Sealed proposals endorsed Continuum of Care Training and Technical Assistance Services for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC until 12:00 Noon, Friday, August 2, 2019. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director
INSTRUCTIONS TO PROPOSERS

INTRODUCTION:
This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

Proposer Questions and Inquiries
Proposer Questions and Inquiries relative to this RFP must be submitted in writing only by 12:00 Noon, Friday, July 26, 2019, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerreyjb@cityofws.org (Email is preferred), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission
All proposals shall be returned in a sealed container or envelope containing one original proposal (please mark document as original) showing original signatures and seals and one (1) copy of the complete proposal marked Continuum of Care Training and Technical Assistance Services. In addition to the two (2) paper copies, please include one (1) electronic copy of your proposal in PDF format on flash drive, CD, or other electronic media containing only the information included in the hard copy version of the proposal and clearly labeled with the Company Name and RFP name. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than 12:00 Noon, Friday, August 2, 2019. Late proposals will not be considered. Submittals will not be accepted by fax or electronic mail.

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

The City reserves the right to hold proposals open for a period of sixty days (60) days after due date before making awards.
City of Winston-Salem Scope of Work
For Continuum of Care Training and Technical Assistance Services

The City of Winston-Salem seeks proposals for professional training and technical assistance services for the Winston-Salem/Forsyth County Continuum of Care.

Background
The Winston-Salem/Forsyth County Continuum of Care (CoC) is the planning body coordinating the system of care serving people who are homeless in Winston-Salem and Forsyth County, NC. The membership of the CoC consists of approximately 50 organizations representing a number of areas. Members include nonprofit homeless service providers, victim services providers, faith-based organizations, local governments, businesses, advocacy agencies, school district, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, advocates, public health, veteran service providers, homeless and formerly homeless persons.

The Winston-Salem/Forsyth County Continuum of Care (CoC) is dedicated to ensuring that people in our community who are experiencing homelessness return to housing as quickly as possible and do not experience further housing crises. CoC member agencies operate programs funded by federal, state and local sources. Training and/or technical assistance is sought in a number of areas to continue to improve the CoC’s ability to pursue its mission and reach success in its objectives.

II. Roles and Responsibilities
The City of Winston-Salem serves as the CoC Administrator and the Collaborative Applicant for funding of CoC programs through the U.S. Department of Housing and Community Development (HUD). The City will administer any contracts issued as a result of this RFP. The consultant will provide training and/or technical assistance to participants who work primarily in the areas of coordinated intake and assessment, street outreach, emergency shelter, rapid re-housing, permanent supportive housing and supportive services related to these activities.

III. General Scope of Work
The City seeks proposals for training and technical assistance services in the following areas:

1. **Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT).** The CoC currently uses the VI-SPDAT as a survey tool for coordinated assessment. Training on administration and use of the VI-SPDAT is requested to increase consistency and effectiveness of application of the tool with homeless persons by CoC agency representatives. An additional “train-the-trainer” element on the VI-SPDAT is a preference. A preference is to have an additional overview provided to trainees on the use of the Service Prioritization Decision Assistance tool (SPDAT) which currently is not used in the CoC.

2. **Low-Barrier/Housing-Focused Emergency Shelter.** The CoC has 434 emergency shelter beds in 11 facilities operated by 9 organizations. Of that number, 367 beds in 8 facilities operated by 6 organizations are funded under HUD’s Emergency Solutions Grant (ESG) Program. The CoC also operates Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) Programs through a collaboration of agencies. Participants enter the system through a coordinated entry system. Currently, RRH and PSH programs operate using a Housing First approach. The purpose of the training is to provide specific guidance to shelter and CoC representatives on how to expand the Low Barrier and Housing First philosophy and relevant policies and practices to the point of early contact with homeless persons, particularly in emergency shelters.

3. **Trauma-informed Services.** This training would teach shelter operations and supportive service staff to identify trauma; teach staff how to create an environment of physical, psychological and
emotional safety for clients and providers; teach staff to provide program participants with tools to work towards stability and security; and teach providers to avoid accidentally re-traumatizing program applicants and participants. Also requested is discussion with the target audience of trainees on policy or procedure changes that can be made at the local system or organizational level that would improve the experience of program applicants. An additional “train-the-trainer” session is a preference.

4. **Diversion.** To prevent homelessness, assistance is sought to teach providers to integrate diversion from homelessness into activities of existing programs and to teach staff how to have the diversion conversation with program applicants. An additional “train-the-trainer” session is a preference.

5. **Motivational Interviewing.** Training of operational and services staff is requested to teach staff to help applicants and participants to find direction and consider making changes.

6. **Equal Access to Housing.** Training is requested to teach staff of CoC member agencies about HUD’s Equal Access rules with regards to provision of shelter and housing in accordance with an individual’s gender identity and regardless of sexual orientation, sexual identity or marital status. Training on identification of violations of the rules is requested. Also, training on communication with landlords about requirements of the rules is requested.

7. **Domestic Violence.** Training is requested for CoC project staff and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking.

8. **De-escalation.** Training is requested for CoC project staff on how to prevent persons from causing harm to themselves, staff or others during potentially dangerous or threatening situations with the goal of reducing the number of people who are removed from the program due to violence or the need for police intervention.

9. **Harm Reduction.** Training is requested for shelter and services staff on the principals of and philosophy behind Harm Reduction and its benefits. Training shall also include instruction on helping participants to reduce harmful behaviors in order to promote wellness and increase stability.

10. **Housing First/Housing Focused Case Management.** Training is requested to help case managers work with program participants to prioritize attaining basic necessities and housing followed by stability and sustainability. Training on housing-focused conversations should be included.

Parties responding to the RFP may propose to provide training or technical assistance on one or more of the subject areas identified above. A separate price proposal must be submitted for each training area. The training area(s) must be clearly identified. Proposals will be selected in competition with proposals in the same category.

The target completion date for all training and technical assistance deliverables is **September 30, 2019**. Based on proposals received and the capacity of the CoC to schedule training events, training events may be prioritized, with some to be delivered at a later date.

**IV. Submission Requirements**

**Proposals must include:**
1. The Consultant’s name, mailing address, email address, and telephone numbers.
2. A list of all of the persons (including the principal and any employees or subcontractors) to be involved in carrying out the proposed work, describing each person’s qualifications and proposed involvement in specific tasks. Attach a resume for each person.
3. A description of how the topic of the training will improve services provided in the CoC and in turn could lead to reductions in numbers of homeless persons.
4. A description of the recommended audience for the training.
5. A description of the work proposed, including a proposed timeline for deliverables and a description of the approach, materials and techniques to be used. Describe factors that will make the training or technical assistance delivery effective.
6. The proposed contract amount and a proposed payment schedule. Show detailed work hours and pricing related to the scope of work. If proposing to provide services in more than one area of training or technical assistance, separate proposals and costs must be submitted for each area.
7. A list and description of similar work completed in the last five years.
8. Contact information for references from at least one organization for which work similar to that proposed has been done. Include the reference’s name, organization, telephone number and email address. For each reference, please describe how the work compares to that proposed.
9. Optional but recommended: A paper copy or electronic copy of training or technical assistance materials previously used in trainings or web links for relevant sample materials.
10. A list of all other work and projects to which the Consultant anticipates to be committed during the period of performance.
11. Any additional information or materials relevant to the Consultant’s availability, qualifications and capacity to do the work.
12. Authorization for the City to verify references.

V. Qualifications and Preferences
1. Demonstrated training and/or technical assistance experience.
2. Worked and/or lived experience in the subject matter of the training or technical assistance is preferred.
3. Experience with training or technical assistance involving multiple organizations.
4. Ability to start work promptly upon execution of a contract with the City and commitment to meet all deadlines.

The City of Winston-Salem does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability in its employment opportunities, programs, or services.

VI. Selection Process and Evaluation Criteria
A. **SELECTION PROCESS**
The City reserves the right to act as sole judge of the content of the proposals submitted for the City's evaluation/selection.

B. **EVALUATION PROCESS**
Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.
C. EVALUATION CRITERIA
Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm’s proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

- **Qualifications and Experience:** Experience with the subject matter of the training or technical assistance subject for which the proposal is submitted.
- **Quality of the Service Delivery Plan:** Extent to which the service delivery approach, materials and techniques will facilitate learning and application of lessons learned.
- **Experience with Multiple Entities:** Experience working on projects or initiatives involving multiple organizations.
- **Price:** Reasonableness/competitiveness of proposed fees. The Evaluation Panel is not bound to select the respondent who proposes the lowest price. The Evaluation Panel reserves the right to negotiate fees and/or benefits to the City of Winston-Salem with the selected respondent(s).

The following weighted scale will be utilized by the Evaluation Panel to evaluate and score each proposal:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Qualifications and Experience</td>
<td>40.00</td>
</tr>
<tr>
<td>Quality of Service Delivery Plan</td>
<td>40.00</td>
</tr>
<tr>
<td>Experience with Multiple Entities</td>
<td>10.00</td>
</tr>
<tr>
<td>Price</td>
<td>10.00</td>
</tr>
</tbody>
</table>

VII. Contract Period
Services must begin promptly upon execution of a contract. The target completion date for all training and technical assistance deliverables is September 30, 2019. Based on proposals received and the capacity of the CoC to schedule training events, training events may be prioritized, with some to be delivered at a later date.

VII. Timeline (Subject to changes)

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Question period ends</td>
<td>July 26, 2019</td>
</tr>
<tr>
<td>Deadline to receive proposals</td>
<td>August 2, 2019</td>
</tr>
<tr>
<td>Evaluations completed and proposals selected</td>
<td>August 19, 2019</td>
</tr>
<tr>
<td>Contract executed and work begins</td>
<td>August 28, 2019</td>
</tr>
<tr>
<td>Completion of work</td>
<td>September 30, 2019</td>
</tr>
</tbody>
</table>

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.