



KCRHA

King County Regional Homelessness Authority

Permanent Housing & Support Services Request for Proposals (RFP)

Updated 3/10/2023

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Permanent Housing & Support Services Request for Proposals (RFP)

GUIDELINES

I. Summary

Introduction: This Request for Proposal (RFP) is looking for applications from agencies interested in providing property management services and/or housing stability support services, including behavioral health supports. This program model would be considered Other Permanent Housing with Support. King County Regional Homelessness Authority (KCRHA) may offer up to **\$12,649,583 in 2023, and \$12,385,420 in ongoing funding in subsequent years.***

Guided by KCRHA’s Theory of Change, the **2023 Permanent Housing & Support Services RFP** is intended to extend the Seattle-King County continuum of comprehensive, person-centered housing solutions. The KCRHA expects to award funds to organizations that will:

- Promote system transformation by rapidly transitioning individuals who reside on right of ways, including near freeways, underpasses, and other transit thruways, into permanent housing across King County;
- Collaborate with KCRHA’s Property Acquisition Team to coordinate onsite services for up to 400 rental units (scattered site and project based) across King County;
- Provide ongoing property management and building maintenance services; and
- Provide onsite or mobile housing support and behavioral health services to residents living in scattered or project based permanent housing locations across King County.

Applicants may apply for one or both program areas depending on their agency's expertise. The applicant pool will be reviewed by a rating team of community members and subject matter experts (SME's). The rating team will recommend applications to be funded and start beginning April 2023. Ongoing funding is based on budget availability and participant satisfaction with service provider/program performance. Program area categories include:

- **Property Management and Building Maintenance Services; and/or**
- **Housing Support and Behavioral Health Services.**

Friday, March 24th, 2023 @ 11:59pm

Applications: The deadline for submitting completed proposals is **Friday, March 10, 2023**. This funding process is competitive and open to any agencies that meet the KCRHA [Agency Minimum Eligibility Requirements](#) and any additional requirements outlined in Section III.

Timeline**	
Funding Opportunity Released	Thursday, February 16, 2023
***Information Session	Thursday, February 23, 2023 https://www.zoomgov.com/j/1617535873

(Note: participation and registration is highly recommended, but not required to submit an application)	Meeting ID: 161 753 5873 One tap mobile +16692545252,,1617535873# US (San Jose) +16692161590,,1617535873# US (San Jose)
Last Day to Submit Questions to RFP@kcrha.org	Monday, February 27, 2023 Friday, March 24, 2023
Application Deadline	Thursday, March 9, 2023 @ 11:59PM PST Via Fluxx
Denial Notification (anticipated)	Friday, March 31, 2023 Tuesday, April 4, 2023
Award Notification (anticipated)	Friday, March 31, 2023 Tuesday, April 4, 2023
Estimated Contract Start Date	April 1, 2023 Friday, April 7, 2023

KCRHA reserves the right to change any dates in the RFP timeline. Any updates, including responses to questions, will be posted on the [KCRHA](https://www.kcrha.org) website under, 'Funding Opportunities'. *Please contact the Procurement Coordinator for accommodation requests @: RFP@kcrha.org

II. Background

Background

Commerce, WSDOT, and the Governor’s Office have identified a need to quickly and effectively move individuals and families living in encampments along state-owned rights of way (ROWs) into permanent housing in King County. Funding for this RFP is part of KCRHA’s collaboration with the Washington [State Rights-of-Way Safety Initiative](#) for safer housing options, including permanent housing.

Funding Sources: KCRHA will use a range of funding sources to support the projects awarded through this funding opportunity. Fund sources include passthrough grant funds from the State Rights of Way Initiative RFP. Below is a breakdown of the total funding amounts from each fund source.

Fund Source(s)	Amount
Washington Department of Commerce (Commerce) and Washington State Department of Transportation (WSDOT)	\$12,649,583 (in 2023)^ \$12,385,420 (ongoing)*
Total	\$12,649,583

^Reflects maximum amount of funds available in 2023. Includes \$264163 in one-time funding.

* Reflects annualized amount beginning in 2024. 2023 awarded amount will be prorated for the number of months services will be provided. All future funding is subject to legislative appropriations.

III. Program Scope

Permanent Housing & Support Services RFP:

The outcome of this funding process is to ensure proper support services are in place as KCRHA acquires partnerships with housing developers and landlords across King County who are interested in master leasing up to 400 units towards permanent housing. This program is intended to increase the supply of permanent housing available to people experiencing homelessness in King County, rather than redirect or re-dedicate units already committed to this purpose. The operations and services for this program are vital to ensuring rents are calculated and paid on time, and residents have housing and behavioral health support services onsite to maintain successful long-term residency. This RFP seeks applicants committed to racial equity and social justice in all aspects of the work they do, alignment with KCRHA's theory of change, and a history of effective collaboration and coordination with landlords, residents, and community support.

Additionally, the program will serve individuals encountered in rights-of-way, which are primarily single adults. However, services may be provided to families with children if appropriate units are located, such as multi-bedroom units.

Housing support services will be offered onsite at various permanent housing locations across King County. Successful RFP applicants will be able to demonstrate the ability to be mobile and flexible in their delivery of services, during and after traditional business hours.

Property management services may be located off site with maintenance completed onsite to ensure community spaces are clean and safe, and buildings are preserved for ongoing use.

The table below summarizes the program areas in this funding process. More program details can be found below.

Program Area(s)	Program Scope	Provider Profile & Eligibility	Eligible Costs	Ineligible Costs
Property Management & Maintenance	Calculate tenant / program rents based on established affordable housing income restrictions	Experienced nonprofit or for-profit property management companies	Personnel and fringe benefits Operating costs Supplies	Capital improvements – prior approval needed
	Pay all rental payments on time	Be able to demonstrate experience working with residents experiencing behavioral health challenges, including chemical dependency	Indirect costs	
	Maintain strong fiscal oversight of all rental payments and rental assistance budgets			
	Ability to be onsite to assist with general property maintenance and cleaning of common spaces	Located in King County, with the ability to travel to		

	<p>Strong understanding of trauma-informed care and person-centered approaches to property management delivery of services</p> <p>Collaboration with Housing Support and Behavioral Health Services to address tenancy issues</p>	sites across the county		
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Program Area(s)	Program Scope	Provider Profile & Eligibility	Eligible Costs	Ineligible Costs
Housing Support and Behavioral Health Services	<p>Provide onsite or mobile housing support focused case management and licensed behavioral health services to single adults, couples, and families living in permanent housing referred by the ROW program and regional Coordinated Entry system</p> <p>Partnerships between behavioral health providers and case management providers are highly encouraged</p> <p>Case management should be provided using a progressive engagement model for medium acuity needs of residents</p> <p>Case managers may work from project-based sites or</p>	<p>Non-profit organization with experience in housing focused case management and/ or licensed behavioral health services</p> <p>Federally recognized Washington State-recognized Indian tribes experience in housing focused case management and/ or licensed behavioral health services</p> <p>Located in King County, with the ability to travel to sites across the county</p>		

	<p>scattered sites which require travel</p> <p>Work with property management and maintenance to mitigate tenancy issues</p> <p>Trained in implementing support services grounded in trauma-informed care and person-centered approaches to tenancy support and housing stability services</p> <p>Ability to track outcomes and resident satisfaction data through active participation in HMIS</p>			
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*Federal Indirect Approved rates apply upon KCRHA's verification of approval.

** KCRHA is committed to systems transformation. The outreach and intake processes are subject to change from the current model once KCRHA determines a more equitable process.

**KCRHA reserves the right to reopen an RFP if the # of applications are below 3 and/or the applications rated do not meet the minimum rating threshold of 70/100.

***Please contact the Procurement Coordinator for accommodation requests @: RFP@kcrha.org

IV. Requirements

Applicants must meet the following:

1. Minimum Eligibility Requirements

- a. Agencies are required to meet the requirements found on [KCRHA's website](#).

2. Data Collection, Evaluation and Performance Measures

- a. All funded homelessness and housing support service provider agencies will participate in data collection through King County Homeless Management Information System (HMIS) to evaluate and improve the quality of their programming. Property management providers will be expected to provide regular reporting, but will not utilize HMIS.
- b. KCRHA will collaboratively establish and evaluate performance metrics with each awardee which will be included into each Project Service Agreement (PSA).

3. COVID-19 Safety Guidelines

- a. Agencies are expected to follow current, appropriate safety protocols as outlined by [Seattle-King County Public Health](#), to prevent the spread of COVID-19. These protocols may include social distancing, wearing masks, hand washing, and sanitizing surfaces.

4. (For non-profit applicants only) Duns number and Federal [System for Award Management](#) (SAM) registration in good standing.



PERMANENT HOUSING & SUPPORT SERVICES RFP

APPLICATION

I. Instructions for Written Application(s)

Applications will be rated based on the information requested in this funding process, a financial review, and any clarifying information requested by KCRHA. Answer each section completely. Do not include additional agency cover letters or brochures with your application. Applications that do not follow the required format may not be reviewed nor rated.

Applicants may apply for one or more program categories depending on their agency's expertise. Housing Support and Behavioral Health services will be awarded together through this RFP. Partnerships between homeless services providers and licensed behavioral health providers are strongly encouraged to apply together.

Fluxx Submission Instructions:

- If you have never completed a proposal with KCRHA, you must first set-up an account through Fluxx.
- After setting-up an account, login into your Fluxx account to locate the "2023 Permanent Housing & Support Services RFP".
- Follow Fluxx prompts and upload attachments.
- In the meantime, you may complete your proposal using a Word document.
- Once complete, you may submit your full proposal and attachments through Fluxx.
- Upload a Budget Narrative (PDF), and both Personnel and Program budgets (PDF) before submitting to Fluxx.
- It's advised that applicants gather the required documents and begin writing their proposals on a separate document before submitting their proposal through Fluxx.

II. Questions & Rating Criteria

Write a narrative response to sections A – E. Answer each section completely according to the 7 questions. Do not exceed a total of 1700 words for sections A – E (Section F, Attachment 2 and Section G do not count towards the page limit). Applications will be rated out of 100 points for the following criteria:

A. TELL US WHO YOU ARE (15 POINTS)

1. Explain your agency's history, mission, cultural identity, and experience providing services you are proposing.
2. What is unique about your organization or business that should be considered when looking across similar applicants?

Rating Criteria - A strong application meets all the criteria below.

- Experience reflects a history of providing services that are focused on helping individuals gain safety, improve health and racial equity, and address barriers to securing housing.
- The agency effectively demonstrates unique features which are needed within the community and Continuum of Care through this funding process.

B. WHAT ARE YOU PROPOSING TO DO? (30 POINTS)

1. Explain what your organization is proposing to do.
2. Where is your organization or business based/located? (Region, city, neighborhood(s), etc.)
3. When can you start?
4. Is there any ramp up time needed? (Yes/No) If so, please explain.
5. Who will you serve and how many people/households/participants do you plan to serve annually?
6. What is the ratio of staff to residents/participants?
7. Can you provide a mobile model for the delivery of services being proposed? (Yes/No)

Rating Criteria - A strong application meets all the criteria below.

- Applicant has a logical, thorough plan to address the needs identified in this procurement process.
- Applicant proposes to implement services within KCRHA's jurisdiction and/or target location(s).
- The ratio of direct-service staff to participants supports person-centered, housing-focused services.
- Applicant clearly explains a realistic timeline which aligns with KCRHA's priorities.
- Applicant provides detail about the anticipated number of people housed and anticipates serving an underserved population.
- Applicant expresses the ability to be mobile in their services delivery.

C. HOW IS YOUR WORK ADVANCING RACIAL EQUITY & SOCIAL JUSTICE? (25 POINTS)

1. Please describe the strengths and brilliance of those you plan to serve. What are the root causes that undermine their strengths and brilliance and create gaps in their potential?
2. Describe how your agency supports and empowers low-income Black, Indigenous, and People of Color (BIPOC) communities who have historically experienced systemic oppression.
3. Describe how your agency supports and empowers Trans communities who have historically experienced systemic oppression.
4. Describe how your agency supports and empowers the LGBTQ community, people living with disabilities, survivors of DV, immigrants/refugees, people living with substance use disorder, co-occurring disorders, people with criminal records, and/or people with limited English proficiency who have historically experienced systemic oppression.

Rating Criteria - A strong application meets all the criteria below.

- Applicant demonstrates how they empower their customers' potential and demonstrates an understanding of the historical systemic forms of oppression which harm the communities they serve.
- Applicant has a strong history and/or commitment working with and supporting low income, BIPOC, LGBTQ Trans, and other marginalized communities and individuals impacted by institutional racism.

D. TELL US ABOUT YOUR PARTNERSHIPS (25 POINTS)

1. Describe if you plan to partner with other agencies or community stakeholders as part of the program you are proposing. How will your partnership work?
2. What role will participants play in planning, implementation, and evaluating your proposed program area(s)?
3. Does your program budget reflect an equitable partnership? (Yes/No) Please explain.

Rating Criteria - A strong application meets all the criteria below.

- Applicant clearly describes who and how they will partner with other agencies and/or other community stakeholders to accomplish their proposed program.

- Applicant effectively communicates how they ‘share power’ and respond to customer feedback by including customer voice in their planning, implementation, and evaluation of services.
- Applicant’s budget and explanation reflect an equitable partnership.

E. TELL US ABOUT YOUR DATA AND FISCAL MANAGEMENT PRACTICES (5 POINTS)

1. Describe your agency’s experience or ability to collect and manage Homeless Management Information System (HMIS) data.
2. What is your agency’s experience gathering and reporting on programmatic data? If your agency has limited experience in gathering and reporting on program data, please describe your capacity-building needs in this area.
3. Describe how your agency manages finances, including any financial systems and controls in place.

Rating Criteria - A strong application meets all the criteria below.

- Applicant has previous experience or explains their knowledge and capacity to collect and manage HMIS data.
- Applicant has experience or has the ability to meet reporting requirements with state, local and/or federally funded programs.
- Applicant adequately describes its revenue, financial health, and financial management system.
- Applicant has a fiscal management system which maintains checks and balances and follows Generally Accepted Accounting Principles to safeguard all funds that may be awarded under the terms of this funding opportunity. If the applicant lacks fiscal management capabilities, the applicant identifies its fiscal sponsor.

F. HOW MUCH FUNDING IS NEEDED, WHY? (5 POINTS)

Complete the Proposed Program and Personnel Budgets (Attachment #2, tabs 1 & 2) for each program area you are applying for. Do not provide your agency’s total budget. Costs should reflect the proposed activities and any additional fund sources directly related to the program area(s) being proposed. In addition to Attachment #2, complete a budget narrative which addresses the questions below. Attachment #2 will not count toward the 1700 word limit

1. Describe each budget item you are requesting and how you plan to use it.
2. Is there any other project funding/revenue or income received from other sources for the proposed program(s) (individual, government, foundation, fees for service, volunteers, etc.)? (Yes/No) If yes, please include each additional fund source in separate columns on Attachment #2.

Rating Criteria - A strong application meets all the criteria below.

- Staff positions and qualifications are designed to meet the needs of its customers.
- Applicant explains each budget item and its use clearly. Budget items seem logical and cost effective.
- If funds are being used from other sources, applicant clearly lists the fund source(s) and budget allocations are clearly explained.

III. Deadline & Completed Application Requirements

A. Application Submittal

1. A completed and signed Application Cover Sheet (Attachment #1).
2. The application must include:
 - a. A completed narrative response to sections A. – F. (Attachment #2 does not count towards the 1700 limit).
 - b. If you are proposing a partnership or subcontract with another agency, attach a signed letter of commitment from that agency's Director or other authorized representative.
 - c. List of Board of Directors names and last three meeting minutes.

Friday, March 24, 2023

Completed applications are due by ~~Thursday, March 9, 2023~~ @ 11:59PM PST Via [Fluxx](#).

Applications must be submitted to Fluxx. Faxed, hand delivered, or mailed applications will not be accepted. KCRHA advises submitting application documents in Fluxx several hours prior to the deadline in case you encounter an issue with the system, etc. KCRHA is not responsible for ensuring that applications are received by the deadline. KCRHA reserves the right to deny any applications submitted after the stated deadline.

B. Determination of a Completed Application

KCRHA screens each complete application that is submitted on time. For applicants that are determined "complete", KCRHA will request copies of the following documents if they are not already on file:

1. Current fiscal year's financial statements, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. Most recent audit reports.
3. Most recent fiscal year-ending Form 990 report.
4. Current certificate of commercial liability insurance (if awarded, the agency's insurance must conform to Master Service Agreement (MSA) requirements at the start of the contract).
5. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
6. Proof of federally approved indirect rate, if applicable.
7. Proof of Federal [System for Award Management](#) (SAM) registration in good standing, if applicable.

IV. Application Checklist

Permanent Housing & Support Services Request for Proposals (RFP)

This checklist is to help you ensure your application is complete prior to submission, and to verify KCRHA's expectations. Please do not submit this form with your application.

HAVE YOU...

- Read and understand the following additional documents found on the KCRHA website?**
 - [Proprietary and Confidential Information](#)
 - [KCRHA's Agency Minimum Eligibility Requirements](#)

- Completed and signed the 1-page Application Cover Sheet? (Attachment #1, upload in Fluxx) ***
 - If your application names specific partner agencies, representatives from these agencies must also sign the application cover sheet.

- Completed each section of the Narrative response for each program area(s) you are applying for? (Enter narrative response for each question in Fluxx)**
 - TELL US WHO YOU ARE (15 points)
 - WHAT WOULD YOU LIKE TO DO? (30 points)
 - HOW IS YOUR WORK ADVANCING RACIAL EQUITY & SOCIAL JUSTICE? (25 points)
 - TELL US ABOUT YOUR PARTNERSHIPS (25 points)
 - TELL US ABOUT YOUR DATA AND FISCAL MANAGEMENT PRACTICES (5 points)
 - HOW MUCH FUNDING IS NEEDED AND WHY? (5 points)

- Attached the following supporting documents?***
 - Roster of your current Board of Directors
 - Minutes from your agency's last three Board of Directors meetings or comparable minutes as outlined in Section III of the application.

- *If you are proposing a significant collaboration with another agency, have you attached a signed letter of commitment from that agency's Director or other authorized representative?**

**These documents do not count against the page limit for the proposal narrative section. They do not apply to for-profit businesses.*

Friday, March 24, 2023

All applications are due to the King County Regional Homelessness Authority, **Thursday, March 9, 2023 @ 11:59PM PST Via Fluxx** See Section III for submission instructions.

**King County Regional Homelessness Authority
Permanent Housing & Support Services
Request for Proposals (RFP)
Application Cover Sheet**

1. Applicant Agency:			
2. Application Program Area(s) (check all that apply):	<input type="checkbox"/> Property Management & Maintenance <input type="checkbox"/> Housing Support & Behavioral Health Services		
3. How many households do you plan to serve annually?			
4. When can you start offering services?			
5. Preferred Location(s) within King County:			
6. Agency Executive Director:			
7. Total Amount being requested:			
8. Agency Primary Contact			
Name:		Title:	
Address:			
Email:		Phone:	
9. Organization Type:			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
10. Federal Tax ID or EIN:		11. DUNS #:	
12. WA Business License #:			
13. Partner Agency (if applicable):			
Contact Name:		Title:	
Address:			
Email:		Phone:	
Signature of partner agency representative:			Date
Authorized physical signature of applicant/lead agency			
<i>To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.</i>			
Name and Title of Authorized Representative:			
Signature of Authorized Representative:			Date