

**Tehama County
Health Services Agency
(TCHSA)**

**REQUEST FOR PROPOSALS (RFP)
NAVIGATION CENTER**

RFP No. 23-8001



Deadline for Submission: Friday, November 17, 2023 at 5:00 pm
Please be aware that late proposals will not be accepted

Prepared for:
Tehama County
Health Services Agency
P.O. Box 400
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A. Timeline

Activity	Date
Request for Proposals (RFP) Released	Monday, October 23, 2023
Deadline to Submit Questions	Monday, October 30, 2023 at 5:00 pm
Questions and Answers Released	Thursday, November 9, 2023
Proposals Due	Friday, November 17, 2023 at 5:00 pm
Respondent Selected	Estimated to be by Friday, December 15, 2023
Kickoff Meeting with Respondent	Estimated to be in January-February 2024

B. Definitions

1. *Housing First*— Per the 2019 Permanent Local Housing Allocation (PLHA) program guidelines, this is defined for PLHA Activity 6 as both the “practices described in 25 CCR, Section 8409, subdivision (b)(1)-(6)” and “compliance with Welfare Institutions Code (WIC) Section 8255(b)(8).”
2. *Navigation Center*— Tehama County defines this as a service-enriched emergency shelter for households experiencing or at risk of homelessness. A navigation center uses a low barrier and Housing First model to assist households in accessing supportive/case management services and obtaining permanent housing.
3. *Navigation Center Operator*— Tehama County defines this as the entity responsible for overseeing the day-to-day operations and services of the navigation center, the center’s financial stability and good standing with funders, and the safety and wellbeing of participants, staff, and volunteers.
4. *Permanent Local Housing Allocation (PLHA)*— Per the State webpage, PLHA provides funding to local governments in California for housing-related projects and programs that assist in addressing the unmet housing needs of their local communities.



5. *Supportive/Case Management Services*— Per the 2019 PLHA Guidelines, supportive/case management services are defined as those that “allow people to obtain and retain housing.”
6. *Target Population*— Per the 2022 Notice of Funding Availability (NOFA), PLHA defines this for Activity 6 as “persons who are experiencing or at risk of homelessness in conformance with 24 Code of Federal Regulations (CFR Section 578.3), up to 30 percent of Area Median Income (AMI).”

C. Intent

The intent of this Request for Proposals (RFP) is to request proposals from housing and homelessness service providers (also referred to as “entities”) and based on a review of submissions, select a Respondent to partner with the Tehama County Health Services Agency (the “County”). The County will provide a defined, limited amount of Permanent Local Housing Allocation (PLHA) formula funding to the Respondent for navigation center operations, as well as potentially for navigation center supportive/case management services. The latter is to be determined by the County and its partners at a later date. As detailed in Table 1, the total known amount of PLHA funding for navigation center operations as of 2023 is \$1,055,654.50.

Please note: Respondents must have some form of site control for a proposed navigation center to apply. Only proposals that have some form of site control will be accepted and scored.

D. Background

Tehama County is a geographically large and rural county in Northern California. It is located approximately halfway between Sacramento and the Oregon border. The county is bisected by the Interstate 5 and the Sacramento River. Tehama County and the Cities of Corning, Red Bluff, and Tehama are part of the Tehama County Continuum of Care (CoC). According to the U.S. Census American Community Survey, the total population of the County was 65,345 as of 2021. Approximately 66% (two-thirds) of the population is White (not Hispanic or Latino), and approximately 26% (one-fourth) is Hispanic and Latino (of any race).

A navigation center is an identified need and a high priority for the County and the CoC and has been since at least 2018 according to the documents listed below.

1. *Tehama County Continuum of Care, Point-in-Time (PIT) Count (2023)*— The 2023 PIT Count identified 304 total people experiencing homelessness in Tehama County. Over 80%, or 247 people, were unsheltered. This shows the significant need for a year-round navigation center. Twenty-three percent (23%) of people experiencing homelessness



who participated in the 2023 PIT Count are Hispanic/Latino. This illustrates a need for bicultural and bilingual homelessness services.

More information about the 2023 PIT can be found here:

<http://www.tehamacoc.org/2023pitcount.html>

2. *Tehama County 10-Year Plan to End Homelessness (2018)*— Two of the four gaps identified through the development of the Plan were temporary housing and street outreach. Temporary housing includes development of a year-round emergency shelter and street outreach includes development of a permanent one stop day center. In today's terms this would be called a navigation center.

The 2018 Plan can be found here: <http://www.tehamacoc.org/plan.html>

3. *Tehama County 2019-2024 Housing Element (2019)*— *The Housing Element* identified a need for an emergency shelter for people experiencing homelessness. The Goal HE-4: Special Needs Housing includes the Program HE-4.B Emergency Shelter. This Program outlines that the County will assist in the development of an emergency shelter and provide financial assistance for homeless assistance programs and shelters.

The 2019-2024 Housing Element can be found here:

<https://www.co.tehama.ca.us/government/departments/planning-department/forms-and-publications-planning-department/>

4. *Tehama County Update to the 10-Year Plan to End Homelessness (2023-draft)*— One of the six key findings identified through the development of the Update was basic needs services. Basic needs services include the development of North County and South County mobile services from existing services hubs in Red Bluff for North County and Corning for South County. Basic needs services also details preserving existing temporary housing and developing new temporary housing, which includes emergency shelter.

E. Permanent Local Housing Allocation (PLHA)

The funding included in this RFP comes from the Permanent Local Housing Allocation (PLHA) formula program. The following sections provide information on PLHA background and funding amounts as well as PLHA regulations and compliance.



E.1. Background and Funding Amounts

In 2017, Senate Bill 2 (The Building Homes and Jobs Act) created the PLHA program. PLHA is funded by monies deposited in the Building Homes and Jobs Trust Fund which are generated through a \$75 fee on all recorded real estate transactions in the State of California. Funding is subject to annual fluctuations, based on real estate activity statewide and actual fees received.

Formula PLHA funding provides grants from the State to each incorporated local jurisdiction in California to implement plans to increase and/or preserve the affordable housing stock, and address homelessness. Funds are distributed to jurisdictions based upon a formula loosely derived from the CDBG program. Jurisdictions apply in five-year cycles and must have Housing Element and Housing Element Annual Progress Report compliance to be eligible.

In 2022, the County applied for a five-year formula allocation of PLHA funds for the County, the City of Red Bluff, and the City of Tehama (the local jurisdictions). The Cities of Red Bluff and Tehama agreed to pool their PLHA allocations with the County and designated the County to administer PLHA funds on their behalf. There are 10 categories of eligible activities for formula PLHA, and the County and the Cities allocated funds to Activity 5 and Activity 6. Activity 5 is a supportive services reserve for supportive services costs connected to permanent supportive housing. Activity 5 is not the subject of this RFP. The subject of this RFP is Activity 6.

PLHA Activity 6 can be used to assist people who are experiencing or at-risk of homelessness. There are a wide range of eligible projects. The County and the Cities have chosen to allocate funding to Navigation Center Operations and Supportive/Case Management Services, using portions of the 2020, 2021, and 2023 allocations. The County will retain 5% of the allocations for grant administration, which is allowable per the guidelines. **Table 1: PLHA, Activity 6 Funds for this RFP, 2023** illustrates the amount of known funding allocated to Activity 6 and included in this RFP. The total known amount for Navigation Center Operations as of 2023 is \$1,055,654.50. Disbursement of funds is pending submittal of supporting documentation to the State.



Table 1: PLHA, Activity 6 Funds for this RFP, 2023

Jurisdiction	Activity 6 Allocations by Year		
	2020	2021	2023
	60% of Allocation for Navigation Center Operations	95% of Allocation for Navigation Center Operations	60% of Allocation for Navigation Center Operations and 35% for Supportive/Case Management Services*
Tehama County	\$191,270.40	\$394,100.85	Unknown
City of Red Bluff	\$113,520.60	\$190,090.25	Unknown
City of Tehama	\$60,979.20	\$105,693.20	Unknown
<i>Total</i>	<i>\$365,770.20</i>	<i>\$689,884.30</i>	<i>Unknown</i>
Total Known Amount for Navigation Center Operations as of 2023: \$1,055,654.50			

*Please note: Per PLHA, Supportive/Case Management Services funding may be allocated to both the Navigation Center and Permanent Supportive Housing projects, or one or the other, depending on need and available resources. This will be determined by the County and its partners at a later date. The 2023 allocation amounts will be published by the State in 2024.

E.2. Regulations and Compliance

The County and the Respondent are both responsible for complying with PLHA guidelines and regulations.

The County is responsible for grant administration of its formula PLHA allocation as well as the Cities of Red Bluff’s and Tehama’s. This includes preparing and submitting Annual Streamlined Applications, Annual Progress Reports, Grant Agreements, Requests for Funds, Project Files, and Project Monitoring, signing Standard Agreements/Amendments, and managing long-term accounting of the funds.

The Respondent’s responsibilities related to PLHA are outlined in Section G.9. of this RFP. More information about the PLHA program can be found here: <https://www.hcd.ca.gov/grants-and-funding/programs-active/permanent-local-housing-allocation>



F. Approach to Services

The Navigation Center must operate using both low barrier and Housing First approaches. Respondents must be committed to operating the facility and its programs in adherence with these concepts, both in letter and in spirit, to be eligible for consideration.

1. *Low Barrier*—A low barrier emergency shelter is a form of congregate housing where a minimal number of expectations are placed on people who wish to stay there. The aim is to have as few barriers and rules as possible to allow more people to access services. This often means that people staying in low barrier shelter are not expected to abstain from using alcohol or drugs (off-site), forced to adhere to time limits, or other rules. Providing low barrier shelter means not screening people out of services, but rather using assessment and case management to design personalized service plans for each participant. Dismissals (asking a client to leave) are to be a last resort only, and used only in cases in which a participant poses imminent danger to other participants or staff. In cases in which a participant is dismissed, the dismissal is not to be permanent.
2. *Housing First*— Housing First is an approach guided by the belief that housing is the solution to homelessness. This strategy prioritizes successfully connecting individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment, or service participation requirements. Participants in services at the Navigation Center are to be moved into independent and permanent housing as quickly as is safe and appropriate, then provided with additional supports and services as needed. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive services participation.

More information about the Housing First approach required by PLHA for the Navigation Center can be found in 25 CCR, Section 8409, subdivision (b)(1)-(6) and in WIC Section 8225(b)(8).

G. Scope of Services

The Navigation Center Operator will be responsible for ensuring that all of the activities listed below are available to the Target Population (Section G.9.). Services may be provided by the Navigation Center Operator or by another party with which the Navigation Center Operator subcontracts.



G.1. Day-to-Day Facility Operations

The Navigation Center is to be open and available to all persons and families experiencing homelessness in Tehama County 24 hours per day, 365 days per year. The Navigation Center Operator will be responsible for all day-to-day facility operations, including:

1. Building maintenance and security.
2. Community relations.
3. Providing, or subcontracting with other entities to provide, all services and activities listed in this section.
4. Maintaining and scheduling use of areas in which outside service providers can provide one-on-one and/or group services.
5. Maintaining and managing Memorandums of Understanding (MOUs) and subcontracts with outside providers, if needed.
6. Fiscal management of the overall project.

G.2. Emergency Shelter (Day and Overnight)

The Navigation Center will provide overnight shelter and day shelter services to individuals and families experiencing homelessness in Tehama County. Shelters offer persons experiencing homelessness a safe environment in which to spend time, away from inclement weather and in which they can access Navigation Services.

1. Participants are to be eligible for shelter services regardless of their participation in any other service offered at the Navigation Center.
2. Wherever possible, shelter participants should be assigned a bed that they may return to each night throughout their enrollment, although the operator may develop policies regarding exceptions to this guideline (i.e., overflow beds are offered only on a night-by-night basis, “reserved” beds are re-assigned upon a participant’s failure to return to shelter for a specified number of nights, etc.). Bedding must be laundered by the Navigation Center Operator in-between participants, and at least once per week if participants are returning to the same bed each night.



3. Shelter is to be offered 24/7, however, sleeping areas may be closed during daytime hours.
4. The Navigation Center Operator is responsible for ensuring that shelter is provided in a safe and sanitary manner.
5. The Navigation Center facility should include on-site features designed to assist participants in meeting their basic needs. These features may include, but are not limited to:
 - a. At least one meal per day for people accessing the center during the day.
 - b. Three meals per day for people accessing the center's emergency shelter services.
 - c. Charging stations for cell phones and other devices.
 - d. Showers and hygiene supplies.
 - e. Laundry and/or clean clothing exchange.
 - f. Mail center (an address at which participants can receive mail).
 - g. Document storage (safe storage of birth certificates and other important documents).
 - h. Medication storage (safe and refrigerated storage of medication).
 - i. Accommodations for pets.

G.3. Navigation Services (Housing-Focused Case Management)

The primary objective of Navigation Services is to assist participants in exiting homelessness. This may look very different from one participant to another, and the program must be structured to allow for individualized service plans and to allow each participant to progress according to their own preferences and speed. Navigation Services are to be offered to all participants, regardless of their participation in overnight shelter or any other service.

Importantly, Navigation Services are voluntary and people who access Emergency Shelter services are not required to participate in Navigation Services. People may access Navigation Services independently of Emergency Shelter services. In other words, they do not need to partake in Emergency Shelter services to access Navigation Services, and they do not need to partake in Navigation Services to access Emergency Shelter services.

1. Navigation Services will include assistance with connecting to any on-site or off-site service that will promote stabilization and thus increase the participant's readiness to be housed and likelihood of being successful in permanent housing. These include connections to income development assistance such as job training or public benefits, Navigation Services are to be offered to all participants, regardless of their desire or lack of desire to receive assistance in obtaining permanent housing.



2. Navigation Services are to be offered to any individual within the Target Population (Section G.9.) regardless of participation in other Navigation Center services. Housing Navigators (staff that provide Navigation Services) will meet with each participant as part of the participant’s Intake Meeting. Intake meetings will include collection of Homeless Management Information System (HMIS) data elements and initial screening and assessment to determine Navigation Service needs.
3. Navigation Services provided to those who are literally homeless should focus primarily on Screening Barriers (factors that prevent the participant from being able to obtain permanent housing).
4. Navigation Services may be provided to participants who exit homelessness into housing should focus on Retention Barriers – factors that, if not addressed, may limit the participants’ ability to retain their housing.
5. Navigation Services provided to those at imminent risk of becoming homeless should focus first on immediate interventions that will assist the participant in retaining their existing housing, then on Retention Barriers to increase the likelihood that they will be successful in retaining their housing in the long-term.
6. Participants who decline Navigation Services are to be clearly informed that they may choose to engage in Navigation Services at any time and are encouraged, but not required, to do so.
7. Rather than simply providing referrals to additional services, Housing Navigators actively connect and advocate for participants with community partners. They make in-person introductions where possible, assist participants in setting up appointments with community partners, coordinate transportation for participants with outside appointments and provide ongoing case management and follow-up with participants.
8. It is expected that the Navigation Center Operator will coordinate with community partners to provide a robust array of services, including, but not limited to:
 - a. 12 step and peer support groups (e.g. Alcoholics Anonymous and Narcotics Anonymous)
 - b. Behavioral health care
 - c. Child support services
 - d. Communicable disease screening and prevention education
 - e. Computer access for job and housing searches
 - f. Dental care
 - g. Domestic violence assessments



- h. Domestic violence assistance services
- i. Faith-based assistance services
- j. Family reunification
- k. Home health nursing care
- l. Indoor and outdoor recreational activities
- m. Job training
- n. Job training opportunities
- o. Lesbian, gay, bisexual, transgender, and queer (LGBTQ+) services and referrals
- p. Life skills classes
- q. Mainstream services (e.g. CalFresh, Medi-Cal, CalWORKs)
- r. Medical care
- s. Mental health assessments
- t. Screening for Adverse Childhood Experiences (ACEs)
- u. Substance use disorder assessments
- v. Substance use recovery services, including medication-assisted treatment
- w. Veterans benefit assistance
- x. Veterinary services for pets

The Navigation Center Operator’s goal should be to arrange to have as many services as possible provided on-site at the Navigation Center. In cases in which this is not possible, the Navigation Center Operator will be responsible for providing real connections between participants and off-site service providers, assisting participants in setting appointments and providing participants with transportation to off-site service locations.

G.4. Language Access, Including Spanish

As stated in the sections above, approximately 26% (one-fourth) of Tehama County residents overall are Hispanic/Latino, and approximately 23% of people experiencing homelessness who participated in the 2023 PIT Count are Hispanic/Latino. In addition, as of 2021 approximately 17% of Tehama County residents aged five or older speak Spanish at home, according to the U.S. Census Bureau American Community Survey.

Thus, there are three major requirements for language access detailed below. The County may assist the Navigation Center Operator in scaling up language access services by connecting them to resources. The Navigation Center Operator should inform the County of what assistance they need to fulfil these requirements.

1. The Navigation Center Operator will be required to have some staff that are bilingual in English and Spanish with a preference for those that are also bicultural. Bicultural means that one identifies as part of at least two cultures, for example: Mexican American or



Puerto Rican American. English/Spanish bilingual employees will be expected to provide services in the language participants prefer to communicate in. This will include providing all services in Spanish. Per standard human resources practices, the Navigation Center Operator should include a pay differential for both hourly and salaried bilingual employees that is at least 5% higher than non-bilingual employees who occupy the same position.

2. The Navigation Center Operator will be required to provide all written materials at the Center in both English and Spanish. This may include, but is not limited to, announcements, intake forms, services forms, and other signage. In addition, the County recommends the Navigation Center Operator include regular bilingual posts for accounts on social media platforms.
3. The Navigation Center Operator will be required to create and maintain a Language Access Plan. This Language Access Plan will include procuring phone and/or virtual interpretation services for American Sign Language (ASL) and languages other than English or Spanish. This is so participants can communicate in their preferred language.

G.5. Coordinated Entry System (CES) Participation

The Tehama County Coordinated Entry System (CES) is a community-wide system through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way. Individuals and families in need of housing enter the CES through undergoing a standardized assessment that measures their needs and strengths and adding them to the community-wide Housing Needs List. Participating providers then use the List to identify potential participants for their housing and housing-related services. The Navigation Center will be required to accept referrals from the CES into its emergency intervention services, assess and enter participants into the CES, and/or facilitate access to CES for participants through 211 Tehama: <https://211norcal.org/tehama/>

G.6. Homeless Management Information System (HMIS) Participation

The Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and other services to homeless individuals and families and persons at risk of homelessness on a community-wide basis. All clients, programs and services provided at the Navigation Center are to be tracked using this community-wide system.



G.7. Reporting

The Navigation Center Operator will be responsible for ensuring that all HMIS data, as well as any data requested by all funders and governing agencies, is collected accurately by all Navigation Center staff and subcontractors, to the extent permitted by laws that govern each service type. The Navigation Center Operator will be expected to provide regular reports to governing agencies and others as directed by governing agencies.

G.8. Coordinated Community Response

The Navigation Center Operator will build and maintain effective working partnerships with community partners to ensure that wraparound services are provided seamlessly. Providers offering services relevant to stabilization for participants are to be invited to provide such services on-site at the Navigation Center and provided the accommodations necessary to do so wherever possible. Accommodations are to include, but are not to be limited to, use of private meeting offices to meet confidentially with participants, use of group rooms to provide services to multiple participants at the same time where appropriate, access to a secure wireless internet connection while on-site and access to printers, fax machines and other office equipment wherever possible.

G.9. Permanent Local Housing Allocation (PLHA)

The County and the Navigation Center Operator are both responsible for complying with PLHA guidelines. The requirements of the Navigation Center Operator include:

1. Operate the Navigation Center in a manner consistent with Housing First practices described in 25 CCR, Section 8409, subdivision (b)(1)-(6) and in compliance with WIC Section 8225(b)(8).
2. Serve the target population: people who are experiencing or at risk of homelessness in conformance with 24 Code of Federal Regulations (CFR Section 578.3) and only up to 30 percent of Area Median Income (AMI).
3. Provide supportive/case management services that allow people to obtain and retain housing.
4. Ensure that no costs incurred more than one year prior to commitment by the County may be paid from PLHA funds (in this case, commitment means the authorizing resolution selecting the chosen Respondent at the completion of this RFP process).



5. Share timely information and data to the County and other parties identified by the County upon the County's request.
6. Comply with onsite monitoring of the facility by the County and/or the County's PLHA consultant. Monitoring will be planned for in advance and documentation will be requested from the Navigation Center Operator.
7. Maintain accounting records of PLHA grant funds expenditures.
8. Provide accounting records of PLHA grant funds expenditures to the County annually at the end of each fiscal year and upon request of the County or the State.
9. Comply with requests by the County or the State. This may include auditing of records and interviewing employees at any time.
10. Comply with all PLHA standard agreements/amendments, guidelines, and regulations as determined by the County and the State. These may be updated from time to time.

H. Threshold Requirements

H.1. Eligible Applicants

Eligibility is limited to 501(c)(3) non-profit organizations or units of local government, however, the Navigation Center Operator may subcontract with other entities, including for-profit entities, as necessary to meet the objectives of the project.

H.2. Minimum Qualifications

In order to be considered for selection, Respondents must meet the following minimum qualifications:

1. The proposal was complete and received by the deadline.
2. Respondents must have some form of site control for the proposed Navigation Center.
3. Respondents must have operated a housing or homelessness project or program in a rural California community. There is no single definition of "rural" so the Respondent may make a case as to why a particular California community is considered "rural."



4. Respondents must demonstrate having the fiscal capacity to successfully and accurately manage multiple contracts, allocate funds, and track expenses by fund.
5. Respondents are qualified to do business and in good standing with the California Secretary of State and the California Franchise Tax Board.
6. 501(c)(3) non-profit organizations must have an active registration with the System for Awards Management (SAM) and this registration must be configured to be publicly searchable. Or the entity may provide documentation that this is in process.

I. Submission Requirements

The following items are required for proposal submission.

I.1. Content

Format the proposal in 12-point font, single spaced, on 8.5" x 11" pages with 1" margins, organized as laid out below. The maximum overall proposal length is 15 pages, please see max page lengths per section below. It is intended that proposals have succinct responses to prompts.

1. *Cover Letter (max 1 page)* — Include the legal name and business address, as well as the contact name, title, phone number, and email address for the entity submitting the proposal. Provide the entity's Employer Identification Number (EIN), DUNS number, and System for Awards Management (SAM) registration information. **Detail the form of site control the entity has for the proposed Navigation Center.** The letter should be signed by the principal or officer authorized to make commitments on behalf of the entity submitting the proposal.
2. *Organizational Experience and Qualifications (max 4 pages)*— Provide the following information for the entity submitting the proposal:
 - a. Mission, history, number of years in operation, and number of years serving Tehama County.
 - b. Location of office(s).
 - c. A brief description of experience working in rural communities.
 - d. A brief description of experience with Housing First principles, low barrier approaches, trauma-informed care, and other evidenced-based models and practices.
 - e. A brief description of experience in coordinating with local CoCs, cities/counties, federally qualified health centers, outreach teams, and other service providers.



Include experience with Coordinated Entry Systems (CES) and Homeless Management Information Systems (HMIS).

- f. A brief description of experience with operating emergency shelters, navigation centers, and transitional housing. Provide examples, including the names and locations of the projects (where not confidential).
 - g. A brief description of experience with operating programs such as housing navigation, outreach and engagement, prevention and diversion, rapid rehousing, rental assistance, street outreach, and supportive/case management services. Provide examples, including the names and locations of the projects (where not confidential).
 - h. A sample of previous contracts with Tehama County and/or other government agencies in the last five years and briefly describe the organization's experience managing and accounting for public funding.
3. *Community Outreach and Engagement (max 2 pages)*— Provide the following information for the proposed Navigation Center:
- a. A brief description of how the entity will engage and partner with:
 - i. The community-at-large, providing opportunities for volunteering and harnessing community goodwill.
 - ii. The neighborhood surrounding the Navigation Center prior to beginning operations or for ongoing operations.
 - iii. Governmental agencies such as the Tehama County Continuum of Care, Tehama County, the City of Red Bluff, the City of Tehama, and the City of Corning.
 - iv. Non-profit and faith-based organizations such as other service providers.
 - v. People with lived experience of homelessness or housing insecurity.
4. *Operations (max 7 pages)*— Provide the following information for the proposed Navigation Center:
- a. A brief description of peer support, community building, and inclusion of people with lived experience to the Navigation Center's operations.
 - b. An organization chart identifying key personnel/roles.
 - c. Draft budget – projections for use of the \$1,055,654.50 in PLHA formula funding for Navigation Center Operations. There is no expenditure deadline for these funds.
 - d. Operations and services plan – include the scope of services to be offered, hours of operation, description of the approach to working with clients, inclusion of the Housing First model, and plan for bilingual services/language access.



- e. Staff management plan – include brief job descriptions/qualifications for roles, hiring policy, screening and acceptance procedures, and policies for staff training, emergency procedures, and safety conduct.
 - f. Volunteer management plan – if proposed to use volunteers, describe policies such as volunteer roles, tasks, selection, screening, background checks, orientation, training, and supervision.
5. *References (max 1 page)*— Provide the following information for the entity submitting the proposal:
- a. Three references – include contact name, title, entity, phone number, email address, and length of time known as well as the relationship between the entity and the reference. It is preferred that references include at least one local government agency and one non-profit or faith-based service provider. Please note that Tehama County cannot be a reference.

I.2. Submission

By no later than 5:00 PM on Friday, November 17, 2023, submit an electronic PDF copy of the proposal to Alexis.Ross@tchsa.net with the subject line “Navigation Center RFP - Proposal.”

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Tehama County Health Services Agency
Alexis.Ross@tchsa.net
P.O. Box 400
Red Bluff, CA 96080

I.3. Questions

Submit questions about this RFP by email to Alexis Ross at the address above in Section I.2. **by 5:00 PM on Monday, October 30, 2023**, with the subject line “Navigation Center RFP – Questions.” A Q&A with responses to questions submitted by this date and time will be published on the County’s website at <https://www.tehamacohealthservices.net/> **on Thursday, November 9, 2023**.

J. Evaluation

The evaluation selection criteria and process are detailed below.



J.1. Selection Criteria

The following selection criteria will be used to evaluate proposals in response to this RFP.

Section	Criteria	Points
Threshold: Site Control	Entity has a form of site control for the proposed Navigation Center.	20
Cover Letter	Detailed and complete	5
Organizational Experience and Qualifications	Overall track record in housing and homelessness services and ability to operate the Navigation Center.	25
Community Engagement and Outreach	Holistic and comprehensive approach.	15
Operations	Well thought out plans that demonstrate expertise. Incorporates the voices of people with lived experience throughout operations.	25
References	Contacts provide a positive reference.	10
<i>Total possible points</i>		<i>100</i>

J.2. Selection Process

An Evaluation Committee will review, score, and rank submitted proposals, and recommend a selected Respondent to partner with the County. The Evaluation Committee will be made up of County staff and consultant Housing Tools staff, as well as County partners. The selection process will consist of the following steps.

1. *Threshold*— Each proposal submitted by the submission deadline will be reviewed for completeness and meeting Threshold Requirements per Section H.1. and H.2. of this RFP.
2. *Scoring*— Each proposal that is complete and meets Threshold will be scored by the Selection Criteria as outlined in Section J.1. of this RFP.



3. *Selection*— After Threshold and Scoring review, the Evaluation Committee will recommend selection of a Respondent. The Respondent recommended by the Evaluation Committee will be reviewed by the Tehama County Board of Supervisors for approval. The County will then enter into agreements as necessary to memorialize the roles, responsibilities, and commitments of the County and the selected Respondent. Agreements will include the Scope of Services per Section G.1. to G.9. of this RFP.

K. Terms

K.1. Equal Opportunity and Affirmative Action

The County is an Equal Opportunity/Affirmative Action Employer and the successful Respondent will be required to comply with the provisions of Federal Executive Order 11246 and applicable state and federal laws. Respondent selection as a result of this RFP will be made without discrimination based on race, color, religion, sex, national origin, age, disability, or genetic information (including family medical history).

K.2. Reasonable Accommodation

Respondents should be familiar with the Employers' Practical Guide to Reasonable Accommodations Under the Americans with Disabilities Act as published by the Job Accommodation Network, a service of the U.S. Department of Labor's Office of Disability Employment Policy.

K.3. Modification of Proposal

The County reserves the right to request any Respondent to clarify the proposal or to supply additional information necessary to assist in the selection process.

K.4. Rejection of Proposals

The County reserves the right to reject any and/or all proposals at its discretion for any reason.

K.5. Right to Negotiate and Limitations

The County reserves the right to negotiate with any qualified firm or to modify or cancel in part or in its entirety this RFP if it is in the best interests of the County to do so. This RFP does not commit the County to award a contract, to pay any costs incurred in the preparation of a proposal for this RFP, or to procure a contract for services with a Respondent.



K.6. Enforceable Commitments

Respondents are advised that should this RFP result in a recommendation for the County to enter into agreement with the selected respondent, the agreement will not be enforceable until it is approved by the Board of Supervisors and fully executed by the County.

K.7. Verbal Agreement or Conversation

No oral interpretations will be made to Respondents regarding this RFP. All questions shall be submitted in writing per Section I.3 of this RFP. The County will accordingly respond to questions submitted in adherence with Section I.3 of this RFP with a Q&A document that will be published on the County's website at <https://www.tehamacohealthservices.net/> on **Thursday, November 9, 2023**. Any oral communication between the County and Respondents is not binding, nor will it modify this RFP in any way.