

BIDDER PROPOSAL RESPONSE

REQUEST FOR PROPOSAL # WDARC- 025

HOMELESS TO WORK PROGRAM



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This RFP and any ensuing Addendums are available at the following links:
www.purchasing.co.riverside.ca.us and www.publicpurchase.com

**NOTE: BIDDERS ARE RESPONSIBLE TO READ ALL INFORMATION THAT IS STATED IN THIS
REQUEST FOR PROPOSAL AND PROVIDE A RESPONSE AS REQUIRED**

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SECTION 1. BACKGROUND AND INTRODUCTION

1.a. Purpose, Expectations, and Guiding Principles

The County of Riverside Purchasing Department, on behalf of the Department of Housing and Workforce Solutions (HWS), invites eligible respondents to submit a proposal more specifically described below.

The American Rescue Plan Act (ARPA) of 2021, also called the COVID-19 Stimulus Package or the American Rescue Plan (ARP), is a \$1.9 trillion economic stimulus bill signed into law on March 11, 2021, to accelerate the United States' recovery from the economic and health impacts of the COVID-19 pandemic. The ARP includes \$350 billion for eligible state, local, territorial, and Tribal governments. These funds known as the Coronavirus State and Local Fiscal Recovery Funds provide a substantial infusion of resources to help turn the tide of the pandemic, address its economic fallout, and lay the foundation for a strong and equitable recovery.

The purpose of this Request for Proposals (RFP) is specifically for HWS's Workforce Development Division (HWS/WDD) to procure an eligible and qualified entity to administer a transitional employment program that assists at least 40 unemployed individuals experiencing homelessness (Target Customers) in the Pass Area and unincorporated community of Cabazon, Beaumont, and Banning in District 5 of Riverside County (Service Area). The transitional employment program is designed to be a complete 90-day subsidized employment program in which participants will work a minimum of 20 subsidized hours per week on beautification projects located within the service area. The eligible and qualified entity must also ensure program participants are suitable and eligible to partake in transitional employment program, maintain full oversight of program participants during work hours, provide program participants with transportation to and from worksite, and arrange placement of program participants into permanent full-time employment upon completion of program term.

HWS, consists of the following divisions:

- Workforce Development
- Continuum of Care
- Housing Authority
- Community Action Partnership

Respondents should take into consideration the collective resources of HWS and understand that a partnership with HWS will be required in administering this program. HWS will work collaboratively with entity on referrals of program participants to each of our unique divisions. This collaborative effort will maximize the resources available for program participants in order to increase transitional employment program success, acquisition of interim, transitional, or permanent housing, and retainment of full-time employment. Housing opportunities will be coordinated through the Housing Authority and the Continuum of Care. The Workforce Development division is available to facilitate and prepare program participants with placement into permanent employment opportunities. Moreover, Workforce Development can also provide various vocational training programs which are available to program participants upon completion of transitional employment program. Community Action Partnership offers utility assistance, Volunteer Income Tax Assistance, Weatherization, and a multitude of other resources that can assist program participants. The respondent partnership with HWS departments will be vital in ensuring that all

expectation and guidelines are met.

Following is a summary of HWS/WDD's key expectations and guiding principles related to this RFP.

- (1) **Partnership** – Partner with local businesses, employers, cities, Riverside County resources and partners, as well as homeless service providers contracted with the County of Riverside Continuum of Care (CoC) with executed Memorandum of Understanding (MOU) to implement an integrated and seamless service delivery process for the Homeless to Work Program based on a transitional employment program model for community beautification project(s).
- (2) **Recruitment** – Work with partner agencies to recruit unemployed individuals experiencing homelessness. These agencies include HWS Workforce Development, Housing Authority, Community Action Partnership, Continuum of Care, Riverside County Department of Public Social Services, Riverside County Behavioral Health, etc.
- (3) **Eligibility and Suitability Assessment** – Conduct eligibility and suitability assessment with individuals recruited.
- (4) **Job Development** – Work with partnering agencies and entities in the service area to successfully operate a transitional employment program for community beautification project(s).
- (5) **Employment Assistance** – Provide services to help program participants become gainfully employed with long-term full-time employment after the transitional employment period.
- (6) **Case Management** – Provide case management services to assist customers with a range of funded or leveraged activities based on the stated needs of the customers.
- (7) **Record Keeping and Reporting** – Maintain complete and accurate customer records, up-to-date data, and provide consistent reports to HWS WDD and/or CoC as required on a timely basis.

1.b. Eligible RFP Respondents

Organizations that are eligible to apply in response to this RFP include Nonprofit, For-profit, Faith-based, and governmental organizations within Riverside County with:

- (1) Demonstrated successful experience in providing transitional employment programs for individuals experiencing homelessness.
- (2) Demonstrated fiscal capacity to support services or programs with budget around \$350,000.00 funded by federal, state, or local government.
- (3) No open litigation.
- (4) Valid business registration and good standing with California Secretary of State and California Franchise Tax Board.

Consortiums, joint ventures, or collaborations of organizations (that have complementary skills and experience) may apply, but proposals must clearly identify one legal entity as the prime respondent that will hold contracting responsibilities and liabilities. Proposals must clearly distinguish which partners represented in a proposal are subrecipients and subcontractors and disclose the type of financial agreements and non-financial collaborations that comprise the partnership. Respondents must demonstrate service delivery capabilities that provide cost-effective services.

The awarded respondent must be able to comply with policies set forth by HWS/WDD, CoC, and all applicable federal, state, and local laws and regulations in the performance, oversight, and reporting for this award. The awarded respondent must not be excluded or disqualified through the System for Award Management.

SECTION 2. SCOPE OF SERVICES

2.a. Service Area

Respondents must be able to serve the entire service area listed below:

Pass Area in District 5 of the County of Riverside including the unincorporated areas of Cabazon, Beaumont, and Banning.

2.b. Target Customers

Target customers for this RFP include unemployed individuals residing within the service area, as described above, whom are experiencing homelessness as defined by the U.S. Department of Housing and Urban Development (HUD) under the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act) (24 CFR Parts 91, 582, and 583).

2.c. Services

The scope of services under this RFP relates to provision of services throughout the Service Area to Target Customers, as those two terms are more specifically defined in the subsections 2.a and 2.b above. Specifically, the scope of services is as follows:

- (1) **Partnership** – Partner with local businesses, employers, cities, Riverside County resources and partners, as well as homeless service providers contracted with the County of Riverside Continuum of Care (CoC) with executed Memorandum of Understanding (MOU) to implement an integrated and seamless service delivery process for the Homeless to Work Program based on a transitional employment program model for community beautification project(s).
- (2) **Recruitment** – Work with partner agencies to recruit Target Customers as described in subsection 2.b. above.
- (3) **Eligibility and Suitability Assessment** – Conduct eligibility and suitability assessment with individuals recruited based on the following criteria:
 - a. Experiencing homelessness as defined by the U.S. Department of Housing and Urban Development (HUD) under the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act) (24 CFR Parts 91, 582, and 583) within Service Area as described in subsection 2.a. above. and
 - b. Suitable and willing to obtain long-term full-time employment with no definite end date.
- (4) **Job Development** – Work with partnering agencies and entities in the Service Area as described in subsection 2.a. to operate a transitional employment program that offers employment opportunities in community beautification project(s) with wage/stipend subsidies for a minimum of 90 calendar days at a minimum of 20 subsidized work hours per week and at least at minimum wage.
- (5) **Employment Assistance** – Provide complete employment services including but not limited to; job applications, resume and cover letter assistance, job readiness workshops, job referrals, case management, post-employment follow-up services, transportation from customers' residence to worksite(s), program oversight, employer of record, etc. Enroll and assist at least 40 eligible and suitable customers to become gainfully employed. Customer must obtain long-term full-time employment that includes a period of 90-day subsidized employment and successful transition to unsubsidized employment for at least 30 calendar days with no definite end date of employment within the period of performance from September 1, 2023, through August 31, 2025.
- (6) **Case Management** – Provide case management services to assist customers with a range of funded or leveraged activities based on the stated needs of the customers, including but not limited to accessing personal identification (critical for connection to permanent housing and employment), case management, crisis housing and bridge housing, crisis intervention, physical health care, mental health care, mainstream benefits establishment, substance use treatment, education, life skills, legal services, employment services, transportation, reunification, problem solving, tenancy rights and responsibilities and landlord relations.
- (7) **Record Keeping and Reporting** – Maintain complete and accurate customer records, up to date CalJOBS and HMIS entries and provide reports to HWS/WDD and/or CoC as required on a timely basis.

SECTION 3. FUNDING AND CONTRACT PROVISIONS

3.a. Funding Amounts

Program services under this RFP will be funded under ARPA for strict use within the Service Area as define in subsection 2.a above. Respondents must have an excellent understanding of ARPA requirements and definitions. Maximum funding amount for this RFP is three-hundred fifty thousand dollars [\$350,000].

3.b. Term of Contract

Contract entered as a result of this RFP are anticipated to be effective from January 1, 2024, through August 30, 2025. Contract renewal is subject to HWS/WDD'S discretion as allowed by ARPA funding up to two (2) years after the contract end date.

3.c. Program Performance

The Homeless to Work Program is performance driven. Awarded respondent will be expected to provide full range of services as described under paragraph 2.c. to assist at least 40 eligible and suitable Target Customers from the Service Area become gainfully employed with long-term full-time employment. This will include a period of 90-day subsidized employment and successful transition to unsubsidized employment for at least 30 calendar days with no definite end date of employment. All program performance measure should be executed withing the period of performance from January 1, 2024, through August 30, 2025. In addition to the minimum standards set forth by funding sources, HWS/WDD will set performance objectives with awarded respondent periodically during the negotiated contract period.

3.d. Program Monitoring

HWS WDD administrative staff will monitor and measure the performance of respondent(s) on a regular basis. In addition, awarded respondent(s) will be expected to review and analyze performance data on at least a monthly basis, utilizing data management tools (such as customer rosters, customized reports, quarterly performance detail and summary reports, base wage reports, budget, expenditures, etc.).

SECTION 4. PROPOSAL SUBMISSION AND EVALUATION CRITERIA

4.a. Proposal Submission

(1) Formatting Requirements

Respondents must adhere to the formatting requirements.

- A. Font size: 11-point
- B. Font: Arial
- C. Margins: At least one inch
- D. Line spacing: Double-spaced
- E. Language: English
- F. All pages numbered (25-page limit)
- G. All attachments labeled and adhered to all formatting requirements stated above.

(2) Additional Attachments

Letters of support/commitment, MOUs that detail partnership roles and responsibilities and any in-kind resources committed are encouraged and can be included as “additional attachments”. Respondents can also include charts, maps, visuals, and diagrams to support their proposal.

(3) Key Dates:

- Deadline for submission of questions on www.publicpurchase.com RFP # WDARC-025
December 29, 2023, 1:30 pm Pacific Time
- Responses to questions submitted will be posted no later than **January 5, 2023**.
- Deadline to submit letter of intent to apply is **December 29, 2023**.
Letters may be submitted to Pearl Rodriguez,
Procurement Contract Specialist via email perodriguez@rivco.org:
- Deadline to submit proposals on www.publicpurchase.com RFP # WDARC-025
January 19, 2024, 1:30 pm Pacific Time

4.b. Evaluation Criteria (Maximum Total 100 Points)

An RFP Evaluation Panel will score and rank proposals and make a recommendation for funding. The selection will be based upon proposal information supplied by the respondent in response to this RFP.

Points will be assigned per section as follows:

Proposal Section Point Value	Maximum Points Available
1. Completeness and Formatting	5
2. Organizational Qualifications and Project Management	15
3. Past Performance	20
4. Narrative	15
5. Project Budget	40
6. Staffing	5
Total Points Available	100

COMPLETENESS AND FORMATTING (5 POINTS)

Respondent's initial submittal includes all required items and is formatted as stipulated in Section 4 of this RFP along with the following;

Cover Page:

- (1) Include company name, address, phone number, website, and federal tax identification number.
- (2) Include proposal name; and
- (3) Include the name of the person authorized to negotiate the contract and make decisions for the organization including the phone number, and e-mail address.

Table of Contents:

- (1) Include a clear identification of the material in the proposal by section and by page number.

ORGANIZATIONAL QUALIFICATIONS AND PROJECT MANAGEMENT (15 POINTS)

Summarize what you want the evaluation panel to know about your organization that will demonstrate your ability to provide contracted adult job seeker services in an innovative, client centric manner that yields the greatest return on investment and addresses guiding principles set forth in Section 1 of this RFP.

Provide a narrative describing your experience in the following areas:

- (1) Successfully managing any transitional employment programs or homeless services to Target Customers described in item 2.b.;
- (2) Operating programs funded by federal, state, or local government;
- (3) Providing services to disadvantaged populations, especially those in line with Target Customers described in item 2.b.;
- (4) Your process for starting up a new program quickly and adjusting quickly when program requirements change;
- (5) Specific risks you see related to this project and how your organization will manage/mitigate these risks through your project management approach;
- (6) Your strategy for understanding, monitoring, and measuring program operations in connection to performance outcomes;
- (7) Your process and experience in ensuring quality, compliance, and proper documentation for projects of similar size/scope of work;
- (8) How you will ensure funds are used properly and according to policy, process, and according to overall spending plan;
- (9) Your organizational strengths and weaknesses; provide examples correlated to employment programs or homeless services to Target Customers.

PAST PERFORMANCE (20 POINTS)

Provide a detailed description of past performance related to the delivery of transitional employment programs for individuals experiencing homelessness. The description of past performance should include:

- A. Description of current contracts for services related to transitional employment programs specifically for individuals experiencing homelessness. Please include contract amount, performance benchmarks, staffing commitments, performance outcomes and leveraged funding; and
- B. This section should provide sufficient detail to deem the respondent experienced in working with programs of a similar size, service area (District 5), participant population, and show positive outcomes.
- C. Additionally, you can utilize this section to highlight previous work completed or directly related to assisting the homeless population, utilizing ARPA funding, implementing transitional jobs programs, etc.

NARRATIVE (15 POINTS)

The Narrative Section will provide a formal Scope of Work for the respondent. Responses will be evaluated on strength of partnerships and collaboration strategy throughout your proposal as well as the extent to which the proposal addresses guiding principles set forth in Section 1 of this RFP. Respondents should describe the planned use of, and experience with, evidence-based practices, in all applicable questions.

Scope of Work Items:

(1) Service Area

- A. Describe your commitment, ability, and success in serving individuals experiencing homelessness (Target Customers) within the Pass Area and unincorporated regions of District 5 (Services Area).

(2) Overall Program Design

- A. Please describe your overall program design including but not limited to your startup process, phases, milestones, timeline, staffing plan, innovative approach, and best practices.

(3) Customer Experience

- A. Describe how you will conduct intake and determination of eligibility and suitability of Target Customers for the Homeless to Work Program.
- B. Describe your process for identifying career pathways and services which would best fit each Target Customer's goals, needs, and interests.
- C. Describe your organization's anticipation of the customers' experience in the Homeless to Work Program especially during the subsidized employment period and unsubsidized employment period. Please include how many crews you anticipate and how many customers in each crew (minimum 5 customers per crew).

(4) Access

- A. Describe how you will ensure easy access for Target Customers to enter the Homeless to Work Program with little to no wait time regardless of their demographics, barriers, abilities, or disabilities.

(5) Outreach and Recruitment

- A. Describe how you will build or enhance partnerships within the proposed service area to reach and recruit Target Customers. Please include how you overcame actual or potential challenges especially for the hardest to serve.
- B. Explain how you assist individuals with missing documentation (e.g. no government issued ID, social security card, drivers' license, birth certificate). What plan would you be able to put in place to overcome this challenge for Target Customers?

(6) Eligibility

- A. Describe how you will create a suitability determination process that is easy for Target Customers to navigate and creates a safe space for individuals to disclose sensitive information and self-identify barriers and needs.
- B. How will this process ensure compliance and proper documentation by staff conducting intake, eligibility, and suitability determination?
- C. Include any experience implementing person-centered program design or equivalent processes.
- D. Describe and provide examples of how you will support individuals with multiple barriers, disadvantages, physical, developmental and/or intellectual disabilities in accessing career services.

(7) Referrals

- A. Describe how eligible and ineligible customers are seamlessly referred to other entities or service providers to obtain additional services that are not available in the Homeless to Work Program to provide added value to the customers without duplication of service and hindrance of their participation in the Program.

(8) Partnerships and Collaborations

- A. Explain how you will partner with other service providers and community-based organizations to fulfill your obligation of your proposed services?
- B. Explain your plan to collaborate with HWS divisions, county, cities, homeless service providers contracted with the CoC, employers and businesses to maximize the effectiveness and efficiency of the Homeless to Work Program.
- C. As appropriate, describe what other partnerships you plan on leveraging with other systems such as higher education institutions including community colleges, business associations, law enforcement, adult justice systems, local housing programs, community-based organizations, counseling centers, employers, and other organizations that serve adults.

(9) Performance

- A. Describe your ability and methods to successfully meet the performance requirements of this RFP. Include descriptions of successful outcomes in past projects with similar scope of work and services area.
- B. Describe your outcome measurement system and performance improvement process including metrics, data frequency, accuracy assurance, review, and how they are used to improve your

performance.

PROJECT BUDGET (40 POINTS)

The Respondent must submit a comprehensive budget and narrative.

A budget (Excel file) must be included in the submission, addressing the following items at minimum:

- (1) The Budget section should include but is not limited to; startup fees, administrative cost, operations cost to cover all proposed services, personnel, non-personnel, subcontracts, indirect, wage/stipend reimbursement and profit (if applicable) that covers the entire contract period for the first year of the contract.
- (2) Personnel costs must identify the staff position, annual salary, and percentage of annual time spent on the funding sources for every staff position. Minimum staffing requirement includes one full time Crew Supervisor and one full time Case Manager.
- (3) Exclude expenses that are not allowable under ARPA. Examples of disallowed costs include, but are not limited to:
 - A. Food and beverages
 - B. Bad debt
 - C. Advertising (other than help-wanted ads and procurement requests)
 - D. Contributions/donations to other non-profits
 - E. Entertainment
 - F. Fines and penalties
 - G. Lobbying and fundraising costs
 - H. Equipment purchases >\$100 without prior approval from HWS WDD
- (4) Non-personnel costs should also be further outlined in specific line items (i.e., supplies, equipment, repairs, and mileage).
- (5) Pricing must be inclusive of cost of supply and provision of services during the service period and include any applicable taxes.
- (6) The prices quoted should be valid for a period of 4 years (cost of living and additional costs will be negotiated each contract year).

The budget narrative should address the following if applicable:

(1) Cost Allocation Plan

The cost allocation plan describes the methodology that will be used to prorate common operating costs to each funding source. Examples of common operating costs are infrastructure costs (e.g., copier machines), as well as personnel (e.g., receptionist, fiscal staff, senior management) providing benefits to multiple funding sources. Furthermore, the estimated amounts derived from the proposed methodology should be allocated to each budget line item. All costs should be identified as program costs or program support costs (see Program Costs vs. Program Support Costs).

(2) Indirect Costs and Negotiated Profit

Any indirect costs budgeted must be supported by a Negotiated Indirect Cost Rate Agreement (NICRA)

with a federal or state cognizant agency. If a respondent does not have an approved indirect rate but wishes to include indirect costs in its proposal, it must submit all relevant financial information that outlines how the indirect rate and costs were determined and future steps for required approval by the relevant cognizant agency. With or without NICRA, indirect costs may not exceed 10% of the contract amount even if the NICRA provides a rate higher than 10%. For-profit organizations' negotiated profit line item shall not be negotiated at a rate higher than 10% of the total project. The total of Indirect Costs and Negotiated Profit shall not exceed a maximum of 15%. The following factors are considered in negotiating profit:

- A. The respondent's effort measured by the complexity of the work to be performed and amount of subcontracting (if approved under the contract terms).
- B. Contract cost risk.
- C. The respondent's investment and independent development.
- D. The quality of the respondent's record of past performance including cost control and past accomplishments.
- E. Additional factors as needed.

(3) Program Costs vs. Program Support Costs

HWS WDD identifies two cost categories: program costs and administrative costs. For the purpose of this RFP, HWS WDD defines administrative costs as program support costs. Respondents may not exceed the cap of 5% on program support costs. Program support costs typically include salary and wages for staff who work in Finance, Human Resources, Payroll, Legal, Property Management, etc. as well as other associated costs related to these functions. For more information on program support and program costs, refer to 2 CFR parts 200 and 2900. All respondents should follow this rule when classifying budget costs as program support costs or program costs. HWS WDD encourages respondents to use in-kind or revenue streams other than funding under this RFP to pay for program support costs. The extent to which a respondent can meet performance objectives while minimizing support costs will be a factor in the evaluation process.

STAFFING (5 Points)

- (1) Submit an organizational chart (1 page) and resumes (1-page limit) to show experience of key staff assigned to this project.
- (2) Describe proposed staff positions and corresponding functions in the delivery of the proposed scope of services. Minimum staffing requirement includes one full time Crew Supervisor and one full time Case Manager.
- (3) Describe the types of formal and/or lived experience your staff brings to the proposed program.
- (4) Please indicate current/proposed staff languages spoken and the coordination of services in multiple languages.
- (5) How will you ensure staff feel equipped to handle the proposed caseload and program design?
- (6) Explain your caseload and staffing ratios. Be sure to include details about previous experience with case management and data tracking tools.
- (7) Describe your staff and volunteer training process to ensure all Target Customers receive consistent and high-quality services that conform to the guiding principles set forth in Section 1 of this RFP.