



Allegheny County Department of Human Services

Request for Proposals

Programs to Reduce Unsheltered Homelessness and Enhance Services and Outcomes for People Experiencing Unsheltered Homelessness

RFP Posting:

Tuesday, August 30, 2022

Office Hours Session:

11 a.m. Eastern Time on Friday, September 9, 2022

Deadline for Questions:

Thursday, September 22, 2022

Submission Deadline:

Friday, September 30, 2022

Estimated Award Decision/Notification:

November 2022

Allegheny County Department of Human Services

One Smithfield Street Pittsburgh, PA 15222

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Acronyms and Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this RFP:

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
3. Bonus Project: A project submitted under the CoC Notice of Funding Opportunity (NOFO) that is over and above the pro rata of need established by HUD and can be funded if HUD chooses to do so in accordance with CoC need and program quality
4. Continuum of Care (CoC): A geographically-based group of representatives that carries out the planning responsibilities of the HUD Continuum of Care Program
5. CoC Regulations: HUD's rules and regulations under the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act). The rules and regulations are titled, "Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care Program; Interim Final Rule," and can be found at 24 CFR Part 578.
6. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP, as more particularly described in the Scope of Services in the Agreement
7. Coordinated Entry: A standardized method for connecting individuals and families experiencing homelessness to the resources available in a geographic area
8. DHS: [Allegheny County] Department of Human Services.
9. HAB: [Allegheny County] Homeless Advisory Board, the public-private partnership that oversees the CoC. The HAB sets the local strategy to end homelessness and reviews public policy, programs, activities, data and all other efforts to eliminate homelessness and improve the well-being of individuals and families experiencing homelessness.
10. HEARTH Act: Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009
11. HMIS: Homeless Management Information System, an information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and people at risk of homelessness
12. Housing First: A low-barrier approach to service delivery grounded in the knowledge that everyone is housing ready, the solution to homelessness is affordable permanent housing, and everyone has choice and the agency to make their own decisions
13. HUD: [United States Department of] Housing and Urban Development
14. NOFO: Notice of Funding Opportunity
15. Participant: An individual or family served by a proposed Permanent Supportive Housing, Rapid Rehousing or Support Services Only Program
16. Permanent Supportive Housing (PSH): Programs that provide long-term housing with supportive services for homeless individuals with disabilities
17. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP

18. Proposer: The non-profit organization submitting a Proposal in response to this RFP
19. Response Form: The Word document in which Proposers respond to requested information about this RFP
20. RFP: Request for Proposals
21. Rapid Rehousing (RRH): Programs that assist individuals or families who are experiencing homelessness to move as quickly as possible into permanent housing and to achieve stability in that housing through a combination of rental assistance, housing search and supportive services
22. Successful Proposer: The Proposer(s) selected by the County to be included in DHS's response to HUD's NOFO
23. Supportive Services: Services designed to prepare a Participant to make a successful transition from homelessness to independence
24. Support Services Only (SSO): Programs that provide support services, but not housing costs, to families and individuals experiencing homelessness.

Other terms shall have the meaning or definition as stated in the RFP.

The RFP at a Glance

Purpose

Through the Allegheny County Department of Human Services (DHS) and on behalf of the Allegheny County Continuum of Care (CoC),¹ Allegheny County is soliciting Proposals for Permanent Supportive Housing (PSH), Rapid Rehousing (RRH) and Support Service Only (SSO) programs that will enhance the CoC's ability to reduce the prevalence of unsheltered homelessness and improve services engagement, health outcomes and housing stability among highly vulnerable unsheltered individuals and families.

Currently, DHS, on behalf of the Allegheny County CoC, administers approximately \$23 million annually in U.S Department of Housing and Urban Development (HUD) CoC Program funds. Within the CoC, these funds support PSH, RRH, Homeless Management Information System (HMIS), Coordinated Entry and planning projects aimed at quickly rehousing individuals and families while minimizing the trauma and dislocation caused by homelessness, promoting access to and effective utilization of mainstream programs by homeless individuals and families, and optimizing long-term housing stability.

This RFP seeks to expand on the current array of CoC Program-funded projects, with a focus on strengthening housing, healthcare services and opportunities for the highly vulnerable unsheltered population. Enhancing the CoC to better meet the needs of individuals and families experiencing unsheltered homelessness will make the system more responsive overall.

Proposers may submit a Proposal for one or more program type (PSH, RRH or SSO). Each program type proposed will be scored individually.

Award Details

This RFP for PSH, RRH and SSO Programs is made in response to the HUD Notice of Funding Opportunity (NOFO) for the CoC Supplemental to Address Unsheltered Homelessness, [FR-6500-N-25S](#). The NOFO is competitive, and DHS will submit a response to HUD for a chance to be awarded supplemental CoC Program funding.² The amount of supplemental funding available is approximately \$26.5 million over 3 years, with an opportunity to seek annual renewal funding thereafter.

Successful Proposal(s) will be included in DHS's response to HUD's NOFO. HUD must approve and award supplemental funding for the proposed Programs in order for the County to enter into an Agreement with the Successful Proposer(s).

¹ The Allegheny County Homeless Advisory Board has designated the Allegheny County Department of Human Services as the entity authorized to apply for funding and carry out activities on behalf of the CoC (the Collaborative Applicant).

² Each year, DHS, on behalf of the Allegheny County CoC, applies for annual CoC Program funding from HUD (approximately \$22 million per year). The Supplemental NOFO makes additional CoC Program funding available.

Dependent upon HUD's approval of DHS's response to the NOFO, DHS intends to enter into one or more Agreements in 2023 with one or more Successful Proposer(s) to provide PSH, RRH and SSO Programs for an anticipated initial term of 3 years, followed by opportunities for annual renewal. DHS cannot anticipate the number of projects that may be funded at this time and there is no guarantee that HUD will award any supplemental funding to DHS.

If DHS is successful in the NOFO process, the PSH, RRH and SSO Programs will begin on July 1, 2023.

Who can apply

All non-profit entities, states, local governments, instrumentalities of state and local governments, Indian Tribes and Tribally Designated Housing Entities (TDHEs) (as defined in section 4 of the Native American Housing and Self-Determination Act of 1996 [25 U.S.C. 4103]) are eligible to submit a Proposal in response to this RFP. Public housing agencies, as defined in 24 CFR 5.100, are eligible without limitation or exclusion. For-profit entities are ineligible to apply or to be subrecipients of grant funds. Entities do not need to have an existing contract with Allegheny County to submit a Proposal, but they must meet all of Allegheny County's contractual requirements (see Section 6: Contract Requirements for Successful Proposers) and have the programmatic, financial and staffing capability to provide the Contract Services.

PSH, RRH and SSO programs that are already funded through HUD CoC funds are not eligible for this supplemental funding. However, Proposers who operate programs funded through HUD CoC funds are eligible to apply for new PSH, RRH and/or SSO Programs.

What's important to us

In 2017, the CoC developed and implemented a 5-year Strategic Plan to Prevent and End Homelessness. To guide development of the plan and CoC activities, the HAB adopted guiding principles. These principles are described fully in the [Plan](#) and outlined below:

- Use a collective approach
- Ensure service accessibility and quality
- Prioritize rapid exit, Housing First³ and housing stabilization
- Align services to peoples' needs
- Prioritize services for people with the greatest needs
- Build a system that works efficiently, effectively and collaboratively
- Invest in continuously strengthening the system

Programs should align with and fully reflect the CoC's guiding principles. For this funding opportunity, additional emphasis is being placed on the collective approach, and priority consideration will be given to programs that leverage housing or healthcare resources at the

³ Housing First not just as a program model, but as an overall orientation in communities' response to homelessness. Housing First strategies incorporate few programmatic prerequisites, utilize proactive outreach and engagement efforts, implement low-barrier admission policies, create rapid and streamlined entry into permanent housing, offer voluntary and engaging supportive services, and focus on housing stability.

required commitment level. Details regarding the requirements for housing or healthcare resource leveraging are included in Section 2.

Timeline

RFP Posting	Tuesday, August 30, 2022
Office Hours (see section 4.1 for details)	Friday, September 9 at 11 a.m. Eastern
Questions Deadline	Thursday, September 22 at 3 p.m. Eastern
Last Website and Q&A Update	Thursday, September 29 at 6 p.m. Eastern
Submission Deadline	Friday, September 30 at 3 p.m. Eastern
Deadline for DHS’s response to the NOFO	October 20, 2022
Estimated Award Decision/Notification	November 2022

Who we are

DHS is the largest department of Allegheny County government and provides publicly funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, intellectual disability, homelessness and community services.

More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

Section 1: Why We Are Issuing this RFP

Permanent Supportive Housing (PSH) Programs and Rapid Rehousing (RRH) Programs are core to DHS’s service array for individuals and families experiencing homelessness. PSH Programs provide long-term housing with supportive services for homeless individuals with physical and/or intellectual disabilities. This type of supportive housing enables these individuals to live as independently as possible in a permanent setting. RRH Programs assist individuals or families who are experiencing homelessness to move as quickly as possible into permanent housing and to achieve stability through a combination of rental assistance, housing search and supportive services.

Support Service Only (SSO) Programs have not been funded through HUD’s CoC Program for a number of years, except for HMIS and Coordinated Entry-specific projects. The supportive services provided by SSO Programs ⁴ include conducting outreach to sheltered and unsheltered homeless individuals and families, providing referrals to other housing or necessary services, and providing ongoing support to individuals and families experiencing homelessness. The ability to fund SSO Programs is an important opportunity for the CoC to enhance its service array, particularly to support highly vulnerable individuals experiencing unsheltered homelessness.

⁴ SSO Programs are service projects that do not have associated housing costs in their budget (i.e., an agency provides services to homeless individuals and families not residing in housing operated by the same agency). HUD’s “[CoC Program SSO/Housing Component Decision Tool](#)” can be used to correctly classify a program as SSO.

DHS is issuing this RFP in an effort to expand PSH, RRH and SSO Programs across the CoC. The effects of the pandemic, rising housing costs and inflation have been felt throughout the CoC. The most recent Point-In-Time Homeless Count data show an increase in both sheltered and unsheltered homelessness from 2021 to 2022. Similarly, from FY 2020 to FY 2021 there was an increase in the average length of time individuals and families remained homeless and a decrease in the rate at which people exited emergency shelter, transitional housing, safe haven and RRH projects to permanent housing destinations. Additional housing and support services, particularly those that are able to effectively respond to the needs of the highly vulnerable population of people experiencing unsheltered homelessness, positions the CoC to more effectively move forward on making homelessness rare, brief and non-recurring in Allegheny County.

Additional emphasis on projects that leverage housing or healthcare resources is responsive to the priorities of HUD and the guiding principles of the CoC. Utilizing existing housing subsidies or housing units not funded through HUD CoC or Emergency Solutions Grant (ESG) Programs supports a strategy to maximize resources and expand the availability of long-term, stable housing for people experiencing homelessness. Similarly, utilizing existing healthcare resources expands the scope of funding to meet the holistic needs of people experiencing homelessness. Individuals experiencing unsheltered homelessness in Allegheny County, as well as participants in the CoC's PSH/RRH Programs, often need physical health, mental health, and substance use treatment and recovery services. The healthcare sector is recognized as a vital partner in the CoC and collaborations have already begun across Allegheny County among housing providers and healthcare organizations. New projects with a committed collaboration with the healthcare system would bolster the work in progress, enhance service delivery and quality, and encourage effective and creative resource utilization to meet need.

Section 2: What We Are Looking For

DHS is requesting Proposals from eligible entities for PSH, RRH and SSO Programs that will enhance the CoC's ability to reduce the prevalence of unsheltered homelessness and improve services engagement, health outcomes and housing stability among highly vulnerable unsheltered individuals and families.

The Programs must adhere to Housing First principles as well as all rules and regulations of:

- The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act),⁵ HUD's Homeless Emergency Assistance, Rapid Transition to Housing: Continuum of Care Program (CoC) Rules and Regulations ("CoC Regulations"),⁶ found at 24 CFR 578
- 2) The Fair Housing Act⁷

⁵ <https://www.hudexchange.info/resources/documents/HomelessAssistanceActAmendedbyHEARTH.pdf>

⁶ <https://www.hudexchange.info/resources/documents/CoCProgramInterimRule.pdf>

⁷ http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws/yourrights

The 2022 fair market rate (FMR), as documented by HUD, will determine the number of units to be funded for PSH and RRH Programs.

While not every Program in the CoC's application to HUD for supplemental funding is required to have housing or healthcare resource leveraging, DHS is committed to putting forward the strongest application to HUD and contracting with programs that most effectively support the development of the CoC. As such, DHS seeks to ensure that the selection of Successful Proposals will include Programs that leverage housing or healthcare resources.

Proposers may submit Proposals for one PSH Program, one RRH Program, one SSO Program, one of each, or some combination of any two Programs. PSH and RRH Proposed Programs must provide both housing and supportive services to Participants.

A. Target Population

Programs may serve single or family households—with or without children—who are experiencing homelessness. In addition:

- PSH Programs must serve chronically homeless individuals and/or families meeting HUD disability requirements.
- RRH Programs must serve homeless individuals and/or families coming directly from the streets or emergency shelter or fleeing domestic violence situations.

Programs must follow a Housing First model⁸ and serve Participants without regard to previous criminal history, time abstinent from substance use, employment, credit worthiness or other restrictive criteria. Successful Proposer(s) must promote respect and utilize approaches that are tailored to serve diverse individuals, families and communities. Successful Proposer(s) must be committed to providing high-quality services to all Participants regardless of their race, ethnicity, sexual orientation, gender identity and expression (SOGIE), intellectual or physical ability, English language proficiency or life experiences.

B. PSH and RRH Programs

All housing for PSH and RRH Programs must: 1) pass a housing quality inspection; 2) meet all requirements identified in the HEARTH Act, CoC regulations and the Fair Housing Act; and 3) meet reasonable rent standards.

Housing for PSH Programs

For a PSH Program, Successful Proposer(s) will be expected to offer facility-based and/or scattered site housing units in Allegheny County. The rent for all units must be reasonable for the area and units must meet all housing quality standards.

⁸ https://www.usich.gov/resources/uploads/asset_library/USICH_OpeningDoors_Amendment2015_FINAL.pdf

Housing for RRH Programs

For an RRH Program, Successful Proposer(s) will be responsible for offering Participants short-term rental assistance (up to 3 months) or medium-term rental assistance (4-24 months). All rental assistance will be for tenant-based scattered site units, meaning that Participants may locate the housing of their choice in the private rental market, with assistance from the Successful Proposer as needed. If a Participant later moves to another suitable unit, the rental assistance may be applied to the new unit.

The Successful Proposer(s) will be responsible for working with landlords and other service providers to ensure that Participants remain successfully housed and to facilitate their transition out of the RRH Program. Further, the Successful Proposer(s) must ensure timely and accurate payment to the landlord on behalf of the Participant. The Successful Proposer(s) must follow the rental assistance regulations for RRH,⁹ including having all leases in the name of the Participant.

Per HUD requirements, to remain in an RRH Program, Participants must demonstrate that they continue to lack sufficient resources and support networks necessary to retain housing without assistance. If Participants no longer require assistance through an RRH Program, they must be permitted to remain in the housing unit (if they choose) and assume full responsibility for payment of rent and utilities.

Support Services within PSH and RRH Programs

In addition to appropriate housing as described above, PSH and RRH Successful Proposer(s) must provide supportive services designed to prepare Participants to make a successful transition from homelessness to independence. Supportive services are aimed at long-term recovery and may focus on social, vocational, educational, behavioral or cognitive skills. Supportive services are not one-size-fits-all, and Successful Proposer(s) must tailor them based on a Participant's needs, culture, circumstances, learning styles and abilities. Services may be provided by the Successful Proposer(s) directly or by another agency under contract with the Successful Proposer(s). Supportive services include the following:

- Assessment of service needs
- Assistance with moving costs
- Case management
- Childcare
- Education services
- Employment assistance and job training
- Food assistance
- Housing search and counseling services
- Legal services related to securing/maintaining rental housing
- Life skills training
- Mental health services

⁹ <https://www.hudexchange.info/programs/coc/toolkit/program-components-and-eligible-costs/> and <https://www.hudexchange.info/resources/documents/HomelessAssistanceActAmendedbyHEARTH.pdf>

- Outpatient health services
- Outreach services
- Substance use disorder treatment
- Transportation
- Utility deposits

C. SSO Programs

Supportive Services Only (SSO) provide supportive services to families and individuals experiencing sheltered and unsheltered homelessness to assist participants in obtaining and maintaining housing. Where PSH and RRH Programs provide support services and housing, SSO Programs do not provide housing. SSO Programs can focus on one or more of the following supportive services:

- Assessment of service needs
- Assistance with moving costs
- Case management
- Childcare
- Education services
- Employment assistance and job training
- Food assistance
- Housing search and counseling services
- Legal services related to securing/maintaining rental housing
- Life skills training
- Mental health services
- Outpatient health services
- Outreach services
- Substance use disorder treatment
- Transportation
- Utility deposits

It is expected that SSO Programs will conduct initial and ongoing assessments of the service needs of Participants and adjust services in accordance with the Participants' needs. Further descriptions of eligible services and their associated costs can be found in [24 CFR 578.53](#).

D. Leveraging Housing and/or Healthcare Resources

DHS encourages Proposers to leverage housing and/or healthcare resources. Priority consideration will be given to programs that do so; but it is not a requirement to submit a Proposal. However, if the proposed program(s) in your Proposal leverages housing and/or healthcare resources, they must be leveraged according to the following requirements:

Leveraging Housing Resources

Proposers may leverage additional housing resources by utilizing existing housing units, housing subsidies or subsidized housing units not funded through the CoC or ESG Programs (e.g., Housing Choice Vouchers, HOME-ARP, HOPWA).

Proposers must demonstrate that these housing units, which are not funded through the CoC or ESG programs, will:

- Provide at least 50 percent of the units included in the PSH program.
- Serve at least 50 percent of the program Participants in the RRH program.

Letters of commitment, contracts or other formal written documents that clearly demonstrate the number of subsidies or units being provided to support the project must be included.

Leveraging Healthcare Resources

Proposers may partner with organizations that provide healthcare resources (i.e., public or private health insurance provider and/or healthcare service provider) in their proposed program(s) in order to enhance their ability to address Participants' physical health, mental health, and substance use treatment and recovery needs.

Sources of healthcare resources to leverage include:

- Direct contributions from a public or private health insurance provider to the program
- Provision of healthcare services, including mental health services, by a private or public organization (including Federally Qualified Health Centers [FQHCs], state or local health departments, and organizations that serve people with HIV/AIDS) tailored to program Participants.
- Direct partnerships with organizations that provide healthcare services, including mental health services, to individuals or family members with HIV/AIDS who are also experiencing homelessness.

Written commitment from a healthcare organization is required, including that the value of assistance being provided by the healthcare organization is at least:

- In the case of a substance use treatment or recovery provider, able to provide access to treatment or recovery services for all program Participants who qualify and choose those services; or
- An amount that is equivalent to 50% of the funding being requested for the program(s).

Acceptable forms of commitment are formal written agreements and must include:

- Value of the commitment.
- The period of time the healthcare resources will be provided. Proposed healthcare resources included in your Proposal must be provided for the entirety of the program term.

In-kind resources must be valued at rates consistent with the local amount paid for services not supported by grant funds.

E. Referral and Outreach

The Successful Proposer(s) must manage referrals to the PSH and RRH Programs through DHS's Coordinated Entry unit (Allegheny Link). Successful Proposer(s) must accept a referral and quickly secure the Participant's appropriate housing placement. SSO Programs managed by Successful Proposer(s) will be expected to coordinate with the Allegheny Link as necessary to provide supportive services only, when needed.

F. Performance Outcomes

Successful Proposer(s) must collaborate with DHS and CoCAPC (Continuum of Care Analysis and Planning Committee, a subcommittee of the HAB) in tracking outcomes and meeting the following HUD performance standards for the PSH and RRH Programs within one year.

Performance standards for a PSH Program:

1. Average Program utilization rate of units must reach or surpass 98%.
2. Average length of time from Program enrollment to move-in date is less than 30 days.
3. 85% of Participants maintain or increase their income.
4. 20% of Participants obtain or maintain employment (part-time or full-time).
5. 85% of Participants maintain or increase non-cash benefits (e.g., Food Stamps).
6. 100% of Participants maintain or secure Medicaid or private health insurance.
7. 95% of Participants maintain permanent housing or exit to other permanent housing.
8. Fewer than 5% of Participants who exit from the PSH Program to a permanent housing destination return to the homeless system within 6 months.

Performance standards for a RRH Program:

1. Average Program utilization rate of units reaches or surpasses 95%.
2. Average length of time from Program enrollment to move-in date is 30 days.
3. 85% of Participants maintain or increase their income.
4. 30% of Participants obtain or maintain employment (part-time or full-time).
5. 85% of Participants maintain or increase non-cash benefits.
6. 95% of Participants maintain or secure Medicaid or private health insurance.
7. 85% of participants exit the Program within nine months.
8. 85% of Participants maintain permanent housing upon exit.
9. Fewer than 5% of Participants that exit from the RRH Program to a permanent housing destination return to the homeless system within 6 months.

Performance standards for SSO Program:

SSO Programs are new to the CoC's HUD funding and performance targets have not been set through HUD or the CoCAPC for some of the measures. Where there is not a performance target set, there is an expectation for tracking of data to inform the impact of the services.

1. Total number of unduplicated Participants served
2. Total number of unduplicated Participants exited
3. Percentage of Participants served that have been connected to the Allegheny Link for housing assessment is at or above 65%
4. Percentage of Participants served who advance housing stability
5. Percentage of Participants served with health insurance
6. Percentage of Participants served who maintain or increase income during program
7. Percentage of non-employed Participants maintaining or increasing non-cash benefits during program
8. Percentage of Participants maintaining or increasing employment

Beyond HUD's performance outcomes, Successful Proposer(s) must establish additional goals pursuant to the program scope (e.g., Participants will secure healthcare through public or private sources, Participants will be linked to mental health outpatient services, Participants will enroll in substance use recovery groups). For more information, please see the [CoCAPC performance management webpage](#).

F. Homeless Management Information System (HMIS)

Successful Proposer(s) will be responsible for participating in the Allegheny Link process and for entering all necessary data into HMIS within the parameters established by the HUD regulations. Victim services providers are not required to participate in HMIS. However, per the most recent HUD data specifications, victim services providers must have a comparable database to produce the required reports to HUD on an annual basis and run periodic data quality reports to ensure all data is correct in their system.

G. Budget

Because DHS expects that there will be more than one Successful Proposer, funding will be divided among Successful Proposers according to Program size and needs. Successful Proposers' Programs will be included in the County's response to HUD's NOFO. In total, the County will be able to apply for up to \$26,532,508 for 3 years, or roughly \$8,800,000 per year. Contingent on HUD approval, the County expects to award Agreements for an initial term of 3 years and proposed budgets should reflect total annual costs across 3 years.

A 25% match from the Successful Proposer(s) is required for all line items except leasing. The match may be cash, through additionally raised funds, or in-kind services. Match may not include a Proposer's current CoC funding. If in-kind services are secured from another organization for this match, the organization must have a memorandum of understanding in place prior to the executed contract. Proposers must include a brief narrative identifying planned sources of match. Upon selection, Successful Proposer(s) will be required to provide letters verifying all sources of matching funds.

No more than 7% of HUD funds may be used for administrative expenses (e.g., staffing, computers, office supplies). However, this is split evenly between DHS and the Successful Proposer. Therefore, no more than 3.5% of HUD funds may be used for a Successful Proposer's

administrative expenses. Matching funds, cash and in-kind resources may be used for additional administrative costs.

Section 3: Proposal Requirements and Evaluation Criteria

Proposers must meet the following evaluation criteria and address their qualifications by responding to the specifically requested items or questions in the Response Form. The Response Form is reflective of the application DHS must submit to HUD. However, Proposals will be scored based on the criteria below. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at www.alleghenycounty.us/dhs/solicitations. The maximum score a Proposal can receive is 100 points for each Program proposed, as outlined in the following sections. The score from the Organizational Experience section will be added to the score for each Program proposed.

Organizational Experience (35 points total)

- Experience providing housing and supportive services with at least an 85% utilization rate (5 points)
- Strong organizational and management structure including evidence of internal communication, external coordination and an adequate financial accounting system (5 points)
- Experience leveraging and managing multiple funding sources to delivery high quality, holistic services (5 points)
- Absence of any unresolved monitoring or audit findings for any grants (5 points)
- A strong staffing plan including staff qualifications, recruitment, training and performance management (5 points)
- Experience and demonstrated success in meeting standards for managing data with HMIS (5 points)
- Clear understanding of and commitment to the Housing First model (5 points)

PSH Program Standards (65 points total)

- Clear and concise statement of the Proposer's service delivery philosophy and how the Proposed PSH Program aligns with the goal of reducing the prevalence of unsheltered homelessness and improving service engagement, health outcomes and housing stability among highly vulnerable unsheltered individuals/families (5 points)
- A well-defined PSH Program plan, including who the key partners are and how the Program will utilize housing and/or healthcare resources (10 points)
- An appropriate schedule for the proposed activities, a management plan, and a method for assuring effective and timely completion of all work for the PSH Program (5 points)
- Experience in and strategy for serving the PSH target population, including any specified subpopulation (5 points)
- An appropriate housing plan that supports PSH Program goals (10 points)

- A comprehensive plan for coordinating with outside partners to provide a variety of supportive services, with appropriate frequency, for PSH Program Participants, including specific names of partners and examples of collaboration (5 points)
- A plan to track and achieve performance standards for a PSH Program (5 points)
- Ability to manage referrals of individuals with a documented disability who are experiencing homelessness (5 points)
- A strategy to effectively use funds for performing the scope of services within funding and time specifications (5 points)
- A budget narrative that reflects a realistic estimate of the costs associated with implementing the PSH Program (5 points)
- HUD budget charts that demonstrate fiscal and management capacity to manage program funds in a fiscally responsible manner (5 points)

RRH Program Standards (65 points total)

- Clear and concise statement of the Proposer's service delivery philosophy and how the Proposed RRH Program aligns with the goal of reducing the prevalence of unsheltered homelessness and improving service engagement, health outcomes and housing stability among highly vulnerable unsheltered individuals/families (5 points)
- A well-defined RRH Program plan, including who the key partners are and how the Program will utilize housing and/or healthcare resources (10 points)
- An appropriate schedule for the proposed activities, a management plan, and a method for assuring effective and timely completion of all work for the RRH Program (5 points)
- Experience and strategy for serving the RRH target population, including any specified subpopulation (5 points)
- An appropriate housing plan that supports RRH Program goals including resolution of housing crises in a short period of time (10 points)
- A comprehensive plan for coordinating with outside partners to provide a variety of supportive services, with appropriate frequency, for RRH Program Participants (5 points)
- A plan to track and achieve performance standards for an RRH Program (5 points)
- Ability to manage referrals for individuals experiencing homelessness (5 points)
- A strategy to effectively use funds for performing the scope of services within funding and time specifications (5 points)
- A budget narrative that reflects a realistic estimate of the costs associated with implementing the RRH Program (5 points)
- HUD budget charts that demonstrate fiscal and management capacity to manage program funds in a fiscally responsible manner (5 points)

SSO Program Standards (65 points total)

- Clear and concise statement of the Proposer's service delivery philosophy and how the Proposed SSO Program aligns with the goal of reducing the prevalence of unsheltered homelessness and improving service engagement, health outcomes and housing stability among highly vulnerable unsheltered individuals/families (5 points)
- A well-defined SSO Program plan, including who the key partners are and how the Program will utilize housing and/or healthcare resources (10 points)

- An appropriate schedule for the proposed activities, a management plan, and a method for assuring effective and timely completion of all work for the SSO Program (5 points)
- Experience and strategy for serving the SSO target population, including any specified subpopulation (5 points)
- An appropriate plan for delivering effective support services that are responsive to the participants’ needs (5 points)
- A comprehensive plan for coordinating with outside partners to provide the supportive services that successfully contribute to participants’ housing and service goals (10 points)
- A plan to track and achieve performance standards for an SSO Program (5 points)
- Ability to manage referrals for individuals experiencing homelessness (5 points)
- A strategy to effectively use funds for performing the scope of services within funding and time specifications (5 points)
- A budget narrative that reflects a realistic estimate of the costs associated with implementing the SSO Program (5 points)
- HUD budget charts that demonstrate fiscal and management capacity to manage program funds in a fiscally responsible manner (5 points)

Section 4: How to Submit a Proposal

4.1 Prepare

- Office Hours
 - DHS will hold a “RFP open office hours” at 11 a.m. Eastern Time on Friday, September 9, 2022, via Microsoft Teams. Anyone interested in the RFP and in submitting a Proposal may drop in at any time to ask questions.
 - Attendance at the office hours is not required in order to submit a Proposal. Preliminary answers will be provided orally for questions asked during the office hours. Final, definitive answers will be posted in writing on the DHS Solicitations webpage.
 - Prospective Proposers can join the office hours by:
 - Calling (267) 368-7515 and using Conference ID: 771 358 637#
 - Or following this link: [Click here to join the meeting](#)
 - Or copying and pasting this link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTg2MjJmMjUtMmI0Ny00ZTU5LTkwMWQtNjg5MmYyNzQyOTcw%40thread.v2/0?context=%7b%22Tid%22%3a%22e0273d12-e4cb-4eb1-9f70-8bba16fb968d%22%2c%22Oid%22%3a%22d14c6dca-47dd-45a0-a62e-11bf0cce95e0%22%7d

4.2 Submit a Proposal

- Proposers should take time to review and understand the RFP in its entirety including:
 - The background (see Section 1: Why DHS Is Issuing This RFP)

- The narrative (see Section 2: What DHS Is Looking For)
 - The requirements (see Section 3: Proposal Requirements and Evaluation Criteria)
 - The evaluation process (see Section 5: How DHS Will Evaluate Your Proposal)
- b. Proposers must use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at www.alleghenycounty.us/dhs/solicitations.
- c. Collaborative Proposals
- a. Collaborative Proposals, in which two or more entities partner to apply together, are permitted. Collaborative Proposals can include:
 - i. Lead Agency: The County can enter a contract with only one partner of a Collaborative Proposal. Therefore, a Collaborative Proposal must identify one entity as the Lead Agency that will be the contracting party with the County. The Lead Agency should be the Proposer.
 - ii. Partners: Partners must be committed to a role in carrying out the Contract Services and will be compensated for that role. Collaborative Proposals must attach a signed letter of commitment from each Partner that details and agrees to their role in the Contract Services.
 - b. Entities may participate in more than one Collaborative Proposal.
- d. Proposers must submit a complete Proposal that includes the following attachments that are available on our Active Solicitations website:
- Response Form
 - Partner commitment letters, if applicable
 - Minority, Women or Disadvantaged Business Enterprise (MWDDBE) and Veteran Owned Small Business (VOSB) documents (see sections 7.1 and 7.2)
 - Applicants who do not have current Allegheny County DSH contracts must submit the DHS New Provider Application and its supporting documents (see section 4.3 for details)
- e. Proposers should not send any attachments other than those listed either above or in the Response Form.
- f. If a Proposer does not have audited financial reports for the last three years, then the Proposer must submit other financial documentation that attest to the Proposer's financial health of your organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting with Allegheny County.
- g. Proposers must make sure to complete each section of the Response Form and to stay within any word counts or page limits that may be specified in the Response Form.
- h. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Friday, September 30, 2022, to be considered for review.**
- i. All Proposals must be submitted before the deadline! If a Proposal is late, it will be rejected and will not be presented to the Evaluation Committee (as described in Section 5 below) for review and scoring.
- j. Proposers will receive an email acknowledging receipt of their Proposal. If a Proposer does not receive this notification within 48 hours of submitting their Proposal, please contact: DHSProposals@alleghenycounty.us.

4.3 New Provider Requirements

Proposers who do not have current Allegheny County DSH contracts must submit the DHS New Provider Application and its supporting documents with their Proposal to the RFP.

- a. The DHS New Provider Application is available at our Active Solicitations website under the “Required documents” bar at www.alleghenycounty.us/dhs/solicitations.
- b. The DHS New Provider Application asks for audited financial reports for the last three years. If a Proposer does not have audited financial reports for the last three years, then the Proposer may submit other financial documentation that attest to the Proposer’s financial health of the organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting through Allegheny County.

4.4 How to Contact DHS about this RFP and RFP Communications

- a. If you have any questions about this RFP, please email us at DHSProposals@alleghenycounty.us.
 - a. All content-related questions must be emailed by the Questions Deadline at 3 p.m. Eastern Time on Thursday, September 22, 2022.
 - b. You may submit technical or logistical questions at any time, even after the Questions Deadline.
- b. All information about the RFP, including answers to all content-related questions and any changes or amendments, will be posted at our Active Solicitations website at www.alleghenycounty.us/dhs/solicitations.
 - a. Please check this website regularly for answers to questions, additional information and changes to the RFP or the RFP process.
 - b. The website will be updated only on Thursdays, with any new information visible after 6 p.m.
 - c. The last Q&A and website update for this RFP will be on Thursday, September 29, 2022, at 6 p.m. We will make every effort not to post any new information after this time; however, we reserve the right to post new information in emergency circumstances.

4.5 Other Information

- a. **The issuance of this RFP does not obligate the County to accept any Proposal or enter into an Agreement with any Proposers. The County reserves the right to reject any and all Proposals and not to enter into an Agreement for the Contracted Services.**
- b. Any Agreement originating from this RFP is subject to all the Terms and Conditions specified in Section 6: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.

- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. Successful Proposal(s) will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposer(s).

4.6 Pennsylvania’s Right-to-Know Law

Proposers should be aware that all documents and materials submitted in response to this RFP may be subject to requests for access to public records made pursuant to Pennsylvania’s Right-To-Know Law (RTKL). Under the RTKL, records in the possession of a public agency like the County are presumed to be public records and the County may have to make documents and materials submitted by the Proposer available to a requestor after an award of an Agreement is made.

If the Proposer includes any information within its Proposal that the Proposer asserts is either a “trade secret” or “confidential proprietary information,” as those terms are defined under the RTKL, the Proposer must include with its Proposal a written statement signed by an authorized representative of the Proposer identifying those portions or parts of its Proposal that the Proposer believes constitute a “trade secret” or “confidential proprietary information” and provide contact information to enable DHS to contact the Proposer in the event that the County receives a Right-To-Know request for the Proposal. The Proposer shall have five (5) business days from date of receipt of any notification from the County to provide a written statement signed by an authorized representative of the Proposer explaining why the Proposal or any portion thereof is exempt from disclosure as a trade secret, confidential proprietary information or other legal reason. The County shall consider this statement in either granting or denying a request for public access to the Proposal or any portion thereof. The County will notify the Proposer of its decision whether to grant or deny the request either in whole or in part.

Section 5: How DHS Will Evaluate Your Proposal

DHS will convene an Evaluation Committee to evaluate Proposals. The Evaluation Committee will assign scores to each Proposal by awarding points based on the evaluation criteria in Section 3: Proposal Requirements and Evaluation Criteria, by using the point scale listed in Section 5.1 b.

5.1 Evaluation of Proposals

The evaluation process will consist of the following steps:

- a. DHS will form an Evaluation Committee. The Evaluation Committee, which will be comprised of evaluators with expertise in the subject matter of this RFP, may include community members with lived experience, external subject matter experts or provider representative(s), representative(s) from key partners or funders and DHS internal staff.
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer’s

Response Form utilizing their personal expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in Section 3 using the following scale:

- 0 – Not addressed in Proposal
- 1 – Poor
- 2 – Below expectations
- 3 – Meets expectations
- 4 – Exceeds expectations
- 5 – Outstanding

- c. Each 0-5 score will be multiplied by the appropriate weight for the number of possible points noted after each evaluation criterion in Section 3. For example, for a criterion worth 15 points, the 0-5 score would be multiplied by three. An “Outstanding” response would receive 15 points, while one that “Meets Expectations” would receive nine points.
- d. DHS will tally the average scores of the members of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the average scores, and arrive at a consensus on which Proposer(s) can best provide the Contract Services in response to the RFP. The Committee will have the discretion to proceed as follows: (i) to recommend to the Director of DHS that a reduced number of Proposals be shortlisted for more extensive review through a formal oral presentation to the Committee; or (ii) to recommend to the Director of DHS that DHS request authorization for the County to enter into an Agreement(s) with the Successful Proposer(s).
- e. As described in c above, DHS, on behalf of the County, shall have the exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, DHS may request that shortlisted Proposers make a formal oral presentation to the Evaluation Committee. Each Committee member will individually score the oral presentation of the shortlisted Proposers using the following criteria and the scale outlined in 5.1b. The maximum score that a shortlisted Proposer’s oral presentation can receive is 15 points:
 - Presentation demonstrates Proposer’s ability to implement the Contract Services effectively (5 points)
 - Proposer’s answers to Evaluation Committee’s questions demonstrate Proposer’s ability to implement the Contract Services (5 points)
 - Proposer’s presentation is thoughtful and professional (5 points)
- f. DHS will tally the average scores of the members of the Evaluation Committee to the shortlisted Proposer formal oral presentations and report a list of average scores to the entire Committee. The Committee will meet, consider the scores, and arrive at a consensus on which Proposer(s) can best provide the Contract Services in response to the RFP.
- g. The Committee will submit its recommendation for award of an Agreement or Agreements to the Director of DHS for approval. The Director will, in turn, submit a request to the County Manager for approval for the County to enter into an Agreement or Agreement with the Successful Proposer(s).
- h. At any time during the evaluation process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- i. At any time during the evaluation process, DHS may contact a Proposer’s references.

- j. As part of determining a Proposer's eligibility to enter a contract with Allegheny County, all Proposers' financial audits or other documentation will be reviewed by DHS fiscal analysts to ensure a Proposer's financial stability.
- k. **The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**
- l. All Proposers will be notified of the County's final decision of which Proposer(s) will be awarded an Agreement.
- m. Proposers that are not awarded an Agreement but who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@alleghenycounty.us.

5.2 Other Requirements

For a Proposal to be eligible for evaluation, it must be:

- a. Received by the due date/time.
- b. Properly formatted and include responses to all requested information.
- c. Complete with all required forms and attachments.

Proposals which do not meet the above requirements will be automatically rejected and will not be presented to the Evaluation Committee.

Section 6: Contract Requirements for Successful Proposers

In order to enter into an Agreement with the County, Proposers must comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.

6.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women Business Enterprises and expects that Successful Proposers will make a "good faith effort" in assisting the County in meeting these goals.

- a. All Proposals must include a completed Allegheny County DHS Combined MWDBE Form and supporting documents. The Allegheny County DHS Combined MWDBE Form should be completed as follows:
 - All Proposers must complete Section 1 – Contact Information and attach their MWDBE Diversity Plan (see Section 4 – Sample Diversity Policy).

- If the Proposer is able to meet the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement. Proposers also must attach the MWDBE certifications of the firms cited in the Participation Statement.
 - If the Proposer would like to request a waiver from participating in the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement and Section 3 – MWDBE Participation Waiver Request Form.
- b. MWDBE forms and resources can be found at www.alleghenycounty.us/dhs/solicitations:
- [Allegheny County DHS Combined MWDBE Form](#)
 - MWDBE Resources
 - [MWDBE Contract Specifications Manual](#)
 - [MWDBE Guide for DHS Proposers](#)
- c. For more information about MWDBEs, visit the [Allegheny County Department of Equity and Inclusion website](#).

6.2 Veteran Owned Small Business (VOSB) Requirement

Allegheny County also has a goal of 5% participation for veteran-owned small businesses (VOSB) in all contracts. The County, therefore, expects that Successful Proposers will make a “good faith effort” in assisting the County in meeting this goal.

- a. A veteran-owned small business is defined by the County as a business having 100 or fewer full-time employees and not less than 51% of which is owned by one or more veterans, or in the case of any publicly owned business, not less than 51% of the stock of which is owned by one or more veterans, and the management and daily business operations of which are controlled by one or more veterans. The VOSB vendor **MUST** provide proof of veteran ownership including percentage and name and address of business.
- For contracts under \$100,000, VOSB vendors shall be exempt from all bonding requirements.
- b. All Proposals must include either of the following:
- If the Proposer can meet the VOSB contract goal, a completed VOSB Participation Statement is required. You must also attach a copy of the VOSB vendor(s) DD 214 discharge form(s) cited in the Participation Statement.
 - If the Proposer requests a waiver from participating in the VOSB contract goal, a completed VOSB Participation Statement and VOSB Waiver Request are required.
- c. VOSB forms can be found at www.alleghenycounty.us/dhs/solicitations:
- [VOSB Participation Statement](#)
 - [VOSB Waiver Request](#)

6.3 HIPAA Compliance

DHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

6.4 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications that begin on page 14 of the [DHS Contract Specifications Manual](http://www.alleghenycounty.us/dhs/solicitations), available at www.alleghenycounty.us/dhs/solicitations.
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

6.5 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.

6.6 Language Diversity Requirements

Successful Proposer(s) must assure resources are secured and/or made available for participants/consumers/clients with limited English proficiency or other communication barriers. Such actions shall include but not be limited to assessing the need for interpreters, evaluating the need for alternate language materials, identifying internal and external resources to meet identified needs, and accessing services contracted by DHS through their assigned contract monitor(s).