

Request for Proposal (RFP) Place Based Tenant Services Provider

Date: October 7, 2024

Contact Information:

- **Name:** Sarai Williams
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Any questions regarding this RFP should be directed to Sarai Williams.

1. Background

The Park at Ferrentino (PAF) is a 216-unit multifamily affordable housing property acquired on December 21, 2023. Owned by Community Solutions, a national nonprofit dedicated to ending homelessness, PAF is a vital part of our mission. BDP Impact serves as the real estate partner for Community Solutions, overseeing property acquisitions and operations.

Our goal for PAF is to prioritize up to half of the units for veterans exiting homelessness through attrition, contributing to measurable reductions in homelessness. As of September 30, 2024, we have successfully housed approximately 32 veterans through a collaboration with the local homeless response system. We anticipate at least 12 placements a month until we reach the 50/50 unit mix.

2. Introduction

We invite proposals from qualified tenant services providers to create a strong connection between the property manager and tenants' case managers (where applicable), enhancing the overall tenant experience and engagement in our community. Our aim is to streamline the housing placement process, promote successful housing outcomes through tenant stability, and improve access to health and economic mobility via partnerships with local organizations. This role will be place-based and we will ensure a private space is available for the service provider on-site.

3. Scope of Services

The following is a sample scope of work that includes, is but not limited to, the services outlined below:

- **Referrals and move-in coordination**
 - Build collaborative relationships with property managers and referral agencies to ensure efficient tenant placement and minimize vacancies through coordinated referrals.
 - Conduct initial tenant assessments with clearly defined goals for housing stability.
- **Ongoing Stability and Support**
 - Work closely with community partners to address residents' priorities and ensure access to necessary resources for maintaining housing and improving quality of life. Examples include:
 - **Crisis Intervention:** Provide crisis intervention as needed. Facilitate workshops and individual sessions to teach daily living skills and address conflicts.
 - **Health and Wellness:** Facilitate access to essential medical and behavioral health care, education programs, and resources.
 - **Financial Literacy:** Provide resources and programs to enhance residents' financial stability through financial literacy training.
 - **Employment Readiness:** Offer employment services, including job training, resume writing, interview skills, and job search support to enhance residents' employment prospects.
- **Event Coordination and Community Building**
 - Plan and organize events, workshops, and community activities to promote resident engagement and skill development.
 - Conduct regular workshops, classes, and social programs to foster community building and social integration.
 - Develop and maintain healthy relationships with residents, encouraging participation in community-building activities.
- **Community Engagement and Property Management Coordination**
 - Identify and connect residents with community resources, bringing these resources on-site whenever possible to maximize accessibility.
 - Attend regular meetings with property management staff and third-party service providers (i.e. VASH/SSVF case managers) to collaborate on policies and procedures for addressing resident and property issues.
 - Provide continuous feedback on resident issues to improve tenant experience.
- **Documentation, Metrics, and Compliance**
 - Maintain accurate and confidential client records.
 - Gather and report on key performance metrics and outcomes related to client progress and program effectiveness, preparing qualitative and quantitative reports as needed.
- **Administrative Duties**
 - Create event calendars and update bulletin boards,

- Perform additional tasks as assigned to support program success and effectively address resident needs.

4. Proposal Requirements

Please keep your proposal concise and include the following:

- 1. Company overview and experience**
 - a. Provide an overview of your company and highlight relevant experience, particularly with 1115 Medicaid reimbursements for support services.
- 2. Description of services offered**
 - a. Outline the services you're experienced to deliver, emphasizing how they align with our goals.
- 3. Proposed timeline for implementation**
 - a. Present a clear timeline for implementing the proposed services.
- 4. Pricing structure**
 - a. Detail your pricing structure, including any additional fees. Please be clear about the staffing required, particularly in relation to the phased approach to tenanting.

5. Submission Instructions

Proposals should be submitted electronically to Sarai Williams: swilliams@bdpimpact.com by October 21, 2024.

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Experience:** Relevant background and expertise in providing tenant services.
- **Quality and Comprehensiveness of Services:** Alignment of proposed services with our goals and overall effectiveness.
- **Cost-Effectiveness:** Value provided in relation to pricing and overall budget.
- **Timeline to Start:** Proposed timeframe for implementation and readiness to begin services.
- **Client References and Feedback:** Quality of references and any feedback from previous clients.

7. Timeline

- **RFP Issued:** 10/07/2024
- **Proposal Submission Deadline:** 10/21/2024
- **Final Decision:** no later than 11/1/2024
- **Contract Start Date:** Goal of December 1, 2024 (flexible, with a preference for as soon as possible)