

# City of Hyattsville – RFP



## **Request for Proposals Community Engagement and Outreach Services for Unhoused Populations**

**RFP #09152023**

**Issuance: September 15, 2023  
Proposal Responses Due October 6, 2023**

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## **REQUEST FOR PROPOSAL**

The City of Hyattsville, Maryland invites sealed proposals for a consultant to perform community engagement with unhoused populations in the West Hyattsville Business Corridor of Hyattsville, Maryland. This entity will conduct community engagement with unhoused populations to inform the development of a coordinated plan for homeless persons outreach and response in the city.

The selected entity will play a vital role in addressing homelessness within designated areas in the City of Hyattsville; fostering connections, providing support, and ultimately contributing to a comprehensive solution that enhances the well-being and stability of individuals experiencing homelessness in this area.

The selected entity will provide a final report with recommendations to improve these programs. Specifically, the final report should include the identification of root causes and outreach solutions to this issue.

## **BACKGROUND AND OBJECTIVE**

The City of Hyattsville is a Smart-Growth community making it a prime candidate for assistance offered by the State of Maryland and the Federal Government for investment. Hyattsville is located only one mile from Washington DC and is approximately 2.7 square miles of historic and urban residential, commercial, industrial, and high-density mixed-use residential/commercial/office and development. In more recent years, the local housing market has become very sought after.

The City of Hyattsville has convenient access to transit and transportation options for residents and visitors. We are located on the Metro's Green and Yellow line, served by two stations: West Hyattsville and Hyattsville Crossing. In addition to Metro, the City is traversed by an excellent network of roads, buses, freight transportation, and rail services including THE BUS, AMTRAK, and MARC. We are also located near the region's three airports: Baltimore Washington International, Reagan National (accessible via Metro), and Dulles.

The City of Hyattsville is in close proximity to the University of Maryland campus at College Park as well as many other private and public colleges and universities. Public and private schools for all age groups include Northwestern High School and the nationally recognized DeMatha Catholic High School.

Since 2021, increased concerns have arisen within the community regarding quality-of-life issues such as loitering, public intoxication, and related challenges in the City of Hyattsville, including but not limited to the University Town Center and the Queens Chapel Rd/Ager Rd./Hamilton St. vicinity in West Hyattsville. The City of Hyattsville is committed to addressing these quality-of-life issues through a just, collaborative, and comprehensive approach.

The City's objective is to seek a consultant to do community engagement to gain a deeper understanding of the root causes of homelessness in the area and to develop a final report of those findings, including analysis that will inform of a coordinated plan from the City for homeless persons outreach and response.

## RFP SOLICITATION SCHEDULE

The following RFP solicitation schedule is intended to provide a general overview of the solicitation process to those interested in preparing a proposal. These durations and dates are for information purposes only and the City reserves the right to revise any of the durations and to terminate and/or to not initiate any and/or all of the solicitation steps.

September 15, 2023: Request for Proposals Issuance

September 21, 2023: Questions Specific to this Solicitation Due by 3:00 pm EDT

September 28, 2023: Proposals Due by 4:00 pm EDT

October 02, 2023: Proposal Opening, 9:00 am EDT

October 06, 2023: Evaluation Period Concludes; Notice to Proceed

## **RECORDS & REPORTS**

The City will require the consultant to maintain an original set of records on work performed including dates, property address, specific work performed and Contract employees. The City will be provided a duplicate set of records, but, upon request, may require the firm to provide specific records for the purpose of confirming City records or use in litigation.

## **SCOPE OF PROPOSAL**

Recognizing the importance of involving the community in addressing homelessness, through this solicitation, the City is seeking a consultant to implement effective community engagement strategies:

- Organizing surveys, informational sessions, workshops, and/ or public forums to raise awareness about homelessness, its causes, and potential solutions.
- Facilitating dialogue between community members, local businesses, service providers, and individuals experiencing homelessness to foster understanding and collaboration.
- The selected Organization will be tasked with collecting and analyzing data to inform a plan for direct response for homeless populations.
- Coordinate with City agencies and when useful provide direction to any unsheltered individuals requesting or requiring immediate assistance from collaborating organizations.
- Successful implementation of this program requires seamless collaboration with various stakeholders:
  - Collaborating with local government agencies, law enforcement, nonprofit organizations, and service providers to ensure a coordinated approach to homelessness.
  - Participating in regular meetings and communication with the requesting entity to provide updates, share insights, and address challenges.
  - Producing and presenting a final report identifying root causes and detailing coordinated plan for homeless persons outreach and response.

- Depending on the results of the survey/ community engagement, the selected organization may enter into agreement with the City of Hyattsville to undertake proactive street outreach efforts aimed at connecting with individuals experiencing homelessness within our community. This includes:
  - Identifying and building relationships with individuals living in unsheltered locations, such as streets, parks, and other public spaces.
  - Conducting regular visits to establish rapport, assess needs, and aid those without stable housing.
  - Providing immediate aid, including hygiene kits, food, clothing, and referral information for emergency services.
  - Facilitating connections to shelters, housing programs, medical services, mental health resources, and substance abuse treatment options.
  - Collaborating with local law enforcement, social service agencies, and community partners to respond to reports to ensure a coordinated approach to outreach efforts.

### **COMPENSATION FOR SERVICES (FEE)**

The City intends to enter into a professional services contract(s) for the proposed project. The consultant must provide a cost proposal for the services rendered and the proposed cost can be presented in terms of a flat fee or based upon an hourly rate to include materials or travel reimbursement for consideration. Payment will be made on a biweekly basis upon submission of itemization of work performed, including interviews, and a written report of final findings and recommendations. Work should be completed promptly, with the goal of completion by November 30, 2022.

### **EVALUATION CRITERIA AND SELECTION PROCEDURES**

#### **Evaluation Criteria:**

Selection of the successful consultant will be based upon the submission required in this section. The consultant is required to demonstrate:

- The applicant must be situated within a 30-minute drive of the City of Hyattsville.
- The applicant must have Spanish Language outreach capabilities. K'iche', Quechua, and other Indigenous language skills are desirable but not required.
- The applicant must demonstrate knowledge of Racial Equity Diversity and Inclusion as well as cultural competencies.
- The applicant must be able to demonstrate experience and capacity in providing similar services, the length and type of experience it has working with the homeless, the quality of programs/services it provides, experience with similar services, experience working with local homeless services agencies, and the experience level of key staff.

- The applicant must be able to demonstrate capacity for providing similar services in alignment with industry standard best practices for providing services to immigrants, undocumented workers, and refugees.
- The applicant must have the ability to adequately describe the target population and address the requirements set out in the RFP.
- The applicant must have demonstrated knowledge of Maryland agencies and partners related to homelessness outreach for this project.
- The applicant must have the ability to write a summary report with recommendations that can be understood and acted upon by senior management and the City Council.
- The applicant must have the ability to complete the project within the prescribed timeframe.
- References: Point of contact information of three (3) clients.

### **Selection Procedures:**

- City of Hyattsville staff will review all submissions.
- The City may choose to interview any or all of the consultants.
- City of Hyattsville Staff will make a recommendation to the City Administrator on the selected consultant, we will then proceed with negotiation and execution of an agreement. If the City is unable to agree to terms with the top-rated consultant, the City will consider negotiating with the consultant with the second highest evaluation.

### **GENERAL CONDITIONS FOR PROPOSALS**

Failure to read the RFP and comply with its instructions will be at the consultant's own risk. Corrections and/or modifications received after the closing time specified in this RFP will not be accepted. The proposal must be signed by a designated representative or officer authorized to bind the consultant contractually. Submission of a signed proposal to the City will be interpreted to indicate the consultant's willingness to comply with all terms and conditions set forth.

### **SUBMISSION OF QUALIFICATIONS**

The proposal will be received by the City Clerk, no later than **4:00 pm, on Thursday, September 28, 2023**, and shall be submitted via email to [rfp@hyattsville.org](mailto:rfp@hyattsville.org) to the attention of the following:

**The City of Hyattsville  
4310 Gallatin Street  
Hyattsville, Maryland 20781  
Attn: Laura Reams, City Clerk**

For additional information regarding the services specified in this request for qualifications, contact Ron Brooks, City Treasurer in writing by email at [rbrooks@hyattsville.org](mailto:rbrooks@hyattsville.org). Questions specific to this solicitation will be

accepted until 3:00 PM on September 21, 2023. City will respond to all inquiries within 48 business hours.

### **RFP GUIDELINES SECTION**

A consultant responding to this Request for Proposal (RFP) for “City of Hyattsville Community Engagement and Outreach Services for Unhoused Populations” must submit a proposal prepared in accordance with the guidelines stated in the RFP. Failure to comply with these requirements will result in a disqualification of the proposal. The Proposal Section must include the following information:

- The name of the individual or, if a firm, the managing principal/executive director;
- The individual’s or firm’s principal place of business;
- If a firm, the firm’s tax status, company structure and board of directors;
- Identification, experience, and role of key individuals in the management team and proposed Account Representative to serve as the City’s point of contact.
- Identification of any proposed sub-contractors.
- One to two-page summary of the information to be considered in the Evaluation Criteria, identified above.
- Letter of commitment from the consultant that all services detailed in this solicitation and further detailed in the individual’s or firm’s proposal will be available through September 2023, provided a Notification of Award and agreement are executed by October 6, 2023.

### **EVALUATIONS OF PROPOSALS AND AWARD OF CONTRACT**

The proposals will be opened and read on **September 29, 2023, at 9:00 am.**

Proposals from all consultants meeting the minimum qualifications detailed in this solicitation will be reviewed and evaluated. The proposals best meeting the evaluation criteria will then be selected for interviews, if the Treasurer determines interviews are needed.

The City reserves the right to reject any and all RFP submissions and further reserves the right to re-issue the RFP.

### **PRICE TO REMAIN FIRM**

Any costs offered with a proposal must be valid for a period of **90-calendar days** from the due date of the proposal once the consultant is selected.

### **AMENDMENT OR CANCELLATION OF THE RFP**

The City of Hyattsville reserves the right to cancel, amend, modify or otherwise change this application process at any time if it deems to be in the best interest of the City of Hyattsville to do so.

## **PROPOSAL MODIFICATIONS**

No additions or changes to any proposal will be allowed after the due date unless such modification is specifically requested by the City of Hyattsville. The City at its option, may seek retraction and/or clarification from the consultant regarding any discrepancy or contradiction found during the review of the proposal.

## **SUSPENSION AND/OR DEBARMENT**

Firms, Contractors, Consultant, Companies or Sub-Contractors which are either suspended or debarred from performing work by the State of Maryland or within Prince George's County, Maryland are prohibited from submitting an proposal for this project. If any firm or others noted above in this section submits a proposal is found to have been suspended and/or debarred from conducting business within Prince George's County, Maryland, such firm or others noted above will be reported to the State's Attorney General and Comptroller's Office.

## **PRESENTATION OF SUPPORTING EVIDENCE**

Firms, Contractors, Consultants, Companies or Sub-Contractors responding to this solicitation must be prepared to provide substantiation of any experience, performance, ability and/or financial sureties claimed in their proposal that the City of Hyattsville deems to be necessary or appropriate.

## **ERRONEOUS DISBURSEMENT OF FUNDS**

The City of Hyattsville reserves the right to correct any inaccurate awards of monies for this project made to any Firms, Contractors, Consultants, Companies or Sub-Contractors. This may include, in extreme circumstances, revoking an award of funds made for this project to a consultant and subsequently awarding those funds to another consultant.

## **PROPOSAL PREPARATION COSTS**

Firms, Contractors, Consultant, Companies or Sub-Contractors are responsible for all costs and expenses incurred in the preparation of a proposal to respond to this solicitation.

## **THIS SOLICITATION IS NOT A CONTRACT**

This solicitation is not a contract and will not be interpreted as such.

## **SUB-CONTRACTORS**

The Firms, Contractors, Consultant, Companies submitting a proposal certifies and warrants that all payments of fees charged by any sub-contractors pursuant to that contract are the sole responsibility of the contractor.

## **LEGAL TERMS**

It is the policy of the City of Hyattsville that all legal disputes are heard in a court of law in Prince George's County, Maryland, and that each party is responsible to pay for the cost of their own legal fees.

**The City of Hyattsville will not agree to terms that are not consistent with this policy.**

**END OF RFP**