COA Funding 12 months	Complete an explanation for each City-funded line item.
EXAMPLE				
	Informational Services Personnel	Section VI. 1	$292,032.00	5 Phone operators @ $28.80 per hour, $58,406.40 annually, $292,032 total;

ALL OTHER SOURCES TAB

➢This tab is intended to function as a a detailed record of which funds are being dedicated to the projects.

➢Enter all funding that will be used for the project. This will also show how much funding you are leveraging. Proposals for this solicitation which identify leveraged resources, cash or in-kind, up to 20% or greater of the proposed budget will score more favorably.

SUBGRANTEE TAB

➢ The top of the tab is auto-calculated. Do not remove formulas.

➢ If working with Sub-Grantees, include the Sub-Grantee name, start and end dates of their work, a brief description of services, number of clients served by each Sub-Grantee, specific line items included, and the ANNUAL amount of City of Austin and funding from other sources in the table

➢ These totals will automatically fill in the Sub-Grantee section of the Budget and Narrative Tab.

Subgrantee Name:	Start Date:	End Date:	Unduplicated Clients Served
Budget Line-Item	Scope of Work Eligible Cost Reference	Requested COA Funding 12 months	Complete an explanation for each City-funded line item.
Personnel			
Informational Services Personnel Salaries	Section VI. 1		
Informational Services Personnel Fringe and Payroll Taxes	Section VI. 1		
Operations Personnel Salaries	Section VI. 2		
Operations Personnel Fringe and Payroll Taxes	Section VI. 2		
Diversion Personnel Salaries	Section VI. 3		

COST PER CLIENT TAB

➢This tab will auto-populate with data from the Budget and Narrative tab calculating the cost per each person served in the program. Applicants are not required to fill anything out in this tab.

➢The Cost Per Client amount is required for Question 23.

Form 3 - Program Budget and Narrative	
Agency Name:	
Program Name:	
Total Proposed Persons Served:	0
Overall Budget:	$0.00
Cost per Persons Served	

23.→Enter·below·the·average·cost·per·person·served·from·the·**Form·3·--·Program**
Summary·spreadsheet·(cell·B7·on·the·Cost·per·Client·tab).··¶

Enter·$·Average·Cost·per·Client/Person·Served··   →
¶

Describe·in·the·text·box·below·why·the·cost·per·person·served·is·appropri
services·being·provided.¶

Click·or·tap·here·to·enter·text.···¶

BUDGET ROLL-UP TAB

	A	B	C	D
Form 3 - Partnergrants Program Budget and Narrative Roll-Up		N		
Agency Name:				
Program Name:				
Budget Line-Item		Requested COA Funding 12-Months	Amounts Funded by ALL OTHER Sources 12-Months	Total Budget (All Funding Sources) 12-Months
Salaries				
Personnel		$0.00	$0.00	$0.00
Fringe and Payroll Taxes		$0.00		$0.00
Operations				
General Operations		$0.00	$0.00	$0.00
Outsourced Professional Services		$0.00	$0.00	$0.00
Supplemental Programmatic Services		$0.00	$0.00	$0.00
Training/Travel Outside of Austin/Travis County		$0.00	$0.00	$0.00
Assistance to Clients				

◄ ► …   All Other Sources   One Time Cost   Subgrantee Budget   Cost Per Client   **Budget Roll-up**   ⊕   ⋮   ◄

➢This tab auto-calculates and reformats the budget into a regular budget format used for the contract document. The line items are combined.

IMPORTANT DATES AND INFORMATION

☐**Question and Answer Process**

➢ Questions regarding the RFP must be directed to the Authorized Contact Person:

Natasha Ponczek Shoemake at HSDCompetitions@austintexas.gov.

➢ Only the information provided by the Authorized Contact Person is valid.

➢ Official Questions and Answers will be published on the Competition Website weekly

☐**Anti-lobbying ordinance**

➢ Request for Proposal process: Anti-lobbying ordinance does not apply but only responses from the SPOC are official.

COMMUNICATION WITH THE CITY

Important Dates

Please make sure to get your application ready *early* so you don't miss the deadlines

Technical assistance with how to submit an application in PG is available on YouTube: APH PartnerGrants - YouTube

Note: The appearance of some items may have changed, but the process is very similar

Also, you may contact Allan McCracken – Allan.McCracken@Austintexas.gov

Date Issued:	**Thursday, April 11, 2024**
Intent to Apply Due Date:	**Thursday, May 9, 2024 at 3 PM CST**
Proposal Due Date:	**Wednesday, May 22, 2024, at 3 PM CST**
Anticipated Start date of contract:	August 1, 2024
Questions regarding the RFP are due on or before:	Wednesday, May 15, 2024 at 3 PM CST
Technical Assistance regarding submission of the RFP in Partnergrants are due on or before:	Wednesday, May 22, 2024, at 2 PM CST
Questions and Answers will be available:	In PartnerGrants and on the solicitation website
Optional Pre-Bid Meeting Date(s) and Time(s):	**Tuesday, April 16, 2024 at 1 PM**
Optional Office Hours with RFP SPOC and staff	**Thursday, May 2, 2024 at 11 AM CDT** (Focus on Threshold and Intent to Apply) Registration Required with this link: Eventbrite Registration **Thursday, May 16, 2024 at 11 AM** CDT (Focus on Final Application and Submission) Registration Required with this link: Eventbrite Registration

THAT WAS A LOT OF INFORMATION.
WE CAN HELP CLEAR IT UP.

QUESTIONS?

Contact: HSDCompetitions@austintexas.gov
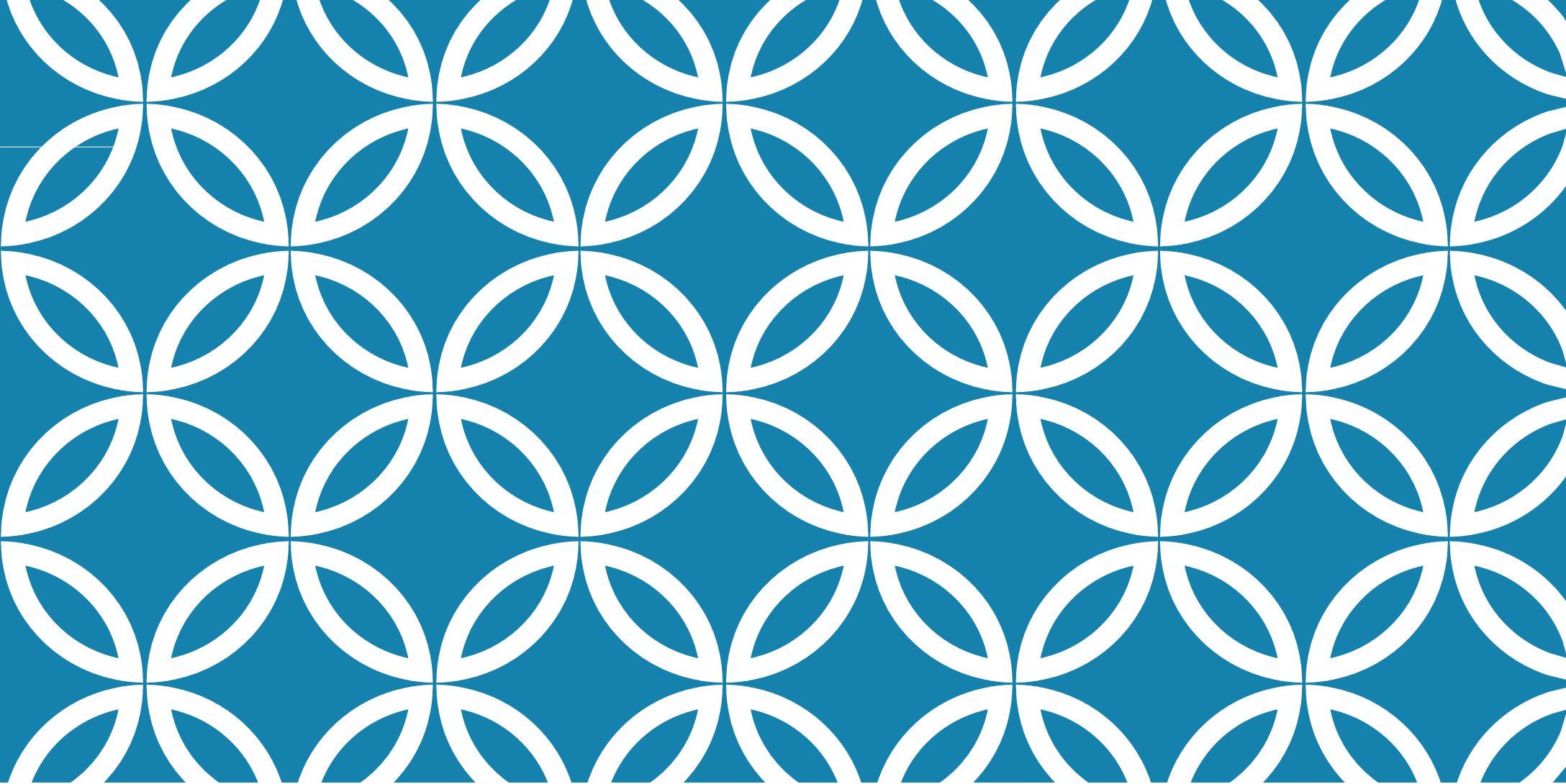
THANK YOU
FOR YOUR PARTICIPATION