



# Request for Proposals (RFP) SSAU 2024-003 LGBTQIA2S+ Services

## LGBTQ Quality of Life Advisory Commission

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Helen Howell, Social Services Funding Specialist, Senior  
Austin Public Health  
October 14, 2024

# AGENDA

## Scope of Work:

- Services
- Funding and Contract Term
- Priority Populations
- Principles of Service Delivery
- Racial Equity
- Applicant Qualifications

## Important Dates, Application Steps, and Resources

## Question and Answer

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# RFP Scope of Work

# Scope of Work: Services Solicited

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The City of Austin (City) seeks proposals in response to this Request for Proposals (RFP) from qualified nonprofit organizations or quasi-governmental entities (Offerors) with demonstrated experience in providing the following services to lesbian, gay, bisexual, transgender, queer, intersex, asexual, gender non-conforming, gender fluid, gender queer, two-spirit communities (LGBTQIA2S+ population) residing in Austin/Travis County:

- Priority will be given to programs that provide:
  - mental health care
  - Peer support: peer counselors providing support groups
- The City encourages Offerors to propose comprehensive solutions to meet community needs effectively, so offerors are welcome to propose additional programming. The list below is a non-exhaustive summary of possible programs:

# Services Solicited, continued

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- Education on and referrals to culturally sensitive healthcare, including, but not limited to services listed below. **Please note that this funding cannot be used for direct medical care.**
  - Primary care
  - Gender affirming care, which are services that support a person's gender identity
  - Dental health
  - Strategies for prevention and management of chronic diseases in adults such as diabetes and hypertension
  - Care for survivors of trauma and/or violence
  - Substance misuse treatment
- Community building and engagement
- Food access, including but not limited to neighborhood pantries, mobile markets, and delivery

# Services Solicited, continued

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- Social service support such as:
  - Access to resources for people affected by economic instability. Example services include but are not limited to enrollment in and navigation of public benefits such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Veterans benefits, Supplemental Security Income Program (SSIP), Social Security, Social Security Disability Insurance (SSDI), Housing Choice Voucher, health insurance
  - Obtaining and updating identification such as passports and social security cards
- Language access services, including interpretation and translation to promote access to social services
- Legal services
- Financial education and stability services such as tax preparation and filing, exploring tax credits
- Transportation related to health care visits or social services

# Services Solicited, continued

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Sources for identifying these services and developing the Scope of Work:

- LGBTQ Quality of Life Advisory Commission's [Budget recommendation from December 2024](#)
- The City of Austin's [2021 LGBTQIA+ Quality of Life Study](#)
- APH's 2024 community survey - closed August 23
- Currently funded contracts

# Funding and Contract Term

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## **Total Funding:**

\$102,429 for first six months (April 1, 2025 – September 30, 2025)

\$204,858 in ongoing funding for October 1, 2025 through September 30, 2026

**Note: Funding cannot be used for direct medical care.**

**Request Limits:** \$102,400 maximum request

**Anticipated Number of Awarded Agreements:** 2

## **Contract Term:**

Initial 18-month term April 1, 2025 – September 30, 2026

The funding is available for an initial 18-month term with four renewal options contingent upon City Council's approval of the City's annual budget.



# Priority Populations

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- People who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual, gender non-conforming, gender fluid, gender queer, or two-spirit (LGBTQIA2S+ population).
- Black, indigenous, and people of color (BIPOC) who are LGBTQIA2S+
- Residents of Austin-Travis County
- People living at or below 250% of the federal poverty line.

# Principles of Service Delivery

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1. Inclusive, culturally competent care - Offerors should describe how their services align with best practices on providing inclusive, culturally competent care for LGBTQIA+ communities, such as those outlined in National LGBTQIA+ Health Education Center's publication, [Ten Strategies for Creating Inclusive Health Care Environments for LGBTQIA+ People](#) (2021).
2. [Trauma-Informed Practices](#): Successful applicants will apply the principles of trauma-informed practice to program and service delivery: safety, choice, collaboration, trustworthiness, and empowerment
3. [Language Access Plan](#): Applicants will be in development of or already have developed a [Language Access Plan](#). A language access plan is a document that guides the implementation of translation and interpretation services.

# Principles of Service Delivery - Continued

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4. Referrals: Applicants should offer access to referrals and information on how to access other services and providers.
5. Program Accessibility: Programs should actively seek to eliminate barriers to services such as lack of transportation, limited communication and outreach, immigration documentation status, institutional barriers, and other restrictions.
6. Equitable Service Delivery: Offerors must ensure that programs are providing services that meet the needs of diverse populations, considering systemic, institutional, and environmental barriers and inequities that exist and seeking to mitigate the effects on participant outcomes.
7. Evidence-based Practices: Evidence-based practices are those which have been developed from research, are found to produce meaningful outcomes, can be standardized, and replicated, and often have existing tools to measure adherence to the model.

# Best Practices

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**Service providers are encouraged to incorporate the following best practices:**

- Incorporating Perspectives from People with Lived Experience: Programs should be designed with input from individuals with lived expertise.
- Livable Wage: The City of Austin recommends Offerors follow Strategic Direction measure EOA.C.3 and pay at least a livable wage to all staff working on the program (EOA.C.3 - Dollars-per hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas).
- Collaboration with the Community: Successful candidates will participate in local working groups and engage with community stakeholders

# Racial Equity in Programming

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- The City of Austin is leading with a lens of racial equity and healing in the implementation of City services, to advance equitable outcomes.
- The City's definition of equity is the condition when every member of the community has a fair opportunity to live a long, healthy, and meaningful life. Equity means transforming local government from the inside out, eradicating disparities, and ensuring all Austin community members share in the benefits of community progress.
- APH prioritizes racial equity within department operations, services, and in funded programs.

# Racial Equity in Programming

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- Funding competitions include a **Racial Equity Assessment** in applicants' proposals.
  - Data collection on and analysis of racial and/or ethnic disparities to guide work
  - Performance measures to evaluate work in addressing racial disparities
  - Anti-racist policies and procedures to guide day-to-day operations and governance
  - Board's plan to address racial disparities
  - Participating in community work groups to address racial disparities
  - Training events for staff and stakeholders to improve equitable outcomes.

# Performance Measures

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Awardee(s) will be required to report on the following:

**Output:**

Number of unduplicated clients served in a 18-month period

**Outcome**

1. Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts

Numerator: Number of individuals who report improvement in physical, mental, emotional, or social functioning

Denominator: Number of individuals receiving services through Health Equity Social Service Contracts

# Proposal Evaluation

- A total of 100 points may be awarded to the proposal.
- **Proposal sections:**
  1. Experience and Cultural Competence
  2. Program Design
  3. Data Informed Program Management
  4. Cost Effectiveness
- Evaluation criteria:
  - How does the proposal align with RFP goals
  - Is each question adequately addressed.

Section 1: Experience and Cultural Competence	Agency Experience & Performance Principles of Service Delivery Cultural Competence & Racial Equity	<b>25 points</b>
Section 2: Program Design	Program Work Statement Goals and Objectives Clients Served Outreach Program Services and Delivery Program Accessibility Referrals Evidence Based Practices Collaboration with Community	<b>40 points</b>
Section 3: Data Informed Program Management	Data Security & Systems Management Quality Improvement & Feedback Performance Measures	<b>15 points</b>
Section 4: Cost Effectiveness <b>Form 3</b>	Program Staffing & Time Program Budget & Funding Summary	<b>10 points</b>
	Cost Effectiveness & Number of individuals served/ total budget = Cost Analysis	<b>10 points</b>
		<b>Total: 100 points</b>
<b>Form 4: COA Certifications and Disclosures</b>	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.



# Applicant Minimum Qualifications

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- Agency must have a minimum of two years established, successful experience providing services described in the Scope of Work
- Be a non-profit organization or quasi-governmental entity able to conduct business in the State of Texas, and legally contract with Austin Public Health.
- Have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and state and federal payroll tax filings).
- Be eligible to contract and are not debarred from contracting with the City of Austin, State of Texas and Federal government, according to SAM.gov, and State and City Debarment information.

# Applicant Minimum Qualifications - Continued

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- Be current in its payment of Federal and State payroll taxes.
- Not owe past due taxes to the City.
- Have the ability to meet Austin Public Health's standard agreement terms and conditions, which includes Social Services Insurance Requirements.
- Have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget. The Board of Directors shall have a strong commitment to fundraising to ensure well-funded, sustainable programs and operations.
- These qualifications are documented in an Offeror's [Threshold Application](#)

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# Important Dates, Application Steps, and Resources

# RFP Important Dates

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<b>Date Issued:</b>	<b>Thursday, October 10, 2024</b>
<b>Intent to Apply Due Date:</b>	Thursday, October 31, 2024, 3 PM CST
<b>Proposal Due Date:</b>	Thursday, November 21, 2024, 3 PM CST
<b>Anticipated start date of contracts:</b>	Tuesday, April 1, 2025
<b>Questions regarding the RFP are due on or before:</b>	Thursday, November 14, 2024, 3 PM CST
<b>Technical assistance requests regarding submission of the RFP in PartnerGrants are due on or before:</b>	Wednesday November 20, 5 PM CST

# Request for Proposals – Application Steps

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## Step 1: **Register:**

- As a City vendor with Austin Finance
- As an organization in PartnerGrants

## Step 2: Submit a **Threshold Application**

- Submit in PartnerGrants
- Once approved, it will be valid for 12 months

## Step 3: Submit an **Intent to Apply** for each Proposal

- Submit in PartnerGrants

## Step 4: **Submit Proposal Package**

- Submit in PartnerGrants, after your Intent to Apply and Threshold
  - Submit one Proposal for each separate program
  - Be sure to submit early
- For more information, please review the [APH Competitions Website](#)

# RFP Contact and Informational Meetings

<p>Questions must be submitted in writing to the <u>Authorized Contact Person</u> or through <u>PartnerGrants</u></p>	<p>Authorized Contact Person: Name: Helen Howell Title: Social Services Funding Specialist Senior E-Mail: <a href="mailto:APHCompetitions@austintexas.gov">APHCompetitions@austintexas.gov</a></p>
<p>Questions and Answers will be available:</p>	<p>In <u>PartnerGrants</u> and on the solicitation website:  <a href="#">SSAU-RFP-2024-003-services-lgbtqia2s-communities</a></p>
<p>Optional Pre-Bid Meeting Date(s) and Time(s):</p>	<p>Pre-bid meeting 1: October 22, 10-11:30 AM CST <a href="#">EventBrite Registration</a></p> <p>Pre-bid meeting 2: October 23, 1-2:30 PM CST <a href="#">EventBrite Registration</a></p>



# Questions?

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RFP Contact:

Helen Howell  
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Austin Public Health

[APHCompetitions@austintexas.gov](mailto:APHCompetitions@austintexas.gov)



# Thank You

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