



# Request for Proposal

Coordinated Entry (CE) System Evaluation

Release Date: March 8, 2023

Due Date: May 12, 2023

## Background & Purpose

### About the Organization

Homeless Alliance of WNY (HAWNY) is a Continuum of Care (CoC) Lead agency for Erie, Niagara, Genesee, Orleans and Wyoming Counties. Our region receives about \$15 million Continuum of Care funding from HUD for housing individuals and families who experience homelessness. In 2017, our community's homeless system implemented the Coordinated Entry system, which means people who experience homelessness will be prioritized for housing based on their vulnerability and homeless history in order to reduce the homeless time and prevent hard to serve people from falling through the cracks. This is a revolutionary process compared to the traditionally first come first serve model.

### About the Request for Proposal

HUD requires Coordinated Entry evaluation to occur annually while focusing on the quality and effectiveness of the entire Coordinated Entry experience, including intake, assessment, and referral process, for both participating projects and participants.

Participating projects include CoC programs and ESG (Emergency Solution Grant) funded shelters and housing projects that are required to participate in Coordinated Entry, as well as other publicly and privately funded shelter and housing projects serving people experiencing homelessness within Erie and Niagara County.

Preferred applicants are research organizations/consultants who have conducted similar research. Familiar with Coordinated Entry will be a plus.

Preferred time frame is completion before September 30, 2023, but projects completed before the end of 2023 will be accepted. Monthly progress reports must be submitted throughout the contract period.

Some general information about Coordinated Entry and Coordinated Entry Evaluation:

HUD coordinated entry requirements:

<https://www.hudexchange.info/resource/5208/notice-establishing-additional-requirements-for-a-continuum-of-care-centralized-or-coordinated-assessment-system/>

Strategies for evaluating and monitoring coordinated entry:

<https://nhsdc.org/wp-content/uploads/2019/05/2.1.6-Strategies-for-Evaluating-and-Monitoring-Coordinated-Entry.pdf>

Coordinated entry self assessment:

<https://www.hudexchange.info/resource/5219/coordinated-entry-self-assessment/>

HUD coordinated entry management and data guide(Chapter 4):

<https://www.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf>

Information related to our regional Coordinated entry:

<https://wnyhomeless.org/continuum-of-care/coordinated-entry/>

## Scope of Services

We are seeking an organization/individual consultant that could use a qualitative and/or a quantitative approach to evaluate our Coordinated Entry system.

Observation evaluation should include at least 2 Coordinated entry hub locations, 2 outreach teams and 6 shelters. Stakeholder interviews including shelter, Housing staff should be at least 15 providers. Participants are defined as households, including unaccompanied children and youth, experiencing homelessness or who have been connected to housing through the Coordinated Entry process in the past year. At least 20 participants should be interviewed or participants in focus groups.

Ideal proposals will address the following in its scope of services:

1. Review current Coordinated Entry Policy and Procedures and its implementation to identify gaps in the current system and where barriers may exist to housing stability for families and individuals.
2. Design and conduct interviews/focus groups/surveys to solicit feedback on the Access Point process and evaluation of the homeless system's overall accessibility from stakeholders, including people experiencing homelessness and service providers.
3. Create an observation evaluation form for evaluators to observe the assessment process at different coordinated entry sites to determine fidelity to the CoC's policies and procedures and to the training provided.
4. Review other community best practices and make recommendations.
5. Utilize racial equity lens throughout the evaluation process.
6. Utilize aggregate data from the Homeless Information Management System (HMIS) to measure the outcomes for the Coordinated Entry system.
7. Develop supporting materials/strategies to address identified suggested solutions.

## Proposal Submission Guidelines & Requirements

The following submission guidelines & requirements apply to all respondents for this Request for Proposal:

1. Proposals must be submitted no later than **May 12, 2023 at 11:59PM.**
2. Proposals must be submitted via email to Kexin Ma, Executive Director, at [kexinma@wnyhomeless.org](mailto:kexinma@wnyhomeless.org).
3. Respondents are encouraged to list three (3) projects that are similar to this project as part of their response; must include project description and references from previous employers/contractors for each. Examples of work should be provided when applicable. Experiences considered including but not limited to qualitative and quantitative study, project evaluation, facilitation of focus groups, and being part of the Coordinated Entry process.
4. A technical proposal must be provided that is not more than five (5) pages. This technical proposal must describe the process to be used, deliverables, proposed schedule, and milestones. The proposal should demonstrate cultural competency and explain how a racially equitable lens will be utilized throughout the project.
5. In addition, resumes of all key personnel performing the work should be included and will not be counted towards the five (5) page limit.
6. A price proposal must be provided that is not more than two (2) pages. This price proposal should indicate the overall fixed price for the project as well as hourly rates and an estimated total number of hours, should HAWNY decide to award a contract on an hourly rate basis.
7. Proposals must be signed by an authorized representative of the respondent's company.
8. If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.
9. Proposals must remain valid for a period of ninety (90) days.
10. All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the respondent and will not be reimbursed by HAWNY.

## RFP & Project Timelines

The Request for Proposal timeline is as follows:

Request for Proposal Released	03/08/2023
Request for Proposal Submission Deadline	05/12/2023
Selection of Top Respondents / Notification to Unsuccessful Respondents	5/26/2023

Preferred Projection Completion Date	09/30/2023
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## Budget

HAWNY’s budget for the project is \$15,000.00.

## Evaluation Factors

HAWNY will rate proposals based on the following factors, with cost being the most important factor:

- Responsiveness to the requirements set forth in this Request for Proposal
- Relevant past performance/experience
- Samples of work
- Cost, including an assessment of total cost of ownership
- Technical expertise/experience of bidder and bidder’s staff
- Minority/Women Owned Business Enterprise (MWBE) status

## Disclaimer

Submission of a proposal does not guarantee funding. HAWNY reserves the right to award to the respondent that presents the best value to HAWNY as determined solely by HAWNY in its absolute discretion. HAWNY reserves the right to reject proposals and recirculate the RFP in its sole discretion.

## Questions & Consultation

All questions may be directed to Kexin Ma, Executive Director, at [kexinma@wnyhomeless.org](mailto:kexinma@wnyhomeless.org).

Applicants are encouraged to contact Kexin Ma to set up an appointment for consultation prior to submission of an application.