



NEW CASTLE COUNTY
Purchasing Division
87 Reads Way
New Castle, DE 19720
(302) 395-5250

Non-Profit Homeless Shelter Services Provider
Bid #22PP-004

Interested parties are asked to submit a proposal, in writing, with one (1) signed and three (3) copies, to New Castle County Purchasing Division, 87 Reads Way, New Castle, DE 19720, by **2:00 p.m., Wednesday, December 8, 2021** so stating their interests and qualifications.

Bidders are responsible for obtaining the bid specifications and all addendums from the New Castle County Purchasing website at bids.newcastlede.gov

Questions about the project should be directed in writing by **noon, Friday, November 19, 2021** to Clifton Crawford, Purchasing, via email at Clifton.Crawford@newcastlede.gov

Sealed proposal envelopes will carry a clear notification in the lower left quadrant, **Non-Profit Homeless Shelter Services Provider, Bid #22PP-004.**

Due to the coronavirus (COVID-19) emergency declared by the State of Delaware, New Castle County bid responses may be accepted electronically at bids@newcastlede.gov and the electronic receipt will serve as the official time stamp with hard copies to follow by mail, provided that the hard copy mailed shall match the electronic submission without exception. In addition, New Castle County bid openings shall be recorded and published without in person attendance (provided that bid receipts are certified by the County) and will be timely announced on bids.newcastlede.gov.

FAX proposals **cannot** be accepted.

Pursuant to New Castle County Code and Delaware State Law, no contract will be awarded to any vendor unless, before or in conjunction with the actual award of the contract to such vendor, has submitted proof satisfactory to the County, or to the awarding agency, or the designated representative of the County or the awarding agency, as the case may be, that it and each and every subcontractor named by it in its bid, if any, will at the time it submits such proof have valid and effective licenses required by the State and the County, and the political subdivisions, if any, in which the project is located, and the United States government, in order for each of them (i) to do business therein; (ii) to comply with all tax laws thereof; and (iii) to perform the labor and/or supply the material involved in the performance of the contract.



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Awards, if any, will be made in conjunction with the Delaware Code, Subchapter 2, Chapter 69, Title 29, and the New Castle County Code.

Minority and Women-owned Business Enterprises (MWBE) will be afforded full opportunity to submit proposals and will not be subject to discrimination on the basis of race, color, nation origin, sex, religion, age, disability, or sexual orientation in the consideration of this award.

Mailing address: New Castle County Government Center
Purchasing Division
87 Reads Way
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PART I - GENERAL INFORMATION

New Castle County Department of Community Services is seeking proposals from providers to provide the service component of the Hope Center, a hotel/motel-based non-congregant shelter (NCS) project for individuals experiencing literal homelessness with the primary goal of rehousing those households, as part of New Castle County's response to the coronavirus pandemic for the most vulnerable.

Introduction

The New Castle County Hope Center provides temporary, emergency, non-congregate shelter for people experiencing homelessness. It was purchased to increase the capacity of the homeless system during COVID-19, by providing additional hotel room space. The Hope Center operates by referrals, currently from the Division of State Service Centers only and does not accept walk-ins.

New Castle County Department of Community Services is seeking proposals from providers to provide the service component of the Hope Center, a hotel/motel-based non-congregant shelter (NCS) project for individuals experiencing literal homelessness with the primary goal of rehousing those households, as part of New Castle County's response to the coronavirus pandemic for the most vulnerable. At this time, the project is anticipated to operate for *12 months*. The project will operate only as long as is necessary to prevent, prepare for, or respond to the coronavirus pandemic. Projects may be asked to scale up or scale down their project based on funding available.

Length of Contract

The term of the contract will be from January 1, 2022 through December 31, 2022. The contract may be renewed annually based on revenue availability, contractor performance and/or need and by mutual agreement of both parties. Contracts arising from this RFP are subject to funding and all identified funding sources are subject to change based on funding source allocations.

Contract Requirements

- A. The contractor must operate the program independently and not as an agent of New Castle County.
- B. The contractor must comply with all applicable federal, state, local statutes, and rules governing the operations of the program, including, but not limited to the following:



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1. The Americans with Disabilities Act of 1990, 42 USC 12101 et seq., as well, as ORS 30.670 through 30.685, ORS 659.425 and ORS 659.430, and all rules and regulations implementing those laws.

PART II - PROGRAM INFORMATION

Background and Overview

The U.S. Centers for Disease Control (CDC) is currently responding to an outbreak of respiratory disease caused by a new coronavirus that was first detected in China and has now been detected in over 200 countries worldwide. The virus has been named “SARS-CoV-2” and is commonly referred to as coronavirus, or COVID-19. On March 11, the World Health Organization (WHO) declared COVID-19 a pandemic. Many of the recommendations to prevent the spread of COVID-19 may be difficult or impossible for a person experiencing homelessness to follow and those experiencing homelessness may be particularly vulnerable due to a variety of risk factors. It is recommended that individuals avoid crowded, congregate settings, which presents challenges to those seeking emergency shelter. To adequately respond to COVID-19 amongst unhoused populations, the CDC recommends identifying non-congregate settings where those at increased risk can stay in order to help protect them from COVID-19.

Non-congregant emergency shelter has been instrumental in preventing virus infection among adults experiencing homelessness and other people whose age or underlying health conditions put them at higher risk for dangerous complications from COVID-19. Rehousing residents directly out of non-congregant emergency shelter, which will reduce client exposure to the coronavirus, is central to planning and implementing NCS strategies.

Project Description

This project seeks to provide temporary, hotel/motel-based non-congregant emergency shelter at the Hope Center located at 365 Airport Road in New Castle, Delaware and services to individuals experiencing literal homelessness as part of New Castle County’s response to the coronavirus pandemic, with the primary goal of rehousing those households as quickly as possible. At this time, the Hope Center is anticipated to operate for *at least 12 months*. The project will operate only as long as is necessary to prevent, prepare for, or respond to the coronavirus pandemic.

The Hope Center project offers communities employing rehousing strategies a head start in rapidly identifying a cohort of people at high risk for bad outcomes from infection. They also create an ideal platform for streamlining the process of helping people find and move into housing that meets their needs. All the steps in the housing process-- from enrollment and



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assessment to documentation of eligibility to housing navigation to case management-- are ideally completed while the client is still residing at the Hope Center.

Eligibility/Homeless Status

All participants must be determined to be homeless under Categories 1 or 4 according to HUD's Final Rule on "Defining Homeless" (24 CFR parts 91, 576 and 578).

Literally homeless (Category 1) is defined as:

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
- (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
- (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Fleeing Domestic Violence (Category 4) is defined as: Any individual or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence.
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks to obtain other permanent housing.

See CoC Interim Rule for a full explanation of Categories 1 and 4.

Activities of Daily Living (ADLs)

All individuals participating in the program must not require hospital or skilled nursing care. Individuals residing in the project must be able to manage activities of daily living independently; these include bathing, dressing, transferring, toileting and eating.

Centering Racial Equity

When streamlining re-housing processes and prioritizing high-risk people residing temporarily at the Hope Center the Service Provider and their partners should work to ensure that their efforts do not perpetuate existing racial inequities by centering racial equity in all operations of the Hope Center. Key steps to doing so include providing an equal voice for Black and Indigenous People of Color (BIPOC) and people with lived experience of homelessness at planning tables



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and establishing specific data metrics to ensure that whether BIPOC are being served at the Hope Center and successfully rehoused at rates that will help reduce disparities in outcomes for this population. In addition, the Service Provider should carefully evaluate the racial and ethnic makeup of the Hope Center populations and any potential bias in entry policies and procedures to ensure the focus of the Hope Center rehousing strategies does not deepen inequities in housing and health outcomes.

Coordinated Entry and Referral Process

All participants will be referred to the project through partner agencies including the Delaware State Service Center, the Delaware Center for Homeless Veterans, Christiana Care and any other identified and approved partners. Community partners may submit referrals on behalf of individuals believed to be eligible and appropriate, based on the criteria outlined, using the designated process. A referral system must also be available.

Individuals will be screened in advance as meeting the eligibility criteria (COVID-19 vulnerable characteristics or homeless status) prior to being referred to the Service Provider. Service Provider will be responsible for documenting eligibility (housing status) upon referral and enrollment into the project.

Low Barrier and Housing Focused

This project will be required to follow a low-barrier and housing focused approach. The Service Provider must make all efforts to screen individuals *into* the project based on the eligibility criteria and will immediately upon enrollment into the Hope Center begin a rehousing plan and effort to exit households into permanent housing solutions as quickly as possible. A projected exit date should be a part of that rehousing plan. Service provider may not deny entry to the project based on any of the following criteria:

- Current or past substance use (note: participants may not use or possess substances on the premises)
- Presence of mental health disorders or issues, disabilities, or other psychosocial challenges, including non-compliance with taking prescribed or recommended medication
- Criminal background, unless a participant poses an imminent threat to themselves, staff, or others
- Previous program participation or experience, including previous bans from services
- Lack of identification documentation (see required documentation)
- Lack of income or employment
- Refusal to participate in treatment or services



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- Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered “difficult to serve.”

Further, the Service Provider will be prohibited from conducting drug or alcohol testing/screening, criminal background checks or making inquiries to verify that a participant is not currently using substances or alcohol for the purposes of determining initial or ongoing eligibility for participation in the project.

Required Supportive Services and Activities

Services must be provided and must be available for the duration of a household’s stay in the project, regardless of an individual’s choice to participate in the services offered. Each client must be individually assessed for the types and intensity of services needed.

Each participant, upon entry into the project, must have an approved Delaware Continuum of Care assessment tool. The Delaware CoC is currently using the Vulnerability Index-Service Prioritization Decision (VI-SPDAT) though this assessment tool is being reviewed and may be replaced in the future. Any replacement assessment tools must be utilized. This assessment helps identify appropriate housing and support intervention, moving the discussion from simply who is eligible for a service intervention to who is eligible and in greatest need of that intervention. This will enable the homelessness response system to help prioritize clients.

The Service Provider would be responsible for the overall client management for the Hope Center, on a 24 hour, seven-day-a week basis.

The Service Provider would be responsible for Hope Center client entry screening including any applicable wellness screenings and security protocols. Hope Center clients gain entry through the Service Provider staff and therefore, the client entry protocols must be followed to ensure safety and security of all Hope Center guests and staff.

Staff: Service Provider will provide sufficient, appropriately trained staff to ensure households are monitored and encouraged to participate in designed programming. The Service Provider will provide case management services who will conduct initial assessments and be available to provide linkages to community resources to assist in the rehousing of the household as quickly as possible. The Service Provider will provide on-site activities for those who are staying at the Hope Center. The Service Provider will seek partnerships with community partners to deliver and connect services to the households staying in the Hope Center.



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The minimum, required services that must be provided include:

- ✓ 24-hour access to a hotel/motel room that includes its own restroom and shower. Entry/exit from facility may be limited by the Provider (e.g., must be in the building by 10 p.m.) but participant must be able to access room at all times.
- ✓ 24-hour staffing support
 - Staff must be available for Hope Center client entry at intake door and follow wellness screenings and security protocols.
 - Staff must be available overnight to provide supervision of facility.
- ✓ Intake and assessment of housing barriers including review and signing of the Hope Center guest agreement, review of security/building, housekeeping requirements and processing all paperwork including photo id of all guests (including children and pets).
- ✓ Rapid Resolution (*see Problem Solving*)
- ✓ At least two meals per day (breakfast/dinner, provided in-house or in cooperation with outside vendors upon entry for households currently not receiving food stamps or food benefits.
- ✓ Daily COVID-19 symptom screenings upon entry into the building and connection with Health Care Providers as appropriate.
- ✓ Coordination of behavioral Health services that are offered in-house by the Delaware Division of Substance Abuse and Mental Health Bridge Clinic and/or outside partners.
- ✓ Security services coordination.

Residential supervision

- At least one Staff must always be onsite to provide residential supervision.

Client Support Services

- At least 1 direct support worker per 100 clients. (Note – hotel and security staff are also present) except for the overnight shift which requires a minimum of 1 staff person.
- At the Hope Center, interaction between staff and clients occurs frequently providing ample opportunities for staff and volunteers to check in with shelter clients, provide support, and communicate important information. In the Hope Center setting, particularly during a pandemic, that interpersonal interaction is limited but the same welfare, wellness, and safety needs will exist.



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- Morale and welfare issues will likely be increased during COVID-19 so finding alternative ways of providing this support, when feasible, will benefit the clients and potentially reduce negative behaviors within the Hope Center.

Housing Stabilization Case Management Services

- Ratio of 1 case manager per 35 households.
- Each household should be assigned a case manager who will work with the household on a rehousing plan with identified goals related to housing and income, with the goal to exit into a permanent housing solution as quickly as possible.
- Provide case management services to all Hope Center clients, encompassing mainstream benefits enrollment (e.g., SSI, SSDI), housing transition counseling, landlord negotiation, coordination of move-in assistance, and transition to community health and service supports.
- Each household should be assisted in locating and applying for permanent housing, through use of in-house resources or in collaboration with community-based services.
- Case Managers must attempt communication (check-ins) with each household at least once every 48 hours by phone or in person.

Social Service Provider/Anchor agrees to partner with the current HUD ESG Rapid Re-Housing Program Provider, Family Promise of Northern New Castle County and all services as outlined in 24 CFR § 576.104: Rapid Re-Housing assistance component, and must be provided in accordance with the housing relocation and stabilization services requirements in §576.105, the short- and medium-term rental assistance requirements in §576.106, and the written standards and procedures established under §576.400; or agrees to partner with a New Castle County designated Rapid Re-Housing Provider.

- **Transition Planning**
 - Staff is required to develop a transition plan with each household. Individuals not exiting to permanent housing should be provided with information and referrals to other resources, along with a warm-handoff as appropriate.
- **Follow Ups**
 - 6 and 12 months follow ups must be completed for households exiting to a permanent housing destination.
- **Use of PPE**
 - For COVID-19 or other respiratory illnesses, Hope Center clients must wear a face mask or face covering outside of their rooms when traversing through the facility. Staff and volunteers at a minimum must also wear a face mask while working in the facility. Staff, especially medical staff, working in close contact with shelter clients should wear appropriate PPE per Public Health guidance (i.e., gloves, face mask, etc.).



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Policies and Protocol

Service Provider must follow current Hope Center policies and develop and provide written copies of additional program rules, policies, and procedures. This includes any additional CDC COVID-19 guidelines and their application to the facility. Service Provider must keep informed of and adhere to all State and local Public Health requirements and recommendations related to COVID-19, including any “Stay at Home” orders.

- Service Provider must follow policies and protocol for addressing individuals who exhibit symptoms, have a test pending, or test positive for COVID-19, as advised by Public Health.
- Service Provider must follow current Hope Center policies regarding participant belongings, including storage, search and seizure of property, as well as disposal of property upon participant vacating facility.
- Service Provider will follow and provide enhancements to the current system for managing access to the facility and tracking residents for daily entry/exit from the premises. Visitors or guests are not be allowed to enter the facility or resident rooms.
- Service Provider must follow and enforce the Hope Center guest agreement which outlines the termination policy for exiting participants from the project. All steps should be taken to ensure individuals are not exited to the street without access to basic needs, as much as is possible.
- Service Provider must prohibit the use of alcohol, non-prescription or illegal drugs, weapons, illegal activity, visitors or guests, loud music or other disruptive behavior, physical violence or threats of violence, damage to the property or facilities, any behavior that is disruptive to neighboring residents or surrounding areas.
- Service Provider must follow established protocol and procedure for reporting unusual incidences or occurrences to New Castle County, including all required follow up.
- Service Provider must submit all written policies and procedures to New Castle County prior to implementation of the project.

Animals

Animals (i.e., emotional support, service or recreational pets) must be allowed when pet designated rooms are available. The Service Provider may not prohibit assistance animals on the property.

The Service Provider agrees to enforce the rules outlined in the NCC Hope Center Pet and Dog Run Agreements.



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Homeless Management Information System

Service Provider must enter client data into the Homeless Management Information System (HMIS) for all temporary and permanent housing interventions in accordance with the most current HMIS Data Standards. Service Provider must complete real-time, direct data collection and entry for Emergency Shelter program Entry or Exit and must complete timely data entry within 72 hours for ongoing Service Provision and Updates.

Performance Outcomes and Reporting

All performance outcomes will be based on data entered into HMIS.

Service Provider will be expected to report on outcome progress no less than quarterly including, but not limited to, the total participants enrolled in the Hope Center demographic information of program participants, exit destination, length of stay, and other measures of housing stability. At minimum, performance outcomes will include:

- Less than 30% of households returning to homelessness in 6 months.
- At least 30% of households will exit to permanent housing.
- At least 15% of households without income at entry will obtain income at program exit.
- At least 80% of those exiting to a permanent destination will remain permanently housed at 6 and 12-month follow up.

Additional General Program Requirements

Collaboration and Coordination

Service Provider will be expected to work in collaboration and partnership with New Castle County and all partners and referring agencies at the Hope Center, as well as the broader system of homeless services and Continuum of Care (CoC). Requirements for the project may change or be adjusted as we work to improve the overall homeless service system, and as guidance may continue to change regarding the coronavirus pandemic. The Service Provider will be expected to provide some level of flexibility as this project develops.

Additionally, the Service Provider should coordinate with onsite and outside service partners for any services not provided on-site or through in-house resources that participants may need in order to obtain housing stability. For example, Service Provider may need to coordinate with substance use, mental or behavioral health, employment, or disability services, among others.



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Training

All staff must be trained and must have a level of expertise that is sufficient in working with highly vulnerable populations. At minimum, the following training is recommended for direct support workers:

- Rapid Resolution (Problem Solving),
- Conflict resolution and de-escalation,
- Mental health first aid, motivational interviewing, harm reduction, and housing-based case management best practice models,
- Training on providing services in a COVID-19 environment,
- Domestic Violence (DV 101) Training,
- Fair Housing, and
- Narcan Training/Overdose Management

Eligible Costs and Activities

Funding for this project is anticipated to be available through various private and public funding sources including the Federal Emergency Management Agency, the CARES Act Coronavirus Relief Funds, the American Recovery and Reinvestment Act Fund, the Community Development Block Grant CARES Act (CDBG-CV) and Emergency Solutions Grant CARES Act (ESG-CV). All CARES Act funds must be used to prevent, prepare for, and respond to coronavirus, among individuals and families who are homeless or receiving homeless assistance and to support additional homeless assistance and homelessness prevention activities to mitigate the impacts created by coronavirus. Agency may be required to execute various contracts to access the funding streams listed above.

The following outlines eligible costs and activities under ESG-CV:

Emergency Shelter

These activities are designed to increase the quantity and quality of temporary shelters provided to homeless people, through the renovation of existing shelters or conversion of buildings to shelters, paying for the operating costs of shelters, and providing essential services.” § 576.102

Essential Services*:

- Case management
- Child Care
- Education Services
- Employment Assistance and Job Training
- Outpatient Health Services
- Legal Services



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- Life Skills Training
- Mental Health Services
- Substance Abuse Treatment Services
- Transportation
- Services for Special Populations

Shelter Operations*:

- Maintenance
- Rent
- Security
- Fuel
- Equipment
- Insurance
- Utilities
- Food
- Furnishings
- Supplies for Shelter Operations
- Hotel/Motel Vouchers (*where no appropriate emergency shelter for a homeless family or individual is available*)

**As Applicable to the Hope Center*

Additional ESG-CV Eligible Costs

Eligible Costs to Support Infectious Disease Preparedness

Emergency Shelter – Shelter Operations: Maintaining a sanitary shelter environment will help to keep staff and participants healthy. Listed below are supplies and equipment that are eligible Shelter Operations costs:

- Cleaning supplies such as bleach, disinfectant wipes, scrubbers, mops;
- Protective equipment such as masks, disposable gloves;
- Program participant needs such as bed linens, towels, hand sanitizer, soap, tissue packets;
- Furnishings to include cots, room dividers. Equipment such as washers, dryers, portable handwashing stations; and
- Transportation to include train or bus tokens, taxi or rideshare for program participant travel to and from medical care.

Emergency Shelter – Essential Services & Expanded Staffing: Training current staff or hiring additional staff. This means to the extent staff needs to be trained on how to work with individuals who may have contracted the virus or prevent the spread of COVID-19.



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- **Essential Services & Expanded Staffing:** Training current staff on how to work with individuals who may have contracted the virus or prevent the spread of COVID-19. Hiring additional staff to support infectious disease preparedness. *Note: Be sure to provide staff with training about precautions they can take to stay healthy, stop the spread of germs, and to stay home if they are feeling sick.*

Please see ESG Interim Rule (24 CFR Parts 91 and 576):

<https://www.ecfr.gov/current/title-24/subtitle-B/chapter-V/subchapter-C/part-576>

<https://www.hudexchange.info/programs/esg/esg-cv/#program-requirements>

<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-ESG-CV-Notice-CPD-21-08-Summary.pdf>

PART III – PROPOSAL CONTENT

Required Narrative

1. Describe how the Hope Center (a non-congregant emergency temporary shelter) for homeless adults fits within your agency's mission.
2. Describe your agency's previous experience in providing services to individuals who are literally homeless. Include previous experience utilizing Coordinated Entry, Homeless Management Information System (HMIS) and performance outcomes achieved, as applicable. If no direct experience, what other similar, relevant experience does the agency have?
3. Describe your agency's hotel/motel emergency shelter program design for individuals who are experiencing homelessness and at high risk of complications from COVID-19, including how you plan to operate the program in alignment with the scope of work. How will the program be staffed? What activities will support participants in completing housing and income goals? What case management model or best practices will be used to support participants in entering permanent housing as quickly as possible?

Please specify which activities will be supported with in-house resources and which will utilize outside vendors or collaborations.

4. Describe other resources and partnerships your agency would contribute to this program, and how you would demonstrate collective impact.



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5. Please describe your agency's quality assurance practices and how outcome goals described in the scope of work will be achieved. How will the Provider ensure data entry and data quality expectations are met? What experience does your agency have in conducting outcomes follow-up after participants have left a program?
6. Please outline a complete estimated timeline of proposed activities including hiring of staff, training, securing vendors and supplies, development of policies and procedures, and implementation start date. Include sample job descriptions for staff to be hired and/or resumes for current staff who will be involved in the project.

Program Description

1. Describe the organization's experience working with local government, business, other local providers and neighborhood residents in developing a good neighbor policy through planning and, design implementation, and property management and operational phases. The Plan should also include, but not be limited to, policies for community involvement, policies for neighborhood patrol, informing the public about the positive aspects of the program and generating educational or outreach materials, being responsive to community concerns, communication and coordination with neighborhood, business and public, local police and fire departments, city, county and service providers, and working closely with city/local government to minimize the impact of the program on the surrounding neighborhood. Any printed or published materials relating to the Program shall be subject to approval by New Castle County's Division of Community and Housing.
2. Describe the organization's experience providing social service programs to individuals experiencing homelessness and operating year-round emergency shelter/multiservice centers and/or similar programs to the proposed NCS.
3. Attach a list of Year-Round Emergency Shelter operated currently by your organization (include name of shelter, location and # of beds). Include relevant experience in Delaware.
4. Describe the organization's knowledge and experience serving individuals in Delaware who are experiencing homelessness.
5. Explain how the Hope Center will be integrated into the larger Continuum of Care system, as well as, the Agency's existing mission, business, budget, funding commitments and capacity of agency to maintain and operate the Year-Round NCS project.



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6. Describe your organization's experience utilizing or partnering with Rapid Rehousing Funding. List funds received and describe the type of rapid rehousing programs administered by your organization.
7. Describe the organization's prior experience with "persons experiencing homelessness, including those experiencing chronic homelessness".

PROGRAM DESIGN AND OPERATIONS

A. General Program and Overview

1. Describe the proposed staffing for the Hope Center. Provide title and description of staff to be hired and number of staff. Include all staff. Describe hiring of staff (including leveraging of staff between multiple programs) or any subcontracts or vendor agreements.
2. Please provide a current list of agency policies. Upon award, provider will be required to provide information detailing the staffing and management plan including hiring policy, screening and acceptance procedures, staffing policies for safe and humane environment, policies for staff training (annual staff evaluation and training plan, documentation of staff training), communication, resources and referrals, mental health and addiction skills, self-care, emergency procedures (evacuation, first aid, CPR, 911 reporting), safety conduct (prevention of abuse, crisis intervention, conflict resolutions), and appropriate behavior for dignity and respect.
3. Provide a Staff Responsibility Matrix for the Hope Center including volunteer monitoring, referral service and staff coordination. *2-page attachment max.
4. Please provide a description of your current client shelter rules.
5. Describe your organization's safety policy for: (a) loitering (b) de-escalating conflicts (c) entrance and exit procedures (d) policy regarding storage of client's possessions (e) policy on possessions of weapon on-site and (f) policy for contacting the police.
6. Describe how you would meet the requirement to provide two (2) meals daily to non-food stamp eligible clients at the Hope Center (note: you are currently unable to utilize the Hope Center kitchen for food preparation).
7. Please explain your organization's experience with accommodating pet and service animals? Describe policies pertaining to the shelter of animals on-site or off-site?



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8. Describe how you will work with the New Castle County's Division of Community and Housing to influence the design and refinement of the services and operations of the Year-Round NCS.

B. Level and Type of Services Offered

1. Please provide a brief summary of the type of services which will be available for clients including: **a.** Type of Services to be provided and expected outcomes to be achieved **b.** Indicate the level and type of supportive services, both on and off-site **c.** Location of services (on or off-site, and if off-site, location) **d.** Proposed source of funding for services not funded by general operating funds for the shelter facility (i.e., mobile medical clinic, etc....) **e.** Describe level and frequency of case management.
2. Describe the Coordinated Service Delivery Plan including overflow management.
3. What are your agencies policies regarding personal and database confidentiality? Please explain any exceptions to these policies.

C. Client Selection and Service Delivery

Describe Non-Discrimination Policies including: a. Compliance with Americans with Disabilities Act b. Gender-Specific Programming Policy c. Sexual Harassment Policy d. Policy Regarding Sex Offenders.

1. Describe how clients will be connected to permanent affordable housing through the use of rapid rehousing or other systems such as diversion.
2. Describe the client referral process: how clients are referred to the program and program linkages with other organizations and service providers.
3. How will the case management plan increase stability? Please provide a copy of your agency's housing stability plan.
4. Describe your Agency's participation and any experience working in Homeless Management Information System (HMIS) and your plan to comply with HMIS requirements.

D. Participation in Coordinated Entry and Performance Measures (Objectives & Outcomes)

1. Describe your agency's participation in the coordinated entry system that identifies clients, their needs, and the services required.



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2. Describe overall program goals and expected outcomes on an annual basis (i.e., bed nights/persons served) including length of stay.

PRICING

1. Please provide a full program services cost breakdown, which shows the full cost of operating the program for a period of one year. *Note: Room/nightly unit cost does not need to be included in the service costs. Agency may be asked to provide a more detailed breakdown of services and costs during an oral presentation.*
2. A cost breakdown narrative, which includes:
 - a) A listing of staff, including titles, utilized in the program, the specific duties of each staff person as it relates to the costs and the methodology for determining the amount of FTE charged to the program budget for each staff person.
 - b) A general explanation/justification of all non-staff related program expenses.
 - c) A listing, including amounts, of all other non-New Castle County funding that will be contributed to the project.

INDEMNITY

Vendor shall indemnify, defend, and hold harmless New Castle County from and against any and all claims, demands, suits, judgments, costs, and expenses asserted by a person or persons, including, but not limited to, agents, employees, or volunteers of vendor, by reason of death or injury to persons, or loss or damage to property, resulting from operations or use of services, products and/or equipment purchased hereunder, or sustained in or upon the premises of New Castle County.

FUNDING OUT

The continuation of this contract is contingent upon funding appropriated by County Council.

STATE OF DELAWARE BUSINESS LICENSE

Within seven (7) days from receiving a notice of award, the successful vendor shall either furnish the County with proof of a Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel



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87 Reads Way
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State Building, PO Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to (302) 577-8200.

CONTRACT ACCESSIBILITY

This contract shall be accessible to State agencies, political subdivisions, school districts, and volunteer fire companies.

CONFIDENTIALITY

All documents submitted as part of the vendor's bid/proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than New Castle County's Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

New Castle County is a public agency and is subject to the Freedom of Information Act (FOIA). Firms must designate those items that are considered "trade secrets" as defined in the Delaware State Code Title 29, Chapter 100. Vendor(s) are advised that once a proposal/bid is received by NCCo and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except those proprietary items marked as "trade secrets".

INSURANCE

Workers' Compensation & Employer's Liability Insurance

Vendor shall purchase and keep in force and effect workers' compensation insurance that will provide the applicable statutory benefits for all of the vendor's employees who may or do suffer covered injuries or diseases while involved in the performance of their work for the Vendor; and, even if permitted to do so by statute, Vendor shall not reject any workers' compensation insurance option that, in the absence of such a rejection, would be applicable to any of the said employees. The policy providing the workers' compensation insurance shall include: (1) broad form all-states coverage; (2) an endorsement that specifically waives any subrogation rights the insurer would otherwise have against New Castle County, its officials or employees.

Vendor shall purchase and keep in force and effect, Employer's Liability insurance with minimum limits for each employee of \$1,000,000 for each bodily injury by accident, or occupational disease, and \$1,000,000 aggregate minimum limits for all bodily injuries by accidents and occupational diseases within the coverage period, regardless of the number of employees who may sustain bodily injuries by accident or occupational disease.



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Automobile and General Liability Insurance

Vendor shall purchase: (1) motor vehicle liability coverage, for owned, hired and non-owned vehicles, covering any and all claims for bodily injury and property damage that arise out of Vendor's performance of work for New Castle County, (2) comprehensive Commercial General Liability (CGL) insurance with limits of no less than \$1,000,000 each occurrence and \$2,000,000 annual aggregate. The CGL policy shall be extended by endorsement or otherwise to also include (a) coverage for Contractual Liability assumed by Vendor, with defense provided in addition to and separate from policy limits for indemnities of the named insured, (b) coverage for Independent Contractor Liability providing coverage in connection with such portion of the Services being subcontracted prior to any of the Services being subcontracted, in accordance with the terms and conditions of this Agreement, (c) coverage for Broad Form Property Damage Liability, (d) coverage for Personal Injury and Advertiser's Liability, (e) products and completed operations.

(X) Professional Liability Insurance (applicable if checked)

Each vendor of professional services for whom this provision is applicable shall provide professional liability insurance with limits of at least \$1,000,000 per occurrence and \$3,000,000 annual aggregate.

All insurance required under this contract except workers' compensation, employer's liability, and professional liability (if applicable) shall be provided on a policy(s) that specifically names New Castle County, its officials and employees as additional insureds.

Each policy shall provide an endorsement that specifically waives any subrogation rights the insurer would otherwise have against New Castle County, its officials or employees.

Each policy shall be endorsed to require the insurer to give New Castle County at least thirty (30) days' advance written notice of the insurer's intention to cancel, refuse to renew, or otherwise terminate the policy, suspend or terminate any coverage under the policy, or reduce any policy limits, increase any policy deductibles, or otherwise modify or alter any terms or conditions of the policy or renewal issued by the same insurer.

Each policy shall be written by a carrier licensed by the State of Delaware to do insurance business of the type involved in the State of Delaware, and which has, and maintains for



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the life of this contract, at least an “A” rating from the A.M. Best Agency with “Stable” outlook.

Any change in this rating or outlook must be related to New Castle County by the Vendor or insurance carrier as soon as possible upon learning of same, and the Vendor shall use due diligence with its insurance broker or carrier to keep track of same.

All insurance required under this contract except workers’ compensation, employer’s liability and professional liability shall expressly provide that such insurance shall be primary insurance, and any similar insurance in the name of Vendor shall be excess and non-contributing.

Deductibles for insurance provided under this contract shall not exceed five percent (5%) of policy limits.

DELAWARE LABOR

New Castle County encourages the use of Delaware Labor. Please specify the office location(s) and percentage of the primary and sub-consultant (if applicable) that will be provided by each office.

SUPPLIER DIVERSITY

New Castle County encourages supplier diversity among firms. Please provide information on your firm’s effort to encourage supplier diversity in your workforce and in the selection of subcontractors when permitted.

EVALUATION AND SELECTION PROCESS

Based on the criteria established pursuant to the *New Castle County Code*, an evaluation committee will be selected to read, screen, and rank in writing all proposals. The New Castle County Chief of Technology and Administrative Services and requesting agency shall have the right to negotiate with individual offerors after their proposals are ranked. The Chief of Technology and Administrative Services shall establish procedures and schedules for conducting negotiations. Disclosure of an offeror’s price(s) to another and any information derived from competing proposals is prohibited. The Chief of Technology and Administrative Services shall issue a written request for best and final offer. The request shall set forth the date, time and place for the submission of best and final offer.

At any point in the negotiation process, the Chief of Technology and Administrative Services and the requesting agency may, at his or her discretion, terminate negotiations with any and all offerors.



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Submitted proposals will be evaluated on the following criteria. A weighted average formula will be utilized.

EVALUATION CRITERIA

Experience and reputation as it relates to this RFP:	(0-30)
Ability to meet the requirements of this RFP:	(0-30)
Capacity to perform the services and meet the requirements of the RFP:	(0-15)
Familiarity with government contracts and public work, its requirements and procedures, especially in New Castle County and the State of Delaware	(0-5)
Pricing	(0-5)
Location of firm	(0-10)
Distribution of work – List any active project(s) with New Castle County	(0-5)



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SIGNATURE PAGE

Name of Company

Address

Telephone No.

Fax No.

Signature

Federal Tax I.D. No.

Printed Name

Email (REQUIRED)

Date

How did you hear out about this bid? _____



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NEW CASTLE COUNTY, DELAWARE
PROCUREMENT AFFIDAVIT

AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the (title) _____, and I am duly authorized to represent and bind (business) _____ (the "Business"), and that I possess the legal authority to make this Affidavit on behalf of myself and the Business for which I am acting.

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the Business, nor any of its officers, directors, partners, members, affiliates, or any of its employees directly involved in obtaining or performing contracts with public bodies has been excluded from receiving Federal contracts, certain subcontracts, and certain Federal financial and non-financial assistance and benefits, pursuant to the provisions of 31 U.S.C. 6101, note, E.O. 12549, E.O. 12689, 48 CFR 9.404, and each agency's codification of the Common Rule for non-procurement suspension and debarment.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF, AFTER DILIGENT INQUIRY.

Date: _____

By: _____

Name:

Title: _____

(Authorized Representative and Affiant)