

Exhibit C – Scope of Work

I. Introduction

The City of Austin (COA) seeks proposals in response to this Request for Proposals (RFP) from qualified social service providers (Offerors) with demonstrated experience in providing low-barrier, housing-focused emergency shelter services to individuals and households experiencing homelessness located at the following City of Austin-owned facilities: Northbridge Shelter and Southbridge Shelter.

II. Solicitation Objectives

The objectives of this solicitation are to:

1. Identify a qualified offeror to provide housing-focused, low-barrier emergency shelter services and operations to manage 125 semi-congregate shelter beds located at the **Northbridge** Emergency Shelter; and
2. Identify a qualified offeror to provide housing-focused, low-barrier emergency shelter services and operations to manage 145 semi-congregate shelter beds located at the **Southbridge** Emergency Shelter.

Background

The City of Austin is deeply committed to ending homelessness and has worked with community partners to assemble and coordinate investments across the Homelessness Response System (HRS). An effective Crisis Response System quickly identifies those experiencing literal homelessness, provides safe temporary shelter and basic needs supports, and connects households to housing and support services that will resolve their homelessness.

The estimated number of people experiencing homelessness (PEH) who are unsheltered in the Austin area has risen in recent years. Estimates as of June 2023, based on alternative methodology used for ECHO's HRS Dashboard, show that number may be closer to 4,652. The size of this population, as well as risks due to the prevalence of disabling conditions, exposure to the elements, and high rates of victimization among persons experiencing homelessness, indicates critical community need for low-barrier shelter.

On February 4, 2021, Council passed [Resolution No. 20210204-049](#) that instructed the City Manager to implement a Housing-Focused Homeless Encampment Assistance Link (HEAL) initiative to engage persons residing in encampments and work to find housing for them. The bridge shelters were created to shelter those individuals engaged by HEAL and to connect them to permanent housing.

On July 18, 2023, the City of Austin's Homeless Strategy Division (HSD) staff presented [recommended strategies](#) for improving the City's approach to providing emergency shelter. This solicitation, and the resulting awards, will further those strategies, in alignment with Council [Resolution No. 20230608-083](#), to increase the effectiveness and efficiency of the local emergency shelter system, supporting the City's goal of ensuring episodes of homelessness are rare, brief, and non-recurring.

III. Funding and Timeline

Department: Austin Public Health (APH)

Services Solicited: Emergency Shelter

Total Shelter Funding Available: \$7,457,400 in City of Austin General Fund

Southbridge Shelter Available Funding: \$4,004,900

Northbridge Shelter Available Funding: \$3,452,500

Number of Agreements and Contract Term: APH anticipates awarding 1 agreement for each shelter, beginning approximately March 1, 2024. Proposals must be submitted using the 12-month budget allocation. Collaborative applications will be considered; however, a lead agency must be identified. There will be a one month transition/ramp-up period starting March 1, 2024, and awarded agencies will begin serving clients April 1, 2024.

Proposal Submittal: If an agency wishes to apply for more than one of the shelters, they must submit a separate Intent to Apply and Proposal for each shelter location. Agencies must specify which shelter they are applying for – Northbridge or Southbridge in 2-RFP Proposal.

Minimum Amount: Offerors may submit a proposal for less than the full amount available if RFP objectives are met.

Awarded programs may be structured as a reimbursable-based agreement, as defined below:
Reimbursable Agreement- An Agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.

Leveraging Resources: As the first point of support for many households experiencing homelessness, it is critical to ensure that Emergency Shelters utilize funds efficiently and flexibly to respond to participants' unique situations and housing needs. To this end, competitive proposals will leverage case and/or in-kind resources, such as volunteer hours, partnerships with healthcare or mental health providers, or other funding sources to expand services to participants.

In-kind match is the value of any real property, equipment, goods, or services contributed to a program that would have been eligible costs under the program if the recipient/subrecipient was required to pay for such costs with City funds. In-kind and cash match should be categorized in the budget as "Other Funding".

Proposals for this solicitation which identify leveraged resources, cash or in-kind, up to 20% or greater of the proposed budget will score more favorably as outlined in Question 22 of Exhibit H – RFP Evaluation Scoring Rubric Summary.

IV. Eligible Population

The population eligible for this project consists of adult-only individuals or households who qualify as Homeless as defined by the McKinney – Vento Homeless Assistance Act [42 USC 11302 Sec.103](#) and amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. Specific eligibility for each shelter is described below:

Northbridge and Southbridge: Eligibility is restricted to referrals identified through the Homeless Encampment Assistance Linkage (HEAL) initiative.

Additional Expectations

- Any presenting unaccompanied youth under the age of 18 must be referred to an appropriate youth shelter.

- Any presenting family with children must be referred to an appropriate family-based shelter. Those referral mechanisms must be established by the awarded agency in advance.
- In accordance with Equal Access and City Ordinance 5-2, operators may not deny persons services based on their gender identity.

Referral: Recipients are required to maintain policies and procedures to determine who gains access to an open shelter bed. These policies must be compliant with HSD requirements and guidance. If the City of Austin adopts a community bed management tool, recipients' policies and procurements must comply with the tool.

City of Austin Client Eligibility Requirements

Standard City of Austin Social Service Client Eligibility requirements are amended for those experiencing homelessness.

The City of Austin retains the right to amend the eligibility criteria for projects after award through a substantial grant amendment to ensure available resources meet the needs of those experiencing homelessness.

V. Emergency Shelter Services Sought

Emergency Shelter programs are designed to provide emergency lodging for households who are experiencing homelessness, enroll households in the Coordinated Entry System, and help households access mainstream benefits, housing opportunities, and community resources to end their homelessness.

Offerors should propose to provide comprehensive, 24-hour, Emergency Shelter services to include adequate staffing to support basic needs of the clients; the provision of meals, hygiene resources, laundry, and other needed supplies to shelter clients; the provision or coordination of necessary supportive services; the provision or coordination of security and safety resources; and the coordination of communication, outreach, and transportation with relevant partners.

Facilities and Capacity:

- 1) **Northbridge Emergency Shelter:** Northbridge is a former hotel, acquired by the City as a COVID-19 Protective Lodge, converted to an emergency shelter facility dedicated to the HEAL initiative in June 2021.
 - a. Northbridge has 65 rooms set up to support two people per room, with a minimum capacity of 125 people. Five rooms may be reserved for single occupancy.
 - b. This facility is equipped with hygiene facilities in each room but does NOT have a commercial kitchen on-site or sufficient laundry facilities to support all participants.
 - c. Referrals to shelter will be conducted through communicating regularly with staff of the Homeless Strategy Division to report current bed utilization, identify open beds and coordinate referrals.
 - d. Address: 7400 N. IH-35 Frontage Rd., Austin, TX 78752
- 2) **Southbridge Emergency Shelter:** Southbridge is a former hotel, acquired by the city as a COVID-19 Protective Lodge, converted to an emergency shelter facility dedicated to the HEAL initiative in November 2021.

- a. Southbridge has 75 rooms set up to support two people per room, with a minimum capacity of 140 people. Five rooms may be reserved for single occupancy.
- b. This facility is equipped with hygiene facilities in each room and sufficient laundry facilities to support participants, but it does NOT have a commercial kitchen on-site.
- c. Referrals to shelter will be conducted through communicating regularly with staff of the Homeless Strategy Division to report current bed utilization, identify open beds and coordinate referrals.
- d. Address: 2711 S. I-35 Frontage Rd., Austin, TX 78741

3) **Additional Requirements include:**

- a. Offerors should demonstrate the ability to offer separate space and amenities for people of different gender identities not comfortable in a co-ed congregate setting.
- b. Shelter facilities must be accessible by all individuals, including those with limited mobility, according to Americans with Disabilities Act (ADA) Accessibility Standards. Offerors must have plans in place to address needs of persons with disabilities.
- c. Shelter should operate 24 hours-a-day, 7 days-a-week, 365 days per year.
- d. The recipient(s) which will operate Northbridge and/or Southbridge will coordinate intakes with the City's HEAL initiative, which is managed by the Homeless Strategy Division (HSD).

VI. **Eligible Costs and Program Requirements**

1) **Operations:** Managing and operating facilities to meet the needs of the population.

Recipients must be able to demonstrate adequate infrastructure to support operations. Shelter facilities must be safe and habitable with appropriate access, space, security, air quality, water, sanitary facilities, sanitary conditions, and fire safety. The awarded agency will be responsible for working with the City of Austin to determine roles and responsibility regarding facility oversight, minor repairs, and safety standards; major repairs will be provided by the City of Austin. Other roles and responsibilities for shelter facility maintenance are defined below. The awarded agency will be responsible for:

a. **Requirements:**

- i. Establishing security measures, collaboratively developed with shelter participants, which ensure shelter spaces are safe for staff and participants. Terminations from shelter only occur when behavior presents an immediate threat to the health or safety of clients, staff, or volunteers.
- ii. Ensuring a sanitary environment, free from pests or rodent infestations.
- iii. Providing and maintaining hygiene facilities, equipment, and materials necessary to ensure that participants can maintain personal hygiene.
- iv. Food services for all shelter participants, including three meals per day. Meals must be designed in consultation with the [Dietary Guidelines for Americans](#), and informed by participant feedback, to ensure desirability and cultural competency of meals. Alternative meals must be provided for participants with disclosed dietary restrictions.
- v. Maintaining a designated smoking area provided on-site.
- vi. Allowing participants to shelter with their pets.
- vii. Maintaining appropriate space and equipment for the secure storage of medication.
- viii. Documenting participants' information in the local Homeless Management Information System (HMIS).
- ix. As Operator of the Shelter, the agency is responsible for overall operations, maintenance, and oversight of the facility and the activities located therein. The

defined premises will be used 24 hours and 7 days per week for 365 days per year. There will be no fee charged for the use of the facility.

- b. **Eligible costs** include equipment and staff necessary to complete the above requirements, including:
 - i. Costs associated with soliciting or employing personnel necessary to meet the above requirements.
 - ii. Facility maintenance, minor repairs, and associated activities needed to remain in compliance with all relevant health and safety codes and regulations.
 - iii. Equipment for the facility for staff and participants (ex., technology; computers; internet; phones).
 - iv. Maintaining sanitary conditions inside the shelter (ex. pest control; janitorial; hygiene services and equipment; participant laundry equipment, services, and maintenance).
 - v. Clean mattresses and bedding, pillows, and blankets and secure/locking storage space for personal belongings, including bike racks.
 - vi. Personnel, equipment, resources, and materials to ensure 3 meals daily for all participants.
 - vii. Personnel, equipment, resources, and material necessary to ensure the safety and security of participant guests and the neighborhood surrounding the facility.
 - viii. Costs associated with caring for participants pets including food, crates, supplies, coordination for spay and neuter.
 - ix. Necessary training and orientation to comply with the Service Delivery section of this Scope of Work.

2) **Housing-Focused Supportive Services:** Shelter operators must include activities, such as case management and/or housing navigation services, which will assist participants navigating the shelter and shelter services, connecting to mainstream benefits, and with identifying and progressing on service plans to leave shelter to permanent housing destinations. The intensity of support and services should be directly proportional to the complexity of the participants' unique situations and length of time in shelter.

- a. **Requirements**
 - i. All participants must receive services to assist in the identification, progression, and monitoring of participant's unique housing needs and homelessness exit plan.
 - ii. Staff and provide opportunities to complete the Coordinated Entry Assessment onsite.
 - iii. Assistance to participants to attain and maintain mainstream benefits opportunities
 - iv. Provide opportunities for participants to increase income through SSI/SSDI Outreach, Access, and Recovery (SOAR) application assistance or employment assistance.
 - v. Ensure participants attain transportation to attend offsite appointments, housing opportunities, and benefits enrollment meetings.
 - vi. Ensure lived experiences similar to the eligible population of those receiving services are considered in staffing plans in addition to other considerations for employment.
- b. **Eligible Costs** include equipment and staff necessary to complete the above requirement, including:
 - i. Costs associated with soliciting or employing personnel necessary to meet the above requirements.

- ii. Financial assistance necessary for participants to complete SOAR applications or material for employment.
 - iii. Financial assistance necessary to assist participants to obtain necessary identification documentation including state identification, driver's license, or birth certificate when necessary for employment or housing access.
 - iv. Purchasing and coordinating equipment or services to maintain engagement with and increase life skills of shelter participants, such as group fitness activities, support groups, interpersonal support and skill building, etc.
 - v. Necessary trainings and orientation to comply with the Service Delivery section of this Scope of Work.
 - vi. Transportation assistance resources and equipment.
 - vii. Facilitation of the distribution of General Housing Assistance funding.
- 3) **Coordination of Access to Medical Care:** Connecting participants to necessary behavioral and physical health opportunities, either offered in-house or through connection to community-based providers, is critical to supporting participants' stability and health. Provider strategies should balance immediate access to health care with continuation of service once the participant exits the shelter.
- a. **Requirement:**
 - i. Assist participants in gaining access to necessary healthcare through coordination with qualified medical personnel to ensure medical stability.
 - ii. Assist individuals in understanding their health needs and to obtain and utilize appropriate medical treatment.
 - iii. Coordinate medication management and non-cosmetic dental care.
 - iv. Provide learning opportunities for participants to manage substance use in alignment with harm reduction service delivery including training to staff and participants on using Opioid Antagonists.
 - v. Ensure the availability of Opioid Antagonists to both staff and participants.
 - b. **Eligible Costs** include equipment and staff necessary to complete the above requirements, including:
 - i. Costs associated with soliciting or employing personnel necessary to meet the above requirements.
 - ii. Providing behavioral health services necessary to support participants, especially for crisis support and connection to long term services.
 - iii. Financial assistance to obtain medication and equipment for medication management.
 - iv. Training required to ensure proper integration of evidence-based practices, such as smoking cessation and responses to suspected overdoses.

Note: Austin Public Health can fund the purchase of Opioid Antagonists (e.g., Narcan); however, APH cannot fund the storage or distribution of Opioid Antagonists. Austin Public Health cannot reimburse for primary medical care, medication-assisted maintenance treatment, sterile syringes, or wound care supplies and care by contracting with a nurse or nursing assistant.

- 4) **General Housing Assistance:** Shelter Operators should assist participants with connecting to safe, permanent housing opportunities as quickly as possible. While some shelter participants may need permanent housing program support to exit homelessness to permanent destinations, others may be able to resolve their homelessness after only residing in shelter for a few days, or with brief supports and general housing assistance. Recipients of General Housing Assistance must not be

receiving housing financial assistance from other sources. General Housing Assistance may not be provided to participants not participating in shelter services or utilizing the shelter facility.

Participants of Northbridge and Southbridge shelters are prioritized for dedicated Rapid Rehousing resources. While most participants will need assistance from these resources to exit shelter successfully, General Housing Assistance may be appropriate for some participants to exit their experience of homelessness without Rapid Rehousing Assistance.

a. **Requirements**

- i. Within 72 hours of shelter utilization, all participants must be given the opportunity to participate in a [housing problem-solving conversation](#), which provides an opportunity for the agency to work collaboratively with participant to identify safe alternative through Diversion or Rapid Exit strategies.
- ii. Security Deposit and Rental Assistance must be supported by documentation of a signed lease agreement.
- iii. Offerors must maintain adequate administrative internal controls for the accurate tracking and approval policies and procedures for the distribution of financial assistance.

b. **Eligible Costs** necessary to complete the above requirements, including:

- i. Security Deposit assistance not to exceed one month's rent
- ii. Utility Deposit assistance
- iii. First and last months' rental assistance
- iv. Housing application fees

- 5) **Administrative Activities:** The recipient may use up to 15% of its project budget for the payment of administrative costs related to the planning and execution of the project. This does not include staff and overhead costs directly related to carrying out activities eligible under the above identified eligible costs, because those costs are eligible as part of those activities.

a. **Requirements**

- i. Program administrators must prepare program budget and schedules, and amendments to those budgets and schedules as needed
- ii. Develop system for assuring compliance with the program requirements
- iii. Monitor program activities for progress and compliance with program requirements
- iv. Prepare reports and other documents directly related to the program for submission to the City of Austin
- v. Managing or supervising persons whose primary responsibility with regards to the program include such assignment as those described in Section IV. 1) Operations through 4) General Housing Assistance
- vi. **Please note:** Administrative costs will not be considered an indirect cost in the budget. All contract expenses will be reimbursable and must be listed in the budget narrative. Awarded agencies will have to document expenses separately for every claim in the form of a general ledger. For more information about eligible costs see Exhibit E. Standard APH Agreement Boilerplate and Exhibits.

b. **Eligible costs** include:

- i. Salaries, wages, and related costs of the recipient's staff, the staff of subrecipients, or other staff engaged in program administration. In charging costs to this category, the recipient may either include the entire salary, wages, and related costs allocable to the program of each person whose *primary* responsibilities with regard to the

program involve program administration assignments, or the pro rata share of the salary, wages, and related costs of each person whose job includes *any* program administration assignments using a cost allocation method. The recipient may use only one of these methods for each fiscal year grant.

- ii. Administrative services performed under third-party contracts or agreements, including general legal services, accounting services, and audit services; and
- iii. Other costs for goods and services required for administration of the program, including rental or purchase of equipment, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space.

VII. Data Collection and Reporting

Offerors must comply with the following data requirements:

- 1) Utilize the local Homeless Management Information System (HMIS) to track and report client information and program services for individuals who are experiencing homelessness.
- 2) Adhere to all requirements of Exhibit F HMIS Requirements including Coordinated Entry (CE), CoC and related regulatory requirements. Full information on metric assessment and logic can be found in the [CoC APR and ESG CAPER HMIS Programming Specifications](#).
- 3) Assist individuals with the collection of documentation to determine eligibility for housing program participation, including appeals of rejection of eligibility, if applicable.
- 4) Data Security and Management: The awarded agency must ensure that all technology and data systems utilized in operation of this program follow data security and management standards, ensuring the personally identifiable information is only accessible to appropriate program staff.

VIII. Performance Outcomes

On a quarterly basis, the awardee will be required to report the following:

- o **Outputs:**

- o **Required Output**

- o Total Number of Unduplicated Clients Served per 12-month period

- o **Supplemental Output Measure**

- o Percentage of nightly beds utilized

- o **Outcomes:**

- o **Required Business Plan Outcome Measure 1D**

- o Percentage of Homeless Households residing in shelter programs receiving APH funding who receive case management services

- o Numerator: Number of Homeless Households residing in shelter programs receiving APH-funding who receive case management services

- o Denominator: Number of Homeless Households residing in shelter programs receiving APH-funding

- o **Supplemental Outcome Measures**

- o **#1.** Percent of individuals entering the shelter without a current Coordinated Assessment (CA) who receive a CA

- o Numerator: Number of individuals without a current Coordinated Assessment who receive a CA

Denominator: Number of individuals entering the shelter without a current Coordinated Assessment

#2. Percent of shelter participants exiting to permanent housing destinations

Numerator: Total number of participants exiting shelter to permanent housing destinations

Denominator: Total number of participants exiting shelter

IX. Service Delivery

The implementation of the shelter **must adhere** to the following principles:

- 1) Trauma-Informed Care: A program, organization, or system that is trauma-informed realizes that widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in clients, families, staff, and others involved in the system; and responds by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization.
- 2) Language Access: Offerors must offer language assistance, in writing and verbally, to all individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
- 3) Civil Rights Regulations: Offerors must ensure service delivery and enrollment is conducted in accordance with the City of Austin's Anti-discrimination Ordinance, Chapter 5-1 Housing Discrimination, and federal Fair Housing regulations, specifically Equal Access found in [24 CFR part 5, subpart A](#), and core statutory protections of VAWA under [24 CFR part 5, subpart L](#).
- 4) Reduce Duplication of Services: Offerors must make every effort to ensure participants do not receive duplication of services or assistance from different funding sources.
- 5) Low-Barrier Shelter: Offerors must demonstrate that the shelter actively reduces or eliminates barriers to accessing and maintaining shelter services, such as requirements around income, criminal background, sobriety, pets, household members, storing belongings, or stringent behavioral expectations. Rules regarding access and safety of participants and staff are designed collaboratively with participants, and participants are able to access shelter resources at times most convenient to their situation.
- 6) Housing-Focused Shelter: Offerors must demonstrate that the shelter programs provide a path to housing, uniquely tailored to each participant's situation. Services delivery and available resources are primarily oriented towards assisting participants with exiting the shelter quickly to permanent housing destinations, independently, or supported by a formal housing program.
- 7) Safety and Security: Offerors must support the safety and security of the shelter facility and surrounding areas and ensure the shelter environment is free from violence and incitement. Program participants must be offered opportunities to access private space and resources to secure their personal effects.
- 8) Assertive Engagement: Offerors must assertively engage with unsheltered persons experiencing homelessness around the facility to maintain facility and community safety and connect participants to the project and resources to resolve their homelessness.
- 9) Termination of Services: Offerors must maintain a Termination Policy, available upon request and approved by Austin Public Health prior to contract execution and shared with program participants upon program entry. The Offerors must exercise judgment and examine extenuating circumstances in determining when violations warrant termination so that a program participant's assistance is terminated only in the most severe cases. An appeals process and multi-level staff review should be included in the Termination Policy. Incident reports will be submitted to Austin Public Health on a regular basis.

- 10) Grievance Policy: Offerors must maintain a Grievance Policy, available upon request and approved by Austin Public Health prior to contract execution and shared with program participants upon program entry.
- 11) Livable Wage: The City of Austin requires that agencies providing services on City property must provide a Living Wage for all staff working on the program. The City of Austin's living wage is \$20.80 per hour, effective October 2023.

X. Best Practices

All supportive services programs are encouraged to incorporate the following best practices including, but not limited to:

- 1) Culturally Competent Service Delivery: Offerors must demonstrate a strong understanding of the needs of individuals and households experiencing homelessness and demonstrate a history of client-centered care and culturally competent service delivery.
- 2) Incorporating Perspectives from People with Lived Experience: All recipients of APH funding are expected to design programs with input from individuals with lived expertise and ensure equitable access and outcomes in program performance.
- 3) Competencies for Working with People Experiencing Homeless: The Substance Abuse and Mental Health Services Administration (SAMHSA) has published needed competencies in the areas of knowledge, skills, and attitudes which are necessary to provide effective services for individuals at-risk of, or experiencing, homelessness. A full description of competencies, theoretical frameworks, and corresponding practices can be found on the [Substance Abuse and Mental Health Services Administration \(SAMHSA\) website](#).
- 4) Collaboration with the Community – Supportive of a community response to connect participants to culturally appropriate services, mainstream resources, services not provided by the awardee, and a supportive social network to support sufficiency, the awardee will work collaboratively with other non-profits, community groups, community programs, and governmental partners to address participants' needs and unique vulnerabilities.

XI. Additional Resources

- The Austin / Travis County Continuum of Care [Written Standards for Program Delivery](#)
- The Austin / Travis County [Written Standards for Coordinated Entry](#)
- The [Summit to Address Unsheltered Homelessness in Austin](#) is a working document of the community's plan developed Ed in March and April 2021
- SAMSHA's manual for understanding and implementing [Trauma-Informed Care](#) as a framework within organizations and social service programs
- [U.S. Department of Housing and Urban Development Limited English Proficiency](#)
- USICH's [Key Considerations for Implementing Emergency Shelters](#)
- [Emergency Shelter Learning Series - National Alliance to End Homelessness](#)
- [Trauma-informed Care, The Trauma Toolkit](#)
- [Mental Health First Aid](#)
- [Emerging Practices to Enhance Safety at Congregate Shelter - HUD Exchange](#)
- NAEH's [Reimagining Interim Housing Report](#)
- USICH's All In: Federal Strategic Plan to Prevent and End Homelessness, [Improve Effectiveness of Homelessness Response Systems](#) section

XII. Application Evaluation

Proposals meeting the minimum requirements for threshold review will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team will use to evaluate the strengths and weaknesses of the proposal.

A total of 100 points may be awarded to the proposal. All proposals will be evaluated as to how the proposed program aligns with the goals of this RFP and whether each question has been adequately addressed.

RFP # 2023-010 COA Bridge Shelters Evaluation Rubric		
Form 1: Offer Sheet	Offerors must print, sign, scan and upload signed forms.	No points, but Offerors must submit signed form.
Form 2: RFP Proposal		
Part I: Fiscal and Administrative Capacity	Agency Information and Minimum Requirements	No points awarded, but Offerors must pass threshold defined in Offerors Minimum Qualifications in C - Scope of Work.
Section	Category	Maximum Points Eligible
Part II: Scored Proposal	Program Goals and Objectives	65 points
Section 1: Experience and Cultural Competence and	Services Solicited	
Section 2: Program Design	Program Requirements	
	Program Design	
	Agency/Subcontractor Experience & Performance	
	Service Delivery	
	Project Timeline	
	Cultural Competence & Racial Equity	
	Best Practices	
Section 3: Data Informed Program Management	Data Security & Systems Management	15 points
	Quality Improvement & Feedback	
	Performance Measures	
Section 4: Cost	Program Staffing & Time	15 points

Effectiveness Form 3: Program Budget and Narrative	Program Budget & Funding Summary	
	Cost Effectiveness & Number of Individuals Served/Total Budget = Cost Analysis	5 points
		Total: 100 points
Form 4: COA Certifications and Disclosures	Offerors must print, sign, scan and upload signed forms.	No points, but Offerors must submit signed form.

XIII. Applicant Minimum Qualifications

- Agencies, board of directors, or leadership staff submitting a proposal must have a minimum of two years established, successful experience providing shelter and services.
- Agency must be a non-profit organization, quasi-governmental entity, or otherwise qualified social service provider (including for-profit) able to conduct business in the State of Texas, and legally contract with Austin Public Health.
- Agency must have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and state and federal payroll tax filings).
- Agency must be current in its payment of Federal and State payroll taxes.
- Agency must be eligible to contract and are not debarred from contracting with the City of Austin, State of Texas and Federal government, according to SAM.gov, and State and City Debarment information.
- Agency cannot owe past due taxes to the City.
- Agency must have the ability to meet Austin Public Health’s standard agreement terms and conditions, which includes Social Services Insurance Requirements.
- Agency must have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget. The Board of Directors shall have a strong commitment to fundraising to ensure well-funded, sustainable programs and operations.

XIV. Application Format and Submission Requirements

See Exhibit B: Solicitation Provisions, and Instructions for all requirements.

The Application must be submitted in the [PartnerGrants database](#). No late submissions will be accepted. Responses should be included for each question.

Please note: Only name your uploaded documents with letters and numbers. To reduce possible submission and/or review delays, please ensure any attached file from your local drive DOES NOT contain any special characters. Letters and numbers are acceptable.

Offerors Initial Steps: Registration

1. Confirm your organization is a registered vendor with the City of Austin.
 - To find the City of Austin Vendor Number please visit [Austin Finance Online](#) and search for the organization’s legal name.
 - To register to become a potential City of Austin vendor, go to [Austin Finance Online](#) register.

2. Be a registered user in the [PartnerGrants database](#). The proposals will be submitted through this web-based system.
 - To register, visit the [PartnerGrants](#) and click on “Register Here.”
 - Note that the organization’s City of Austin Vendor number is required to complete registration in Partner grants.

Offerors Initial Steps: Pre-Application

1. Complete an Annual Agency Threshold Application in the [PartnerGrants database](#) prior to submitting an Intent to Apply. If you have completed this application on or after October 16, 2024, and received approval, you can advance to the next step.
 - This form must be submitted once per 12 months and remains valid for all competitions closing within that time period. The threshold application will be reviewed by APH staff and the agency will be notified once approved.
 - Once logged into [PartnerGrants database](#), click on “Opportunity” and then opportunity title “Annual Agency Threshold Application-Applicants for Funding Start Here” to complete a new threshold application.
 - Submit one per agency per 12-months and note the submission date for future use.
2. Complete an **Intent to Apply form** for each proposal the Offeror plans to submit by the due date identified in Form 1 – Offer Sheet.
 - Once logged into PartnerGrants, click on “Opportunity” and then opportunity title “RFP 2023-010 COA Emergency Shelters” and complete an Intent to Apply form including a Threshold Certification verifying completion of Step 3 above.
 - Offerors may submit more than one Intent to Apply form per the guidelines of the RFP in Section 3. Funding and Timeline and must submit a unique Intent to Apply form for each proposal. For example, if an agency wishes to apply to operate more than one shelter they must submit an Intent to Apply form for each shelter for which they wish to apply.