



**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT**

REQUEST FOR PROPOSALS NO. 24-DHS-RFP-509

ADDENDUM NO. 1

Arlington County Request for Proposals No. 24-DHS-RFP-509 for Homelessness Response Services is amended as follows:

I. ELECTRONIC SEALED PROPOSALS WILL BE RECEIVED BY ARLINGTON COUNTY VIA VENDOR REGISTRY, UNTIL 5:00 P.M. ON THE 26TH DAY OF JUNE 2024

II. QUESTIONS REGARDING THE ORIGINAL SOLICITATION MUST BE SUBMITTED BY FRIDAY, MAY 31ST, 2024, AT 5:00 P.M. EASTERN TIME TO BE CONSIDERED FOR ADDENDUM. ALL QUESTIONS RECEIVED BY THE QUESTION DEADLINE WILL BE RESPONDED TO WITHIN VENDOR REGISTRY AND POSTED FOR ALL OFFERORS. THE SYSTEM WILL NOT ACCEPT ANY QUESTIONS AFTER THIS DATE AND TIME.

III. Table D: Medical Respite Program (MRP) Quarterly Performance Expectations on page 56 of the RFP is amended as follows:

Outcome	Output	CoC Performance Standard
Individuals served in the MRP will exit to positive destinations	Individuals served in the MRP will exit to emergency shelter or permanent housing after 30 days of MRP acceptance	≥ 90%
Ensure utilization of MRP for the intended program participants	The MRP maintains a bed utilization rate equal to or greater than the CoC Standard	≥ 75%
Program Indicator	Measurement	
Persons Served	Total number of individuals served in the MRP	#
Serviced Provided	Total number and type of medical services provided to clients (e.g., substance abuse, medication, etc.)	Narrative
Barriers and Successes to Service Delivery	What barriers or limitations does the MRP frequently encounter as well as any successes?	Narrative

IV. County-Provided Resources and Services bullet L on page 34 of the RFP is amended as follows:

L. The Contractor of Sullivan House will be responsible to maintain the landscaping/lawn at Sullivan House.

Arlington County Request for Proposals No. 24-DHS-RFP-509 for Homelessness Response Services received the following questions:

Question 1:

- a) Can you please clarify formatting requirements for written narrative sections? On p104 the RFP states proposals should be single-spaced and not less than 10-point type face. On p105 and subsequent sections, the RFP references double-spaced pages.
- b) On p106 #8 the RFP states proposals for the HSC may include additional nursing or medical staff. Are there extra page allotments for offerors proposing such an approach?
- c) On p108 #8 the RFP states one vendor may be selected to provide a Licensed Clinician. Should this be submitted as a separate, standalone proposal? If not, are offers given extra page allotments to include (a) past experience in providing and supporting clinical staffing and (b) a description of coordination to ensure support to other shelter clients, as required by the RFP?

Answer:

- a) Proposals should be double-spaced.
- b) No.
- c) No. Proposals may include Licensed Clinicians within the limits provided.

Question 2:

- a) Please clarify the mobile outreach syringe exchange as we submitted an MOU to the county for signature giving permission to set up exchange points and have not received it back. Need to have authorized stop sites in order to proceed with the application for comprehensive harm reduction with needle exchange with the VA DEPT of Health.
- b) Under medical Respite 6f, it says must have written endorsement from VHC. Concern here is that if that is a requirement VHC will send everyone here that is unhoused and needs medical respite. I would recommend that it would be removed or changed to written referral from VHC and an endorsement from the County's DHS designee.
- c) Decrease utilization rate of MRP by exiting individuals to better, more stable housing a. Are they asking what can be done to minimize use of the respite program such as exiting clients to housing if they have medical needs?
- d) Does the clinician have to have the accreditation as ACS (accredited clinical supervisor) or just be licensed.
- e) What do they envision the clinical supervision to entail?

Answer:

- a) This RFP does not include syringe exchange services. We cannot provide comment on a previously submitted MOU.
- b) No change made. Scope of services edits may be addressed during negotiations.
- c) Table D on page 56 has been amended. Refer to item III in this amendment.
- d) The proposal should include the proposed credentials of the clinician and the structures they will have in place to supervise, maintain/receive licensure, etc.

- e) Clinical supervision includes providing reflective supervision to support staff in adhering to best practices in case management for serving people experiencing homelessness who may also be living with mental health or active substance use and recovery. Additionally, clinical supervision may coach staff in understanding how symptomology manifests in client behavior and strategies to improve rapport building and engagement between clients and staff. Clinical supervision may also include supervision of staff for licensure purposes.

Question 3: Arlington Mill

- a) Is the 60 hours of direct services a combination of on-call staff and case management or is it just 60 hours of case management?
- b) Are the clients required to stay connected to BHD?
- c) Is CM monthly?

Answer:

- a) 60 hours includes direct services, community-based and case management. Any on-call activities would be in addition to the 60 hours of programming.
- b) Depending on the funding of the client's subsidy, the client may or may not be required to engage in clinical services. The DHS locally funded PSH program requires that clients have an open, active case with a DHS case manager. The state funded program does not require on-going clinical case management for its participants. The majority of PSH households are funded through the local program.
- c) Frequency of case management services depends on client need. Some individuals are seen daily, some are seen monthly.

Question 4: 26 Section A States the Contractor will collect medication from program participants including prescribed and OTC medications (Case manager & RSS). This does not meet the requirements of low barrier shelter. Is Arlington County making a change in the shelter model to be followed?

Answer: Until additional protocols and training are available for operators of emergency shelters, this scope of services outlines current practices. If the vendor would like to propose strategies that more closely align with low barrier shelter operations, they may do so. They will be considered in the review of proposals.

Question 5 Page 26 Section D What is the time frame for the reentry case conferences before entering coming back into shelter? Will the reentry case conference happen in intake?

Answer: There is no time frame for reentry case conferences. These can be determined on a case-by-case basis in coordination with DHS and the Centralized Access System staff.

Question 6: Page 26 Section B Is "work schedules, school hours, and community appointments" an exhaustive list? Can community appointments be further defined?

Answer: Community appointments are commitments that promote and support client goals, and may include employment services and job interviews, behavioral health services, appointments to apply for and address questions regarding public benefits, medical appointments, etc.

Question 7: Page 26 How are flexible services within the sentence "case management services shall be flexible to meet the needs of the clients" determined? Is it around technology? Accessibility? Cultural and contextual relevance?

Answer: Flexible services are designed with the client's needs in mind. Services promote engagement and utilize create approaches to ensure services offered are meaningful, accessible and relevant. Barriers are not arbitrarily created to limit participation. Schedules promote maximization of client's use and participation.

Question 8: Page 27 Section F Will a contract be in place where BHD is required to send staff members to meet with program participants once they enter in Sullivan House or is the Contractor expected to put that in place?

Answer: DHS will work with the Contractor to establish a working relationship with BHD to promote engagement in BHD/TOW services. Ongoing collaboration and coordination may occur through case coordination meetings, By-Names List, case consultation, or other programmatic meetings.

Question 9: Page 28 Section N 5 Will there be a centralized dismissal criteria all shelters need to meet/ a centralized dismissal form?

Answer: There is no centralized dismissal form. Notification of unanticipated or atypical dismissals can be made by contact DHS staff.

Question 10: Page 21 Section B 1 Is litter referring to keeping exterior tidy and free of trash (such as cigarette buds)?

Answer: This section refers to ensuring that trash and litter (cigarette butts, waste, etc.) do not accumulate inside or outside the building and that trash is regularly removed to the trash receptacles outside for pick up.

Question 11: Page 21 Section B Would the Contractor be responsible for paying Waste Management to empty big trash and recycling receptacles? How often will trash be picked up if this is a service that Arlington County will provide?

Answer: Refuse collection is listed under item J of County-provided resources and services on page 34. Trash is picked up twice per week.

Question 12: Page 29 Section O What would be considered alternative shelter options with Sullivan House being the only family shelter in Arlington?

Answer: This could include other temporary housing options (friend, family, etc.) or shelters outside Arlington County, if needed.

Question 13 Page 21 Section 3 A - Would the contractor be responsible for all cost around maintenance of the building? Would Arlington County Facility Maintenance no longer be involved?

Answer: DHS Facilities Operation Bureau (FOB) is involved in shelter operations and facilities management. FOB is included when DHS staff is referenced in this section. This section also outlines the Contractor's responsibilities and what items the County will address.

Question 14: Page 21 Section 3 B 4 How is this equitable with the families with young children?

Answer: Offerors should consider all requirements in this section and include details about operational support and related costs in their RFP response.

Question 15: Will the Contractor be obligated to inform DES of maintenance or repairs if it is work that the Contractor has to pay for?

Answer: There are no reporting requirements for routine repairs and maintenance conducted by the Contractor.

Question 16: Page 24 Section L Does the Contractor have to allow emotional support animals, or will it stay limited to service animals?

Answer: The Contractor may not create a rule that prohibits entry of emotional support animals. Emotional Support Animals are allowed in shelter if the client has submitted an accommodation request. The Contractor must review, consider, and respond to all accommodation requests per ADA requirements. The CCP team together with CAS reviews initial requests for service and emotional support animals and can be consulted for new requests once households enter shelter.

Question 17: 33 Are these resources and services fully covered by Arlington County? Is there a limitation to the number of appliances? If appliances are no longer serviceable (maintenance cannot repair them), does the county replace them? Does the Contractor need to provide a plan for number of initial appliances required?

Answer: These services are fully covered by Arlington County as outlined in the section. If the Contractor's appliance servicer cannot repair appliances, Arlington County may replace appliances depending upon how long the appliance has been in use, whether the issues were caused by normal wear and tear, etc. If damages were caused by staff/client misuse, Arlington County may ask the Contractor to replace the appliance at their expense. The Contractor does not need to provide a plan for number of appliances required at the time of RFP response.

Question 18: Page 33 For County-Provided services, what is the estimated County response time for the outlined services? (e.g., if paint is needed, within how many days/weeks/months after identification will the county respond?)

Answer: This will depend on the type of work required, what other projects are in the DES cue, availability of supplies/materials, etc. Arlington County cannot provide a response time for each service. Arlington County will work with the Contractor to outline implementation timelines as information is known.

Question 19: Page 34 Section L How often will the County maintain the landscaping of the lawn at Sullivan House?

Answer: Section L on page 34 has been amended. Refer to item IV in this amendment.

Question 20: Page 34 Section M How quickly will someone remove snow and ice from walkways and parking lot? Will the Contractor or the County be responsible for spreading salt?

Answer: The area shelters are prioritized for service. A timeline cannot be provided as it would depend on the storm, clearing of roads, and County Contractor response rates. The Contractor will be responsible for clearing and salting the sidewalk; the County maintains the parking lot.

Question 21: Does the Contractor need to submit resumes for part time residential support staff?

Answer: Resumes should be limited to full-time positions, or for positions where only one employee serves in that position. For example, an employment counselor who works 32 hours where they serve as the only employee with employment services functions, or a facilities manager who may work part-time but is the only person overseeing facilities management.

Question 22: Prior to the beginning of the contract, will the County be replacing or repairing any equipment that is currently owned by Arlington County?

Answer: Arlington County and the selected Contractor will conduct a site walk through at the time of contract commencement.

Question 23: Will there be additional indoor cameras installed in the common areas of Sullivan House?
Answer: There are no plans to install additional indoor cameras at Sullivan House at this time.

Question 24: Would the County consider funding for two clinical therapists - one for supporting the singles shelter and one for supporting the family shelter?
Answer: Offerors may submit their proposed services. Proposals will be reviewed and considered as outlined.

Question 25: Page 17 Match #6 Does this mean we must report match expenditure? Would in-kind donations & volunteer service account for Match earnings and an equal amount of match expenditure?
Answer: The financial report template will contain a section to report match expenditure every quarter. In-kind donations and volunteer service can be used for match, up to 65% of the total match requirement. A minimum of 35% of the total match requirement must be cash.

Question 26: Page 17 Payment schedule - Would this final invoice be due after end of fiscal year reporting?
Answer: The final invoice would be due at the same time as the final financial report, which is on the 15th of the month after the final quarter.

Question 27: Page 106 Section V.7.3.3 Should answers just include discussion of County Contracts or also include other programs/funding sources?
Answer: Answers should not be limited to County funding and should include other program/funding sources.

Question 28: 106 Section V.7.3.3 Funding Reserves- How much detail should the Contractor provide about funding reserves?
Answer: Please be as detailed as possible.

Question 29: Page 24 Section H What is the expectation around meal prep as there is some contradiction. See page 29 Section A #1.
Answer: While clients will be responsible for their own meal prep and each unit has a kitchen, operators of Sullivan House should be prepared to work with clients who may not have the skills to adequately prepare their own meals and/or have other barriers to eating regular meals.

Question 30: Page 24 Section N What is the expectation on having a website displaying programs to the public while also maintaining anonymity and safety for program participants?
Answer: The Contractor's organization website may include information about the operations of County-owned emergency shelters. The address does not need to be listed.

Question 31: Under this contract, if the licensed therapist/clinician supports a client, will the client be eligible for Housing Grant under the connection to Behavioral Health?
Answer: Not at this time.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 1.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____