| **RFP # 2023-010 City of Austin Bridge Shelters<br>Evaluation Rubric** | | |
|---|---|---|
| **Section Description** | **Question Criteria** | **Points** |
| **Part I: Fiscal and Administrative Capacity** | | |
| Agency verifies that they meet Offeror Minimum Qualifications in C – Scope of Work and provides background information. | Agency Information and Minimum Requirements (Questions 1-6): Agency provides information about agency background and capacity. | No points awarded, but Offeror must complete all questions. Offers which do not complete the Minimum Requirements question will not move forward with evaluation. |
| **Part II: Scored Proposal** | | |
| **Successful applicants will answer all parts of all questions. If a question or part of a question does not apply, applicants should answer N/A rather than leave a field blank. When criteria indicate that "preference is given" that indicates items that are preferred, but not required, and earn additional points.**<br><br>**Attachments may be appropriate to respond to questions where indicated. All attachments should be directly responsive to the prompt. Attachments that are not requested within Form 2 - RFP Proposal will not be considered during application review. The purpose of attachments is to support the narrative response included in Form 2 - RFP Proposal.** | | |

| Section 1: Experience and Cultural Competence And Section 2: Program Design | |
|---|---|
| **Proposal Question** | **Minimum Proposed Expectations** |
| **Q1. Program Goals and Objectives:**<br>Describe the program you propose and the purpose of the program, including goals, objectives, and how program success is defined. | Agency's response covers program description, goals, objectives, definition of program success.<br>Response is in alignment with Scope of Work and intended shelter services. |
| **Q2 Facility Operation:** Describe how the project will meet the requirements included in the following sections of C – Scope of Work Section VI. Eligible Costs and Program Requirements 1) Operations to provide shelter operations that are safe and habitable with appropriate access, space, security, air quality, water, basic needs, sanitary facilities and conditions, and fire safety. | The response describes how the program will utilize the eligible costs outlined in part 1 to provide shelter operations that are safe and habitable with appropriate access, space, security, air quality, water, sanitary facilities and conditions, and fire safety.<br>Responses will explain how the offeror will provide for the basic needs of participants and meet all of the requirements outlined in the SOW. |
| **Q3.** Describe how your project will meet the requirements identified C – Scope of Work Section VI. Eligible Costs and Program Requirements parts 2-4 to connect participants to mainstream benefits, support participants health and wellness, and exit participants to permanent housing destinations. Responses should clearly identify how the eligible costs will be utilized to meet the requirements. | The response clearly describes how the requirements will be met utilizing activities and services which are eligible as outlined in parts 2 – 4 to provide housing focused supportive services, hygiene services, coordination of access to medical care, and general housing assistance. Response demonstrates a clear understanding of why services are crucial to project success. |
| Q4. **Program Timeline:** Describe the timeline your organization will follow to ensure full operationalization of the shelter beginning one month after the contract is executed. | A clear response which identifies that the applicant would be able to meet the timeline outlines within the scope of work with a reasonable degree of confidence. |
| **Q5. Referrals:** Describe the project's policies and process for determining which eligible participant will gain access to an open shelter bed, when resources are available. | All responses: The response provide a clear and organized approach.<br>Bridge Shelter Response: Describes meeting regularly with staff of the Homeless Strategy Division to communicate current bed utilization and assess referrals for shelter intake eligibility. |

| | |
|---|---|
| **Q6. Agency/Subcontractor Experience:** Describe the experience your agency, leadership staff, board of directors, and/or subgrantees have in providing the services as proposed in the Scope of Work and working with people experiencing literal homelessness. Describe how your agency's or your subcontractor's agency's previous experience, expertise, and research will inform your ability to implement the solicited services successfully. Clearly identify if your experience is in congregate or non-congregate lodging settings. | No concerns regarding their ability to provide the services based on their answers.<br>Met the minimum of 2 years of experience, described performance, both outcomes and outputs. |
| **Q7. Past Performance:** Demonstrate with performance data your agency's ability to meet project goals and make a positive impact on the community. Please upload previous performance reports from the last two years that demonstrate the services or related services for which you are applying. These can include quarterly performance reports or annual reports provided to community or agency leadership that, when combined, demonstrate at least two years of performance. | Documents provided demonstrate at least two years of past performance, outputs and outcomes, that includes evidence of meeting goals and making a positive impact.<br>No concerns regarding their ability to provide services and report effectively.<br>If no reports are submitted, the explanation is clear and appropriate with information to demonstrate capacity for reporting in the future. |
| **Q8. Service Delivery:** Describe your agency's **experience** in providing the following policies and practices identified C - Scope of Work - Section IX. Service Delivery parts 1, 3-8.<br>Describe **how your project will incorporate** the principles and practices to support quality service delivery to participants. The response should speak to each of the identified Service Delivery standards. | The response displays an understanding of and incorporation of the identified service delivery principles.<br>The principles of anti-discrimination, reducing duplication of services, low-barrier shelter and housing focused shelter are all addressed with sufficient knowledge to demonstrate understanding.<br>The response demonstrates the ability to engage persons experiencing homelessness around the facility and within the surrounding community to connect participants to shelter access points. |
| **Q9. Termination and Grievance Policy**: Describe how your project will incorporate the principles and practices identified C - Scope of Work - Section IX. Service Delivery parts 9 and 10 to ensure that an environment of safety and collaboration is maintained, participant concerns are identified and documented, and participants are terminated from services in only the most severe circumstances. The response should speak to each of the following identified Service Delivery standards: | Shows overall compliance and understanding of the necessity of due process and respect for participant rights.<br>The responses demonstrates an understanding of the Termination and Grievance policy requirements outlined in the SOW.<br>The policies and practices demonstrate that the agency will work to only terminate persons in the most severe cases. |
| **Q10 Cultural Competencies and Clients**:<br>Describe how your program will reach and successfully provide culturally competent services to diverse communities as stated in C - Scope of Work Section X. Best Practices part 1. Describe how the shelter will be accessible by all individuals who meet eligibility requirements, or HUD definition of homeless. Must include narrative to describe your language access plan (LAP) as stated in C - Scope of Work Section IX. Service Delivery part 2. Language Access. If you are in development of the LAP, describe the process for receiving input and the steps remaining to finalize the LAP. Specifically describe how the LAP impacts different types of services | Agency either has tracked data and can demonstrate a positive impact on diverse populations or does not yet collect data, but can qualitatively speak to positive impact and has a plan to quantify the impact with data.<br>Response may not include all of the communities listed or needs some clarity but does not cause concern.<br>Identified a LAP policy in alignment with CLAS standards or identified a reasonable or informed plan to create a LAP compliant policy. |
| **Q11. Racial Equity:** Describe your organization’s practices in addressing racism and assertively furthering racial equity. Include the percentage of staff who are people of color as well as the percentage of the board who are of people of color.<br>Policies and Practices may include:<br>• agency policies and procedures,<br>• performance measures and data analysis,<br>• plans to address racial disparities in your programs and organization, | The applicant indicates sufficient understanding and practices to address the prevalence of racism within the organization and program performance.<br>The response provides clear examples and initiatives within the organization to increase racial equity and further cultural understanding and humility.<br>The number of persons of color on staff and board is comparable to the number of persons of color experiencing homelessness. |

| | |
|---|---|
| • participation in community workgroups/task-groups aimed at addressing racial disparities, racial equity trainings etc. | |
| **12. Best Practices**: The following Best Practices are encouraged to be incorporated into the proposed program design. Describe how your project may incorporate the principles and practices identified in C - Scope of Work - Section X. Best Practices parts 1-4 to support quality service delivery to participants. The response should speak to each of the following identified | The response clearly and in a detailed fashion illustrates how their projects will incorporate the four identified Best Practices, including clear examples of how the proposed program integrates different aspects of the Best Practices into its policies, processes, and operations. |
| **Q13. Service Coordination and Planning with other Agencies:** Describe how the program will work alongside other agencies to connect households to services not provided by the Offeror identified in C - Scope of Work - Section X. Best Practices parts 5 Include information about | Offerors describe how the proposed program will coordinate with other agencies to connect individuals and households to stabilization resources and services not provided by the offeror.<br>The response identifies specific partners, what services they provide, and identifies if the collaboration has been formalized and attaches letters of support, MOUs, etc. |
| Points Available | **65** |
| **Section 3: Data Informed Program Management** | |
| **Q14. Data Security and Systems Management:** Describe the systems that the agency has in place to collect and report program data, including data required to report on performance measures. | Processes to ensure data accuracy and security are described which may include: a logical and comprehensive data management process, internal controls, and regular staff training practices. Applicant clearly addresses each topic and demonstrates an understanding of HMIS utilization as well as processes for continual process improvements to increase performance. |
| **Q15. Quality Improvement and Feedback:** Describe how data are used in your organization for identifying problems in (1) program design, (2) service delivery, and (3) expenditures and (4) equity, and how that information is used to improve practices and program effectiveness. Please respond to each item. | Description of quality improvement are adequate and illustrate that data is reviewed by program staff and organization leadership to identify areas for improvement and take action on those areas.<br>All parts of each question are answered but there still may be some questions.<br>OR may not provide fully detailed answer that includes concrete information, timelines, and examples, but it is enough to know they will be able to evaluate. |
| **Q16 – Performance Measures:** Please provide: A) Output Measure(s); B) Additional Outputs; C) Required Outcome Measures; D) Additional Proposed Outcomes. | Agency answers every part of every required question and includes enough information that it is clear what they will be measuring and how.<br>Proposed measures are appropriate to the proposed services and apparent agency capacity.<br>There might be some minor questions or room for negotiation, but there are no concerns about whether or not the agency can measure program progress and track performance effectively. |
| Points Available | **15** |
| **Section 4: Cost Effectiveness** | |
| **Q17**. Describe the overall staffing plan to accomplish activities in the proposed program, including project leadership, reporting responsibilities, daily program operations, safety and security, onboarding and training requirements, and staff recruitment and retention. | Agency indicated understanding of staffing needed to accomplish activities in the proposed program, and demonstrates current adequate staffing, plans to hire, or plans for other accommodations sufficient to accomplish activities to ensure high quality service provision. |
| **Q18.** In the box below briefly describe position descriptions, education, licenses, credentials, qualifications, background check requirements and/or certifications required for staff members and/or volunteers that work directly with clients in the proposed program. | Staff and qualifications seem appropriate for the services, and agency has provided sufficient detail to suggest effective support for the kind of work proposed.<br>Required attachments are included and generally support the narrative response. |
| **Q19**: Complete the Program Staffing form below. | Both staffing forms are complete and clear. Some minor errors may exist, but no major oversights or concerns. |

| | | |
|---|---|---|
| **Q20.** Identify the total amount of funds within your project budget. | Non-scored | |
| **Q21**. Identify the total amount of City funding requested for the 12-month period.<br><br>In the text box below, include a summary description of the budget justification for the program strategy/strategies. Explain how the amount requested was calculated for the service type, intensity, duration, staffing, etc. | The amount provided matches Form 3 and the justification clearly aligns with the program goals and resources needed for the program.<br>Some details may be missing or some items may need negotiation, but no major concerns exist. | |
| **Q22**. Identify the total amount of "All Other Sources" funding within your project budget.<br>In the text box below, explain how these leveraged, non-City of Austin, resources will improve outcomes for participants and ensure city funds are used efficiently. Example of leveraged funds may include, but are not limited to, state or federal funded staff and services available to participants, agency acquired philanthropic funding to assist with rapid exit, food bank resources to offset meal cost, ect. | The applicant identifies eligible sources of leverage funds and clearly describes how these resources will enhance services available in the project.<br><br>Amount identified is 20% or greater of the project budget. | |
| **Q23**: Complete <u>Form 3 - Program Budget and Funding Summary</u> (Excel spreadsheet) and upload completed document into PartnerGrants to complete this question. There are five tabs in the spreadsheet: Instructions, Budget and Narrative, Subgrantee Budget, Funding Summary, and Cost Per Client.<br>Required Attachment: Attach Form 3 – Program Budget and Funding Summary Form in PartnerGrants | Budget seems appropriate and realistic for the services described.<br>There are specific narratives and cost methodology included for every line item<br>Level of service and staffing included in the budget is consistent between the budget form and the other application questions.<br>Admin percentage is not exceeded. | |
| | Points Available | **10** |
| **Q24.** Explain how your operating plan, including resource allocation, is a cost-effective way to achieve the outputs and outcomes listed in this RFP? | Explanation reflects that efficient allocation of financial and staff resources was considered when determining the budget and staffing plan and is consistent with other information provided in the application. | |
| **Q25**. Enter below the average cost per bed from the Form 3 - Program Budget and Funding Summary spreadsheet (cell B7 on the Cost per Bed tab).<br>Enter $ Average Cost per Bed.<br>Describe in the text box below why the cost per bed is appropriate for the level of services being provided. | Explanation reflects that efficient allocation of financial and staff resources was considered when determining the budget and staffing plan and is consistent with other information provided in the application. | |
| **Q26**. Livable Wage: How will you use compensation strategies that promote tenure and reduce the likelihood for staff attrition, and aim to promote all staff earning a livable wage in Austin/Travis County? When considering staff compensation how have you considered the hourly wage that an individual must earn to support a family in Austin?<br>The City of Austin's living wage is $20.80 per hour, effective October 2023 and all programs must provide at least this wage to all workers at City of Austin properties. | Agency will provide a livable wage for staff. Plans describe an effective strategy to promote tenure and reduce attrition. | |
| | Points Available | 5 |
| Cost per client analysis | Staff will review independent cost estimate to the cost per client and score based on if the cost is low-high-medium. | |
| | Points Available | 5 |
| | **TOTAL POINTS AVAILABLE** | **100** |