

Request for Proposal

Specialist Homelessness Services –
immediate emergency accommodation –
young women in southern Tasmania



**Housing Tasmania,
Department of Health and Human
Services**

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1. Background

Specialist Homelessness Services currently provides a range of support services and transitional supported accommodation in order to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence.

The goals of Specialist Homelessness Services are to:

- resolve crisis;
- re-establish family links where appropriate; and
- re-establish the capacity of clients to live independently of the service.

These goals are to be achieved by:

- providing or arranging for the provision of support services and supported accommodation; and
- assisting people who are homeless to access secure and affordable housing or accommodation and support services.

Specialist Homelessness Services are administered by Housing Tasmania on behalf of the Department of Health and Human Services (DHHS).

This Request for Proposal (RFP) seeks to engage a not-for-profit organisation to provide Specialist Homelessness Services, specifically immediate emergency accommodation, for young women in southern Tasmania. The Funding Agreement will be for a period of two years or no later than to 30 June 2011, commencing 1 July 2009 or as soon as possible thereafter.

The service is currently located at 538 Main Rd, Montrose, formerly known as Annie Kenney Young Women's Refuge. The service provides a prevention and/or crisis response to homelessness (including assessment and support) and the provision of immediate accommodation.

Prior to 1 January 2009, the services provided under the Specialist Homelessness Services were provided under the Supported Accommodation Assistance Program (SAAP) and there are relevant service models, standards and legislation which continue to refer to the former 'SAAP'. While these are currently being reviewed, at the time of this RFP the reference to 'SAAP' will remain in some documents.

The RFP is provided in the context of major reforms at both Commonwealth and State Government levels. The National Affordable Housing Agreement (NAHA) provides the overarching framework for Commonwealth and States and Territories to ensure that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. The NAHA outcomes include:

- people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion;
- people are able to rent housing that meets their needs;
- people can purchase affordable housing;

- people have access to housing through an efficient and responsive housing market;
- indigenous people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities.

Over the next one to two years, Housing Tasmania will facilitate the alignment of the current housing and homelessness service system with the reform agenda established under the NAHA and associated directions including the National Partnership Agreement on Homelessness.

In the interim, Specialist Homelessness Services will continue to work within the Tasmanian Integrated Continuum of Support service system developed under SAAP.

2. Service specifications

2.1 Funding level

Specialist Homelessness Services are funded through the National Affordable Housing Agreement and for the current financial year \$478 683 (GST exclusive) plus indexation per annum is allocated to provide immediate emergency accommodation - young women in southern Tasmania.

The Organisation will manage its level of activity to ensure that expenditure associated with the service does not exceed the level of funding available to it.

2.2 Special legislation

Until such time as the legislation is reviewed to accommodate the national reform, Specialist Homelessness Services shall be guided by the *Supported Accommodation Assistance Program (SAAP) Act 1994*.

The *Supported Accommodation Assistance Program (SAAP) Act 1994* sets out a planned integrated pathway for people who are homeless, or at imminent risk of homelessness, toward stable accommodation. A diverse and flexible service system has been designed to prevent people who are homeless, or at imminent risk of homelessness from entering a career of homelessness.

2.3 Details of Service

2.3.1. Purpose of funding

The purpose of the funding under the Funding Agreement is to assist the organisation to provide immediate emergency accommodation to homeless young women aged 13 to 20 years inclusive, in accordance with the Immediate Emergency Accommodation – Young Women operational type, as described in the document *SAAP-V Operational Type Descriptions – 2006* (Attachment A).

2.3.2 Location of services and geographical coverage

The service is currently provided at 538 Main Rd, Montrose, formerly known as Annie Kenney Young Women's Refuge and has a service delivery focus in the southern region of Tasmania.

2.3.3 Activities to be undertaken

The operational type Immediate Emergency Accommodation – Young Women is an accommodation service targeted at young women aged 13 up to and including 20 years of age.

As an Immediate Emergency Accommodation operational type, services are required to ensure 24 hour access to services and 24 hour staffing coverage.

Clients of Immediate Emergency Accommodation services also receive support from Case Planning and Support services and Transitional Support services.

It is therefore a requirement that each Immediate Emergency Accommodation service establish close working relationships with the providers of Case Planning and Support services and Transitional Support services, and to cooperate with these services to provide seamless support to clients.

The service is expected to provide the following range of functions:

- crisis assessment and crisis support;
- informational and referral services;
- management of overnight emergency beds;
- provision of immediate emergency accommodation; and
- long term case planning and support.

In addition to these key functions each service will also provide an early intervention function where appropriate for young people who contact the services directly. This would occur, for example, if the young person has just become homeless.

Providing an emphasis on these particular outputs from within this operational type is aimed at deterring the young person from entering Immediate Emergency Accommodation wherever possible and appropriate.

All functions are to be provided in accordance with the *Module and Function Specifications – 2006* (Attachment B).

2.3.4 Expected outputs

The Immediate Emergency Accommodation – Young Women operational type has been derived to address specific functions from Module One, Module Two and Module Three of the *Module and Function Specifications – 2006* (Attachment B).

The following table, taken from the *Operational Type Descriptions – 2006* (Attachment A), outlines the relative focus to be maintained between these modules.

Module	Main Functions	Focus
Module 1	<ul style="list-style-type: none"> • Crisis Assessment and Crisis Support • Information and Referral Services 	30%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds • Provision of Immediate Emergency Accommodation 	45%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support 	25%

2.4 Participant target group

2.4.1 Participants

Young women aged 13 up to and including 20 years of age within the southern region of Tasmania who are homeless or at imminent risk of homelessness.

2.4.2 Client numbers

The service will operate a model which provides a minimum of six (6) Immediate Emergency Accommodation beds plus one (1) Overnight Emergency bed.

2.4.3 Selection of participants

The process of referral of participants will be:

- self-referral; and/or
- referral by a third party – e.g. relatives, health and allied health services, government and non-government support services or bodies.

2.4.4 Access of special needs groups

Within the overall target population, there are several groups that find it more difficult than most to access services. These are people with cultural or other special needs.

The groups include:

- people from diverse cultural or linguistic background;
- Aboriginal and Torres Strait Islanders;
- financially disadvantaged people; and
- people living in remote or isolated areas.

The organisation should ensure that services provided are appropriate to, and meet the special needs of, such clients.

2.5 Service user/consumer rights

The Tasmanian Quality Improvement Council (QIC) endorsed *Tasmanian SAAP Service Standards 2006* incorporate principles that ensure client rights, client focus, client participation and promoting client satisfaction. All Tasmanian SHS funded services will seek client feedback annually and incorporate this into organisational planning and development.

2.6 Special provisions and conditions

2.6.1. Standards

Organisations are expected to meet standards outlined in the QIC endorsed *Tasmanian SAAP Service Standards 2006*.

2.6.2 Service development

The organisation is expected to assess their current practice and development in relation to the standards outlined in the QIC endorsed *Tasmanian SAAP Service Standards 2006*.

Services will be expected to participate in other service development activities as required by the DHHS. Specifically, activity to align the service system with the national reform agenda.

2.6.3 Service evaluation

The organisation will participate in national, state and/or individual service evaluations as required by the DHHS. Evaluations may be at a programmatic or service level and may require input and participation from a broad range of key stakeholders (e.g. consumers, community members, volunteers, staff and management, Board Members and/or other key stakeholders).

Participation in service evaluation is a requirement of all Specialist Homelessness Services in Tasmania.

2.7 Reporting requirements

2.7.1 Minimum data set

The service is required to comply with all of the requirements of the SAAP National Data Collection Agency system.

Subject to implementation of reform processes under the NAHA revised and/or additional reporting requirements can be expected during the life of the Funding Agreement.

2.7.2 Variations in client numbers or activity levels

Consistent levels of activity are required throughout the period of the Funding Agreement. The service will notify the DHHS if there are any significant or prolonged variations to this.

Any variation to deliverables will be negotiated with the DHHS.

3. Site specifications

The service is currently delivered at the 538 Main Rd, Montrose. This property was constructed in brick in 1950. It contains two single and two double bedrooms, a small emergency bedroom, two bathrooms and two office spaces. The building is 209msq and the land 0.12 hectares. There is no wheelchair access to the property. Two vehicles are currently attached to the service. Rent to Housing Tasmania on the property currently stands at \$176 per week and is based on the Housing Tasmania Community Tenancy Program rent setting model.

Please note: Housing Tasmania will not be holding site visits as part of this RFP process and prospective organisations are not permitted to approach staff and/or residents at the property.

4. Information to be provided

Proposals will be submitted by completing and lodging the Application Form (Attachment C).

Proposals are to detail how they would provide the required services via the service specifications outlined in Section 2 and within the allocated level of funding.

Respondents must provide sufficient information to enable the proposal to be assessed against the evaluation criteria as detailed in Section 5.

Proposals should indicate any actual, perceived or potential conflicts of interest that might exist now or during the agreement. All information submitted will be treated as confidential.

The DHHS may undertake such investigations as are necessary to assess and verify information provided by the respondent. On lodging a proposal, a respondent will be deemed to have authorised the DHHS to perform such inquiries.

5. Process timeframes

Indicative timeframes for major milestones for the RFP process are provided in the following table.

Task	Date
RFP opens	16 May 2009
RFP closes	10 June 2009
RFP evaluation completed	June 2009
Successful organisation notified	June 2009
Funding Agreement finalised	June 2009
Transition period (if required)	July - September 2009

6. Evaluation of proposals

6.1 Mandatory requirements

The following requirements must be met for a proposal to be considered for evaluation:

- submission of the proposal by the closing date and in accordance with all other lodgement instructions;
- the organisation is or has the demonstrated capacity to be a not-for-profit legal entity, constituted under the *Corporations Act 2001* (Commonwealth), *Corporations Act 1990* (Tasmania), or *Associations Incorporation Act 1964*; and

- provision of all the information requested in the RFP including the following documentation:
 - a copy of the organisation's Certificate of Incorporation;
 - the past three years financial statements;
 - a copy of the organisation's constitution;
 - an organisational chart; and
 - an outline of partnership arrangements in which the organisation is involved including, for example, letters of support (where appropriate).

6.2 Qualitative evaluation criteria

The following evaluation criteria and their associated weightings will be applied in the assessment of proposals.

In addressing the selection criteria, proposals are to **detail how they would provide the required services via the service specifications outlined in Section 2 and within the allocated level of funding.**

Criterion 1

Demonstrated experience in providing services focused on immediate emergency accommodation and crisis support to enhance client outcomes for young women aged 13 to 20 years, or the ability to provide such services. (20%)

Criterion 2

Demonstrated organisational capacity: provide details of management system, governance and organisational management, and human resource management, including ongoing staff professional development. (20%)

Criterion 3

Demonstrated capacity to manage finances and other resources to deliver the agreed services within budget. (15%)

Criterion 4

Demonstrated experience, ability and identified strategies to work cooperatively with other agencies to achieve client outcomes, and to respond to local priorities and service needs. (15%)

Criterion 5

Demonstrated ability and a strategic approach to risk, transition and change management. (15%)

Criterion 6

Demonstrated application of, and proposed approach to, practices which align with the National Affordable Housing Agreement reform requirements and Quality Improvement Council endorsed *Tasmanian SAAP Service Standards 2006*, to ensure provision of an appropriate and quality service to the client. (15%)

6.3 Value for money

‘Value for money’ will be assessed based on the combined outcomes of the assessments of the qualitative criteria against the fixed price. In assessing ‘value for money’ major factors to be considered will include:

- the quality of the proposed Specialist Homelessness Services, i.e. how well they meet the specified requirements;
- vs. budget breakdown;
- vs. risk, i.e. the capacity of the prospective service provider to deliver the service, as specified, on-time and on-budget;
- vs. opportunities for partnerships, added value and innovation in the service model proposed.

6.4 Methodology

The Evaluation Panel will be convened as a group to assess the proposals. The prospective service provider’s ability to satisfy the qualitative criteria will be assessed using consensus decision making by the Panel in response to each criterion.

The scoring of proposals will be based on the degree of achievement by the prospective service provider of the requirements set out in the RFP. A maximum score for each criterion will be given if the achievement of the criterion is fully compliant, with no risks and weaknesses. The score will be reduced proportionate to the extent of non-conformities, discrepancies, errors, omissions, and risks for the Government. In particular, scoring will be based on the following allocation:

Score	Description	Full Description
10	Exceptional	Full achievement of the requirements specified in the RFP, for that criterion. Demonstrated strengths, no errors, risk, weaknesses or omissions.
8-9	Superior	Sound achievement of the requirements specified in the RFP for that criterion. Demonstrated strengths, negligible errors, weaknesses or omissions, which may be acceptable as offered.
6-7	Good	Reasonable achievement of the requirements specified in the RFP for that criterion. Some errors, risks, weaknesses or omissions, which can be corrected/overcome with minimum effort.
4-5	Adequate	Minimal achievement of the requirements specified in the RFP for that criterion. Some errors, risks, weaknesses or omissions, which are possible to correct/overcome and make acceptable.
1-3	Poor to deficient	No achievement of the requirements specified in the RFP for that criterion. Existence of numerous errors, risks, weaknesses or omissions, which are difficult to correct/overcome and make acceptable.
0	Unacceptable	Totally deficient and non-compliant for that criterion.

7. Further information

Further information regarding this RFP can be obtained from Suzanne Willis, Senior Housing Consultant, Housing Tasmania:

telephone (03) 6233 2916
fax (03) 6233 4947
email Suzanne.Willis@dhhs.tas.gov.au

8. Lodgement timing

Please complete the *Response Form* at Attachment C.

Proposals are to be clearly marked 'Request for Proposal – immediate emergency accommodation – young women' and can be submitted as indicated below.



by Mail

Send six (6) copies to:

**Request for Proposal – immediate emergency
accommodation – young women
Housing Tasmania
Tender Box
4/99 Bathurst St
Hobart TAS 7000**

Copies must be posted in time to arrive in the tender box by the due date and time.



by Hand

Place six (6) copies in the tender box at:

**Tender Box
Housing Tasmania
4/99 Bathurst Street
Hobart TAS 7000**

Please mark copies: 'Request for Proposal – immediate emergency accommodation – young women'



by

**2:00pm
Wednesday
10 June 2009**



Any proposal not received as specified above before the specified closing time may not be admitted for consideration unless there is evidence satisfactory to the DHHS that such proposal:

- was delivered to the specified location before the specified closing time; or
- was despatched to the specified location in sufficient time before the specified closing time for proposals, to reach that place under normal circumstances, but was still in the course of delivery at the specified closing time.

The DHHS in its discretion may reject a proposal delivered after the closing time no matter what the reason for the late delivery.

9. Complaints

The DHHS has established a formal grant funding complaint process.

Any complaints relating to this Request for Proposal process should be directed to the DHHS's Complaints Officer on (03) 6236 5842 or by e-mail to crc@dhhs.tas.gov.au.

10. Funding Agreement

The successful provider will be required to negotiate and enter into a Funding Agreement with the DHHS.

As a component of the Integrated Finance, Performance and Quality Framework, the Office for the Community Sector has drafted a new Community Services Funding Agreement. While it was recently open for public comment and small changes are anticipated, the successful organisation under this RFP will be required to enter into a Funding Agreement based on the conditions articulated by the Office for the Community Sector. A copy of the draft Funding Agreement is at Attachment D.

For organisation's information, a sample of the Service Agreement previously used by Housing Tasmania for Specialist Homelessness Services is at Attachment E.

11. Debriefing

Unsuccessful respondents may seek a debriefing to find out why their proposal was unsuccessful. The purpose of the debriefing is to assist respondents to be more competitive in the future. The debriefing process will be with a member or members of the Evaluation Panel and may be conducted by telephone, letter or by interview.

It should be noted that the debriefing process will be limited to the unsuccessful respondent's offer. No comparisons will be made with successful proposals. The debriefing process will not be used to justify the selection of the successful proposals.

12. Other

The DHHS will neither be responsible, nor pay, for any expense or loss which may be incurred in the preparation and presentation of a proposal.

All proposals and associated documents will become the property of the DHHS on submission. The DHHS may make copies of any such document for any purpose related to the selection process.

The DHHS reserves the right to not appoint any respondent as a result of this Request for Proposal process.

13. Attachments

Attachment A: SAAP-V Operational Type Descriptions – 2006

Attachment B: SAAP-V Module and Function Specifications – 2006

Attachment C: Response Form

Attachment D: DRAFT Funding Agreement

Attachment E: Sample Service Agreement