



Municipality of Anchorage

Suzanne La France, Mayor

Purchasing Department

August 1, 2024
REQUEST FOR PROPOSAL
RFP 2024P042

Provide Non-Congregate Shelter Services

The Municipality of Anchorage is an equal opportunity employer.

Enclosed is pertinent information for use in preparing your proposal.

Pre-Proposal Conference:	2:00 P.M. Local Time, August 13, 2024
Site Visit:	N/A
Questions Due:	12:00 P.M. Local Time, August 14, 2024
Proposals Due:	12:00 P.M. Local Time, August 30, 2024

TWO SIGNED ORIGINALS, single sided, unbound, of your proposal must be submitted. In addition, a flash-drive containing a PDF copy of the complete proposal, including attachments must also be provided.

If applicable, the call-in phone number for Pre-Bid Conferences is 907-343-6089. Conference lines are opened 5 minutes prior to the Pre-Bid Conference times. To attend meetings in person; you may do so at 632 W. 6th Avenue, Suite 520, Anchorage, AK 99501. FOR AUXILIARY AIDS, SERVICES, OR SPECIAL MODIFICATIONS TO PARTICIPATE PLEASE CONTACT THE PURCHASING DEPARTMENT TO REQUEST REASONABLE ACCOMMODATIONS AT 907-343-4590; OR wwpur@muni.org.

For further information contact Purchasing at (907) 343-4590 or email wwpur@muni.org. All correspondence should include the RFP number and title.

The Municipality of Anchorage reserves the right to reject any and all proposals and to waive any informalities in procedures.

Sincerely,

Kim Ovsepyan
RFP Buyer

Anchorage Health Department
Request for Proposals for a Service Provider for Non-Congregate Shelter
Services
RFP 2024P042

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1.0 General Information

1.1 Introduction

Anchorage is situated on a broad plain at the head of Cook Inlet in Southcentral Alaska. It has been inhabited by the Dena’ina Athabaskan people for thousands of years, who hunted, fished, and lived across the area. Explorers from Europe and Russia began to arrive in the 1700s and by the late 19th century, settlers from the United States began to migrate to the area. Today, Anchorage is a modern and progressive metropolitan city and the Dena’ina peoples continue to occupy and provide stewardship of Anchorage lands. At each Assembly meeting there is an acknowledgement that we gather on the traditional lands of the Dena’ina Athabaskan and it is with gratefulness and respect that we recognize the contributions, innovations, and contemporary perspectives of the upper Cook Inlet Dena’ina.

1.2 Purpose

The Municipality of Anchorage requests proposals from organizations interested in running a non-congregate shelter facility in Anchorage.

1.3 Period of Performance

The estimated initial period of performance for the contract is October 15, 2024, through April 30, 2025. Upon mutual consent of the parties, the contract may be renewed under the terms and conditions in the awarded contract for an additional period of May 1, 2025, through June 30, 2025.

1.4 Eligible Applicants

Entities eligible to apply include private sector organizations, non-profit organizations, and local and state government agencies who meet the qualifications and assurances required by the contract.

1.5 Eligibility Requirements

The contractor must have at least two (2) years of experience operating a shelter for homeless individuals.

1.6 Americans with Disabilities Act

Auxiliary aides and services are available upon request to individuals with disabilities. To arrange for auxiliary aides or services, please contact the Municipality of Anchorage Purchasing Department at (907) 343-4590 or email wwpur@anchorageak.gov.

1.7 Background

The Municipality of Anchorage (MOA) Anchorage Health Department (AHD) has operated non-congregate shelter facilities several winters through contracted services. Non-congregate is the term used to refer to shelters in which an individual or family has living space that offers some level of privacy such as hotels, motels, or dormitories. Non-congregate shelter contractors provide both the facility as well as the operational services for their non-congregate shelter location. AHD estimates a need for non-congregate shelter locations and services for up to 400 individuals experiencing homelessness.

1.8 Questions

Any questions regarding this Request for Proposal are to be submitted in writing to:

Municipality of Anchorage

Purchasing Department

wwpur@anchorageak.gov

For ease of identification please identify the RFP number in the subject line of any correspondence.

Purchasing Office hours of operation are: 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding Municipal holidays. All questions must be received prior to the deadline indicated on the RFP cover letter.

1.9 Preparation Costs

The Municipality shall not be responsible for proposal preparation costs, nor for costs including attorney fees associated with any (administrative, judicial or otherwise) challenge to the determination of the highest ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

2.0 Rules Governing Competition

2.1 Examination of Proposals

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

2.2 Proposal Acceptance Period

Award of this proposal is anticipated to be announced within 90 calendar days, although all offers must be complete and irrevocable for 180 calendar days following the submission date.

2.3 Confidentiality

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for review. After the award of the Contract, all proposals will then become public information.

2.4 Proposal Formant and Submission Requirements

Prepare proposals in conjunction with this RFP. Emphasis should be concentrated on:

- 1) conformance to the RFP instructions;
- 2) responsiveness to the RFP requirements; and
- 3) completeness and clarity of content.

Ensure the following requirements are met when submitting proposals:

- **TWO ORIGINAL single sided unbound copies** of the proposal must be received by the Municipality prior to the date and time specified in the cover letter. Copies may be bound or enclosed in folders/binders.
- IN ADDITION to the copies required above, provide a flash drive containing a PDF copy of the complete proposal, including attachments.
- All copies of the proposals shall be submitted in a single sealed cover which shall be plainly marked as a Request for Proposal Response with the Number and Title prominently displayed on the outside of the package.
- Proposals must be delivered or mailed to:

Physical Address
Municipality of Anchorage
Purchasing Department
632 W. Sixth Avenue, Suite 520
Anchorage, AK 99501

2.5 Signature Requirements

- All proposals must be signed. A proposal shall be signed: by an officer or other agent of a corporate vendor, if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. Signature on the "Letter of Transmittal" (4.0) will meet this requirement.

- Failure to sign the Proposal is grounds for rejection. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

2.6 News Releases

News releases by or on the behalf of any Proposer pertaining to the award resulting from the RFP shall not be made without prior written approval of the Municipal Purchasing Officer.

2.7 Disposition of Proposals

All materials submitted in response to this RFP will become the property of the Municipality of Anchorage. One copy of the submitted material shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

2.8 Oral Change or Interpretation

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the Municipality.

2.9 Modification or Withdrawal of Proposal

A Proposer may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The Proposer may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the submission date, except for modifications requested by the Municipality after the date of receipt and following oral presentations.

2.10 Late Submissions

PROPOSALS RECEIVED AFTER THE DEADLINE WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED AFTER RECOMMENDATION OF THE AWARD.

2.11 Rejection of Proposals

The Municipality of Anchorage reserves the right to reject any or all proposals if determined to be in the best interest of the Municipality.

2.12 Equal Employment Opportunity Contract Compliance

1. "The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code."
2. Every municipal contract shall state, in all solicitations or advertisements for employees to work under the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.

3.0 Scope of Work

3.1 Overview

The Municipality of Anchorage (MOA) Anchorage Health Department (AHD) has operated non-congregate shelter facilities several winters through contracted services. Non-congregate is the term used to refer to shelters in which an individual or family has living space that offers some level of privacy such as hotels, motels, or dormitories. Non-congregate shelter contractors provide both the facility as well as the operational services for their non-congregate shelter location.

AHD is requesting a Contractor or multiple Contractors to provide non-congregate sheltering locations and supportive services at these locations for the period of October 15, 2024, through April 15, 2025. AHD estimates a need for non-congregate shelter locations and services for up to 400 with possible expansion, individuals experiencing homelessness.

3.2 Facility

3.2.1 Overview

Non-congregate is the term used to refer to shelters in which an individual or family has living space that offers some level of privacy such as hotels, motels, or dormitories. Non-congregate shelters must be accessible to individuals with disabilities by complying with all requirements including those identified under the Americans with Disabilities Act and Architectural Barriers Act.

3.2.2 Contractor's Responsibilities

Locations proposed for use as non-congregate shelters must meet the following site requirements:

1. Within a half mile of a bus route.
2. Working utilities include electricity, water, sewer, and heat.
3. Properly working heating, ventilation, and air conditioning (HVAC) system.
4. Backup generator.
5. Americans with Disability Act Compliant, including having some rooms with ADA compliant bathrooms.
6. Parking and reserved spaces for people with disabilities.
7. Working fire alarm and sprinkler system.
8. Emergency exit plan.
9. A floor plan indicating square footage with emergency exits clearly marked.
10. A current certificate of occupancy.
11. Evidence that the structure is compliant with all building and fire inspections, codes, and specifications.
12. Evidence that the property has no outstanding tax liability.
13. Evidence that the property has no outstanding building or fire violations.
14. Proof of Zoning type.
15. Private rooms for either individual or family occupancy.
16. Attached bathroom/shower facilities to each room or accessible bathroom/shower facilities within the building.
17. Microwave in each room.

18. Phones in each room.
19. Laundry facilities.
20. Office space for supportive services provider.

3.3 General Services

3.3.1 Overview

The aim of non-congregate shelters is to:

1. preserve life, health, and safety;
2. help people experiencing unsheltered homelessness in Anchorage to quickly find safe alternatives to the streets and encampments through shelter in a peer-supported shelter that focuses on rapid exits to permanent housing or appropriate supportive services; and
3. promote system transformation to rapidly exit individuals and couples from shelters to permanent housing.

3.3.2 Contractor's Responsibilities

1. Provide emergency sheltering services for Clients 24 hours a day, seven days a week.
2. Comply with Anchorage Health Department Non-Congregate Emergency Shelter Contractor Policies and Procedures (Attachment B), including any revisions, additions, or corrections issued in writing to the Contractor during the period of performance.
3. Contractor will provide shelter operations through case management, housing specialists, and a peer support team with an emphasis on transitioning people to permanent housing.
4. Provide intake of Clients in a way that ensures the safety and rights of Clients inside and outside the facility. Contractor shall register Clients, checking them in and out of their respective rooms/units. At a minimum all weapons and illicit substances will be removed from clients and stored securely until returned to the Client upon their departure from the facility.
5. Provide totes/containers for secure storage of confiscated Client items. Items must be separated into individual containers per Client. Totes must be waterproof, have lids, and be between 25 and 27 gallons.
6. To minimize disruption to Clients during quiet hours, Contractor shall intake Clients between the hours of 8 AM to 10 PM, unless prior arrangements have been made or the shelter is at full capacity.
7. Contractor shall maintain a phoneline for the shelter 24-hours a day. Voicemails left on this phoneline shall be returned within 60 minutes of the voicemail being left.
8. Provide every client with a bed and blanket for sleeping and towels for bathing.
9. All shelter beds must be single adults with no barriers; Rooms may be double occupancy but there must be a separate bed for each occupant.
10. Following instructions from AHD, Contractor will complete a daily Meal Order Form and submit it to the entity contracted by the Municipality to provide meals by an agreed-upon time. The Meal Order Form and additional instructions will be provided to the Contractor prior to the beginning of services under the contract. Additionally:
 - a. The Contractor must have a method of safely storing meals for clients who are at jobs or appointments when meals are distributed.

- b. The Contractor may, at their own discretion, provide to Clients additional pre-packaged food items (or washed, uncut fruit and vegetables) at no charge to the Client to supplement the three meals provided.
- c. The Contractor shall not prepare meals themselves, and any supplemental foods must be those that do not need preparation prior to serving (including cut fruits and vegetables).

3.4 Client Management

3.4.1 Overview

Non-congregate shelters must respect the rights and dignity of the people they serve and treat them in a non-coercive manner. This forms the basis of the rights and responsibilities of Clients accessing services at the shelters. The Contractor shall post the following Rights and Responsibilities in multiple locations throughout the shelter:

1. RIGHTS

- a. The right to feel safe in the Emergency Shelter.
- b. The right to be treated with respect regardless of your race, color, religion, beliefs, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.
- c. The right to speak up when you feel your rights may have been violated.
- d. The right to make a complaint.

2. RESPONSIBILITIES

- a. The responsibility to respect the right of others to feel safe.
- b. The responsibility to respect the cultural background and privacy of others.
- c. The responsibility to follow schedules and rules of the Emergency Shelter.
- d. The responsibility to let program staff know if you are uncomfortable and/or need assistance.
- e. The responsibility to inform staff if laws or rules may have been violated.
- f. The responsibility to inform staff if you feel ill.

If a Client is unable to comply with the policies of the Emergency Shelter or is violent, they may be legally trespassed from the Shelter. A trespass is a legal action that involves the Anchorage Police Department (APD). AHD or designee will work with APD to trespass individual Clients from the property.

AHD will provide a separate complaint/suggestion/comment form to be available for the clients. AHD will provide a lock box to be placed in a visible area, accessible to clients, for the collection of the forms. An AHD staff member will check this lock box weekly.

3.4.2 Contractor's Responsibilities

- 1. Maintain a shelter environment in alignment with Clients rules, rights, and responsibilities (Section 3.4.1)
- 2. Contractor will provide each Client with a welcome packet of information to include Client and Shelter Provider rules, rights, and responsibilities; policies; and a resource booklet provided to the Contractor by AHD.

3. Contractor Case Management/Support Services and Housing Specialist staff must engage with every Client within 48 hours of the Client entering the shelter to offer the Client case management services and/or help them begin the housing process. Staff must document and have the client sign if they decline either or both services.
4. Turn-aways and Trespass
 - a. Trespass - If a Client is unable to comply with the policies of the Emergency Shelter or is violent, they may be legally trespassed from the Shelter. A trespass is a legal action that involves APD. AHD or designee will work with APD to trespass individual Clients from the property. The information of any Client trespassed should be noted on the incident form and a grievance process offered. Trespasped Clients must also be documented on the Contractor's monthly reports to AHD.
 - b. Work with Anchorage Safety Center/Safety Patrol and Fire Department for Clients meeting Title 47 criteria or needing immediate medical assistance to be transported to the most appropriate location.
 - c. Turn-Aways: Shelter at the facility is by referral; all turn-aways should be directed to the Municipal congregate shelter location or Contractor should coordinate with other shelters to find a safe place for the individual. No Client shall be left outside of the shelter while appropriate accommodations are made for the health, life, and safety of the individual. Clients who are turned away must be documented on the Contractor's monthly reports to AHD.
 - d. Contractor will call 911 to request emergency response for situations creating a serious safety concern.
5. Contractor will maintain a consistent and high standard of safety inside and outside of the shelter through the use of roving patrols.

3.5 Emergency Shelter Contractor Policies and Procedures

3.5.1 Overview

AHD has established emergency shelter policies and procedures (Attachment B: AHD Non-Congregate Emergency Shelter Contractor Policies and Procedures).

3.5.2 Contractor's Responsibilities

1. Contractor will follow AHD's Emergency Shelter Contractor Policies and Procedures. (Attachment B).
2. The Contractor will establish a shelter operation plan to ensure safe and efficient shelter operations that is subject to AHD's approval prior to implementation.
3. The shelter operations plan will be presented and adhered to by all staff working and must include:
 - a. Shelter layout drawing, including exits and entrances, that demonstrates the evacuation procedure.
 - b. The intake and discharge procedures for how a Client will enter and leave the shelter.
 - c. Staffing plan, including the supervision of staff and volunteers.
 - d. How to coordinate with other shelters in the event capacity is reached.
 - e. Emergency Points of Contact.
 - f. Emergency evacuation plan.

3.6 Staffing Requirements

3.6.1 Overview

Maintaining core staff and staffing ratios is important to the effective operation of the Emergency Shelter. The following table summarizes the minimum staffing requirements per shift.

Position	Minimum Number Required per Shift	Frequency
On-Site Supervisor	1	24 hours a day / 7 days per week
Site Monitors	Enough to maintain a 1:30 Client to Staff Ratio with at least 1 female staff member and 1 male staff member on duty at all times.	24 hours a day / 7 days per week
Roving Safety Patrol Staff	Enough to maintain a 1:50 Client to Staff Ratio at all times with a minimum of 2 staff on shift at all times.	24 hours a day / 7 days per week

3.6.2 Contractor's Responsibilities

1. Staff the facility with site monitors at a 1:30 staff to Client ratio 24 hours a day. This staffing ratio does not include the on-site supervisor, roving patrol, administrative staff, or housing specialists. Site monitoring staff should be visible to clients 24 hours a day, seven days a week. At all times at least 1 female staff member and 1 male staff member will be on duty;
2. Staff an on-site supervisor 24 hours a day, seven days a week. On-Site supervisor must have the capability to manage crisis situations and make quick decisions.
3. Staff roving safety patrols at a 1:50 staff to Client ratio to maintain safety inside and outside the facility 24 hours a day, seven days a week.
4. Provide the following administrative and housing personnel:
 - a. Shelter Manager (1 FTE)
 - b. Housing Specialists (a minimum of 1) – A client must have a documented “intake” with a Housing Specialist within 48 hours of arriving at the Shelter.
 - c. Supportive Services (a minimum of 1) – a client must have a documented “intake” with Supportive Services staff within 48 hours of arriving at the shelter.
5. Ensure all staff have passed a criminal background check.
6. All staff must be issued a Naloxone kit that they must carry on them at all times when they are in the shelter and be trained in the use of that kit.
7. The following staff training/certifications are required (Contractor should be prepared to provide AHD with proof of training/certification):
 - a. De-escalation techniques;
 - b. Cardio-Pulmonary Resuscitation (CPR);
 - c. Blood Borne Pathogen training

3.7 Transportation

3.7.1 Contractor's Responsibilities

1. Provide daily bus passes to any Client requesting one.
2. Assist Clients who already have access to AnchorRides with scheduling transportation as needed.
3. Assist Clients with applying for AnchorRides as needed
(<https://www.muni.org/Departments/transit/AnchorRides/Pages/AnchorRIDESEligibility.aspx>)
4. Assist Clients who do not qualify for AnchorRides by seeking out and connecting Clients with other forms of transportation if a bus pass is not sufficient, or if the Client is not allowed to use the People Mover transit system.

3.8 Pet Sheltering

3.8.1 Contractor's Responsibilities

Service animals and emotional support animals must always be allowed in the Emergency Shelter with their owner.

3.9 Reporting

3.9.1 Overview

Reporting is a critical component for the management of resources and care needs throughout the shelter network. AHD will provide a sign-in log (Attachment D) which captures the following information:

- first and last name
- date of birth
- gender identity
- contact phone number
- time in and time out of the facility
- Client initials acknowledging that they have read and understood the shelter rules.

AHD will provide incident reporting forms (Attachment E) for the submission of information regarding incident

3.9.2 Contractor's Responsibilities

1. Contractor will keep a nightly roster of Clients utilizing the facility via the sign in log (Attachment D).
2. The Contractor will enter all Client Information into the Alaska Homeless Management Information System (AKHMIS).
3. Contractor will include on the monthly report the number of people Trespassed.
4. Contractor will include on the monthly report the number of people who were referred to the congregate shelter or another shelter.
5. Contractor will send the nightly rosters and incident reports (Attachment E) to AHD on a basis determined by AHD.
6. Required Monthly Reporting will be submitted to the AHD Program Manager by the 10th business day of each month to AHD.
 - a. Aggregate HMIS Reports
 - b. Data Reporting (Nightly Rosters, Program Reporting, Incident Reports, Etc.)

7. Reporting may be changed by AHD as needed throughout the Contract period.
8. Report emergencies and critical incidents to the Anchorage Police Department and Anchorage Fire Department. Complete and submit incident reports to AHD. Complete the AHD-provided incident report and establish a mechanism to record and track incidents should it become necessary for a Client to be trespassed from the facility due to unacceptable behavior.
9. The Emergency Shelter will establish a complaint procedure and report all complaints to AHD Point-of-Contact (POC) daily.
10. The Contractor shall notify the AHD POC IMMEDIATELY for incidents involving:
 - a. Death, loss of limb, or eyesight of a staff member or Participant;
 - b. Unable to continue operations;
 - c. Situation in which there is imminent threat to the loss of life or property;
 - d. Major changes to operations;
 - e. Emergency situations that prompt evacuation; or
 - f. Substantial damage to the facility, or the discovery of hazardous material on shelter's premises.
11. The Contractor shall notify the AHD POC of the following events within 24 hours:
 - a. Abuse, suspected abuse, and reportable abuse including Adult Protective Services or Child Protective Services;
 - b. Abuse and Neglect of Participants' Investigations;
 - c. Acts of violence or sexual misconduct;
 - d. Minor Change of Operations;
 - e. Media contact / Drawing Media Attention; or
 - f. If APD/AFD has been called for services involving a crime committed or for intervention.

3.10 Facility Management, Maintenance, and Housekeeping

3.10.1 Overview

Non-congregate shelter facilities must be maintained to ensure Client health and safety.

3.10.2 Contractor's Responsibilities

1. Facility Management:
 - a. Respond to AHD or designee complaints and maintenance concerns. Within 24 hours inform AHD or designee of the potential resolution.
 - b. Ensure roof and mechanical systems remain in working order.
 - c. Keep common areas, including outside smoking area, clean.
 - d. Perform repairs within a timely manner.
 - e. Keep exits clear of snow, ice, or other debris that would block the exit.
 - f. Empty trash as needed.
 - g. Repair non-working washers and dryers in a timely manner.
2. Housekeeping:
 - a. Maintain hotel management and housekeeping staff to support Client rooms.
 - b. Provide at least weekly housekeeping services to the rooms including vacuuming, removing trash, cleaning, and sanitizing the bathroom, changing sheets, and towels.
 - c. Management will establish standards of cleanliness that must be followed by Clients.
 - d. Operate in compliance with American Hotel & Lodging Association Hotel Cleaning Guidelines: cleaning high-touch areas, hard non-porous including television remote

controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, and temperature control panels.

- e. Provide a turnover service consisting of a deep cleaning and disinfecting of the room when the Client leaves the property and before the next Client arrives. This should also include cleaning to remove the smell of smoke from carpet, window dressings, bedding etc.
 - f. Towels and Linens
 - i. Provide Clients the ability to daily exchange clean towels and linens by making requests to the front desk via an "even exchange" system, e.g., one used towel exchanged for one clean towel, etc.
 - ii. At times towels and linens may be returned to the Contractor contaminated with Biohazardous Substances. Biohazardous Substances include bodily fluids such as feces, blood, or urine. The Contractor will not attempt to clean Biohazard contaminated towels and linens and they should be disposed of appropriately.
 - g. Toiletries
 - i. Provide Clients with basic toiletries including at least body soap and shampoo. Allow Clients to pick up additional toiletries from the front desk or another designated location.
 - ii. Each room will have a Naloxone kit with instructions on its use. Regular checks must be done to make sure that the kits are either intact or replaced if used.
3. Room inspection:
- a. Housekeeping staff will inspect the room at least once per week during the course of performing their regular duties.
 - b. Issues will be directed to Hotel Management.
 - c. Hotel Management will inspect the rooms on a weekly basis. AHD staff will randomly do inspections to ensure quality inspections are adhered to.
 - d. Work with Clients on maintaining their room.
4. Pest Control:
- a. Maintain an aggressive monitoring and treatment program for bed bugs and other insect infestations during housekeeping service.
 - b. Arrange for bed bug treatment utilizing an elevated product with a chemical longevity of 90 days that kills the pests within 3-7 days and within 7-10 days if bed bugs are re-introduced into the room.

3.11 Other

3.11.1 Contractor's Responsibilities

1. Participate in meetings as requested by the Municipality of Anchorage. This may include neighborhood engagement as directed by AHD.
2. All media inquiries for Non-Congregate Emergency Shelter shall be directed to AHD. The Contractor agrees to work collaboratively to resolve disputes outside of the media. If an interview on another topic results in questions about Non-Congregate Emergency Shelter or a reference to the Contract with AHD or to AHD employees, Contractor must notify AHD of this immediately after the interview is completed.

3. Contractor will coordinate with AHD with respect to press releases, advertising, and events concerning this Contract and scope of work.
4. No other service provider, with the exception of emergency responders, will be allowed access to Clients on-site unless they have a current Municipal Professional Services agreement in place. Contractor must consult with AHD Contract Administrator prior to allowing access to service providers.
5. Federal law prohibits using individuals for unpaid labor. Clients shall not be asked to provide unpaid labor or labor in exchange for goods or any wage less than the current Alaska minimum wage.
6. Contractor must maintain insurance as outlined in Attachment B: Insurance Requirements and require all subcontractors to maintain this same insurance.
7. **Contractor shall submit monthly invoices to AHD within 10 business days following the last day of the month. Contractor shall bill for services by invoicing for the per person per day rate multiplied by the actual number of clients in each day's client census. No other charges may be billed under the contract.**

4.0 Proposal and Submission Requirements

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed thirty (30) pages in length (excluding letter of transmittal, title page(s), index/table of contents, and any requested attachments). Excess pages will be removed prior to evaluation, which could result in incomplete responses and resultant lower scores. One page shall be interpreted as one side of single-spaced, typed, 8 1/2" X 11", piece of paper.

- Title Page: List the RFP number, program and project name, the name of your organization, address, telephone number(s), name of contact person and date.
- Table of Contents: Clearly identify the materials by section and page number.
- The Letter of Transmittal (Limited to two (2) pages) must contain the following information.
 - A brief statement of your organization's understanding of the services to be performed and demonstrate a commitment to provide the services as specified.
 - A description of how your organization meets the eligibility requirements.
 - Must be signed by a corporate officer or other individual who has the authority to bind the firm.
- Include the name(s) of the person(s) who are authorized to make representations for your organization, their titles, address, and telephone numbers.

Provide a statement that your organization is compliant with the requirements of the Equal Employment Opportunity Contract Compliance.

4.1 Scope of Work

The proposer must provide a written overview of the services to be provided, demonstrating the proposer's clear understanding of the full scope of work and adequately establish organizational capacity to successfully manage and coordinate services. The overview shall include a discussion of the proposer's business philosophy and mission. This discussion should address the organization's management methodology and strategies to address/maintain an acceptable level of services. Include a description of

local senior management support beyond daily operations and administrative support related to billing, scheduling, IT and facilities.

1. Detail your organization's capacity to manage and coordinate the services required for a non-congregate shelter and achieve the goals and outcomes outlined in this RFP.
2. Provide the location(s) of the proposed non-congregate shelter, provide detailed information on the setup of client rooms, and detail all facility amenities that will be available for client use (e.g. laundry room, phones, common area).
3. Describe what custodial/housekeeping services will be provided to clients including how often staff will clean client rooms, how linens are provided and laundered, and whether clients will be provided with cleaning products or materials.
4. Provide information about your organization's continuous improvement practices and information related to your current community engagement programs.
5. Provide a plan for achieving goals and outcomes.

4.2 Prior Experience

Describe your experience successfully providing the required services in the same or similar areas of expertise, organizational longevity, and adaptability to providing the required services in a changing environment.

1. Describe prior same or similar projects.
2. Provide a description of experience and interactions with the Anchorage Homeless Shelter System.
3. Describe your experience managing contracts that have a minimum value of Five Hundred Thousand Dollars (\$500,000) per contract or program year.
4. Provide at least three reference letters that speak to your organization's delivery of the same or similar services.

4.3 Human Resources

Provide detailed information about your staffing structure and how you would ensure there are adequate supervisory personnel to operate the proposed non-congregate shelter both on-site and with external administrative support (if any). This staffing structure (commonly called a staffing pattern) should identify which positions are providing on-site and on-call supervisory responsibilities.

1. Provide shift plans and explain the reasoning behind the shift structure you are proposing.
2. Explain who will be the primary contacts for the non-congregate shelter.
3. Demonstrate how you will ensure required staffing levels and how you will manage planned employee leave and unplanned employee absences.
4. Describe the wages of each of the employee types and the scale to which they can advance and receive wage increases as well as their exempt or non-exempt status.
5. Describe employee benefits provided by your organization.
6. Explain any plans to incentivize employee retention and reduce turnover; resources in place to support employees with the challenges they will face in their work and the clients they serve and; systems in place to allow for corrections in employee behavior and infractions of policies and procedures.
7. Describe the application, hiring process, and onboarding process.

In addition to the narrative above, please provide attachments that detail the following:

- Wage/salaries per position in staffing structure
- Summary of Employee Benefits
- Recruitment/Retention Plan

4.4 Staff Training

Describe training plans for the multiple employee types that would be employed at a non-congregate shelter. Include on-going training that you would provide to employees, frequency, delivery method, and certification and credentialing information. Demonstrate capacity to train new employees consistent with the stated requirements and provides continuous training and support for employees.

4.5 Outreach and Partnerships

Explain your knowledge of community resources that would be beneficial to the clients of the proposed non-congregate shelter.

1. Identify all project partners and subcontractors and describe their roles and qualifications.
2. Describe any community outreach your organization has been involved with or plans to be involved with in the future, and what position within your organization has the responsibility to establish and maintain your community relationships.
3. Describe your process to respond to complaints from the public, assembly members, or other stakeholders in the community and provide an example of achieving a positive resolution.

4.6 Resource Management and Data Collection and Reporting

- Describe your ability to meet the data collection and reporting requirements, including how data will be entered and reported on as well as your data oversight process.

4.7 Budget and Costs

Each proposal must contain a budget using the following line items (or cost categories) as well as a budget narrative detailing all of the costs necessary to provide the services identified in the RFP.

Line Items/Cost Categories

Personnel	This amount represents salaries and wages for all Emergency Shelter staff, which align to the salaries/wages break out per position as provided for in <i>4.3 Human Resources</i> , including supervisors as well as frontline staff. This section should include time to deliver services as well as meetings, trainings, required certifications, etc.
Fringe	This amount represents employer provided burden and benefits to include fringe benefits, vacation and paid time off, 401K plan, employee recognition, employee incentives, employee awards, Social Security, Medicare, FUTA, Alaska ESC, medical insurance, dental and vision insurance, life insurance, and workman’s compensation insurance as provided for in <i>4.3 Human Resources</i> .
Contractual	This amount represents any work required to deliver services done by non-staff. For example, if you contract with a janitorial company or trainers.

Transportation	This amount represents all costs associated with providing required transportation.
Subscriptions, licenses, certifications, training, etc.	This amount represents any subscriptions, licenses, certification costs, etc., that support the preparedness/training of staff.
Supplies	This amount represents the costs of consumable items (soap, towels, blankets, etc.) required for daily operations at the Non-Congregate Shelter.
Communications	This amount represents the costs for telephone, internet, and other communication services and equipment.
Indirect Overhead	This amount represents administrative support to include payroll processing, accounts payable, general accounting, human resources support and recruiting, employee and workplace safety oversight, regional oversight, legal, insurance and benefits administration and general management costs.
Contract Profit	This amount represents the projected contract profit.
Miscellaneous	This amount represents items not otherwise categorized. All items in this budget category must be described in the budget narrative.

Budget Preparation

- Prepare the budget using the attached worksheet (Attachment F).
- Provide a budget narrative describing how the specified amount per line item/cost category is arrived at, break out larger costs by either offering specified (or sub-line items, or a rationale for percentage of overall costs, and provide detail for any items included in the Miscellaneous line item/cost category.

5.0 Evaluation Criteria and Process

5.1 Evaluation Criteria Weighting

Evaluation Criteria	Possible Points
1. Scope of Work (<i>Sections 4.1</i>)	20
2. Prior Experience (<i>Section 4.2</i>)	10
3. Human Resources (<i>Section 4.3</i>)	20
4. Staff Training (<i>Section 4.4</i>)	10
5. Outreach and Partnerships (<i>Section 4.5</i>)	10
6. Resource Management and Data Collection and Reporting (<i>Section 4.6</i>)	10
7. Budget and Cost (<i>Section 4.7</i>)	20
➤ Total Points Possible	100

5.2 Qualitative Evaluation Criterion

Organizations will be ranked using the following qualitative rating factors for each RFP criterion:

- 1.0 Outstanding
- .8 Excellent
- .6 Good
- .4 Fair
- .2 Poor
- 0 Unsatisfactory

The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

EXAMPLE: For a criterion with a maximum of 30 points, if the evaluator feels the response as provided was “Good” they would assign a “qualitative rating factor” of .6 for that criterion. The final score for that criterion would be determined by multiplying the qualitative rating factor of .6 by the maximum points available (30) and the resulting score of 18 would be assigned to the criterion. This process would be repeated for each criterion.

5.3 Evaluation Process

A committee of individuals representing the Anchorage Health Department will perform an evaluation of the proposal(s). The committee will rank the proposal(s) as submitted. The Municipality of Anchorage reserves the right to award a contract solely on the written proposal.

The Municipality also reserves the right to request oral interviews with the highest ranked organizations (short list). The purpose of the interviews with the highest ranked organizations is to allow expansion upon the written responses. If interviews are conducted, a maximum of three organizations will be short-listed. A second score sheet will be used to score those organizations interviewed. The final selection will be based on the total of all evaluators’ scores achieved on the second rating. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked Proposer after the second scoring, if performed, may be invited to enter final negotiations with the Anchorage Health Department for the purposes of contract award.

6.0 Selection Process

The Proposer with the highest total evaluation points may be invited to enter contract negotiations with the Municipality of Anchorage. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the Municipality reserves the right to terminate negotiations with any Proposer should it be in the Municipality's best interest. The Municipality of Anchorage reserves the right to reject any and all proposals submitted.

7.0 Sample Contract

In addition to carefully reading all the information in the RFP, Proposers must carefully read and review the attached sample contract (ATTACHMENT A). The successful Proposer shall be required to enter into a Contract with the Municipality of Anchorage, which will be substantially similar to the sample.

Therefore, the Proposer must make any proposed changes to the sample Contract that the Proposer desires. All changes must be made legibly and conspicuously on the Contract. The Proposer must also provide the rationale for all changes.

If No Changes Are Made, The Proposer Shall Be Deemed To Have Accepted The Sample Contract. If The Proposer Makes Changes, Such Changes Will Be Considered In Any Negotiations With The Municipality Of Anchorage. Changes Made To The Sample Contract Shall Not Be Considered During Proposal Evaluations.

8.0 Attachments

Attachment A - Sample Contract

Attachment B – Non-Congregate Emergency Shelter Contractor Policies and Procedures

Attachment C – Insurance Requirements

Attachment D—Emergency Shelter Sign In Log

Attachment E—Emergency Shelter Incident Report

Attachment F—Budget Worksheet