



Request for Proposal For:

Support to update the Continuum of Care's Written Standards for Service Delivery

Summary:

The Texas Balance of State Continuum of Care (TX BoS CoC) seeks a qualified individual to revise and update its Written Standards for Service Delivery. The objective is to ensure that our standards meet current regulatory requirements, reflect best practices, and are clearly understandable to all stakeholders, including CoC-funded projects and service beneficiaries.

Issue Date: 8/5/2024

Proposals Due: 9/9/2024

Submit To:

txboscoc@thn.org with the subject line "Response to RFP for Written Standards Support"

RFP Point of Contact:

Jim Ward*

Director of Planning

Email: jim@thn.org

Telephone: (512) 861-21655

*Proposers may only contact the RFP Point of Contact regarding this procurement. Please submit any inquiries or requests regarding this procurement via email. Other employees do not have the authority to respond.



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I. Introduction

Texas Homeless Network (THN) serves as the Collaborative Applicant and Homeless Management Information System (HMIS) Lead Agency for the Texas Balance of State Continuum of Care (TX BoS CoC), which covers 215 counties of Texas' 254. The TX BoS CoC was formed to carry out the responsibilities required under the CoC Program Interim Rule (24 CFR 578). The TX BoS CoC comprises a broad group of stakeholders dedicated to ending and preventing homelessness across Texas. The overarching CoC responsibility is to ensure community-wide implementation of efforts to end homelessness, including ensuring programmatic and systemic effectiveness of the local continuum of care program.

As the Lead Agency for the TX BoS CoC, THN is responsible for ensuring that the Written Standards for Service Delivery are up-to-date so that communities have a consistent, fair, and effective approach to providing services and resources to individuals and families experiencing homelessness to further the goal of making homelessness rare, brief, and non-recurring.

Through this RFP, the selected Applicant will provide THN with support for updating and developing standardized processes for the Written Standards for Service Delivery (see Section II for more details). THN has budgeted \$60,000 for this work.



II. Project Scope of Work

A. Review Current Documents:

1. Conduct a thorough review of the existing Written Standards, including all appendices and related documents.
2. Evaluate the standards for compliance with the latest HUD guidelines and local regulatory requirements, incorporating recognized best practices in the field of homelessness prevention and care.

B. Stakeholder Consultation:

1. Facilitate meetings with key stakeholders, including CoC members, CoC-recipients and sub-recipients, service providers, landlords, and individuals with lived experience, to gather feedback and insights on the current standards and housing needs within the Balance of State (BoS).
2. Integrate stakeholder feedback into the revision process through workshops, surveys, and focus groups (onsite or virtual) to ensure the standards are inclusive and meet the community's needs.

C. Drafting and Revision:

1. Draft new content and revise existing sections of the Written Standards based on stakeholder feedback and regulatory requirements.
2. Meaningfully engage members of the Lived Experience Committee of the CoC to develop, draft and/or revise sections of the Written Standards as necessary.
3. Engage in the public comment process, and incorporate guidance from the CoC Board.
4. Integrate race equity principles throughout the Written Standards by revising policies and procedures to address racial disparities in homelessness and access to services, incorporating culturally responsive practices in service delivery guidelines, establishing equity-focused prioritization criteria and assessment tools, developing accountability measures to track and improve racial equity outcomes within the CoC, and proposing strategies to increase diversity and cultural competence among service providers and CoC leadership.

D. Development of Standard Operating Procedures:

1. Assist in identifying critical processes and procedures that should have Standard Operating Procedures (SOPs) related to CoC operations, (which may include detailed procedures for evaluating eligibility, prioritizing services, emergency transfers, and engaging landlords).



2. Recommend initial steps and key content for SOPs. These recommendations should cover the critical processes and procedures identified earlier, and ensure they align with the Written Standards.
 3. Suggest an implementation plan for the development and adoption of SOPs that enhance operational efficiency and compliance.
- E. Landlord Recruitment Strategies:
1. Develop (and implement) standardized landlord recruitment strategies that employ a variety of support mechanisms and engagement techniques to attract and retain landlords within the CoC program service areas that may include, but do not exclusively rely on financial incentives. This should include:
 - a) The creation of promotional materials that can be distributed during landlord outreach
 - b) Develop materials highlighting the benefits and supports available through the CoC for community outreach events and educational sessions
 - c) A clear outline of benefits for landlords, such as guaranteed rent payments, tenant support services, and damage mitigation funds.
- F. Training and Implementation Support:
1. Design and conduct training sessions for CoC staff and CoC-funded projects to introduce the revised standards and new landlord recruitment strategies.
 2. Support during the first six months of implementation to address needs as they are identified and ensure smooth adoption of the new standards. Activities may include creating or co-creating collateral materials, hosting webinars, and developing other strategies tailored to the needs of providers in the CoC.
- G. Performance Metrics
1. Develop performance metrics to assess the effectiveness of the updated standards and ensure they meet the intended goals.
 2. Propose a post-implementation schedule to implement and revise the standards based on ongoing needs and feedback of the CoC.
- H. Documentation:
1. Develop a clear change log of what has been added, removed, changed, or edited in the Written Standards.
 2. Prepare a final report summarizing the revision process, key changes made, and recommendations for future updates. This report should include recommendations for ongoing implementation and monitoring of



race equity initiatives within the CoC, as well as suggestions for future refinements to ensure continued progress in addressing racial disparities and promoting equity throughout the homelessness response system.

Deliverables:

- a. A fully revised and updated Written Standards document, including all relevant sections and appendices.
- b. A comprehensive change log and final report detailing the revision process, key contributors, key changes made, and recommendations for future updates.
- c. Recommendations for SOPs, including identification of critical processes or procedures that require SOPs, preliminary steps for developing these SOPs, and an implementation plan for integrating these SOPs within CoC operations.
- d. Proposed implementation plan

Project Timeline:

- The project is expected to commence on 10/01/2024 and conclude by 08/31/2025.
- Drafts of documents and updates will be reviewed on a rolling basis, with deliverable “a” due no later than 2/28/2025
- Implementation support will conclude 8/31/2025

Budget:

- The current available budget for this project is \$60,000. Proposals must include a detailed budget outlining all costs associated with the scope of work, including the development and implementation of landlord recruitment strategies. Costs should be itemized to reflect the comprehensive scope of the project.



III. Timeline

A. Schedule of Events

THN will make every effort to adhere to the following anticipated schedule:

	Event	Date
1.	Issue of RFP	10/24/2024
2.	Submission Deadline	12/09/2024
3.	Evaluate Proposals & Conduct Interviews (if necessary)	12/10/2024-12/18/2024
4.	Issue Notice of Intent to Award	12/20/2024
5.	Complete Contract Negotiations	12/30/2024
6.	Commencement of Contract	1/1/2025

IV. Proposal Preparation and Submission

These instructions outline the guidelines governing the format and content of the proposal. Only that information that is essential to an understanding and evaluation of the proposal should be submitted. No limitation on the content of the proposal is intended in these instructions. Inclusion of any pertinent data or information is permitted within the page requirements. THN will penalize applications up to five (5) points for submissions that do not follow formatting requirements in this section and in Section V. THN will not consider submissions submitted after the due date outlined in Section III. A.

A. Proposal Format

- THN will not accept handwritten proposals.
- Proposers must computer generate or type their proposals using a 12-point font with 1.5 line spacing and 1-inch margins.



- Page numbers must be included on each page of the proposal.
- The proposal must have a table of contents that corresponds to the sections and appendices.
- Submit all documents as one (1) PDF.
- The proposal must be in English.
- The proposals must be executed by a duly authorized officer or agent of the Proposer.

B. Non-Conforming Submissions

A submission may, at the sole discretion of THN, be construed as a non-conforming proposal, ineligible for consideration, or incomplete if it does not comply with the requirement of this RFP.

C. Proposal Requirements

Submit the following items by the deadline:

A. Table of Contents

B. Executive Summary

The Executive Summary provides the context in which the Evaluation Committee assesses the Proposer's qualifications and proposal. The Executive Summary shall not exceed one (1) page. The Executive Summary must concisely identify the organizations and individuals who are a part of the proposal. This section must summarize the methods the Proposer would employ to complete the project's scope of work by 8/31/2025.

C. Organizational Information

The Organizational Information section provides basic information about the Proposer and Proposal Partners. This section must not exceed five (5) pages and must include the following:

- (1) Identify the Proposer and include the business's complete name, address, headquarters and all local offices, and telephone numbers. The name, mailing address, and telephone number of the person THN should contact regarding the proposal.
- (2) Identify other individuals or businesses, or Proposal Partners that played a role in developing the proposal. For these individuals and businesses, provide their complete name, address, including headquarters and all local offices, and telephone numbers, as well as the name, mailing address, and telephone number of the persons THN should contact regarding the proposal.
- (3) Describe the organization, including names of principals, number of employees, longevity, client base, areas of specialization, and expertise for the Proposer and Proposal Partners, if applicable.
- (4) Identify the jurisdiction in which the business is organized and the date of such organization for the Proposer and Proposal Partners, if applicable.



- (5) A complete disclosure if the Proposer or Proposal Partners have defaulted in their performance on a contract during the past five years which has led the other party to terminate the agreement and if so, the identity of the parties involved and the circumstances of the default or the termination for the Proposer and Proposal Partners, if applicable.
- (6) A list of any lawsuits filed against the Proposer, Proposal Partners, their subsidiaries, parent, other corporate affiliates, or subcontractors in the past five years and the outcome of those lawsuits. This list is separate from and does not count toward the maximum allowable number of pages.
- (7) Identify the key personnel at the Proposer and Proposal Partners who would work on this project, including their names, qualifications, and experience. Attach resumes of key project staff. Resumes will not be counted toward the narrative page limit.

D. Proposal Narrative

The Proposal Narrative must not exceed five (5) pages and must include the following:

- A. A description of the experience of the Proposer and Proposal Partners, if applicable, in working with a CoC on Written Standards for Service delivery update support.
- B. A description of the methods the Proposer and Proposal Partners, if applicable, would use to implement the scope of work identified in Section II. Please include a timeline with the project ending no later than
- C.

E. Budget

The Budget specifies your funding request and details how and when you would use the funding. Please submit an itemized budget, with the quantity and description for each requested cost.

F. Work Sample

The work sample does not have a page limit but must include the following:

- A. Submit one (1) example of a CoC Governing Document created by the proposer. Such as: Coordinated Entry Written Standards, Written Standards for Service Delivery, Governance Charter, or similar document.

G. Appendix A: Small, Minority, and/or Labor Surplus Area Firm Declaration Form, if applicable

H.

In accordance with 2 CFR 200.321, THN will take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Therefore, THN shall give preference



to small businesses, minority businesses, and/or firms from labor surplus areas, women’s business enterprise, and/or firms in labor surplus areas.

V. Evaluation

A. Proposal Evaluation

An Evaluation Committee (EC) will review and evaluate the proposals and make a recommendation for an award. The EC will evaluate proposals in accordance with the scoring criteria published in this RFP.

The proposal(s) with the highest score(s) will not automatically be awarded a contract. The final selection and contract award(s) will be within the sole judgment and discretion of THN.

B. Evaluation Criteria

The EC will utilize the Evaluation Criteria listed below in the evaluation of the Proposer’s written proposals and/or demonstration/presentation accordingly. The expectation is that those proposals in the competitive range may be considered for contract award. The proposal should give clear, concise information in sufficient detail to allow an evaluation based on the criteria below. A Proposer must be acceptable in all criteria for a contract to be awarded to that Proposer whose proposal provides the best value to THN.

- Organizational Information:

The Evaluation Committee will use the following scale to score the Organizational Information:

Point Value	Criteria
2 points	The Proposer and Proposal Partners have not defaulted in their performance on a contract and no lawsuits have been filed against the Proposer or Proposal Partner in the past five years.
1 point	The Proposer and Proposal Partners have not defaulted in their performance on a contract and lawsuits have been filed against the Proposer or Proposal Partner in the past five years OR the proposer and



	proposal partners have defaulted in their performance on a contract and no lawsuits have been filed against the Proposer or Proposal Partner in the past five years.
0 points	The Proposer and Proposal Partners have defaulted in their performance on a contract and lawsuits have been filed against the Proposer or Proposal Partner in the last five years.

- Proposal Narrative:

The Evaluation Committee will use the following scale to score the Proposal Narrative:

Point Value	Criteria
2 points	The proposal fully meets the objectives of this RFP. No compromise is required.
1 point	The proposal partially meets the objectives of this RFP. Compromise is required.
0 point	The proposal does not meet the objectives of this RFP. Significant compromise is required.

- Budget:

The Evaluation Committee will use the following scale to score the budget:

Point Value	Criteria
2 points	The budget is fair and reasonable.
1 point	The budget is fair or reasonable.
0 points	The budget is neither fair nor reasonable, e.g., it is not within the budget.

- Work Sample:



The Evaluation Committee will use the following scale to score the sample work:

Point Value	Criteria
2 points	<p>The Proposer:</p> <ul style="list-style-type: none"> ● Demonstrates strong application of current best practices and incorporates relevant data effectively. ● Practical and realistic policies and procedures with detailed and feasible implementation strategies. ● Provides a thorough plan for implementation, considering resources and potential barriers.
1 point	<p>The Proposer:</p> <ul style="list-style-type: none"> ● Applies basic current best practices and research in the field ● The policies and procedures are generally practical with some considerations for implementation. ● Provides a basic strategy for implementation but may lack detail or comprehensive planning.
0 points	<p>The Proposer::</p> <ul style="list-style-type: none"> ● Does not reference or apply current best practices or research in the field. ● Proposed policies and procedures that are unrealistic or impractical. ● Lacks details on implementation strategies or fails to consider available resources.



- Appendix A:

You can access a digital copy of Appendix A by [clicking here](#).

If applicable, Appendix A and all supporting documentation must be submitted in order to receive these points:

- The Evaluation Committee will award **2 points** if the Proposer or Proposal Partner, if applicable, is a Small Business.
- The Evaluation Committee will award **2 points** if the Proposer or Proposal Partner, if applicable, is a Minority-Owned Business.
- The Evaluation Committee will award **2 points** if the Proposer or Proposal Partner, if applicable, is located in a Labor Surplus Area.



VI. Appendix A

Small, Minority, and/or Labor Surplus Area Firms Disclosure Form

About

THN must take all necessary affirmative steps to ensure the organization uses minority businesses, including women-owned businesses, small businesses, and firms from labor surplus areas when possible.

Instructions

Complete these forms, as applicable, and submit them with your proposal. Incomplete or unsigned forms will be invalid. Please make a copy of this document and complete it electronically or manually.

Please provide the following information

- Name of Firm:
- Date of Incorporation:
- State of Incorporation:
- Owner's Name:
- Type of Business:
- Business Address:
- Phone Number:
- Email Address:

Owner's Signature & Date:

Signature:
Date:



Minority Business Enterprise Eligibility Criteria

The Texas Administrative Code Section 2306.6734 defines “minority-owned business” and “minority group” as:

- 1) “Minority-owned business” means a business entity at least 51 percent of which is owned by members of a minority group or, in the case of a corporation, at least 51 percent of the shares of which are owned by members of a minority group, and that is managed and controlled by members of a minority group in its daily operations.
- 2) “Minority group” includes:
 - a) Women;
 - b) African Americans;
 - c) American Indians;
 - d) Asian Americans; and
 - e) Mexican Americans and other Americans of Hispanic origin.

We qualify as a “Minority-owned business” as per the above definition and declaration:

- Yes
- No

This/these minority group(s) own/operate at least 51 percent of this business entity: Women

- Yes
- No

African Americans

- Yes
- No

American Indians

- Yes
- No

Asian Americans

- Yes
- No

Mexican Americans or other Americans of Hispanic origin

- Yes
- No



Small Business Enterprise Eligibility Criteria

According to the Texas Administrative Code, Section 2006.001 Definitions, “Small business” means a legal entity, including a corporation, partnership, or sole proprietorship, that:

- (A) Is formed for the purpose of making a profit;
- (B) Is independently owned and operated; and
- (C) Has fewer than 100 employees or less than \$6 million in annual gross receipts.

We qualify as a small business enterprise as per the above definition and declaration:

- Yes
- No

Our business structure is:

- Sole proprietor
- Partnership
- Limited Liability Company
- Corporation
- Other:

This form must be returned with a copy of the partnership agreement, articles of the organizations, or articles of incorporation.



Labor Area Surplus Firm Eligibility Criteria

A [Labor Surplus Area \(LSA\)](#) is a civil jurisdiction that has a civilian average annual unemployment rate during the previous two calendar years of 20 percent or more above the average annual civilian unemployment rate for all states during the same 24-month reference period.

THN will verify the LSA using the most recently Labor Surplus List provided by the Department of Labor: <https://www.dol.gov/agencies/eta/lsa>.

We qualify as a firm in a Labor Surplus Area as per the above definition and declaration:

- Yes
- No

We are from the following Labor Surplus Area: _____