



City of Emeryville
CALIFORNIA

REQUEST FOR PROPOSALS:

**HOMELESS SUPPORT TEAM SERVICES -
OUTREACH, HOUSING NAVIGATION, AND SUPPORTIVE
MEDICAL**



Deadline for Submission: **Friday, April 3, 2020 at 5pm**

Contact Information:

Emi Theriault, Homeless Services Coordinator
City of Emeryville
Tel: 510-596-4357
etheriault@emeryville.org

Attachment 1

I. INTRODUCTION

The City of Emeryville (“City”) is seeking providers who have demonstrated success in homeless outreach and housing navigation services to provide support to people experiencing homelessness in Emeryville. Specifically, the City seeks proposals for a 2 to 3-year contract from providers who can offer the following services:

- Homeless outreach services (40 hours/week outreach services as further described in Section III *Scope of Work*).
- The City’s current provider indicates that common barriers to navigating unhoused persons into shelter and permanent housing include mental health and drug addiction/other social or behavioral issues. Outreach to segments of the local unhoused population is also hampered if the outreach is only performed during regular business hours. A portion of Emeryville’s unhoused persons appear to be employed and only in the area during non-business hours. Consequently, outreach proposals should consider:
 - Flexible schedules. Outreach is to include at least 5 days/week in the field including at least one day with a 7 pm to 9 pm field outreach period per week and at least one weekend day shift per month.
 - Flexible staffing. Outreach is expected to be consistent. The proposal is not intended to fund a position but to fund 40 hours of outreach with office hours to be limited strictly to outreach work and those meetings directly required by the contract. Where primary outreach person(s) is/are not available, provider is to provide substitute team members to provide backup staffing support. In order to ensure working relationships with the homeless, rotation of a short list of team members is preferred.
 - Mental health component. Proposals may include an approach to offering supportive services to help persons who are facing barriers to placement due to mental health or drug addictive behavior.
- Systems coordination. See Section III *Scope of Work* for further details regarding participation in the North County Hub. This proposal is not meant to include funding of ongoing education or other benefits for the staffing provided. The consultant will be responsible for Worker’s Compensation insurance costs and compliance with City of Emeryville minimum wage ordinance.
- Budget. Budget proposal is to be commensurate with current funding levels as articulated in *Section II, Background*, below.

See Section III, *Scope of Work*, for full work task details.

II. BACKGROUND

On May 18, 2018 the City Council adopted an update to the City's *Homeless Strategy*, which includes the following goals intended to prevent persons from becoming homeless, to help those who are homeless to find shelter and permanent housing, and to prevent recidivism. Specifically, the *Homeless Strategy* includes the following goals:

1. Prevent at-risk persons from becoming homeless or returning to homelessness
2. Remove barriers to accessing homeless services
3. Collaborate across sectors and systems
4. Provide Housing Services
5. Ensure safe living conditions for individuals experiencing homelessness as well as individuals residing in surrounding areas

Associated implementation measures for the City's "Homeless Strategy" call for funding of and coordination with area services providers to provide supportive outreach, housing navigation, and mental health services. Over the past several years, the City has funded a third party to conduct homeless outreach and has been able to assist multiple persons to find shelter, permanent supportive housing, and access to medical and other needed services.

The homeless population in Emeryville spans varying vulnerable populations including those who are at-risk of losing housing, families, older individuals, persons suffering from medical conditions including but not limited to mental health and drug addiction, the "working poor" who are employed but displaced (due to rising housing costs, domestic violence, reduction in working hours, etc.), among others. Data developed during the outreach efforts over the most recent outreach period indicate that a portion of the City's population face barriers to shelter, housing or other services due to behavioral conditions or mental health conditions. In addition, there are some challenges to performing outreach if the outreach workers are only available Monday-Friday, 9 am to 5 pm. A portion of the homeless population are often more likely to be available outside of standard business hours.

The City's goal is to meet Emeryville's homeless population where they are and to do so in a practical way. This includes elevating the outreach effort to reach those who are suffering from mental health or drug addiction and in need of supportive resource intervention in the field. It also necessitates that the effort includes outreach scheduling outside of standard business hours, at least in part, to serve those who have jobs during the day but are still experiencing homelessness.

The City of Emeryville, a small urban city with a residential population of 11,758 people and an estimated unhoused population of 178 persons, provided the following funding

from its General Fund budget and during the most recent outreach service contract (one-year) period:

Assistance to City of Oakland Shelter and Family Front Door initiatives:	\$55,000
Homeless Outreach and Housing Navigation Staffing and Operations:	\$115,000
Rapid Rehousing (RRH) Funds:	\$120,000
Emerging Needs Funds:	\$30,000
Total:	\$320,000

In addition to this use of the City's General Plan funds, the City of Emeryville also has shared its portion of Federal and State funds to help fund the local Continuum of Care (COC) and the 211 Coordinated Entry System ("CES"), call-in center. Consequently, responses to the RFP should not include support to the 211 line, training classes, or COC/CES meeting attendance. Participation in these services is encouraged, however, and it is expected that respondents will have existing and productive relationships with homeless supportive service providers, the COC, the North County Hub, and stakeholders.

Homeless Population Service Demand per capita:

City Name	Population same year, (2016-17) used for all jurisdictions	Homeless Count 2019 (includes sheltered)	Homeless as percentage of population
Fremont	23136	608	2.63%
Emeryville	11758	178	1.51%
Oakland	420005	4071	0.97%
Berkeley	122324	1108	0.91%
San Leandro	90465	418	0.46%
Hayward	158937	487	0.31%
Livermore	89115	264	0.30%
Alameda	78906	231	0.29%
Newark	45810	89	0.19%
Albany	20143	35	0.17%
Union City	75322	106	0.14%
Pleasanton	82270	70	0.09%
Dublin	59583	8	0.01%
Piedmont	11353	0	0.00%

Proposals should request adequate coverage for staffing costs while attempting to address the City's budgetary constraints absent known State or Federal assistance at this time. Budget proposals should be proportionate to recent program funding.

III. SCOPE OF WORK

The City is seeking proposals from consultants to include a range of services as follows:

Program Description

The Outreach Services are to include a range of services as described below. Proposals should explain which services will be provided directly by the proposing entity and which will be coordinated with supportive service providers (please identify which providers your organization works with on a regular basis in your response). Outreach is to include daily field engagement as well as administrative work needed to provide housing navigation, housing search/landlord relationship development, housing placement, and housing stabilization and retention services. Medical outreach may be included as a part-time roving medical clinician or through existing relationships with supportive service providers. A medical component could include services to diagnose and assist those suffering from mental health and drug addictive behaviors which are serving as impediments to accepting or receiving approval for placement at area homeless shelters, housing, or in gaining access to other social and medical services.

The population to be served by these roles is to include homeless residents of Emeryville and homeless families whose children attend the Emeryville Unified School District ("EUSD"). The services described are intended to be fully dedicated to Emeryville-based homeless as separate funds and staff services are used to support other regional efforts. Each type of service is described in more detail below.

A. Range of Services Provided

1. Housing Navigation Outreach in field
 - a. Engagement on site; regular schedule and as-needed per City request
 - b. Supportive activities; transporting clients to appointments, CES assessments, etc.
2. Administration of program including:
 - a. Consultant program management
 - b. Landlord outreach
 - c. Case management
 - d. Travel related to meeting with landlords on site and site inspections
 - e. Preparation of Reports
 - f. Monthly meetings with City staff
3. Regional Coordination
 - a. Attendance at North County Hub *By Name List* meeting
 - b. Quarterly Attendance at North County Hub *CES Operations Meeting*
4. Medical Outreach
 - a. Coordination with supportive services
 - b. Field outreach staffing (optional roving medical worker).
 - c. A roving medical position is optional with evidence of established and

productive working relationships with area mental health service providers.

B. Administration/Program Overview

1. General

a. Cooperative Team Approach

Referrals to mainstream services which help people obtain and maintain housing are a top priority. These could include linking to resources for medical care, domestic violence services, drug use management and mental health. The Housing Navigator shall work in coordination with the team's medical staff and/or Supportive Service providers to help determine needed resources. Additional priority areas are connecting clients to resources to assist them in increasing their income and with resources that can help address some of their tenancy barriers such as poor credit or an eviction on their record.

b. Consistent Provision of Services

Outreach team work schedules, email and cell phone contact information, shall be provided to City staff on a weekly basis prior to the beginning of the work period and alternate staff shall be provided on a one-to-one hourly basis where the primary staff has to be absent. Outreach providers are to contact Police Dispatch before entering the field to help ensure quick response in the event of an emergency.

c. Identification

In order to establish working relationships with those experiencing homelessness, the outreach team will identify themselves as associated with their primary service provider. Identification, be it in the form of clothing with the service provider's logo and name, or a business-related identification badge, is to be worn or carried into the field and shown to clients during outreach attempts. Business cards, with contact information shall be provided upon request.

d. Reporting

Outreach team will provide monthly program statistics and reporting to the City of Emeryville using a template provided by the City of Emeryville that includes case information related to all outreach attempts, proportion of hours in the field to hours in the office, and including clients who are eligible for the Emeryville Rapid Rehousing Funds and Emerging Needs Funds. Response shall include required information regarding the client to ensure avoidance of duplication while preserving privacy for the individual. Reporting shall be evaluated as to appropriate level of detail to ensure information is adequate to assess the program efficacy.

Outreach team will provide monthly financial accounting to the City of Emeryville regarding Flex Funds (Rapid Rehousing and Emerging Needs funds) concurrent with submittal of general program invoicing.

2. Meeting and Coordination

- a. Outreach team shall attend meetings with the Emeryville Police, Housing, and Public Works Departments, as wells as other agencies, as needed, for a minimum of the following:
 - i. Monthly City of Emeryville convened meetings to coordinate services.
 - ii. Outreach team will meet at least twice annually with the Family Front Door staff regarding Emeryville families and families with students attending EUSD.
- b. Other coordination.
 - i. Staffing of the 211 homeless services call center is not a billable item. The City provides financial support to the CES outside of this contract.
 - ii. Outreach team will seek approval from City Staff on expenses of Flex Funds, as defined below, prior to expenditure and will use the preauthorization forms provided by the City.
 - iii. Evidence of meeting attendance and receipts for related travel expenses shall be provided with required monthly reports.

3. Qualifications

All consultants must have the following:

- a. Demonstrated knowledge of applicable local, state and federal codes and laws applicable to Homeless Outreach and Housing Navigation services
- b. Demonstrated ability to coordinate work between various stakeholders as required
- c. Demonstrated knowledge and capability to produce reports in electronic formats compatible with the City's systems.
- d. If including medical services in the proposal, demonstrated experience and training as a doctor, nurse, (or clinician with sufficient training and with performance to be overseen by a professional licensed practitioner) deemed qualified to provide in-field homeless outreach services with a focus on mental health and substance abuse specialties

C. Housing Navigation

1. Engagement

The Housing Navigator will primarily utilize their time to conduct outreach to persons experiencing homelessness throughout the City of Emeryville. The goal of outreach is engagement, relationship building and assessment to encourage participation in services and housing resolution. The City acknowledges that engagement can be a long process and it can take many contacts with a person that appears to be experiencing homelessness before the Housing Navigator may even be able to perform an assessment. During this relationship and trust building process, the client chooses the client's level of engagement with staff

and takes the lead in determining the client's initial needs and goals.

2. CES Assessment

- a. Each time the Housing Navigator engages a person, the Housing Navigator will offer a CES assessment, any available options in shelter and work towards permanent housing solutions. Assessment shall be repeated each time a person is engaged even if the offer for assessment or shelter was previously refused. Each outreach effort will be documented in writing for reporting purposes identifying the person in a manner that helps avoid duplication of records. The Housing Navigator will, whenever possible, work on meeting immediate needs, as defined by the client, so that after each experience something positive has occurred and a more trusting relationship is forged. This type of consistent and positive engagement is crucial in contributing to successfully helping the individual obtain permanent housing, when it is available.
- b. As the Housing Navigator develops relationships with people experiencing homelessness they will begin the process of CES assessment to establish prioritization across Alameda County and to determine which services are the most effective for the person to find housing. The CES assessment focuses on information directly relevant to the client's situation and its resolution. The goal of the assessment process is to understand:
 - i. Immediate health or safety risks
 - ii. Housing history
 - iii. Strengths in obtaining and maintaining housing
 - iv. Barriers to obtaining and maintaining housing
 - v. Preferences for housing.
 - vi. Linkages needed for wraparound services

3. Housing Stability Plans

- a. After completing the CES assessment, the client will be placed on a county prioritized list and the Housing Navigator will offer available and appropriate services to the client. If applicable, a housing stability plan will be created. The Housing Stability Plan is the basis for all service provision and is a guide for moving the participant households toward resolving any immediate crises and obtaining sustainable and appropriate, permanent housing as quickly as possible. All Housing Stability Plans should be composed of goals and objectives that are reasonable and realistic for the client to achieve. Some common components of a Housing Stability Plan may include obtaining ID, the creation of a monthly household budget and assistance with financial planning, employment search, addressing poor credit and past evictions, and/or managing mental health symptoms.

4. Housing Search

- a. The Housing Navigators are the primary staff that will have contact with landlords. The Housing Navigators role is to locate units, build

relationships with landlords, and work with the client on the move-in process.

5. Support to Maintain Housing

- a. The Housing Navigator will provide a wide range of services directly related to establishing and maintaining housing stability. These include:
 - i. Linking eligible clients to available move-in assistance and utilities subsidy programs
 - ii. Discussion of housing options with the household
 - iii. Research of housing options and encouraging the participant household to research options themselves
 - iv. Providing tools and instruction to participant households regarding how to present themselves favorably to landlords
 - v. In the event that a prospective unit is identified, contacting landlord to arrange for the participant to see the unit
 - vi. Negotiation and mediation with landlords around rents and tenant relationships
 - vii. Complete all necessary housing paperwork in collaboration with the landlord, including the lease agreement and IRS Form W-9
 - viii. Viewing the unit to ensure it is habitable and safe
 - ix. Work with the landlord to arrange for lease signature, coordinate household move-in, and arrange for payment of rent and/or security deposit as negotiated
- b. Housing maintenance goals are included in a client's Housing Stability Plan and are based on the client's specific needs. Examples might include:
 - i. Understanding lease requirements
 - ii. Avoiding property damage
 - iii. Basic household skills such as cooking and cleaning
 - iv. What constitutes good tenant behavior
 - v. Budgeting with a focus on prioritizing rental payment
 - vi. Landlord /tenant rights and responsibilities

6. Support to Maintain Landlords

- a. The Housing Navigator will follow up with clients and landlords post move in and assist with resolving any conflicts. Their role is also to retain landlords in the program by offering support such as:
 - i. Move in costs and rental subsidies
 - ii. Facilitating a meeting between the landlord and the client to review the lease
 - iii. The landlord is provided with contact information for the Housing Navigator in the event that any questions or concerns arise
 - iv. The Housing Navigator checks in with the landlord while concerns are being addressed
 - v. Mediating disputes in order to resolve landlord/participant concerns
 - vi. Identification of term of Housing Navigator support to homeless

client/landlord relationship. Please include specific minimum length of time Outreach Team will continue to assist in resolving issues post housing placement (3 months, 12 months, until RRH funding converts to Permanent Supportive Housing (PSH), 30 days after PSH established/non-RRH funds start funding the housing unit etc).

7. Systems Coordination.

- a. Housing Navigator will attend the North County Homeless Coordinated Entry (North County Hub) *By Name List* meetings.
- b. HN will also attend the North County Hub CES Operations quarterly meeting.
- c. Evidence of meeting attendance shall be submitted with required reports.

D. Supportive Medical Services

Supportive medical services may be included as a component of the proposal. A field outreach worker option is optional. This task may substitute a field worker with evidence of established and productive working relationships with area mental health service providers. It is expected that the collaborative approach shall provide the following services by way of this contract or through established existing relationships with supportive services utilizing other financial resources:

1. Medical clinician.

The supportive medical services may include a licensed doctor, nurse, or a student clinician with sufficient training and professional licensed oversight to be deemed qualified to provide in-field outreach services with a focus on mental health and substance abuse specialties. Evidence of provision of similar services to homeless persons is to be provided. As with the Housing Navigator position, the medical support will provide services to Emeryville-based homeless persons and/or homeless families with children enrolled in the Emeryville school system. The goal of outreach is engagement, relationship building and assessment to encourage participation in services and housing resolution.

2. The Housing Navigator will work cooperatively with the medical clinician (or service) to assist with gaining the trust of the client so services can ultimately be offered. In addition to medical assessments performed in the field where possible. The supportive medical service is expected to help identify medical and social service resources to help the client overcome barriers to placement in shelter, housing, and/or to receiving other social or medical services benefits.

3. Supportive medical services and CES intake:

The Housing Navigator will work cooperatively with the medical support person (or service) to encourage homeless individuals to begin the process of CES assessment to establish prioritization across Alameda County and to determine which services are the most effective for the person to resolve their homelessness.

The assistance will include pursuing implementation of the goals identified in Section C.2.a-b, CES Assessment, above.

4

i. Support to Maintain Housing:

In addition to helping the client gain access to housing, the Housing Navigator shall facilitate Medical Support with information needed to help identify how to connect the clients to mental health and substance abuse support services, where needed, to help minimize behavioral issues that could lead to loss of housing.

4. Flex Funds Usage

ii. Rapid Re-Housing

Rapid Re-Housing is an evidence-based intervention proven to decrease homelessness using a time-limited package of rental assistance and case management services to locate an apartment, sign a lease, provide rental assistance, and then over the course of a year, phase out the rental assistance so the individual or family makes the rental payments themselves.

There will be approximately 5-6 Rapid Re-Housing Slots, in rotation, available for clients identified by the Emeryville Housing Navigator as experiencing homelessness in Emeryville for this staff person to fill. Housing Navigator will use an assessment tool developed by Alameda County but tailored to identify Emeryville residents experiencing homelessness who may not qualify for other housing assistance. Funds may be used for housing credit checks, deposits, and rent assistance and are to be pre-approved prior to expenditure.

iii. Emerging Needs Fund

The City will fund an Emerging Needs Fund to cover immediate needs of people experiencing homelessness as well as address public health issues and emergencies related to homelessness. These funds will be allocated for needs such as utility deposits, pest infestations, bed bug infestation replacement needs, vaccinations, mobile healthcare van stops, shelter slots, service incentives and similar items, to be administered by outreach team. Individuals will work directly to City Homeless Services Coordinator to access these funds. They may be given out in the form of service incentives. Other service providers may also apply for these funds to assist their clients who are experiencing homelessness in Emeryville that are not being directly served by the outreach team. (e.g.: families through the Family Front Door). Outreach team will administer the funds to Emeryville clients. Other services providers and the outreach team are to request preapproval of fund use through use of the City's Flex Fund Use Approval Request Form. Funds are not to be used for gift cards or certificates that may be used as a form of tender for services other than for which they are

intended.

Use of both Rapid Re-housing and Emerging Needs program funds will be paid on a reimbursement basis with submittal of itemized proof of payment concurrent with monthly invoicing.

E. CITY CONTRACT REQUIREMENTS

See attached example Professional Services Contract and related exhibits.

F. SCHEDULE AND SUBMITTAL REQUIREMENTS

1. RFP Schedule

- a) Issued:
Friday, March 6, 2020
- b) Preproposal Meeting:
Monday, March 16, 2020 at 10:00 am to be held at the City of Emeryville City Council Chambers; 1333 Park Avenue, Emeryville. Please register as a visitor at City Hall annex information desk prior to going to the Council Chambers in Old Town Hall. ADA access is available.
- c) Deadline for RFP Questions:
Thursday, March 31, 2020 at 5:00 P.M.
- d) Responses Due:
Friday, April 3, 2020 at 5:00 P.M.
- e) Evaluation by Selection Committee:
Week of April 6-10, 2020.
- f) Interviews (if necessary)
Week of April 13-17, 2020.
- g) Publication of Recommendation to City Council:
Friday, May 22, 2020.
- h) City Council Meeting to Consider Contract Award:
Tuesday, June 2, 2020.

If your organization is recommended for selection, please be available to attend this meeting.

The City reserves the right to adjust the above noted schedule as necessary.

2. Submittal Contents and Format

- Please ensure that submittals very clearly communicate the proposed outreach team makeup and include contact information.
- The City is interested in information that addresses the points below. Succinct responses are encouraged.

a) Response to RFP, General:

- i. Date of submittal
- ii. Name and address of the firm submitting qualifications
- iii. Date firm was established, its structure, number of employees and general qualifications
- iv. Name(s) of the person(s) authorized to represent the firm in any negotiations
- v. Name(s) of the person(s) authorized to sign any contract that may result
- vi. Contact person's name, mailing or street addresses, phone and email address
- vii. Original signature of person listed in section (e) above.
- viii. Individual resumes with relevant experience and licensing, where applicable, and including work with the homeless population and supportive agencies while outlining direct and specific roles and responsibilities
- ix. Team's availability for the outreach work and their ability to handle emergency requests for service
- x. Recent experience of the firm in providing services for similar if not the equivalent type of service project. Provide References including name, email address and phone number of clients
- xi. Location of the office(s) where administrative work will be performed
- xii. Identify any recent or pending litigation (within the last seven years) involving former or current clients
- xiii. Confirmation that the required City standard contract terms and insurance levels are acceptable

b) Response to RFP, Scope of Work and Budget

- i. Provide a Scope of Work that addresses the items included in Section III, *Scope of Work*, of this RFP.
- ii. Provide a Budget for proposed Staffing/Operations needs by line item and including hourly fees in a format similar to that shown below (see Section F.3.c., *Format*).

c) Format.

- i. All submittals shall be in an 8 ½" by 11" format.
- ii. All submittals must have an executive summary/cover page with content

- identified to correspond to each of the items listed above.
- iii. Submittals shall be typed and shall not exceed 30 pages of written material not including the cover letter.
 - iv. Budget shall provide an itemized list including the proposed Range of Services in a format similar to that shown below:

Outreach Services Budget

The following budget shall provide a minimum of 40 hours consistent service per week for duration of the contract term. Where primary staffing becomes unavailable, back-up staffing, approved by the City of Emeryville, shall be provided.

Service Type	Cost per hour	Number of Hours per week	Annual Budget	Three Year Budget
Housing Navigation; Field outreach a. Engagement on site; regular schedule and as-needed per City request b. Supportive activities; transporting clients to appointments, CES assessments, travel for Emerging Needs purchases, etc.				
Program Administration a. Program management b. Landlord outreach c. Case management d. Travel related to meeting with landlords on site and site inspections e. Preparation of Reports f. Monthly meetings with City Staff				
Regional Coordination a. Attendance at North County Hub By Names List meeting b. Quarterly Attendance at North County Hub CES Operations Meeting				
Medical Outreach a. Coordination with supportive services (provide references) b. Field outreach staffing (roving medical clinician-optional item).				
Totals				

- v. Three hardcopy copies and one electronic file in .pdf format of the submittal must be received by the City no later than 5:00 P.M., Wednesday, March 18, 2020. Submittals shall be addressed to:

City of Emeryville, 1333 Park Avenue, Emeryville, CA 94608
Attn: Emi Thériault

- vi. The outside of the envelope must be identified as “EDH Homeless Outreach RFP.” Late submittals and submittals sent by facsimile or email will not be accepted. All submittals shall become the property of the City of Emeryville.

G. EVALUATION OF SUBMITTALS

1. Selection Process Generally

All responsive submittals to this RFP will be evaluated by a Selection Committee composed of City staff from various departments. Proposals will be reviewed and ranked by the Selection Committee and ranked according to the rating criteria described in this RFP. All teams will be notified if they have been shortlisted via email. Following the Selection Committee’s evaluation process and determination of short-listed firms the City may contact references and request proposers to interview with the Selection Panel.

2. Evaluation Criteria Scoring

Each submittal shall be evaluated on the following evaluation criteria, not necessarily listed in order of importance:

- a) Success and range of applicability of experience for each proposer, especially with Cities and in the area of homeless support initiatives, including quality of work, established regional experience, success in providing adequate levels of staffing and meeting project budgets, and related criteria.
- b) Organization’s overall professional qualifications as described in RFP Section III.B.3 “Qualifications”, ability to implement Scope of Work tasks, and completeness of response to RFP submittal requirements.
- c) Demonstrated ability to communicate well with current and previous clients including other agencies and homeless support services.
- d) Demonstrated success working with the homeless population and to place client in shelter, housing, and medical facilities as applicable.
- e) Demonstrated ability to meet budget and reporting requirements for similar if not equal type of work.

H. GENERAL TERMS AND CONDITIONS

1. Errors and Omissions

Proposing firms (Consultants) are responsible for reviewing all portions of this Request. Consultants are to promptly notify the City, in writing, if the team discovers any ambiguity, discrepancy, omission or other error in the Request. Any such notification should be directed to the City promptly after discovery, but in no event later than the Deadline for RFQ Questions: **Tuesday, March 31, 2020 at 5:00 pm.**

2. Additional Questions

Any questions regarding this Request must be submitted in writing to the City staff contact person listed on the cover page no later than the Deadline for RFQ Questions: Tuesday, **March 31, 2020 at 5:00 pm.** The City may share the question(s) and its response(s) with all known consultants who are considering a response to this Request.

3. Addendum

The City may revise this Request prior to the submittal deadline. The City will communicate modifications to this Request by issuing an addendum. The City may extend the submittal deadline at its sole discretion.

4. Additional Information

In the City's sole discretion, it may contact any, all or no consultant to seek additional information about a submittal. Such additional information may include requesting that the consultant meet with the selection committee, financial information, clarification on the submittal, etc.

5. No Contract

This Request and the selection process shall in no way be deemed to create a binding contract, agreement or offer of any kind between the City and submitting consultant. If the City selects a consultant(s) pursuant to this Request, any legal rights and obligations between the successful firms, if any, and the City will come into existence only when a written contract is fully executed by the parties, and the legal rights and obligations of each party shall at that time be only those rights and obligations which are set forth in the contract and any other documents specifically referred to in that contract.

6. No Costs to City

Each consultant submitting a response to this Request agrees that it shall bear all costs and expenses associated with the preparation of the, and the City shall not be responsible for any costs or expenses incurred by the consultant, under any circumstances.

7. Public Records

All submittals become the property of the City, regardless of whether the City enters into a contract with the consultant, and no submittals will be returned to the consultant. In accordance with California law relating to access to public records, the City may be required to publicly disclose all submitted information and materials to third parties requesting such information. At the City's sole discretion, it may delay disclosure of submittals until negotiations with the selected consultant(s) has concluded, if such disclosure would compromise the City's negotiating position. If the submitting consultant claims that any submitted information constitutes a trade secret or is proprietary, the bidder shall identify the trade secret or proprietary information in the submittal. Pricing is not considered a trade secret or proprietary information.

8. Award

This Request does not commit the City to award a contract. The City reserves the right to accept or reject any or all submittals, to negotiate a different proposal, to split the award, to waive irregularities, and technicalities, to alter the selection process in any way, to postpone the selection process for its own convenience at any time for any reason, to waive any defects or irregularities in any submittal, to issue a new Request at any time, or to hire any consultant it deems appropriate in its sole and absolute discretion within or outside of the evaluation process.

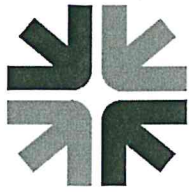
9. Federal, State and Local Laws

Any consultant executing a contract with the City will be required to comply with all applicable federal, state and local laws, including state Prevailing Wage Law (Cal. Labor Code, § 1720, et seq.) and the City of Emeryville's Minimum Wage, Paid Sick Leave, and Other Employment Standards (Emeryville Municipal Code Chapter 37) and Living Wage Ordinance (Emeryville Municipal Code Chapter 31), as applicable.

I. ATTACHMENTS

Professional Service Contract (PSC)

A sample of the standard City PSC Template (including insurance requirements) is attached. By submitting a response to this Request, consultant agrees it is willing and able to execute the then-current PSC, including all applicable insurance.



City of Emeryville

INCORPORATED 1896

1333 Park Avenue. Emeryville, CA 94608-3517

t (510) 596-4300 | f (510) 596-4389

RFP: HOMELESS SUPPORT TEAM SERVICES - OUTREACH, HOUSING NAVIGATION, AND SUPPORTIVE MEDICAL

ADDENDUM NO. 1

Notice is hereby given that on Friday, March 13, 2020 this Addendum No. 1 is provided with reference to the City of Emeryville's Request for Proposals ("RFP") for Homeless Outreach Services. The clarifications, additions and/or deletions contained in this Addendum shall be made part of the RFP, and shall be subject to all applicable requirements thereunder, as if originally shown and/or specified.

All references to the Mandatory Preproposal Meeting Monday March 16, 2020 are hereby deleted. No Mandatory Preproposal Meeting will be held.

Prospective proposers should send any questions via email to csmalley@emeryville.org prior to the question deadline, Thursday March 31, 2020 at 5:00 P.M. Answers to all substantive questions will be provided as future addenda to the RFP and posted on the RFP website at: <http://www.emeryville.org/1299/RFQP>

Chadrick Smalley
Economic Development and Housing Manager
City of Emeryville



City of Emeryville

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1333 Park Avenue, Emeryville, CA 94608-3517

t (510) 596-4300 | f (510) 596-4389

RFP: HOMELESS SUPPORT TEAM SERVICES - OUTREACH, HOUSING NAVIGATION, AND SUPPORTIVE MEDICAL

ADDENDUM NO. 2

Notice is hereby given that on Monday, March 23, 2020 this Addendum No. 2 is provided with reference to the City of Emeryville's Request for Proposals ("RFP") for Homeless Outreach Services. The clarifications, additions and/or deletions contained in this Addendum shall be made part of the RFP, and shall be subject to all applicable requirements thereunder, as if originally shown and/or specified.

RFP Schedule

The schedule for the RFP has been revised as follows. **All dates referenced in the RFP are hereby modified to conform to the schedule outlined below:**

a) Issued: Friday, March 6, 2020

~~b) Preproposal Meeting: Monday, March 16, 2020 at 10:00 am to be held at the City of Emeryville City Council Chambers; 1333 Park Avenue, Emeryville. Please register as a visitor at City Hall annex information desk prior to going to the Council Chambers in Old Town Hall. ADA access is available.~~

Preproposal Meeting cancelled, per Addendum No. 1

c) Deadline for RFP Questions: ~~Thursday, March 31~~ Friday, April 3, 2020 at 5:00 P.M.

d) Responses Due: Friday, April ~~3~~ 10, 2020 at 5:00 P.M.

e) Evaluation by Selection Committee: Week of April ~~6-10~~ 13-17, 2020.

f) Interviews (if necessary) Week of April ~~13-17~~ 20-24, 2020.

g) Publication of Recommendation to City Council: Friday, May 22, 2020.

h) City Council Meeting to Consider Contract Award: Tuesday, June 2, 2020.

Questions and Answers through March 20, 2020

1. Please confirm that the supportive medical component is encouraged, but optional.

Answer: Confirmed. The supportive medical component is encouraged but is optional.

2. Would having an established referral relationship with a site-based medical provider and a transportation plan (versus providing medical staff in the field) meet the supportive medical element of the scope?

Answer: As the supportive medical element is optional, yes, a referral relationship and transportation plan can meet the supportive element of the scope. Respondents are encouraged to include information in their response to the RFP that evidences the effectiveness of any such arrangement.

3. Regarding the funding levels shown on page 3 of the RFP, how is the "assistance to city of Oakland Shelter and Family Front Door Initiatives" funding being spent now? Is this funding that goes to the outreach provider, or to the City of Oakland?

Answer: These funds are provided to the City of Oakland through Memoranda of Understanding.

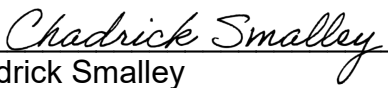
4. The RFP says that the provider will be responsible for Worker's Comp costs, and that funding doesn't include "ongoing education or other benefits for the staffing provided." Can other benefits (like health insurance) not be billed to this funding source?

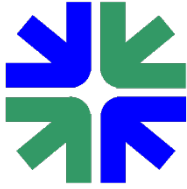
Answer: Standards employee benefits, including health insurance, may be billed to this funding source. The City's preference is to maximize the use of the funding for direct costs of providing services.

5. Does the City have a sense of where most potential clients are in terms of engagement now? E.g., have most received a CES assessment already and are working with a housing navigator? Or are most still in need of initial engagement by outreach staff?

Answer: The City does not have data with this level of detail to hand. Most potential clients have been contacted by an outreach worker and as of February 2020, seven individuals had been placed in housing using the City's rapid rehousing funds. The population of unhoused individuals in Emeryville is particularly transient, consequently initial engagement is a continuous effort.

Prospective proposers should send any questions via email to csmalley@emeryville.org prior to the question deadline, Thursday March 31, 2020 at 5:00 P.M. Answers to all substantive questions will be provided as future addenda to the RFP and posted on the RFP website at: <http://www.emeryville.org/1299/RFP>


Chadrick Smalley
Economic Development and Housing Manager
City of Emeryville



City of Emeryville

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RFP: HOMELESS SUPPORT TEAM SERVICES - OUTREACH, HOUSING NAVIGATION, AND SUPPORTIVE MEDICAL

ADDENDUM NO. 3

Notice is hereby given that on Tuesday, March 31, 2020, this Addendum No. 3 is provided with reference to the City of Emeryville's Request for Proposals ("RFP") for Homeless Outreach Services. The clarifications, additions and/or deletions contained in this Addendum shall be made part of the RFP, and shall be subject to all applicable requirements thereunder, as if originally shown and/or specified.

RFP Schedule

The schedule for the RFP has been revised as follows. **All dates referenced in the RFP are hereby modified to conform to the schedule outlined below:**

- a) Issued: Friday, March 6, 2020
- b) Preproposal Meeting cancelled, per Addendum No. 1
- c) To clarify, the deadline for RFP Questions is Friday, April 3, 2020 at 5:00 P.M. as per Addendum No. 2.

Additional Reminder re. deadlines updated per Addendum No. 2:

- d) Responses Due: Friday, April 10, 2020 at 5:00 P.M. Electronic Submittals are now required due to the shelter in place order. Submittals must include all materials required per the RFP. Please send electronic submittals to etheriault@emeryville.org
- e) Evaluation by Selection Committee: Week of April 13-17, 2020.
- f) Interviews (if necessary) Week of April 20-24, 2020. If held, the interviews will be conducted via video conference.
- g) Publication of Recommendation to City Council: Friday, May 22, 2020.
- h) City Council Meeting to Consider Contract Award: Tuesday, June 2, 2020.

Questions and Answers through March 30, 2020

- 1. Is the 40 hour framing meant to indicate 40 hours of staff time, or 40 hours of field time?

Answer: The suggested weekly time frame of 40 hours is to include both direct outreach and office hours (for tasks directly related to support of clients

encountered in the field and covered by the RFP's scope of work). The intent is to maximize outreach time. Please propose the ratio of field to office time your team feels is needed to meet the primary tasks of field outreach, housing navigation, and facilitating supportive services.

Prospective proposers should send any questions via email to etheriault@emeryville.org prior to the question deadline, Friday, April 3, 2020 at 5:00 P.M. Answers to all substantive questions will be provided as future addenda to the RFP and posted on the RFP website at: <http://www.emeryville.org/1299/RFQP>

Emi Thériault.
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Community and Economic Development Coordinator
City of Emeryville