

MEMORANDUM

TO: Mayor and City Council
FROM: Stephanie Hayden, LMSW, Austin Public Health *aps for Stephanie Hayden*
DATE: December 19, 2018
SUBJECT: Update on Solicitation for ARCH Operation and Services

On October 12, 2017, Council passed Resolution No. 20171012-01, directing the City Manager to conduct a stakeholder engagement process, redefine the scope of services at the Austin Resource Center for the Homeless (ARCH), consider how the ARCH might operate within its intended built capacity, and rebid the contract for ARCH operations and services. This memo provides an update on the competitive solicitation for the ARCH, as well as information about next steps in this process.

Input and considerations for the redesigned ARCH operations model included:

- 7 community forums, 79 survey responses, and input through ARCHideas@austintexas.gov
- Recommendations from the Bloomberg iTeam
- Alignment with the Ending Community Homelessness Coalition's (ECHO) Action Plan to End Homelessness
- Input from individuals with lived experience of homelessness on the Austin Homeless Advisory Committee (formerly called the Homelessness Advisory Council of Austin)
- Report and recommendations from the National Alliance to End Homelessness (NAEH) following data collection, interviews, a site visit and a 1.5 day convening of stakeholders including representatives from ECHO, Integral Care, Austin Police Department, Downtown Austin Community Court, Front Steps, Salvation Army, Downtown Austin Alliance, LifeWorks, Mobile Loaves & Fishes, Caritas, Community Care Collaborative, Innovation Office, Mayor Pro Tem Tovo's Office, Senator Kirk Watson's Office, Austin Public Health, Homeless Outreach Street Team (HOST), and community members

Through the Purchasing Office, Austin Public Health issued a Request for Information (RFI) in July 2018, which included a draft scope of work for the redesigned ARCH operations and the NAEH Recommendations report. Comments and questions were solicited through a non-mandatory RFI meeting on July 12, 2018 and through written submissions due July 24, 2018.

Responses to the RFI were incorporated into the competitive solicitation issued August 6, 2018. The Request for Qualifications (RFQS) included a Non-mandatory Pre-response Conference on August 16, 2018 to allow for individuals to ask questions and obtain clarifications. **The initial deadline for responses of September 6, 2018 was extended to September 25, 2018 to allow time for additional providers to respond. The original RFQS was then canceled on October 3, 2018 and a new RFQS Rebid was issued October 15, 2018, closing on October 30, 2018.**

Two responses were received and an evaluation panel of City staff from multiple departments scored responses and made an award recommendation for Front Steps, the highest scoring response. That





Staff welcomes the opportunity to discuss this in further detail should individual Council offices express interest. I can be reached at (512) 972-5010 to discuss any of these plans or answer any questions.

cc: Spencer Cronk, City Manager
Sara Hensley, Interim Assistant City Manager
Adrienne Sturup, Assistant Director

