



**2019
Outreach
Request for Qualification**

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**2019
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GUIDELINES

I. INTRODUCTION

The Homeless Strategy and Investment Division of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing outreach services to support movement toward and access to permanent housing for people experiencing homelessness.

This Request for Qualification (RFQ) is a closed, expedited, and competitive process and is only being made available to agencies who previously applied for Outreach and Engagement funding through the 2017 Homeless Investments Request for Proposal (RFP), and met minimum qualifications during application review, and/or agencies currently funded by HSD to provide Outreach services. Qualified agencies must be legally constituted entities that meet the standard [HSD Agency Minimum Eligibility Requirements](#) outlined in Section IV of the Guidelines and Application.

HSD will invest in one to three proposals to support up to three full-time outreach workers to serve homeless people and their neighbors living and working in the **First Hill, Capitol Hill, and Chinatown-International District** neighborhoods. Initial awards will be made from **April 2019 through December 31, 2019**. While it is the City's intention to renew agreements resulting from this RFQ through 2020, any future funding beyond December 31, 2019 will be contingent upon performance and funding availability.

Approximately \$244,400 is available through this RFQ from the following source:

Fund Source	RFQ Amount
<i>HSD General Fund</i>	\$244,400
Total	\$244,400

All materials and updates to the RFQ are available on HSD’s [Funding Opportunities](#) webpage. HSD will not provide individual notices of changes, and applicants are responsible for regularly checking the webpage for any updates, clarifications, or amendments.

HSD will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFQ or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

If you have any questions about the 2019 Outreach RFQ, please contact:

Jess Chow via email at Jess.Chow@seattle.gov

II. TIMELINE

Funding Opportunity Released	Monday, February 25, 2019
Information Session 1*	Wednesday, February 27, 2019 9:30 – 10:30 a.m. Seattle Municipal Tower 700 Fifth Avenue Seattle, WA 98104 19 th Floor (room 1940)
Online Information Session (SKYPE) 2*	Friday, March 1, 2019 10:00 – 11:00 a.m. Log-in information will be provided to agencies via an Outlook appointment.
Last Day to Submit Questions	Wednesday, March 6, 2019
Application Deadline	Tuesday, March 12, 2019 by 4:00 p.m.
Clarifying Questions, if needed	Wednesday, March 20, 2019
Planned Award Notification	Monday, April 1, 2019
Contract Start Date	Monday, April 15, 2019

Applicants are highly encouraged to participate in one of the information sessions offered by HSD. Information sessions provide applicants the opportunity to ask questions of HSD staff; provide an overview of the RFQ guidelines and application; and allow applicants to learn more about the review, approval, and contracting processes.

*Please contact Funding Process Coordinator, Jess Chow, for accommodation requests via email at Jess.Chow@seattle.gov.

HSD reserves the right to change any dates in the RFQ timeline.

III. INVESTMENT AREA AND PROGRAM REQUIREMENTS

Outreach services are defined as efforts to approach and engage someone with the objective of developing a relationship of trust and connecting that person with resources. Services may include

addressing a person's survival needs, providing health and other education, facilitating access to available services such as diversion or emergency shelter, and establishing ongoing, trusting relationships. The selected provider/staff will be the single point of contact and expected to outreach directly to people experiencing homelessness and their neighbors in First Hill, Capitol Hill, and/or Chinatown-International District.

The Outreach investment will result in contracts for one to three total providers of outreach services and up to three full-time outreach staff to serve the three identified neighborhoods. In addition to outreach directly to people who are homeless, the staff person will serve as the point of contact for neighbors, including businesses, who are interested in maintaining or creating safe and vibrant communities and generating solutions to homelessness.

Successful applicants will be required to participate in meetings and trainings alongside other outreach providers to further develop the City of Seattle outreach continuum. This learning community will share best practices, learn from one another, and network.

Investments will reflect HSD's vision, mission, and values (see HSD's [Funding Opportunities](#) webpage) and will operate from the following context stated in the 2017 Homeless Investments RFP Guidelines and Information Document, to address structural and institutional racism as part of the work ahead:

Homelessness is often a symptom of structural and institutional racism that exists in the juvenile and criminal justice systems, healthcare, education, housing policies, and a result of gentrification and the widening of income inequality. In King County, nearly two-thirds of people experiencing homelessness are people and families of color. African Americans are five times more likely to experience homelessness than their white counterparts in King county and American Indian and Alaska Native individuals are seven times more likely to experience homelessness.

History provides context to these numbers. A compilation of enforced policies, laws, and practices worked to favor, protect, and foster entitlement and generational wealth for many white Americans. The same enforced policies devastated indigenous populations due to occupation, murder, disease, slavery, removal, relocation, and breaking of treaties over many generations. Simultaneously, African people experienced kidnapping, brutality, enslavement, murder, relocation, dismantled families, segregation, and redlining. Institutions in the Seattle region were built upon these inequitable national and local practices and the imprint remains visible through data we see today.

As a community and as a City Department, addressing the underlying structural and institutional racism that contributes to this disproportionality is vital to ensuring that all people, regardless of race or ethnicity, have paths out of homelessness. The undoing of institutional and structural racism is consistent with HSD's vision that greater Seattle is a place where the richness of our diversity is valued, all our communities thrive, and people grow up and grow old with opportunity and dignity.

While the 2017 Homeless Investment RFP Racial Equity Goals were largely focused on the percent of exits to permanent housing, it is recognized that the system needs to do more. The experiences and impact of systemic racism and oppression are not the same for all people of

color. Solutions and strategies to meet these equity goals should seek not only to affect someone's housing status but also to understand the role of structure and power in creating these inequities. HSD will examine its policies and practices and will learn and work in partnership with communities and providers to become an antiracist organization.

Contracts funded through this RFQ process will be expected to demonstrate results, including measurable success moving people experiencing homelessness toward stable or permanent housing.

HSD expects outreach services to transition people from homelessness to housing by contracting for the performance commitments below:

- # Households receive outreach
- 60% Households receive a referral to emergency shelter or an authorized encampment

Please refer to the HSD [Funding Opportunities](#) webpage for more information about HSD's Contracting Requirements, Funding Opportunity Selection Process, Appeal Process, Commitment to Funding Culturally Responsive Services, and Guiding Principles.

If you have any questions about the 2019 Outreach RFQ, please contact the Funding Process Coordinator via email at Jess.Chow@seattle.gov.

IV. PARTICIPANT DATA AND REPORTING

Agencies must be able to collect and report participant-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of participant records for both paper files and electronic databases.

Agencies must enter data and adhere to data quality procedures as stipulated in the King County HMIS Standard Operating Procedures.

Agencies will be required to report participant-level data, project services/activities, numbers of households assisted, and project outcomes using Clarity HMIS as a condition of funding. Direct data entry is required in all cases, except for agencies with prior written approval to do data integration from our HMIS Administrator King County and with approval of the City of Seattle.

V. ELIGIBILITY REQUIREMENTS

Agencies who applied for Outreach and Engagement funding from the 2017 Homeless Investments RFP and met minimum qualifications are eligible to apply for newly available 2019 funding through this Outreach RFQ.

Applications for this RFQ must be submitted by legally constituted entities that meet the following minimum eligibility requirements:

Applicant must meet all licensing requirements that apply to its organization. Companies must license,

report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.

- Applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.
- Applicant must be incorporated as a private non-profit corporation in the State of Washington and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant's 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.
OR
- Applicant is a federally-recognized Indian tribe in the State of Washington
OR
- If the applicant is a public corporation, commission, other legal entity or authority established pursuant to RCW 35.21.660 or RCW 35.21.730, the applicant's status as a legal entity must be in good standing and must not have been revoked in the previous calendar year.

VI. SELECTION PROCESS

This RFQ is competitive. All interested parties must submit a complete application packet (as outlined in Section VII of the Guidelines and Application) by the deadline to be considered for funding. All applications turned in on or before the deadline will be reviewed and individually scored by members of the rating committee.

All applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application document. HSD reserves the right to contact the primary contact person listed on the agency's completed Application Cover Sheet to clarify application contents.

Following the rating committee review and scoring process, the committee will forward its funding recommendations to the HSD Director for final decision regarding the award(s). Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the Application Cover Sheet).

Due to the competitive nature of this RFQ, with the exception of the scheduled information session offered by HSD, no individual technical assistance will be provided until the appeals process has closed. Applicants may not rely on oral communication from HSD staff at any information session or otherwise and must review all written materials and addendums related to this RFQ.

HSD reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFQ.

HSD also reserves all rights not expressly stated in the RFQ, including making no awards, awarding partial funding, or increasing funding based on budget availability, and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFQ.



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APPLICATION

Instructions and Materials

This Application Instructions and Materials packet contains information and materials for respondents applying for the City of Seattle Human Services Department (HSD) 2019 Outreach Request for Qualification. All accepted application packets will be reviewed by a rating committee that will forward its funding recommendations to the HSD Director for final award decisions. [HSD's Funding Opportunities webpage](#) provides additional information on: agency eligibility; data collection and reporting; contracting; appeals; expectations for culturally responsive services; and the process for selecting successful applications.

I. Submission Instructions & Deadline

Completed application packets must be submitted by Tuesday, March 12, 2019 at 4:00 p.m.

Application packets must be received in person, by mail, or electronic submission. No faxed or e-mailed proposals will be accepted. Proposals must be received and date/time stamped by the 4:00 p.m. deadline on Tuesday, March 12, 2019. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this funding opportunity will not be accepted or reviewed for funding consideration.*

Applicants must make arrangements to ensure that applications are received by HSD by the deadline, regardless of the submission method selected. When using HSD's Online Submission System, it is advisable to upload application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline.

- Electronic Submittal: Application packets may be submitted electronically via HSD's Online Submission System at <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- Hand Delivery or US Mail: The application packet can be hand-delivered or mailed to:

Seattle Human Services Department
Request for Qualification Response – Outreach
Attn: Jess Chow

Delivery Address
700 5th Ave., 58th Floor
Seattle, WA 98104-5017

Mailing Address
P.O. Box 34215
Seattle, WA 98124-4215

II. Format Instructions

- A. Applications will be rated only on the information requested and outlined in this funding opportunity, including any clarifying information requested by HSD. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **not** be rated.
- B. The application should be typed or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 11-point font.
- C. The application may not exceed a total of 10 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit). Pages which exceed the page limitation will not be included in the rating.
- D. Organize your application according to the section headings that follow in Section III. For the narrative questions, please include section titles, and question numbers. You do not need to rewrite the questions for specific elements of each question.

III. Completed Application Requirements

AT APPLICATION SUBMITTAL

To be considered complete, your application packet must include all of the following items or the application may be deemed incomplete and may not be rated:

- Application Cover Sheet (Word document)
- Completed Application (Word document)
- Proposed Project Budget and Proposed Personnel Detail for 12 Months of Outreach Services (Excel document)
- Roster of your agency's current Board of Directors.
- Minutes from your agency's last three Board of Directors meetings.

All documents are available on the HSD [Funding Opportunities](#) webpage.

AFTER INITIAL SCREENING AND DETERMINATION OF A COMPLETED APPLICATION

If HSD does not already have them on file from the 2017 Homeless Investments RFP process, any of the following documents may be requested after applications have been determined eligible for review and rating. Agencies have four (4) business days from the date of written request to provide requested documents to the RFQ Coordinator, Jess Chow:

1. A copy of the agency’s current fiscal year’s financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency’s CFO, Finance Officer, or Board Treasurer.
2. A copy of the agency’s most recent audit report.
3. A copy of the agency’s most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance. Note: if selected to receive funding, the agency’s insurance must conform to MASA 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. Copy of Proof of Indirect Rate (if Agency has an approved indirect rate)

IV. Proposal Narrative & Rating Criteria

Write a narrative response to sections A – C. Answer each section completely according to the questions. Do not exceed a total of 10 pages for sections A – C combined.

NARRATIVE QUESTIONS	Points
<p>A. PROJECT DESIGN DESCRIPTION</p> <ol style="list-style-type: none"> 1. Provide a general description of your outreach services. What days of the week and hours of the day will you provide outreach? Does this cover weekend and/or evening hours? What geographic areas will you cover and how? How will someone experiencing homelessness in the neighborhood(s) benefit from your outreach services? 2. How will people not experiencing homelessness, including business owners and patrons, benefit from your outreach services? What are your proposed ways of working with the individuals or groups in the neighborhood? <p>Rating Criteria – A strong application meets all of the criteria listed below.</p> <ul style="list-style-type: none"> • Applicant clearly describes their outreach availability (days and hours). The geographic area includes one or more of the neighborhoods for this RFQ. Applicant provides at least three concrete examples of how their outreach will benefit people experiencing homelessness in the neighborhood(s). • Applicant explains how outreach services will benefit non-homeless people and businesses in the selected neighborhood(s). Explains proposed ways of working with individuals or groups in the neighborhood. 	<p>22</p>

<p>B. COMMITMENT TO RACIAL EQUITY AND PERSON-CENTERED CARE</p> <ol style="list-style-type: none"> 1. How will your outreach work address and/or reduce racial and health disparities for homeless people who may live with disabilities, have limited English proficiency, and may be part of historically marginalized groups such as LGBTQ youth and adults, immigrants and refugees, and people of color living in Seattle? 2. What qualifications or qualities are most important to your agency when hiring outreach staff? How do these attributes benefit the participants? 3. How do you train and support both clients and staff in best practices in outreach and self-care? 4. How does your agency ask for and incorporate participant feedback about outreach services in the program design, policies, and/or procedures? Please provide examples. 5. Describe how your program will coordinate ongoing care with participants and other providers to make sure referrals are made and completed with minimal disruptions to health and housing needs. <p><i>Rating Criteria – A strong application meets all of the criteria listed below.</i></p> <ul style="list-style-type: none"> • Project demonstrates an understanding of systemic oppressions and resulting disparities for homeless people. Applicant explains how they will address unique needs among homeless people. • Applicant is intentional about what qualifications they look for in outreach staff and how those qualities translate to quality, culturally responsive services that benefit participants. Specific details are provided. • Applicant describes specific trainings and best practices such as Harm Reduction, Person-Centered Approach, Trauma-Informed Care, Motivational Interviewing, Undoing Institutionalized Racism, etc. to address client and provider trauma and burn out. • Applicant provides detailed information about the strategies it will use to ask for and incorporate participant feedback in ongoing project development and decision-making. • Applicant describes details of a larger system to coordinate current and future care, and what it takes to support follow-through on and completion of referrals. 	<p>22</p>
<p>C. BUDGET</p> <ol style="list-style-type: none"> 1. Complete the attached budget proposal sheets for 12 months of services. The costs in this budget should be for the project only, not your total agency budget. 2. In a budget narrative, explain how these funds will be used and identify other fund sources and amounts that will be used to support the participants served by this project. For each line item listed with a dollar figure (except totals) provide a brief narrative detailing how the item relates to the proposed service and the method used to determine the cost. <p><i>*The Proposed Project Budget and Proposed Personnel Detail Budget pages are not included in the 10-page narrative limit.</i></p>	<p>6</p>

<p>Rating Criteria – A strong application meets all of the criteria listed below.</p> <ul style="list-style-type: none"> • Budget forms are complete for 12 months of outreach services. Funding amounts reflect the outreach services project only. • Costs are reasonable and appropriate given project scope, people to be served, and proposed outcomes. Applicant includes a budget narrative which identifies and justifies how funds will be used. 	
TOTAL	50



**2019 Outreach Request for Qualification
Application Cover Sheet**

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact:			
Name:		Title:	
Address:		Email:	Phone #:
4. Organization Type: <input type="checkbox"/> Non-Profit <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:			6. DUNS Number:
7. WA Business License Number:			
8. Proposed Project Name:			
9. Population(s) project will serve:			
10. Funding Amount Requested:			
11. Approximate # of people to be served in 2019:			
Approximate # people projected to be served in 2020:			
12. Neighborhood where the activities/project will take place.			
13. Who is the target population the outreach is designed to serve?			
<input type="checkbox"/> All populations	<input type="checkbox"/> Veterans and/or their families		
<input type="checkbox"/> LGBTQ	<input type="checkbox"/> Young adults (18-24 y.o.)		
<input type="checkbox"/> People living with disabling health conditions	<input type="checkbox"/> Youth (under 18 y.o.)		
<input type="checkbox"/> People living with drug or alcohol addiction(s)	<input type="checkbox"/> Cultural/ethnic communities (please list)		
<input type="checkbox"/> People living with mental illness	_____		
<input type="checkbox"/> Older adults (55+ y.o.)	_____		

14. Partner Agency (if applicable):

Contact Name:

Title:

Address:

Email:

Phone Number:

Description of partner agency proposed activities:

Signature of partner agency representative: _____ Date: _____

Authorized physical signature of applicant/lead organization

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.

Name and Title of Authorized Representative:

Signature of Authorized Representative: _____ Date: _____

**2019 Outreach Request for Qualification
Proposed Program Budget**

Excel versions of the budget templates can be found on the application page of the HSD [Funding Opportunities](#) webpage

Applicant Agency Name:	
Proposed Program Name:	

Item	Amount by Fund Source			Total Project
	Requested HSD Funding	Other ¹	Other ¹	
1000 - PERSONNEL SERVICES				
1110 Salaries (Full- & Part-Time)				\$
1300 Fringe Benefits				\$
1400 Other Employee Benefits ²				\$
SUBTOTAL - PERSONNEL SERVICES	\$	\$	\$	\$
2000 - 4000 - SUPPLIES, OTHER SERVICES & CHARGES				
2100 Office Supplies				\$
2200 Operating Supplies ³				\$
2300 Repairs & Maintenance Supplies				\$
3100 Expert & Consultant Services				\$
3140 Contractual Employment				\$
3150 Data Processing				\$
3190 Other Professional Services ⁴				\$
3210 Telephone				\$
3220 Postage				\$
3300 Automobile Expense				\$
3310 Convention & Travel				\$
3400 Advertising				\$
3500 Printing & Duplicating				\$
3600 Insurance				\$
3700 Public Utility Services				\$
3800 Repairs & Maintenance				\$
3900 Rentals - Buildings				\$
Rentals - Equipment				\$
4210 Education Expense				\$
4290 Other Miscellaneous Expenses ⁵				\$
4999 Administrative Costs/Indirect Costs ⁶				\$

SUBTOTAL - SUPPLIES, OTHER SERVICES & CHARGES	\$	\$	\$	\$	\$
TOTAL EXPENDITURES	\$	\$	\$	\$	\$

¹ Identify specific funding sources included under the "Other" column(s) above:

	\$
	\$
	\$
	\$
Total	\$

² Other Employee Benefits - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

³ Operating Supplies - Itemize below (Do Not Include Office Supplies):

	\$
	\$
	\$
	\$
Total	\$

⁴ Other Professional Services - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁵ Other Miscellaneous Expenses - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁶ Administrative Costs/Indirect Costs - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁶ Administrative Costs/Indirect Costs: Human Services Department policy places a fifteen percent (15%) cap on reimbursement for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply.

Does the agency have a federally approved rate? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, provide the rate.

**2019 Outreach Request for Qualification
Proposed Personnel Detail Budget**

Excel versions of the budget templates can be found on the application page of the HSD [Funding Opportunities](#) webpage

Applicant Agency Name:	
Proposed Program Name:	

Agency's Full-Time Equivalent (FTE) =	Staff Name	hours/week			Amount by Fund Source(s)				
		FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
Subtotal – Salaries & Wages									
Personnel Benefits:									
FICA									
Pensions/Retirement									
Industrial Insurance									
Health/Dental									
Unemployment Compensation									
Other Employee Benefits									
Subtotal – Personnel Benefits:									
TOTAL PERSONNEL COSTS (SALARIES & BENEFITS):									

2019 Outreach Request for Qualification Application Checklist

This checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

HAVE YOU....

Read and understood the following additional documents found on the [Funding Opportunities Webpage?](#)

- HSD Agency Minimum Eligibility Requirements
- HSD Client Data and Program Reporting Requirements
- HSD Contracting Requirements
- HSD Funding Opportunity Selection Process
- HSD Appeal Process
- HSD Commitment to Funding Culturally Responsive Services
- HSD Guiding Principles
- HSD Master Agency Services Agreement Sample

Completed and signed the 2-page **Application Cover Sheet**?*

- 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**?

- Must not exceed 10 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1-inch margins.
- Page count does not include the required forms and supporting documents requested in this funding opportunity.
- A completed narrative response addresses all the following:
 - Program Design Description (22 points)
 - *There should be a separate section for each service component you have selected. To avoid repeating yourself, it is acceptable to refer to a previous service component where appropriate (e.g. "same as previous component").*
 - Commitment to Racial Equity and Person-Centered Care (22 points)
 - Budget (6 points)

Completed the full **Proposed Program Budget**?*

Completed the full **Proposed Personnel Detail Budget**?*

Attached the following **supporting documents**?*

- Roster of your current Board of Directors
- Minutes from your agency's last three Board of Directors meetings

**These documents do not count against the 10-page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **4:00 p.m. on Tuesday, March 12, 2019**. Application packets received after this deadline will not be considered. See Section I for submission instructions.