

Missouri Housing Development Commission

REQUEST FOR PROPOSALS TO PILOT SERVICE COORDINATOR INITIATIVE



**RESPONSE DEADLINE:
Friday, July 24, 2015 by 4:30 P.M. Central Time**

Missouri Housing Development Commission
920 Main Street, Suite 1400
Kansas City, Missouri 64105-2017
Contact: Sarah Parsons, Community Initiatives Manager
Phone: 816-759-7265
Email: sparsons@mhdc.com

REQUEST FOR PROPOSALS TO PILOT SERVICE COORDINATOR INITIATIVE

INTRODUCTION

Purpose: This document is a Request for Proposals (“RFP”), by which Missouri Housing Development Commission (“MHDC”) seeks to obtain proposals from qualified agencies (“Vendor(s)”) to implement a pilot Service Coordinator Initiative (SCI) within MHDC developments that do not currently offer onsite support services and are located in the Kansas City and St. Louis metro areas. The purpose of the SCI is to help residents maintain and stabilize housing through supportive housing. Supportive Housing is the link between quality, safe, affordable, community-based housing and flexible, voluntary support services designed to help the individual or family stay housed and live a more productive life in the community. Funding for this program will be provided through a collaboration of Missouri Housing Development Commission and Missouri Department of Social Services.

Requirements: Below is a list of necessary items that must be addressed throughout the completion of the vendor proposal:

- Vendor must be able to demonstrate comprehensive experience and knowledge of providing supportive services to households experiencing housing instability.
- Vendor must leverage pilot SCI funding to help improve or expand programs currently in existence or that are similar in nature.
- Vendor will provide social services onsite, on a regular schedule for households at designated MHDC developments in the Kansas City and St. Louis metro areas that do not currently provide on-site service coordination for residents.
- Vendor will provide or assist with arranging transportation if household is unable to receive needed services onsite.
- Vendor will actively engage designated MHDC development unit households to inform them of services, activities, meetings, neighborhood gatherings, and other supportive services that promote housing stabilization.
- Vendor will maintain a system of communication with designated residents by developing flyers, newsletters, website, event calendar or other communication channels as MHDC deems necessary.
- Vendor will be available to residents for in-person meetings and phone consultations at least 20 hours per week.
- Vendor will have extensive knowledge of community resources and be able to coordinate referrals for households in need of services beyond vendor’s expertise.
- Vendor will collaborate with property management of the designated MHDC developments.
- Vendor will maintain record of services provided.
- Vendor will design and maintain a system to measure the impact of the SCI on the lives of those residents served.

Distribution of RFP: In addition to this document, the RFP will include the following:

- Sources and Uses Document.
- Board of Directors List.
- Letter of support from designated MHDC development property management organization for onsite coordination of services.

Additional Guidance: The pilot Service Coordinator Initiative will be funded for one year with optional renewal for a second year at MHDC’s sole discretion.

The RFP is available from MHDC in hard copy by U.S. mail or electronically on MHDC's website at www.mhdc.com.

SCOPE OF SERVICES

Interested Vendors will be responsible for the implementation of the pilot SCI at designated MHDC developments in the Kansas City and St. Louis metro areas to provide residents with onsite access to a single-point of contact to help them maintain stable housing through coordinated social services.

Vendor will collaborate with local agencies, non-profits and other service providers to coordinate services that will help residents maintain stable housing. Vendor will also act as a liaison between the property owner and resident to overcome specific challenges. Additionally, Vendor(s) will leverage existing funding alongside available SCI funding to improve or expand programs similar in nature.

Vendor will be responsible for identifying existing MHDC developments that currently do not have onsite coordination of services that would benefit from the SCI pilot, coordinate with property management firms to secure support for the SCI, and provide a detailed plan on how to implement the onsite SCI once selected.

The scope of services to be provided may also include any or all of the following:

1. Providing onsite supportive services or coordination of services that help residents maintain stable housing.
2. Create, monitor and adjust supportive services as necessary that engage residents and encourage participation.
3. Provide or coordinate transportation services for residents to access additional services that occur at off-site locations.
4. Incorporate monitoring process to maintain record of services and support provided to residents.
5. Vendor may include a process for residents to obtain direct assistance as needed if extenuating circumstances occur that could interfere with the stability of his/her housing.
6. Effectively communicate and distribute information about supportive services to residents through a variety of communications methods, including, but not limited to: newsletters, flyers, community bulletin boards, telecommunications, community meetings and group discussions.
7. Vendor will serve as a liaison to mediate challenges and barriers residents and property managers are facing to continue maintaining housing occupancy.
8. Vendor will collaborate with MHDC to expand services as necessary to provide supportive services that address the needs of residents at designated MHDC developments.

The proposal to implement pilot SCI will follow the timeline below:

1. On or before July 24, 2015 one copy of SCI RFP due to MHDC offices no later than 4:30 PM Central Standard Time.
2. On September 18, 2015 MHDC staff will present recommended proposals for Commission approval.
3. On or after September 18, 2015 MHDC will notify selected Vendor(s) of its approval.
4. The initial grant term will run for one year (from September 23, 2015 through September 22, 2016) with an option to extend the term for a second year at MHDC's sole discretion.

INSTRUCTIONS

One hard copy of your proposal is due by 4:30 p.m. Central time July 24, 2015 to the office of Missouri Housing Development Commission, 920 Main Street, Kansas City, MO 64105-2017 to the attention of Sarah Parsons, Community Initiatives Manager.

Vendors responding to this RFP are advised that all submissions may be made available to the public on request upon completion of the process and award of an Agreement. Accordingly, any information which the Vendor thinks benefits from an exception to disclosure under the Missouri Sunshine Law (RSMo §§610.010-225) shall be clearly identified as such and segregated from the rest of the proposal. MHDC, in its own discretion, shall determine which information may be disclosed under the Missouri Sunshine Law. By responding to this RFP, Vendor agrees that any determination made regarding disclosure of information contained in the response is satisfactory.

GENERAL INFORMATION

Provide a brief description of your institution, including but not limited to the following:

1. Institutional Ownership/Control. Pursuant to the Commission's Standards of Conduct, any response submitted by a Vendor under an RFP shall disclose the name of the individual, entity and/or entities having ownership interests in the Vendor. All entities identified in this disclosure shall be reduced to their human being level irrespective of the number of entity layers which may be present for any disclosed entity. If the Vendor responding to this RFP is a publically held corporation the disclosure under this section shall include the names of the Vendor's board of directors, its chief executive officer, chief financial officer, chief operating officer and any individual participating in the preparation of the application vis-à-vis this RFP. The Vendor shall disclose as a part of its response any employment or contractual relationship the Vendor maintains with any previous MHDC employee or commissioner (including those individuals who had the power to vote on behalf of an elected commissioner). Questions regarding these requirements may be directed to the Commission's General Counsel, Weylin Watson, by phone at 816-759-6624 or email at wwatson@mhdc.com.
2. Institution Contact(s). Provide the name, address, phone number, fax number and email address of the Vendor's contact person(s) for this engagement.
3. Minority Participation. Describe any agreements your institution has or intends to establish with outside entities to perform work related to this RFP, including the involvement of any minority or woman-owned entities that would assist in any capacity with services to be provided to MHDC. This includes any entity that is certified as a minority-owned business enterprise or certified as a Woman-owned business enterprise by the State of Missouri Office of Administration, the city of Kansas City Missouri, or the city of St. Louis, Missouri. If you have entered, or intend to enter, into any such agreements with minority or woman-owned entities, provide detailed information about your proposed financial and work sharing arrangement with these entities. If none are described, confirm that your institution will provide all services described above without the involvement or assistance of any other outside entities.
4. Liability Insurance. MHDC will require the Vendor selected under this RFP to fully indemnify and hold MHDC harmless for any acts of Vendor's employees and/or agent during the term of the contract executed in connection with this RFP. Please describe the types and amounts of insurance your institution carries to insure such liabilities.

5. Undocumented Workers. All Vendor's responding to this RFP shall provide MHDC with an affidavit stating that the Vendor does not employ any person who is an unauthorized alien in conjunction with the contracted services and that the Vendor is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. This affidavit shall be updated and executed again at the time the engagement of the selected Vendor is memorialized in an agreement. Please find attached hereto a draft affidavit. Questions regarding these requirements may directed to the Commission's General Counsel, Weylin Watson by phone at 816-759-6624 or email at wwatson@mhdc.com
6. Board of Directors. Please provide a list of your organization's Board of Directors/Decision-Making Body completed in the attached Board of Directors format. Please do not list your organization's Advisory Board.

SPECIFIC EXPERIENCE AND RESOURCES

1. MHDC Experience. Describe the Vendor's historical experience in serving MHDC or other state or local organizations and/or agencies who will be implementing the supportive services programs in MHDC developments that do not currently have onsite coordinators.
2. Staffing. Identify the individuals who will carry out the planning and implementation of SCI pilot. Also identify a process for selecting the on-site point of contact at the indicated MHDC developments.
3. Community Resources. Identify resources in the community that could be utilized to implement the SCI and describe your ability to leverage those connections.
4. Other Information. Discuss any topics not covered in this RFP that you would like to bring to the attention of MHDC.

COSTS

To implement the pilot SCI, an amount up to \$400,000 to support the initial implementation and continued onsite coordination of services at MHDC developments that do not currently have onsite coordinators located in the Kansas City and St. Louis metro areas. Please note up to \$200,000 is available to each of the Kansas City and St. Louis metro areas, respectively.

Please provide a detailed analysis of anticipated costs using the eligible activities listed below. Describe your proposed fees for implementing the pilot SCI and details on how funds will be leveraged to improve or expand similar existing programs that facilitate greater housing stabilization.

Eligible Actives Include:

- 1- General Management, Oversight and Coordination
 - a. Staff salaries, wages and benefits related to administering the on-site supportive services.
 - b. Costs for goods and services required for administration including rental or purchase of equipment, space rental, insurance, utilities, office supplies and other related items to facilitate onsite services.

- c. Travel costs associated with on-the-job expenses that help facilitate supportive services that aim to stabilize housing at indicated MHDC developments.

2- Supportive Services

- a. Costs of activities that allow services to take place onsite or by a qualified specialized organization.
 - i. Examples include: food bank activities, necessary affordable medical services, credit counseling, and others services that enhance quality of life and economic self-sufficiency.

MISCELLANEOUS

If you require additional information or clarification, you may contact Sarah Parsons, Community Initiatives Manager, at sparsons@mhdc.com. All questions must be in writing. All responses will also be in writing and will be available to any party that requests copies thereof.

Contact with Commissioners and Staff. Prior to the final selection, MHDC reserves the right to contact any or all Vendors by phone or email as may be necessary and appropriate to clarify certain information provided by a Vendor in its proposal.

Standards of Conduct. This RFP is considered a “Competitive Matter” as that term is defined in Commission’s “Standards of Conduct” Policy (the “Standards of Conduct”). Further, every Respondent, including, but not limited to, their respective principals, key employees and agents acting on their behalf are considered “Interested Parties” (as defined in the Standards of Conduct). As a result, every Respondent (including, but not limited to, its principals, key employees and agents) under this RFP is obligated to abide by the rules and restrictions imposed by the Standards of Conduct, including the rules governing contact with Commissioners and MHDC employees. The failure of any Respondent to abide by the rules and restrictions established by the Standards of Conduct may result in the disqualification of that Respondent’s Response. Therefore, you are strongly encouraged to review and familiarize yourself with the Standards of Conduct. The Standards of Conduct policy is available on MHDC’s website at www.mhdc.com/about/commission/policies/standards_of_conduct.htm.

Furthermore, pursuant to the Standards of Conduct, any Response under this RFP shall disclose the name of the individual(s), entity and/or entities having ownership interests in the Respondent. All entities identified in this disclosure shall be reduced to their human being level irrespective of the number of entity layers which may be present for any disclosed entity. Notwithstanding the previous sentence, to the extent any Respondent under this RFP is a publicly traded corporation, such a Respondent may limit this disclosure to all board members, officers (and other key employees) and any shareholders owning or controlling ten percent (10%) or more of the corporation. Questions regarding this requirement or any other requirements or restrictions imposed by the Standards of Conduct may be directed to the Commission’s General Counsel, Weylin Watson, by phone at 816-759-6624 or email at wwatson@mhdc.com.

Modifications to Proposals. No Vendor may modify or correct its response at any time after the due date specified in this RFP, except in direct response to a request from MHDC for clarification.

Revisions to this RFP. In the event that it becomes necessary to revise any part of the RFP, MHDC will provide an addendum to each firm receiving this RFP. Any additional information required to clarify portions of this RFP will be issued in the form of an addendum.

Review and Selection Process. All proposals will be reviewed by MHDC staff, which will develop recommendations and present those recommendations to the Commission for consideration and selection, which is anticipated by September 18, 2015. MHDC may, at its option, request one or more Vendors to make an oral presentation. This presentation would be at the expense of the Vendor.

Expenses Relating to Proposals. MHDC shall not be liable for any expenses incurred by any Vendor in replying to this RFP.

Rejection and Negotiation. MHDC reserves the right to conduct any investigation of the qualifications of any Vendor that it deems appropriate, reject any or all proposals, to request additional information, or to negotiate the terms of the agreement (including any items proposed in the Vendor's proposal) with the selected Vendor(s), and to waive any deficiencies or irregularities in any proposal. The SSP funding will be awarded to the Vendor(s) which, in the opinion of MHDC, is (are) the best qualified to provide such services.

Federal Work Authorization Program. Pursuant to Mo.Rev.Stat. §285.530.2, any Vendor(s) selected pursuant to this RFP shall provide MHDC with an affidavit (in the form attached hereto) stating that the Vendor does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the Vendor is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. Prior to execution of any agreement contemplated herein, the Vendor shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to the Commission's General Counsel, Weylin Watson, by phone at 816 759 6624 or email at wwatson@mhdc.com. In your proposal, please indicate whether your firm is currently enrolled in and participating in a federal work authorization program such as E-Verify.

RFP REVIEW AND SELECTION CRITERIA

Proposals will be evaluated on a variety of factors, including:

1. The Vendor's willingness to follow the guidelines in this RFP.
2. Experience and qualifications of both the Vendor(s) and staff to be assigned to perform the implementation of the pilot SCI, as evidenced by formal training, education and related experience.
3. Demonstrated knowledge and experience implementing/maintaining similar programs to residents in affordable housing or supportive housing communities.
4. Vendor's demonstrated willingness to effectively engage residents with a variety of supportive services to help them maintain stable housing.
5. Vendor's detailed supportive services plan that provides information on what services will be offered, their frequency and plan for engaging residents.
6. Vendor's ability to provide secure, organized record of services provided to residents at indicated MHDC developments.
7. Vendor's ability to provide the required services on a timely basis in light of the anticipated workload, and the availability of adequate personnel and resources of the institution.
8. The institution's inclusion of minority and women participation, including the institution's employees and/or any participation with a minority or woman-owned entities.
9. Program costs, proposed fee structure and detailed plan for leveraging funding for pilot SCI implementation.
10. MHDC's prior experiences, if any, with the institution and any other factors MHDC believes would be in its best interest to consider.

