



**REQUEST FOR PROPOSALS (RFP)**  
**RFP NO. 2022HCA33**

**NOTE:** *If you download this RFP from any source other than the Washington Electronic Business Solution (WEBS), you are responsible for registering in WEBS for your organization to receive any RFP amendments, including Bidder questions/agency answers. HCA is not responsible for any failure of your organization to register in WEBS or any other repercussions that may result to your organization because of this failure.*

**PROJECT TITLE:** Master Leasing Toolkit

**PROPOSAL DUE DATE:** November 29, 2022, by 5:00 p.m., Pacific Time, Olympia, Washington, USA.

Only e-mailed bids will be accepted, fax bids will not be accepted.

**ESTIMATED TIME PERIOD FOR CONTRACT:** January 2, 2023, to June 30, 2023.

The Health Care Authority reserves the right to extend the contract for up to one (1) additional year with the contingency of availability funds, and at its sole discretion, dependent on mutual agreement of the contract terms by the parties.

**BIDDER ELIGIBILITY:** This solicitation is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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# 1. INTRODUCTION

## 1.1 DEFINITIONS

Definitions for the purposes of this RFP include:

**Apparent Successful Bidder (ASB)** – The Bidder selected as the entity to perform the anticipated services under this RFP, subject to completion of contract negotiations and execution of a written contract.

**Bidder** – Individual or company interested in the RFP that submits a Proposal to attain a contract with the Health Care Authority.

**Business Day** – Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington, unless otherwise specified within the RFP.

**Division of Behavioral Health and Recovery” or “DBHR”** will refer to the Division within the Health Care Authority that provides funding, training, and technical assistance to community-based providers for prevention, intervention, treatment, and recovery support services to people in need.

**Health Care Authority or HCA** – An executive agency of the state of Washington that is issuing this RFP.

**Housing First** is a homeless assistance approach that prioritizes permanent supportive housing to people exiting homelessness. This approach is guided by the belief that people need basic necessities like food and a place to live before attending to anything less critical, such as obtaining employment, managing one’s finances or lack thereof, or attending to substance use and mental health conditions. Housing First focuses on the choices of those being served by the program. Choice in housing composition and location, choice in the participation of supportive services or not, and involving those served in any other decisions.

**Master Leasing** is a single lease that covers multiple properties leased from a landlord to a tenant. As a single lease, a master lease will not break out rents ascribed to individual properties. All properties within a master lease are bound by a single payment, lease escalation, and lease renewal schedule.

**Permanent Supportive Housing or “PSH”** is an evidence-based model that combines affordable housing assistance with voluntary support services, most often to address the needs of people exiting homelessness.

**Proposal** – A formal offer submitted in response to this solicitation. To be responsive, a Proposal must include all items outlined in *Section 3, Proposal Contents and Requirements*.

**Request for Proposals (RFP)** – Formal solicitation document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the bidder community to suggest various approaches to meet the need at a given price.

**Revised Code of Washington (RCW)** – The laws of the state of Washington, as enacted by the Legislature. Any references to specific titles, chapters, or sections of the RCW includes any substitute, successor, or replacement title, chapter, or section. Pertinent RCW chapters can be accessed at: <http://apps.leg.wa.gov/rcw/>.

**Substance Abuse and Mental Health Services Administration or “SAMHSA”** is the agency within the U.S. Department of Health and Human Services (HHS) that leads public health efforts to advance the behavioral health of the nation and to improve the lives of individuals living with mental and substance use disorders.

**Subcontractor** – A person, partnership, or entity not in the employment of or owned by the Bidder, who would be performing all or part of the services under this RFP under a separate contract with or on behalf of the Bidder. The term “Subcontractor” means Subcontractors in any tier.

**Trueblood Class Members”** will refer to persons who are in jail and waiting to receive competency evaluation or competency restoration services as ordered by the court.

**Washington’s Electronic Business Solution or WEBS** – An internet-based bid notification system HCA uses to post competitive solicitations. Individuals and firms interested in state contracting opportunities with the Department of Enterprise Services or any state agency should [register](#) for competitive solicitation notices on WEBS. *Note: There is no cost to register on WEBS.*

## 1.2 ESTIMATED RFP SCHEDULE

ACTIVITIES	DUE DATES
HCA Issue Request for Proposals	11/1/2022
<b>Bidder Questions Due</b>	<b>11/10/2022 - 5:00 PM</b>
HCA Response to Bidder Questions	11/15/2022
<b>Interested Subcontractor List Due</b>	<b>11/16/2022 – 5:00 PM</b>
Interested Subcontractor List Posted*	11/17/2022
Bidder Complaints Due ( <i>if applicable</i> )	11/22/2022 – 5:00 PM
<b>Bidder Proposals Due</b>	<b>11/29/2022 - 5:00 PM</b>
HCA Evaluates Proposals*	12/1/2022 – 12/6/2022
HCA Announces “Apparent Successful Bidder” via WEBS*	12/9/2022
Bidder Debrief Request Deadline	12/14/2022
Bidder Debrief Conferences	12/15/2022 & 12/16/2022
Negotiate Contract	12/19/2022 – 12/23/2022
Anticipated Contract Start Date	1/2/2023

\*Dates are anticipated and subject to change without an official amendment.

HCA reserves the right in its sole discretion to revise the above schedule at any time.

### 1.3 PURPOSE AND OBJECTIVES

The Washington State Health Care Authority, hereafter called “HCA,” is initiating this Request for Proposals (RFP) to solicit Proposals from firms interested in participating on a project interested in participating in the development of a Master Leasing Toolkit to include the definition of master leasing and how to implement master leasing of various kinds, including historically successful master leasing programs. The Toolkit will include descriptions of successful programs and how signing long-term leases with owners to provide Permanent Supportive Housing (PSH) for homeless adults have been successful and provided housing for people experiencing some of the highest barriers to stable housing. The Toolkit will also include how these programs are Housing First models that provide housing immediately to homeless people regardless of their behavioral health status, ongoing staff training, and resources to train staff on harm reduction principles, and how to evaluate master leasing programs and outcomes.

HCA intends to award one (1) contract to provide the services described in this RFP.

### 1.4 BACKGROUND

Per Engrossed Substitute Senate Bill (ESSB) 5696, the Supplemental Operating Budget sets forth through proviso that the Washington Health Care Authority will aid in the creation of a Master Leasing Toolkit and Master Leasing Incentive Program to expand Master Leasing opportunities to people with housing instability and with particular focus on Trueblood Class Members. ESSB 5696 link - <https://lawfilesexternal.wa.gov/biennium/2021-22/Pdf/Bills/Session%20Laws/Senate/5693-S.SL.pdf>

### 1.5 SCOPE OF WORK

The Contractor must create a Master Leasing Toolkit that will significantly inform the HCAs Master Leasing Incentive program for landlords, with specific emphasis on the Trueblood programs and participants. The Toolkit must include descriptions of historically successful Master Leasing programs, best practices in Master Leasing programs, principles of harm reduction and Housing First, and how these models decrease barriers to housing for landlords serving special populations.

**Master Leasing Toolkit:** The Contractor will create a Master Leasing Toolkit. The Master Leasing Toolkit must consist of the following:

- Historically successful and unsuccessful Master Leasing initiatives nationally;
- Best practices in Master Leasing programs;
- How harm reduction and Housing First models work to decrease barriers to housing for populations in need;
- How other Master Leasing programs have been able to incentivize landlords to master lease;
- Guidelines and/or policies and procedures specific to Master Leasing best practices that will inform how best to implement a statewide Master Leasing program.
- A section on the current state of housing available for Master Leasing in Washington State;
- Samples of leases between the owner of the property and property management entities and/or owner of the property and social service providers;
- Samples of lease between the property management entity and program participant and/or social services provider and program participant; and
- Descriptions of how property management staff and social services providers have worked together in other similar housing projects to provide transitional and/or permanent supportive housing while keeping housing and services separated.

## Principles of Evidence-based Permanent Supportive Housing

The Master Leasing Toolkit will align with the Substance Abuse Mental Health Services Administration (SAMSHA) Permanent Supportive Housing model at [Permanent Supportive Housing Evidence-Based Practices \(EBP KIT\) | SAMHSA Publications and Digital Products](#), wherever possible. PSH is decent, safe, and affordable community-based housing that provides Washington State tenants with the rights of tenancy under state and local landlord-tenant laws and is linked to voluntary and flexible support and services designed to meet tenants' needs and preferences. PSH makes housing affordable to someone with limited or no income, (either through rental assistance or housing development). It provides sufficient wraparound supports to allow people with significant support needs to remain in the housing they have chosen. Dimensions of PSH include the following:

- Choice in housing and living arrangements;
- Functional separation of housing and services;
- Decent, safe, and affordable housing;
- Community integration and rights of tenancy;
- Access to housing and privacy; and
- Flexible, voluntary, and recovery-focused services.

### Master Leased Eligible Populations:

Individuals who are identified as eligible for Master Leasing projects include:

- People who are enrolled in Foundational Community Supports (FCS) including the FCS Transitional Assistance Program (TAP);
- Enrolled in Housing and Recovery through Peer Services (HARPS);
- Enrolled in Forensic Housing and Recovery through Peer Services (FHARPS);
- Enrolled in Governor's Opportunity for Supportive Housing (GOSH); and
- Possibly also people enrolled in Community Behavioral Health Rental Assistance (CBRA).

## 1.6 MINIMUM QUALIFICATIONS

The following are the minimum qualifications for Bidders:

- 1.6.1 Licensed to do business in the state of Washington or provide a commitment that it will become licensed in Washington within 30 calendar days of being selected as the Apparent Successful Bidder.
- 1.6.2 Five (5) years' experience in providing national technical assistance in **all** of the following fields:
  - a) Housing Provisions,
  - b) Permanent Supportive Housing,
  - c) Housing First,
  - d) Harm Reduction, and
  - e) Master Leasing.
- 1.6.3 Experience with people and populations who experience significant barriers to obtaining and maintaining stable housing; and

- 1.6.4 Experience and knowledge of principles for the Substance Abuse Mental Health Services Administration's (SAMSHA) Permanent Supportive Housing (PSH) model.

## **1.7 FUNDING**

HCA has budgeted an amount not to exceed **\$250,000.00** for this project. Proposals in excess of **\$250,000.00** will be considered non-responsive and will not be evaluated.

Any contract awarded as a result of this RFP is contingent upon the availability of funding

## **1.8 PERIOD OF PERFORMANCE**

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about **January 2, 2023**, and to end on **June 30, 2023**. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract for one (1) year after the start date of the contract.

## **1.9 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES**

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal that includes current or former state employees.

## **1.10 ADA**

HCA complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFP Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats, and other formats).



## 2. GENERAL INFORMATION FOR BIDDERS

### 2.1 RFP COORDINATOR

2.1. The RFP Coordinator is the sole point of contact in HCA for this solicitation. All communication between the Bidder and HCA upon release of this RFP **must** be with the RFP Coordinator, as follows:

Name	Holly Jones
E-Mail Address	<a href="mailto:HCAProcurements@hca.wa.gov">HCAProcurements@hca.wa.gov</a>

2.2. Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFP Coordinator only. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Bidder.

### 2.2 INTERESTED SUBCONTRACTOR LIST - *OPTIONAL*

HCA supports and encourages contracts and subcontracts with small, diverse, and veteran-owned businesses. To support participation in this process, the RFP Coordinator will add a list of Interested Subcontractors to the RFP. The RFP Coordinator will prepare the List based on the timely and complete submission of specific information requested in this section. The purpose of the List is to communicate to prime bidders the capabilities of interested subcontractors who can perform components of this RFP's Scope of Work.

#### 2.3. Interested Subcontractor Instructions:

- 2.3.1 Failure to follow the instructions in this Section may prevent your information from being included in the List.
- 2.3.2 An interested party must complete the below table to submit their firm name, contact information, and the summary of their capabilities as they relate to this RFP's Scope of Work. Submissions are limited to what is requested in the table below and capability summaries must be two paragraphs or less.
- 2.3.3 The RFP Coordinator will only include the information requested below. Do not submit marketing materials.
- 2.3.4 Submissions must be emailed to the RFP Coordinator by the date specified in 1.2, *Estimated RFP Schedule*, with the email subject line as follows:

**RFP #2022HCA33 - Interested Subcontractor List – [“Subcontractor Name”]**

- 2.3.5 All material submitted for the Interested Subcontractor List becomes a public record.

Interested Subcontract Name	Contact Name	Contact Address, Phone Number, and Email Address	Summary of your capabilities as it relates to the Scope of Work

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#### 2.4. Posting Date

Complete and timely submissions will be compiled and posted in alphabetical order by interested subcontractor name. HCA anticipates the List will be posted as an RFP amendment on the *Interested Subcontractor List Posted* date identified *Section 1.2, Estimated RFP Schedule*. Late submissions will not be posted.

#### 2.5. Information Provided As-Is

The Interested Subcontractor List is provided as an opportunity to support participation in this RFP. HCA provides this information as a courtesy with no warranties or representations as to any party and no guarantee of a subcontract. The Interested Subcontractor List shall not be construed as an endorsement by the state of Washington or HCA. The interested party is responsible for the completeness and accuracy of their submission.

### 2.3 BIDDER RFP QUESTIONS

Bidders may submit questions for the RFP up until the *Bidder Questions Due* date, specified in *Section 1.2, Estimated RFP Schedule*.

- 2.4.1 Bidder questions will be accepted in writing only via email to the RFP Coordinator, *Holly Jones* at [HCAProcurements@hca.wa.gov](mailto:HCAProcurements@hca.wa.gov).
- 2.4.2 The Bidder must use the following email subject line when submitting questions to ensure timely receipt as follows:  
  
**RFP #2022HCA33 - Bidder Questions – [“Bidder Name”]**
- 2.4.3 HCA will post answers to Bidder questions via WEBS as an amendment on the date specified in *Section 1.2, Estimated Schedule of Solicitation Activities*.
- 2.4.4 HCA is under no obligation to respond to any questions received after the *Questions Due date* but may do so at its discretion.

### 2.4 SUBMISSION OF PROPOSALS

Proposals **must** be received by the RFP Coordinator no later than the *Bidder Proposal Due* date listed in *Section 1.2, Estimated RFP Schedule*, and must meet the following requirements:

- 2.5.1 Attachments to e-mail must be in Microsoft Word format or PDF. Cost Proposal may be submitted in excel format.
- 2.5.2 Proposals **must** be submitted electronically as an attachment via e-mail to the RFP Coordinator, *Holly Jones*, at [HCAProcurements@hca.wa.gov](mailto:HCAProcurements@hca.wa.gov).

***HCA will not accept zipped files for submission of Proposals.***

- 2.5.3 Attachments to e-mail **must** be in Microsoft Word format or PDF.
- 2.5.4 The following forms and certifications **must** have signature of the individual within the Bidders organization legally authorized to bind the Bidder to the offer:
- Exhibit A. Section A - Bidder Profile & Submittal Form,
  - Exhibit A, Section D - Proclamation 21-14 – COVID-19 Vaccination Certification, and
  - Exhibit A, Section G - Executive Order 18-03 Worker’s Rights.
- 2.5.5 Bidders should allow sufficient time to ensure timely receipt of the Proposal. Late Proposals will not be accepted and will be automatically disqualified from further consideration, unless HCAs e-mail is found to be at fault or HCA deems a grace period is in the best interest of the State. HCA does not assume responsibility for problems with Bidder’s e-mail.

**2.5 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE**

Proposals submitted in response to this RFP will become the property of HCA. All Proposals received will remain confidential until the Apparent Successful Bidder (ASB) is announced; thereafter, the Proposals will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the Proposal that the Bidder desires to claim as proprietary and exempt from disclosure under chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of a document, must be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified and must reference either: (1) the specific basis claimed under 42.56 RCW, or (2) a statement of why the information is designated propriety. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words “Proprietary Information” printed on the lower right-hand corner of the page. Marking the entire Proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Bidder has marked as “Proprietary Information,” HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder’s information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours’ notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

The submission of any public records request to HCA pertaining in any way to this RFP will not affect the solicitation schedule, as outlined in Section 1.2, unless HCA, in its sole discretion, determines that altering the schedule would be in HCA’s best interests.

**2.6 REVISIONS TO THE RFP**

If HCA determines in its sole discretion that it is necessary to revise any part of this RFP, then HCA will publish an amendment via WEBS.

HCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

## **2.7 COMPLAINT PROCESS**

The complaint process allows potential Bidders to focus on the solicitation requirements and evaluation process and raise issues early enough in the process to allow HCA to correct a problem before Proposals are submitted. The complaint period starts on the date of the RFP posting and concludes on the *Complaints Due* date identified in Section 1.2, Estimated RFP Schedule.

2.8.1 Potential Bidders may submit a complaint to HCA based on any of the following:

2.8.1.1 The RFP unnecessarily restricts competition;

2.8.1.2 The RFP evaluation or scoring process is unfair or unclear; or

2.8.1.3 The RFP requirements are inadequate or insufficient to prepare a response.

2.8.2 For a complaint to be considered, it must be received by HCA by 5:00 pm PT on the *Complaints Due* date identified in Section 1.2. The complaint must:

2.8.2.1 Be in writing;

2.8.2.2 Be sent to the RFP Coordinator, or designee;

2.8.2.3 Clearly articulate the basis for the complaint; and

2.8.2.4 Include a proposed remedy.

2.8.3 HCA will address any complaint as follows:

2.8.3.1 The RFP Coordinator, or designee will respond to the complaint in writing.

2.8.3.2 The response to the complaint and any changes to the RFP will be posted on WEBS.

2.8.3.3 The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response.

2.8.4 Complaints may not be raised again during a protest and HCA's action or inaction in response to a complaint will be final. There is no appeal process.

## **2.8 RESPONSIVENESS**

The RFP Coordinator will review all Proposals to determine compliance with administrative requirements and instructions specified in this RFP. A Bidder's failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive.

HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

## **2.9 MOST FAVORABLE TERMS**

HCA reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted initially on the most favorable terms which the Bidder can propose. HCA reserves the right to contact a Bidder for clarification of its Proposal.

The ASB should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. The contract resulting from this RFP will incorporate some, or all, of the Bidder's Proposal. The Proposal will become a part of the official solicitation file on this matter without obligation to HCA.

## **2.10 RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS**

If HCA receives only one (1) responsive Proposal as a result of this RFP, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the bidder complete the entire RFP. HCA is under no obligation to tell the Bidder if it is the only Bidder.

## **2.11 NO OBLIGATION TO CONTRACT**

This RFP does not obligate HCA to enter into any contract for services specified herein.

## **2.12 REJECTION OF PROPOSALS**

HCA reserves the right, at its sole discretion, to reject any and all Proposals received without penalty and not to issue any contract as a result of this RFP.

### 3. PROPOSAL CONTENTS AND REQUIREMENTS

#### 3.1 PROPOSAL CONTENTS OVERVIEW

Proposals **must** be submitted per the instructions in *Section 2.5, Submission of Proposals* and *Section 3.2, Proposal Requirements and Guidelines*, in the order noted below:

- 3.1.1 **Exhibit A – “Bidder Forms and Certifications Form,”** includes the following:
  - 3.1.1.1 Exhibit A, Section A - Bidder Profile & Submittal
  - 3.1.1.2 Exhibit A, Section B - Diverse Business Inclusion Plan
  - 3.1.1.3 Exhibit A, Section C - References
  - 3.1.1.4 Exhibit A, Section D - Proclamation 21-14 COVID-19 Vaccination Certification
  - 3.1.1.5 Exhibit A, Section E - Executive Order 18-03 Worker’s Rights (*scored*)
- 3.1.2 **Exhibit B – Draft Contract**
- 3.1.3 **Exhibit C - Written Proposal (*scored*)**
- 3.1.4 **Exhibit D – Cost Proposal (*scored*)**

#### 3.2 PROPOSAL REQUIREMENTS AND GUIDELINES

Proposals must comply with the requirements or restrictions listed below. Failure to do so may result in the disqualification of the Bidder’s Proposal:

- 3.2.1 Proposals must provide information in the same order as presented in this RFP and with the same headings. Title and number each item in the same way it appears in the RFP. Each question must be restated prior to the Bidder’s response.
- 3.2.2 All items listed in Section 3.1 **must** be included as part of the Proposal for the Proposal to be considered responsive; however, only the following items will be scored:
  - Exhibit A, Section E - Executive Order 18-03 Worker’s Rights;
  - Exhibit C, Written Proposal; and
  - Exhibit D, Cost Proposal.
- 3.2.3 If page limits are stated in this RFP, they will be counted as single sided. HCA has no obligation to read, consider, or score any material exceeding the stated page limits. There will be no grounds for protest if critical information is on the pages exceeding the specified page limit that is not reviewed.
- 3.2.4 Bidders are liable for all errors or omissions contained in their Proposals. Bidders will not be allowed to alter Proposal documents after the deadline for Proposal submission. HCA is not liable for any errors in Bidders Proposals.
- 3.2.5 HCA is under no obligation to consider any supplemental materials submitted that is not requested via this RFP.

### **3.3 EXHIBIT A - BIDDER PROFILE & SUBMITTAL FORM (MANDATORY)**

Exhibit A, Section A, Bidder Profile & Submittal Form **must** be completed in its entirety and signed and dated by a person authorized to legally bind the Bidder to a contractual relationship (e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship).

### **3.4 EXHIBIT A - DIVERSE BUSINESS INCLUSION PLAN (MANDATORY)**

Exhibit A, Section B, Diverse Business Inclusion Plan **must** be completed in its entirety.

In accordance with legislative findings and policies set forth in RCW 39.19 the state of Washington encourages participation in all contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a Subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal governmental regulations included or referenced in the contract documents will apply.

### **3.5 EXHIBIT A - REFERENCES (MANDATORY)**

Exhibit A, Section C, References form, **must** include three (3) business references.

Complete all boxes of the Reference form for each reference, including a description of the services provided, the timeframe in which services were provided, and the Bidder's team members who provided the services.

References must be independent of the Bidder's and Subcontractor's company corporation (e.g., non-Bidder owned, in whole or in part, or managed, in whole or in part) and be for work similar to the Scope of Work contained herein.

By submitting a Proposal in response to this solicitation, the Bidder and team members grant permission to HCA to contact these references and others, who from HCA's perspective, may have pertinent information. At HCA's discretion, may or may not contact references.

### **3.6 EXHIBIT A - COVID-19 VACCINATION CERTIFICATION (MANDATORY)**

Exhibit A, Section D, COVID-19 Vaccination Certification Bidder **must** be completed to respond as to whether or not the Bidder complies with Proclamation 21-14.1 – COVID-19 Vaccination Requirement. Bidder must sign and return this certification as part of its Proposal.

Note: Compliance with the Proclamation is mandatory. For more information, please visit <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/505-160-VaccinationRequirementFAQs.pdf>.

### **3.7 EXHIBIT A - EXECUTIVE ORDER 18-03 (SCORED)**

Exhibit A, Section E, Executive Order 18-03, **must** be completed as to whether the Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses and class or collective action waivers.

### **3.8 EXHIBIT B - DRAFT CONTRACT**

Exhibit B, Draft Contract - ASB will be expected to enter into a Contract which is substantially the same as the draft contract and its general terms and conditions attached. HCA will not accept any draft contracts prepared by any Bidder.

The Bidder must be prepared to agree to all terms of the attached Exhibit B, Draft Contract, as presented or the Proposal may be rejected. If Bidder has exceptions to the terms and conditions, with their Proposal they must include a copy of the *Exhibit B, Draft Contract* with redline edits/comments documenting the changes. If the Bidder fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by the Bidder. HCA will review requested exceptions and accept or reject the same at its sole discretion.

If, after the announcement of the ASB, and after a reasonable period of time, the ASB and HCA cannot reach an agreement on acceptable terms for the Contract, the HCA may cancel the selection and award the Contract to the next most qualified Bidder.

### **3.9 EXHIBIT C - WRITTEN PROPOSAL (SCORED)**

Exhibit C, Written Proposal **must** be completed in its entirety in accordance with the page limits identified (if applicable) in Exhibit C (see *section 3.2.*) Bidder shall respond using Exhibit C as its template to ensure compliance with the formatting requirements outlined in Section 3.2 of this RFP.

### **3.10 EXHIBIT D – COST PROPOSAL (SCORED)**

The maximum cost proposed for this contract must be **250,000.00** or less to be considered responsive to this RFP.

The evaluation process is designed to award this solicitation not necessarily to the Bidder of least cost, but rather to the Bidder whose Proposal best meets the requirements of this RFP. However, Bidders are encouraged to submit Proposals which are consistent with state government efforts to conserve state resources.

#### **3.10.1 Identification of Costs**

3.10.1.1 The Bidder is to submit a fully detailed budget including staff costs, estimates for any applicable sales and use taxes (see 3.10.1.2. below), and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract.

3.10.1.2 ASB(s) will be required to collect Washington state sales and use taxes from HCA, as applicable, and for remittance of payment to the Washington State Department of



Revenue (DOR). Bidders must identify any expenses to which Washington State sales and use taxes apply in the Cost Proposal and include an estimated amount for such taxes (based on the current tax rate(s)). HCA understands these amounts may fluctuate as tax rates fluctuate. If a tax isn't specifically identified, HCA will assume it is included in the costs identified.

3.10.2 **Exhibit D – Cost Proposal:** Bidders shall submit Cost Proposal as a Word, Excel, or PDF document.

## 4. EVALUATION AND CONTRACT AWARD

### 4.1 EVALUATION PROCEDURE

Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this RFP and any amendments issued. The evaluation of Proposals will be accomplished by an evaluation team, designated by HCA, to determine the ranking of the Proposals. Evaluation teams could be comprised of internal (HCA) and external individuals. Evaluations will only be based upon information provided in the Bidder's Proposal.

- 4.1.1 Proposals received by the RFP deadline will be reviewed by the RFP Coordinator to ensure they contain all of the required information requested in the RFP. Only responsive Proposals that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any Proposal that does not contain all the required information will be rejected as non-responsive.
- 4.1.2 HCA may, at its sole discretion, waive minor administrative irregularities.
- 4.1.3 The RFP Coordinator may, at their sole discretion, contact the Bidder for clarification of any portion of the Bidder's Proposal. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.
- 4.1.4 Responsive Exhibit C - Written Proposals and Exhibit D - Cost Proposals will be reviewed and scored by an evaluation team using the weighted scoring system described in Section 4.2, Evaluation, Weighting, and Scoring, and will be evaluated strictly in accordance with the requirements set forth in this RFP and any amendment issued.
- 4.1.5 The evaluation of Exhibit A - Executive Order 18-03 will be scored by the RFP Coordinator.
- 4.1.6 HCA reserves the right to award the contract to the Bidder whose Proposal is deemed to be in the best interest of HCA and the state of Washington.

### 4.2 EVALUATION WEIGHTING AND SCORING

Bidders' final scores will be based on the following scored items:

#### 4.2.1 **Exhibit A – Section E - Executive Order 18-03** (up to 50 points)

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate Proposals for best value and provide a preference in the amount of 50 points to any Bidder who certifies, pursuant to the certification included in Exhibit A, Bidder Forms and Certifications, Section E, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified from evaluation of this RFP, however they will receive 0 out of 50 points for this section.

#### 4.2.2 **Exhibit C - Written Proposal** (up to 1000 points)

Each question in Exhibit C, Written Proposal has been assigned a weight. Points will be assigned to each question based upon the average of all evaluation team members scores for the question (0-10) multiplied by the weight indicated below. Individual question scores will then be combined to result in the Bidder's total weighted score. Any point calculations that result in decimal points will be rounded to the nearest whole number. The weight and maximum points for each question are as outlined in the following Evaluation Table:

<b>Evaluation Table - Exhibit C, Written Proposal</b>		
<b>Section Title</b>	<b>Weight</b>	<b>Maximum Points</b>
Project Approach/Methodology	20	200
Deliverables	10	100
Work Plan	20	200
Project Schedule	20	200
Project Management	10	100
Bidder Experience	10	100
Risks	10	100
<b>Written Proposal Maximum Points</b>		<b>1000</b>

**4.2.3 Exhibit D - Cost Proposal (up to 200 points)**

The Cost Proposal will be scored by the evaluation team per the scoring rubric provided in section 4.2.4 of this RFP.

**4.2.4 Scoring Rubric Guide for Written Response**

Evaluators will score the sections outlined in the Evaluation Table above using the following (0-10) scoring rubric:

<b>Scoring Rubric Guide</b>		
<b>Score</b>	<b>Description</b>	<b>Scoring Criteria</b>
10	Far Exceeds Requirements	The Bidder has provided an innovative, detailed, and thorough response to the requirement, and clearly demonstrates a high level of experience with, or understanding of the requirement.
7	Exceeds Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.
5	Meets Requirements	The Bidder has an acceptable capability of solution to meet this criterion and has described its approach in sufficient detail to be considered "as substantially meeting the requirements".
3	Below Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the Bidder will be fully able to meet the requirements.

1	Substantially Below Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
0	No Value	The Bidder does not address any component of the requirement, or no information was provided.

#### 4.2.5 Total Score

Evaluation Table – All Scored Items		
Exhibit/Section	Title	Maximum Points
Exhibit A, Section E	Executive Order 18-03	50
Exhibit C	Written Proposal	1000
Exhibit D	Cost Proposal	200
<b>Total Maximum Points</b>		<b>1250</b>

### 4.3 BEST AND FINAL OFFER (BAFO)

HCA reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

### 4.4 SUBSTANTIALLY EQUIVALENT SCORES

Substantially Equivalent Scores are scores separated by two percent or less in total points. If multiple Proposals receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the ASB the one Proposal that is deemed by HCA, in its sole discretion, to be in HCA's best interest relative to the overall purpose and objective as stated in Section 1.3 of this RFP.

If applicable, HCA's best interest will be determined by HCA staff, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with Substantially Equivalent Scores.

### 4.5 NOTIFICATION TO BIDDERS

HCA will announce the ASB to all Bidders via the WEBS notification system.

### 4.6 DEBRIEFING OF UNSUCCESSFUL BIDDERS

Any Bidder who has submitted a Proposal and been notified it was not selected for contract award may request a debriefing conference. The request for a debriefing conference must be received by the RFP Coordinator no later than 5:00 p.m., Pacific Time, within three (3) Business Days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three (3) Business Days of the request, or as schedules allow.

4.6.1 Discussion at the debriefing conference will be limited to the following:

- 4.6.1.1 Evaluation and scoring of the Bidder's Proposal;
- 4.6.1.2 Critique of the Proposal based on the evaluation; and
- 4.6.1.3 Review of the Bidder's final score in comparison with other final scores without identifying the other Bidders.

Topics a Bidder could have raised as part of the Complaint Process, cannot be discussed as part of the debriefing conference, even if the Bidder did not submit a complaint.

Comparisons between Proposals, or evaluations of the other Proposals will not be allowed. Debriefing conferences will be conducted via Zoom or Microsoft Teams, and will be scheduled for a maximum of thirty (30) minutes.

## **4.7 PROTEST PROCEDURE**

- 4.7.1 A protest may be made only by Bidders who submitted a response to this RFP and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five (5) Business Days to file a protest. Protests must be received by the Contracts Administrator no later than 4:30 p.m., Pacific Time, on the fifth Business Day following the Bidder's debriefing. Protests must be submitted by e-mail to ensure timely receipt.
- 4.7.2 Consistent with RCW 39.26.030, Proposal submissions and Proposal evaluations will be available for public inspection following the announcement of ASB(s). If requested by a Bidder who received a debriefing the protest period will not conclude before the requestor has been provided with the applicable Proposal submissions and Proposal evaluations and provided five (5) Business Days to review the same. Bidder is responsible for notifying the RFP Coordinator of any such public disclosure requests so the timeline can be adjusted accordingly.
- 4.7.3 Bidders protesting this RFP must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP.
- 4.7.4 All protests must be in writing, addressed to the Contracts Administrator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFP number, (2) the grounds for the protest with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested. Protests must be emailed to [contracts@hca.wa.gov](mailto:contracts@hca.wa.gov) with the following subject line: "RFP # Protest – [Bidder Name]"
- 4.7.5 Only protests alleging an issue of fact concerning the following subjects will be considered:
  - 4.7.5.1 A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
  - 4.7.5.2 Errors in computing the score; or
  - 4.7.5.3 Non-compliance with procedures described in the RFP, HCA's protest process, or Department of Enterprise Services (DES) policy requirements (POL-DES-170-00).
- 4.7.6 Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a Proposal; or 2) HCA's assessment of its own needs or requirements.

- 4.7.7 Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who is a neutral party with no involvement in the evaluation and award process (Protest Officer), will review and respond to the protest. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The Protest Officer will have the right to seek additional information regarding the solicitation from sources they deem appropriate in order to fully consider the protest.
- 4.7.8 If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the Protest Officer. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.
- 4.7.9 The Protest Officer will issue a written protest response no more than ten (10) Business Days after receipt of the protest, unless additional time is needed, in which case HCA will notify the protesting Bidder in writing. The Protest Officer's decision is final unless the HCA Director exercises their right to make the final agency decision on the protest. There will be no appeal process.
- 4.7.10 The final determination of the protest will:
- 4.7.10.1 Find the protest lacking in merit and uphold HCA's action; or
  - 4.7.10.2 Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or
  - 4.7.10.3 Find merit in the protest and provide options to the HCA Director, which may include:
    - 4.7.10.3.1 Correct the errors and re-evaluate all Proposals; or
    - 4.7.10.3.2 Issue a new solicitation document and begin a new process; or
    - 4.7.10.3.3 Make other findings and determine other courses of action as appropriate.
- 4.7.11 If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

## 5. RFP EXHIBITS

Exhibit A	Bidder Forms and Certifications (included as a separate attachment)
Exhibit B	Draft Contract (included as a separate attachment)
Exhibit C	Written Proposal
Exhibit D	Cost Proposal

## **EXHIBIT A – BIDDER FORMS AND CERTIFICATIONS**

Exhibit A is included as a separate document.

### **Exhibit A Forms:**

Section A - Bidder Profile & Submittal Form

Section B - Diverse Business Inclusion Plan

Section C - References

Section D - Proclamation 21-14 - COVID-19 Vaccination Certification

Section E - Executive Order 18-03 - Worker's Rights



## **EXHIBIT B – DRAFT CONTRACT**

Exhibit B is included as a separate document.

## **EXHIBIT C – WRITTEN PROPOSAL**

**[Insert Legal Business Name]**

**1000 Maximum Points**

**Instructions:** Bidder's responses must use the following format as a template for their response. Bidders must attach their response as separate Word or PDF document for submission.

1. **Project Approach/Methodology - (Maximum available points: 200)**

Include a complete description of the Bidder's Proposed Approach and Methodology for the project. This section should convey Bidder's understanding of the Proposed Project.

2. **Deliverables - (Maximum available points: 100)**

Fully describe Deliverables to be submitted under the Proposed Contract. Deliverables must support the requirements set forth in *Section 1.5, Scope of Work*.

3. **Work Plan - (Maximum available points: 200)**

- Include all Project Requirements and the Proposed Tasks, Services, Activities, etc. necessary to accomplish the scope of the project defined in this RFP.
- This section must contain sufficient detail to convey to members of the evaluation team the Bidder's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of HCA staff.

4. The Bidder may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation. **Project Schedule - (Maximum available points: 200)**

Include a Project Schedule indicating when the elements of the work will be completed. Project Schedule must ensure that any Deliverables requested are met.

5. **Project Management - (Maximum available points: 100)**

5.1 **Project Team Structure/Internal Controls (Maximum available points: 50)**

Provide a description of the Proposed Project Team Structure and Internal Controls to be used during the course of the project, including any Subcontractors. Provide an **Organizational Chart** of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart **must** also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.

5.2 **Staff Qualifications/Experience** (*Maximum available points: 50*)

- Identify staff, including Subcontractors, who will be assigned to the potential contract, indicating the Responsibilities and Qualifications of such personnel, and include the amount of time each will be assigned to the project.
- Provide Resumes for the Named Staff, which include information on the individual's particular skills related to this Project, Education, Experience, Significant Accomplishments, and any other pertinent information.
- Please include how the staff and/or subcontractors will apply an equity lens to their work, which may include, but not be limited to all analyses of core business and processes.

**Note:** The Bidder must commit that staff identified in its Proposal will actually perform the assigned work. Any staff substitution must have the prior approval of HCA.

6. **Bidder Experience** - (*Maximum available points: 100*)

6.1 Indicate the Experience the Bidder and any Subcontractors have in the following areas associated with:

- Master leasing projects for people exiting homelessness with barriers to obtaining and maintaining housing.
- Demonstrate an understanding of SAMHSA's Permanent Supportive Housing model.
- Explain and incorporate the use of harm reduction and Housing First principles.
- Highlight knowledge and understanding of landlord engagement, relationship building, and encouraging the use of the master lease model.

6.2 Indicate other relevant Experience that indicates the Qualifications of the Bidder, and any Subcontractors, for the performance of the potential contract.

7. **Risks** - (*Maximum available points: 100*)

The Bidder must identify potential Risks that are considered significant to the success of the project. Include how the Bidder would propose to effectively Monitor and Manage these Risks, including reporting of Risks to the HCA Contract Manager.

**EXHIBIT D – COST PROPOSAL**

**Up to 200 Maximum Points**

*(place holder for Bidder's Cost Proposal)*