



# 2024 South King County Outreach Services Request for Proposals

October 24, 2024

Updated: November 1, 2024

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# I. Introduction

The 2024 South King County (SKC) Outreach Services Request for Proposal (RFP) is seeking applications from qualified agencies interested in providing outreach services in South King County from January 1, 2025, through December 31, 2025. King County has allocated \$150,000 to South King County in American Rescue Plan Act funds to procure outreach services to connect individuals experiencing unsheltered homelessness to resources.

This funding opportunity is open to proposals from non-profit and faith-based organizations throughout King County with preference for agencies already providing services in South King County. The intent of the SKC Outreach Services RFP is to procure outreach services that support comprehensive, person-centered solutions while promoting equity, inclusivity, and better outcomes. **KCRHA expects to award one agency one-time funding of \$150,000.**

Centered in [KCRHA's Theory of Change](#), all proposals will be reviewed to ensure completeness, alignment with the program scope, and budget feasibility. The rating team will recommend proposals to be funded, giving preference to proposals that KCRHA expects to award funds to an agency that is able to:

- Meet KCRHA's Minimum Eligibility Requirements
- Engage in outreach services with people experiencing unsheltered homelessness in South King County;
- Practice harm reduction strategies;
- Engage with clients with person-centered and trauma-informed approaches;
- Meet data and reporting requirements within the Homeless Management Information System (HMIS);
- Ensure compliance with local laws and regulations;
- Advance equity for Black, Indigenous, and other people of color as well as individuals who identify as LGBTQ+ and individuals with disabilities.



## II. Timeline

Action	Date
RFP Released	October 24, 2024
Information Session Webinar <i>Participation is highly suggested but not required</i>	October 30, 2024, at 12:00 PM PST <a href="#">Register for Info Session</a>
Last Day to Submit Questions to <a href="mailto:RFP@kcrha.org">RFP@kcrha.org</a>	November 4, 2024, at 5:00 PM PST <i>Q&amp;A will be available on <a href="#">KCRHA website</a> under "Funding Opportunities" drop-down menu</i>
RFP Deadline	November 11, 2024, at 11:59 PM PST
Denial Notification	Week of December 2, 2024
Appeals Due	Week of December 9, 2024 5 business days post notification
Award Notification	Week of December 9, 2024
Estimated Contract Start Date	January 1, 2025

- \* KCRHA reserves the right to change any dates in the RFP timeline. Any updates, including responses to questions, will be posted on the KCRHA website.
- \*\* Please contact the Procurement Coordinator for accommodation requests at [RFP@kcrha.org](mailto:RFP@kcrha.org).
- \*\*\* KCRHA recommends applicants begin their applications several weeks before the deadline to ensure technical difficulties do not get in the way of meeting the application deadline.
- \*\*\*\* KCRHA reserves the right to reopen any funding opportunity if there are less than three application submissions and/or the applications rated do not meet the minimum rating threshold of 70/100.

The deadline for submitting a completed RFP application is November 11, 2024, at 11:59 PM PST. An Information Session will be held to review the RFP and answer questions on October 30, 2024, at 12:00 PM PST. Agency representatives should plan to attend the Information Session and can [register for the information session here](#). Questions and answers elicited during the Information Session, and questions otherwise answered by the Procurement Coordinator, will be posted online at KCRHA's [Funding Opportunities webpage](#).

Questions submitted outside of the Information Session should be submitted to the Procurement Coordinator via email at [RFP@KCRHA.org](mailto:RFP@KCRHA.org). The final day to ask questions related to this funding opportunity is November 4, 2024, at 5:00PM PST, to allow adequate time for all questions and answers to be posted online and viewed by all applicants.

Agencies are not to contact any other KCRHA staff or representative about the procurement process other than the Procurement Coordinator at [RFP@KCRHA.org](mailto:RFP@KCRHA.org).



## III. Funding

KCRHA will use King County American Rescue Plan Act (ARPA) funds to support the projects awarded through this RFP. KCRHA expects to award one agency \$150,000.00 in one-time funds with a funding period of January 1 – December 31, 2025.

## IV. Eligibility Requirements

Applicants must adhere to the eligibility requirements to be eligible to apply for funding through the SKC Outreach Services RFP.

1. Agencies are required to meet the Minimum Eligibility Requirements found on [KCRHA's website](#).
2. Agencies are expected to adhere to current, appropriate COVID-19 safety guidelines and 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.
3. Unique Entity ID (UEI) and [Federal System for Award Management](#) (SAM) registration in good standing.
4. All funded agencies will participate in data collection through King County Homeless Management Information System (HMIS) to evaluate and improve the quality of their programming. KCRHA will collaboratively establish and evaluate performance metrics with each grantee which will be incorporated into each Service Contract.

## V. Program Scope

Successful proposals will demonstrate the capability of delivering integrated services effectively and efficiently. The program aims to provide outreach services for South King County.<sup>1</sup>

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<sup>1</sup> South King County Encompasses Algona, Auburn, Black Diamond, Burien, Covington, Des Moines, Enumclaw, Federal Way, Kent, Maple Valley, Newcastle, Normandy Park, Pacific, Renton, SeaTac, Tukwila, and unincorporated areas south of Seattle, including but not limited to East Federal Way, Fairwood, Hobart, Skyway, White Center.



The sections below summarize the program area(s) and associated requirements contained in this RFP that successful applicants will be responsible for implementing and managing. **Expanded program details can be found in each program area below.** KCRHA is open to applications where agencies (for profit or faith-based organization) partner to provide the required scope of activities.

## 1. Summary of Program Requirements

- Establish and maintain relationships and necessary information for residents at encampments and individuals experiencing unsheltered homelessness in South King County. Agency selected will concentrate resources on encampments and unsheltered individuals that are determined to be the most vulnerable or need the most support.
- Collaborate with population specific outreach agencies to provide services if an individual needs tailored outreach.
- Coordinate with jurisdictions and other agencies on an ongoing basis, with intensive coordination when a jurisdiction is planning to remediate an encampment area.
- Engage with, conduct and report (see HMIS Date Entry) regular and ongoing outreach services with individuals experiencing unsheltered homelessness and encampments.
- Engage with unsheltered individuals who face imminent risk of a serious or life-threatening injury and to assist those individuals voluntarily relocating or moving into housing or shelter.
- Support harm reduction and interim survival strategies for unsheltered individuals, including collaborating with municipal services, as needed, and other providers to address concerns such as risks of overdose and health/safety hazards.
- Establish relationships with local service providers, community organizations, and closely impacted community residents; and serve as a source of information, and liaison if appropriate, regarding encampment engagement.
- Identify the service and housing needs of each unsheltered individual outreach services are provided for.
- Engage people in services, including appropriate referrals to housing and shelter, and maintain active contact with participants.
- Collaborate with other homelessness service providers to streamline engagement and holistically serve unsheltered individuals.
- Participate in ongoing evaluation and collaboration with KCRHA staff and community partners.

## 2. Provider Profile and Requirements

- Non-profit or a faith-based organization;
- Awardee is responsible for maintaining clear and accurate project records;



- Any staff with regular interaction with participants must have de-escalation training and other support to provide trauma-informed and person-centered care.

### 3. Eligible Costs

- Outreach supportive services only
  - Personnel and fringe benefits
  - Operating costs
  - Supplies
  - Electronic equipment for outreach workers
    - Smartphones
    - Tablets
    - Etc.
  - Staff pay incentives
  - COVID safety supplies
  - Flexible client assistance
  - Hotel vouchers
  - Move-in costs
  - Transportation for clients

### 4. Ineligible Costs

- Rental assistance
- Capital costs or repairs

### 5. HMIS Data Entry

- Awarded agency must comply with the Continuous [Data Quality Improvement Plan](#) for Homeless Management Information System (HMIS) entry for designated project type. This includes data completeness, accuracy and timeliness of required data and submit reoccurring outcome reports required by KCRHA as requested. Data Entry elements may include but not limited to the following:
  - Coordinated entry enrollment:
    - Housing Needs Assessment
    - Current Living Situation Assessment
    - Referral and navigation services
  - Outreach Program Enrollment:
    - Location of initial outreach (geolocated)
    - Date of Engagement
    - Exit information
  - Demographic Information
    - In addition, if client consents to - their contact information
  - Service Provision:
    - Connection to Behavioral Health services;
    - Public benefits enrollment;
    - Provision of harm reduction supplies (including educational materials)
    - Naloxone training and distribution;



- Help obtaining identification;
- Connection to medical services i.e., wound pack distribution;
- Support for cultural well-being;
- Language support service
- Referral to employment or job advancement services;
- Completion of housing needs assessment as applicable

## VI. Contracting Requirements

1. Any contract resulting from this RFP will be between KCRHA and the applicant organization.
2. Contractors will be required to comply with the Terms and Conditions of the KCRHA Master Service Agreement (MSA). These requirements shall be included in any contract awarded because of the RFP and are not negotiable.
3. Contractors will be required to maintain books, records, documents, and other evidence directly related to the performance of the work in accordance with Generally Acceptable Accounting Procedures. KCRHA, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
4. Contractors must complete all required reports and billing documentation as stated in the contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
5. Contractors must have the capacity to protect and maintain all confidential information gained by reason of this contract against unauthorized use, access, disclosure, modification, or loss.
6. Contracts may be amended to ensure that services and outcomes align with community needs, or changes in availability of funding.

## VII. Performance Expectations

Agencies will report on client outcomes through performance commitments. Specific numerical goals for performance commitments will be determined during contract negotiation. Examples of performance commitments are shown below.

1. 60% of households **that** receive a referral to emergency shelter or an authorized encampment.
2. Number of new household enrollments in HMIS.
3. Number of total enrollments in HMIS.





4. Percent of households members that consent to HMIS.

## VIII. Process & Instructions

### i. Selection Process

1. Agencies must demonstrate the capacity to meet all the program requirements. All interested parties must submit a complete application via [Smartsheet](#) to be considered for funding. Proposals must meet minimum eligibility qualifications. An eligibility screening will verify that: 1) the application is complete including a response to all questions, 2) all minimum eligibility documents have been submitted, and 3) the application is submitted on time.
2. Agencies must respond expeditiously to any clarifying questions or document requests. Failure to respond in a timely manner may result in agencies being deemed non-responsive. Non-responsive **applications quotations** will not be considered.
3. An internal review panel of subject matter experts including community members and individuals with lived experience will review the applications and score based upon the scoring criteria in the Questions and Rating Criteria listed in the section below. Agencies with a score of less than 70 will not be considered eligible.

### ii. Application Submittal Instructions

Applications will be rated on the information requested in this RFP 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 rated.

Questions related to the RFP should be directed to the KCRHA Procurement Team at [rfp@kcrha.org](mailto:rfp@kcrha.org). Agencies and their representatives must not reach out to any other KCRHA staff about this procurement to ensure a fair process.

#### Instructions

Agencies are asked to complete an application with their **property management** qualifications and **budget quotation**. The [Smartsheet](#) form will open for submissions on October 24, 2024. Once complete, you may submit your full proposal and attachments through [Smartsheet](#).

Follow all listed instructions in the [Smartsheet](#) application. It is advised that applicants gather the required documents and begin writing their responses on a separate document before the



Smartsheet form opens. Please email us at [rfp@kcrha.org](mailto:rfp@kcrha.org) if you experience any technical difficulties with [Smartsheet](#).

**Upload all required documents within the Smartsheet application.**

1. Completion of [Smartsheet Application](#).
2. Application response to Questions and Rating Criteria listed in the section below. Use the editable [2024 SKC Outreach Services Application](#) provided (**updated November 1, 2024**).
3. Submit budget documents following the instructions in the section below.
  - a. [RFP Budget Detail Form](#)
  - b. [RFP Budget Template – Program and Personnel](#)
4. 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.
5. Submit all Minimum Eligibility documents that are appropriate for your agency type. Review the full [KCRHA Minimum Eligibility Requirements Checklist document](#) to ensure your agency is meeting all requirements.

MINIMUM ELIGIBILITY REQUIREMENT	SUPPORTING DOCUMENTATION
Applicant must be incorporated as a <a href="#">Washington State, private non-profit corporation</a> . <b>Note:</b> Applicant must be granted 501(c)(3) tax-exempt status.	Certificate of Incorporation  KCRHA confirms the status via the <a href="#">IRS website</a>
<b>OR</b> a <a href="#">Federally</a> or <a href="#">Washington State-recognized</a> Indian tribe.	Federal or State Registry listing
<b>OR</b> a public corporation or other legal entity established per <a href="#">R.C.W. 35.21.660</a> or <a href="#">35.32.730</a> (public corporation, commission, or authority).	Authorizing documents such as an interlocal agreement, legislative act, or ruling, etc.
<b>AND</b>	
Applicant must be in good standing 12 months before and on the date of application for pre-certification.	<a href="#">Certificate of Existence</a>
Applicant must have a Federal Tax Id number / employer identification number (EIN)	EIN Registration Confirmation from the IRS
Applicant must have <a href="#">Washington State Business License</a> (UBI#) and <a href="#">Seattle Business License</a> (as applicable), and pay taxes as required by the laws of those jurisdictions.	Copy of Business License(s)



Applicant must not be presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from competing for funding opportunities by any Federal, State, or local department or agency.	<a href="#">KCRHA Certification of Non- debarment</a>
Applicant must have an active System for Award Management (SAM) registration on Sam.gov <b>and</b> an active Unique Entity ID number (UEI).	<a href="#">Proof of active SAM registration and UEI number</a>

Required format for each submitted application:

- a. Typed, no more than 1,700 words per section;
- b. Convert each document into a PDF file before uploading to [Smartsheet](#).

Completed applications are due by **November 11 at 11:59 PM PST**. KCRHA advises completing the [application documents](#) several days prior to the deadline in case you encounter an issue with your internet connectivity, etc. We recommend you respond to each question in a Microsoft Word document, then upload to [Smartsheet](#). 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.

### iii. Questions & Rating Criteria

#### 1. AGENCY EXPERIENCE AND PROPOSED APPROACH (25 points)

- a. What is your program's current or proposed outreach service model, and what changes have or would you make to develop and/or operate this program? (10 points)
- b. How does your current/proposed service model lead to resource referrals, exits to shelter and permanent housing, or overcome barriers to service engagement? (10 points)
- c. What is the anticipated number of people who will be served in your proposed model? In your response, include an estimated number of individuals, couples, families, and if you anticipate serving a specific or underserved population. (5 points)

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

- Applicant demonstrates experience and a logical plan to execute the core components of their selected program area(s) including an understanding and connection to race and social justice.
- Applicant describes how they will facilitate referrals and information sharing with associated non-congregate shelters, homelessness outreach agencies, and housing programs.



- Applicant provides detail about the anticipated number of people housed and anticipates serving an underserved population.

## 2. STAFFING (15 points)

- Describe the staff who will have a significant role in designing, delivering, and evaluating the program, their background/experience, and their responsibilities. (5 points)
- How will staff with regular interaction with participants be trained in de-escalation and harm reduction, and other supports to provide trauma-informed and person-centered care? (5 points)
- What is the ratio of staff to participants? (5 points)

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

- Staff positions and qualifications are designed to meet the needs of residents.
- Staff are, or an effective plan is in place for them to be, trained in de-escalation and harm reduction, and other supports.
- Ratio of staff to participants is logical.

## 3. RACIAL EQUITY & SOCIAL JUSTICE (15 points)

- Describe how your agency uses strength-based approaches to empower BIPOC communities who experienced systemic oppressions and/or poverty and how this approach supports BIPOC people and communities? (3 points)
- What strategies do you use to build the leadership capacity of BIPOC (Black, Indigenous, and People of Color) employees within your organization? (2 points)
- Describe how your agency provides quality and person-centered outreach services that are respectful and designed for people experiencing unsheltered homelessness including: (10 points total)
  - People living with disabilities including physical and mental disabilities: How will you ensure the services are accessible for people with disabilities? (1 point)
  - People with mental illness: How will staff be trained to support people with severe and persistent mental illness? (1 point)
  - Survivors of domestic or intimate partner violence: How will staff be trained to ensure survivors and individuals fleeing domestic violence are referred to appropriate resources? (1 point)
  - Immigrants/refugees: How will your organization ensure that cultural differences and practices are respected? (1 point)



- v. People living with substance use disorder (SUD): How will your organization meet the needs of people living with SUD including having staff trained to use Naloxone? (1 point)
- vi. People with criminal records: How will your organization reduce barriers for people with criminal records? (1 point)
- vii. People with limited English proficiency (LEP): How will you ensure people there will be no language barriers for LEP? (1 point)
- viii. LGBTQIA+ community: How will your agency ensure your staff are welcoming and connect individuals to appropriate and welcoming resources? (1 point)
- ix. Transgender people: How will your organization and staff ensure transgender individuals are respected including the use of preferred names and pronouns? (1 point)
- x. Other communities that have historically experienced systemic oppression. (1 point)

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

- Applicant has a strong history and experience working with and supporting low income BIPOC communities and individuals impacted by institutional racism and/or poverty.
- Applicant understands the historical and systemic nature of **systemic** oppression impacting the communities they propose to serve and proposes ways to undo these harms within their proposed program.
- Applicant demonstrates ethical decision making and the ability to be flexible with client centered needs.
- The applicant explains their commitment to make changes over time to ensure clients are satisfied with their services and successfully transition to permanent housing.

**4. PARTNERSHIPS (15 POINTS)**

- a. Describe how you will partner with individuals experiencing unsheltered homelessness, encampments, local jurisdictions, and/or other agencies to execute the proposed program.

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

- Applicant clearly describes who and how they will partner with individuals experiencing unsheltered homelessness, encampments, local jurisdictions, and/or other agencies in planning, implementation, and evaluation.

**5. HOMELESSNESS MANAGEMENT INFORMATION SYSTEM & DATA MANAGEMENT (15 points)**



- a. Describe your organization's experience with managing Homelessness Management Information System (HMIS) or similar data and systems. What specific roles have you or your team members held in previous HMIS implementations or equivalent? (5 points)
- b. How does your organization ensure compliance with data timeliness and completeness standards? Describe the processes and tools in place to monitor data accuracy and timeliness. (3 points)
- c. What strategies will you implement to support staff training on HMIS use, data privacy, and security? Include details on frequency, content, and assessment of training effectiveness. (3 points)
- d. What is the anticipated impact of your HMIS management strategies on the overall effectiveness of the programs you serve? Include metrics or benchmarks you will use to measure success and/or any HMIS modules you will be leveraging. (4 points)

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

- Applicant demonstrates substantial experience in managing HMIS or similar data and has specific examples of roles and responsibilities.
- Applicant provides a clear plan for ensuring compliance with data timeliness and completeness standards, including monitoring and reporting practices.
- Training strategies are comprehensive, addressing staff needs for using HMIS effectively while ensuring data privacy and security.
- Metrics for measuring impact on program effectiveness are specific, realistic, and aligned with the goals of the programs served.

**6. BUDGET (15 points)**

- a. Upload to Smartsheet the proposed program budget. Agencies must complete and upload both templates below:
  - a. [RFP Budget Detail Form](#)
  - b. [RFP Budget Template – Program and Personnel](#)
- b. Provide a Budget Narrative which provides a line-by-line overview and explanation of your methodology of each budget line item requested. Do not provide your organization's total budget. Costs should be reflected in the proposed activities and any additional funding associated directly to the program area(s) being proposed. Section word limit does not apply to Budget Narrative.

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



- Staff positions and qualifications are designed to meet the needs ~~of its~~ clients.
- 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.

