

## **Invitation to Bid - Permanent Supportive Housing (PSH) Consultants**

March 28, 2024

AHA and its affiliates are seeking to hire a qualified Permanent Supportive Housing (PSH) consultant. Priority consideration will be given to those submissions that meet the desired qualifications and are submitted by 5:00 pm on April 11, 2024. Additional submissions from qualified bidders will be accepted after the priority submission deadline and prioritized based on date received until April 30, 2024. A qualified consultant will be selected from this solicitation for the current and multiple upcoming projects. AHA and its affiliates have immediate needs for a consultant and will be reviewing the initial submissions immediately following the priority deadline. Execution of the contract(s) and project initiation is expected in early May 2024. For more information about AHA, please visit [www.alamedahsg.org](http://www.alamedahsg.org).

### **Scope of Work:**

Consultant will provide as needed technical assistance to the Owner on AHA's new permanent supportive housing operations and services on an hourly basis.

These projects can be reviewed here: <https://www.alamedahsg.org/project/north-housing/>.

They are due to open in the second half of 2025, but work will start on May 1 on these tasks. AHA staff individually have considerable PSH experience, but these are the first PSH buildings to be built by AHA.

### **Consulting services may include but are not limited to:**

- **Create a matrix of all project requirements** for each PSH site, per the regulatory and/or loan agreements that govern the property operations. Also, including the requirements of the County of Alameda funding, which is in kind, to provide case management.
- **Draft and assist AHA in negotiating services and property management contracts.** With PM and Services, develop operating policy with roles, responsibilities, protocols around all issues – tenant retention, eviction, pest control or other habitability issues, live monitoring camera protocol, house rules, internal communications, and external communications with local HOT team, first responders.
- **Draft, edit and review services plans** to ensure they meet all lender, investor and funders project requirements.

- **Draft, edit and review project goals** and establish monthly/yearly outcomes measures for social services that align with the funding goals and the AHA's mission. -
- **Establish mechanisms for owners to review payment requests for services** as well as outcomes monthly and to address any shortfalls in staffing/services provision/and any cost overruns.
- **Create and train social services providers on reporting procedures** to meet all investor, lender, funder, partner and state requirements for social services.
- **Establish a strong communication system**, a monthly meeting schedule, agenda between PM, services providers and the Owner.
- **Establish common standard operating procedures (SOPs)** for incident reporting, mandated reporting, emergency response, communication with the media and partners.
- **Establish systems for ensuring client confidentiality** including release of information forms, naming convention for tenant information being shared, cyber security if tenant information, HIPPA compliance.
- **Ensure social services parties have robust and secure IT systems** for case management documentation and outcomes measurement database.
- **Establish an out of hours response system** and document emergency protocol.
- **Advise on lease up process for referrals** from the CES system and VA.
- **Train and build staff and vendor capacity** on PSH techniques as needed.
- Other consulting services, as necessary.

## **RESPONSE TO SUBMISSION REQUIREMENTS**

**Complete the form published with this solicitation that includes the following:**

1. **Experience & Qualifications**  
Provide an overview of your company's experience and qualifications for the role.
2. **Areas of Strength or Weakness**  
Please indicate if there are any areas of the scope you cannot complete and/or any areas where you have a particular strength.
3. **Fees**  
Please provide a price per hour for each consultant over the next five years. Please also specify any additional fees.
4. **Availability**  
Please indicate if there are any periods longer than 2 weeks in the next 12 months when you are unavailable to complete these services.
5. **Contract**  
Please indicate if you would like to propose any changes to the sample contract and explain the proposed changes.

## 6. References

Please provide the names and contact information for three references.

### **CONTRACT**

The Housing Authority's standard professional services contract will be used. Bidders should submit any proposed changes simultaneously with the submission of a response. A sample of the agreement can be found at [https://www.alamedahsg.org/wp-content/uploads/2023/12/AHA-Consultant-Services-Agreement-2023\\_SAMPLE.pdf](https://www.alamedahsg.org/wp-content/uploads/2023/12/AHA-Consultant-Services-Agreement-2023_SAMPLE.pdf).

**Insurance:** Please review the insurance requirements provided within the sample contract and ensure that you can meet the requirements.

### **BID PROCESS**

**Questions:** All questions must be submitted in writing no later than April 4<sup>th</sup> at 5:00 p.m. via email to [sprevette@alamedahsg.org](mailto:sprevette@alamedahsg.org) and cc [ngerardin@alamedahsg.org](mailto:ngerardin@alamedahsg.org).

**Bids Due:** Priority bids will be accepted by email until 5:00 p.m., April 11, 2024. All other bids will be reviewed as they are received until April 30, 2024. Make sure to complete each section in the attached form.

### **ATTACHMENTS**

1. Request for Proposals for Permanent Supportive Housing Consultants (PSH) form.