DURHAM COUNTY NORTH CAROLINA



REQUEST FOR PROPOSALS Durham County Homeless Day Shelter and Services Program RFP No. 26-012

Proposals Due:

September 25, 2025

2:00 P.M. Eastern Time

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DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

PROPOSAL SCHEDULE
(Note: The below dates are subject to change)

Advertisement Date	September 3, 2025
Last Date for Questions	September 16, 2025, at 3:00PM
Proposal Due Date	September 25, 2025, at 2:00PM



REQUEST FOR PROPOSALS

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

ISSUE DATE:	Date: September 3, 2025
ISSUING DEPARTMENT:	County of Durham Purchasing Division of Finance, 201 Est Main Street, 7 th Floor, Room 703, Durham, NC 27701
	M., Eastern Time on September 25, 2025. The purpose is to solicit proposals from qualified firms to provide the experiencing homelessness.
All inquiries concerning the Scope of Work, I Procedures should be directed to:	Proposal Submission Requirements or Procurement
Rishanda Fowler,	Procurement Specialist
Purcha	sing Division
Email: <u>purchas</u>	inggroup@dconc.gov
Telephone	e: 919-560-0041
the envelope shall bear the name and numbe	lelivered to the Issuing Department shown above, and r of this Request for Proposals (RFP). It is the sole s/her Proposal reaches the Purchasing Division by the
	sals and to all the terms and conditions imposed to furnish the goods and services described in sal.
Firm Name:	Date:
Address:	By:(Name Typed/Printed)
	(Signature in Ink)

Phone:



LEGAL NOTICE

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

The County of Durham will receive sealed proposals for qualified Contractor(s) to establish a contract to provide a Pilot Day Shelter and Services Center for those experiencing homelessness on September 25, 2025, at 2:00 P.M Eastern Time, in the Durham County Purchasing Division of Finance, 201 East Main Street, 7th Floor, Room 703, Durham, North Carolina 27701. **No proposals will be accepted after the official time and date**.

An electronic copy of this Request for Proposal (RFP) can be obtained from Durham County's eBid System located under Bid Opportunities at https://www.dconc.gov/county-departments-f-z/finance/bid-opportunities. Proposers can download a copy of the solicitation and all addenda without registering in the system. However, in order to **automatically** receive email notifications of solicitations and addenda issued by the Purchasing Division, Proposers **MUST** register in the eBid system.

The County reserves the right to accept or reject, in whole or in part, such proposals as appears in its judgment to be in the best interest of the County.

Publication Date: September 3, 2025

INSTRUCTIONS TO PROPOSERS

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

- 1. In order for a proposal to be considered, it must be based on the terms, conditions and Scope of Work contained herein and must be a complete response to this RFP. One (1) hard copy Original, six (6) hard "copies of the Original shall be submitted to the Issuing Department. The original Proposal should be marked "Original". The copies must consist of all documents that are included in the "Original" Proposal. No other distribution of the Proposal shall be made by the Proposer. Proposals shall be limited to thirty (30) double-sided or sixty (60) single-sided pages or less and must be signed by an authorized representative. Each Proposal should be bound in a single volume with all relevant documentation. The letter of introduction, section dividers, detailed Résumés, forms and dividers are not included in this page limit. The County may elect to require oral presentations after receipt of the proposals.
- 2. COMMUNICATION WITH PROPOSERS: All communications between the Purchasing Division and prospective Proposers shall be in writing. Questions should be emailed to purchasinggroup@dconc.gov. Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Rishanda Fowler, Procurement Specialist, at the email address above. All questions concerning this RFP shall reference the RFP number, section number and paragraph. Questions and responses affecting the Scope of Work will be provided to all Proposers by issuance of an Addendum. All questions shall be received by the Purchasing Division no later than 3:00 P.M., Eastern Time on September 16, 2025. NO EXCEPTIONS.
- 3. **PROPOSAL DUE DATE:** Sealed proposals will be received until **2:00 P.M. Eastern Time**, on **September 25, 2025.**

Proposals must be mailed, or hand delivered to:

Durham County Purchasing Division,
Attn: Rishanda Fowler, Procurement Specialist
201 East Main Street, 7th Floor, Room 703
Durham, NC 27701

Sealed proposals shall be duly marked and/or identified with Proposer name, address and RFP number.

4. **LATE PROPOSALS:** Proposals received after the date and time specified will not be considered for award and will be returned to the Proposer unopened.

- 5. **VENDOR APPLICATION:** All Proposers shall complete and submit the Vendor Application along with the W-9 Form. This information will be used to create or update the County's electronic vendor database upon award of contract.
- 6. **DISCREPANCIES AND OMISSIONS:** Should a Proposer find discrepancies in, or omissions from the documents, or should be in doubt as to their meaning, he/she should at once notify the County, and a written Addendum shall be issued. The County will not be responsible for any oral instructions. Acknowledgment of any Addendum received shall be noted on the Addendum Acknowledgement Form included in the Proposal. In closing of a contract, any Addendum issued shall become a part thereof.
- 7. **SECURITY OF NON-PUBLIC RECORDS:** Pursuant to N.C.G.S. § 132-1.7, entitled, "Sensitive Public Security Information", public records, as defined in G.S. 132-1, shall not include information containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure facilities. Therefore, all information provided, received, gathered or obtained by BIDDER containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure facilities shall be held confidential and shall be used by the BIDDER only for the purpose of responding to this bid. All plans and drawings shall be returned to the County. Any breach of this paragraph by the BIDDER may result in BIDDER being barred from being awarded any contracts with the COUNTY.
- 8. **E-VERIFY:** As a condition of payment for services rendered under this agreement, CONTRACTOR shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if CONTRACTOR provides the services to the County utilizing a subcontractor, CONTRACTOR shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statutes as well. CONTRACTOR shall verify, by affidavit, compliance of the terms of this section upon request by the COUNTY.

END OF INSTRUCTIONS TO PROPOSERS

EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract, the contractor agrees as follows:

- A. The contractor will not discriminate against any employee or applicant for employment because of race, handicap, age, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, handicap, age, color, religion, sex or national origin. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruiting advertising, layoff or termination rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor agrees to post in conspicuous places available to employees and applicants for employment notices setting forth the provisions of the nondiscrimination clause.
- B. The contractor will in all solicitations or advertisements for employees placed by or on behalf of the contractor state that all qualified applicants will receive consideration for employment without regard to race, handicap, age, color, religion, sex, or national origin.
- C. The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding a notice to be provided advising the labor union or workers' representative of the contractor's commitments under the Equal Employment Opportunity section of this contract and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- D. In the event of the contractor's noncompliance with nondiscrimination clauses of this contract or with any such rules, regulations or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further County contracts.
- E. The contractor will include the provisions of this section in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Board of County Commissioners of the County of Durham, North Carolina so that such provisions will be binding such Subcontractor or Proposer.

QUALIFICATIONS AND SUBMISSION REQUIREMENTS

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

The Proposal must include all of the information set forth in this Section and other Sections of this RFP and should be organized and tabbed appropriately. Unnecessary elaborate brochures or other materials beyond those sufficient to present a complete and effective response to this solution are not desired and may be construed as an indication of the Proposer's lack of cost consciousness. Therefore, elaborate artwork, expensive paper and bindings, etc., are strongly discouraged.

One (1) Original hard copy and six (6) hard copies of the Original of your proposal shall be submitted to the Issuing Department.

Tab 1 - Signed Forms

This Tab should include the following forms and information.

- a. Proposal Form
- b. No Proposal Reply Form (if applicable)
- c. Addendum Acknowledgement Form
- d. Non-Collusion Affidavit Form (Must be Notarized)
- e. Affidavit of Compliance (E-Verify) Form (Must be Notarized)
- f. Vendor Application/W-9 Form

Tab 2 - Executive Summary

This Tab should provide a brief summary of the Proposer's understanding of the Scope of Work presented in this RFP and emphasize any unique aspects or strengths of the Proposal.

Tab 3 - Corporate Overview

This Tab should present an overview of the Proposer's organization and should include the firm's name, address, phone and fax numbers, firm history, email address and phone number of the firm's representative for the Proposal.

Tab 4 - Approach

This Tab should present the Proposer's approach to providing the services specified in this RFP. This Tab should describe the services to be provided, who will provide the services, how the services will be provided, etc. This Tab should include a description of activities, such as the project methodology and timeline for project completion, etc. The Proposer should also include in this Section its plan for managing the work requirements. Most of the proposed responses to the requirements found in Work Requirements, should be included under this Tab.

Tab 5 - Organization and Staffing

This Tab should present the Proposer's proposed organization structure and staffing chart showing specific job classifications, number of employees and full-time equivalent employees by position and reporting relationships. Résumés for all managerial and key personnel should be provided in sufficient detail to be able to determine the nature and depth of each individual's relevant experience. This Tab should also identify any of the required services that the Proposer intends to subcontract, if any, providing for each (i) the reasons for subcontracting, (ii) the proposed subcontractor's responsibilities, and (iii) information identifying proposed subcontractor's name, location, relevant personnel and experience.

Tab 6 - Qualifications and Experience

In this Tab, the Proposer should describe its track record in performing services comparable to those specified in this RFP and other information relevant to making a determination as to the ability of the Proposer to perform these services. This tab should also include a list of all similar work performed by your firm over the past five (5) years. This list should include the name of each client, the client's contact and telephone number, the size and Scope of Work provided, effective dates of the contract(s) with this client, and the annual contract amount.

Tab 7 - Conflict of Interest

In this Tab the Proposer should describe any involvement that your firm, its employees, or its owner(s) have that may constitute a conflict of interest.

EVALUATION AND AWARD CRITERIA

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

Based on the evaluation criteria outlined below, all Proposals will be evaluated and scored by the Evaluation Committee designated by the County of Durham. Written or oral discussions may be requested to resolve issues relating to individual proposals.

1. Evaluation Criteria:

Proposals will be evaluated using the following criteria:

Category	Description	Percentage
1. Project Understanding, Approach, and expected impact.	The applicant has thoroughly demonstrated an understanding of the needs of Durham's homeless population and has clearly stated how the shelter and services offered at the shelter will address the needs of Durham's homeless population(s). The applicant details a practical, innovative, and feasible approach. The applicant details how many people they will serve and the impact they expect from their day shelter and services center proposal.	30
2. Qualifications & Experience	Proposer's qualifications, relevant past performance, and experience with similar work and in providing services to individuals and/or families experiencing homelessness.	20
3. Team Capacity & Availability	Availability of key personnel and ability to meet project timeline. Staffing plan and resource allocation.	25
4. Cost Proposal or Fee Schedule	Overall cost competitiveness. Evaluation will consider price reasonableness and completeness.	15
5. Completeness of Application	Applicant has demonstrated attention to by including all required forms and completing all required sections.	10

Total Possible Percentage: 100%

2. **Award of Contract**

The County reserves the right to award to a single contractor or multiple contractors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals. Price shall be considered but shall not be the sole determining factor. Once the proposals are ranked and the most qualified firm(s) are determined, the County may conduct further negotiations, and/or request presentations from firm(s) to further assist in the clarification of information and selection process.

The County reserves the right to accept or reject, in whole or in part, such proposals as appears in its judgment to be in the best interest of the County.

SCOPE OF WORK

DURHAM COUNTY HOMELESS DAY SHELTER AND SERVICES PROGRAM RFP No. 26-012

This Scope of Work will become an integral part of the contract between the County of Durham and the Contractor. The Contractor hereby agrees to provide services and/or materials to the County pursuant to the provisions set forth below.

- 1.0 **PURPOSE:** The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide a Pilot Day Shelter and Service Center for those experiencing homelessness.
- 2.0 **INVOICE PAYMENT:** Invoices submitted will be paid net 30 days. Invoices shall be forwarded to the County's Designated Representative for review and payment approval.

3.0 **TERMS OF CONTRACT:**

The initial term of the contract is from **Date of Award** through 16 months post award,

4.0 **CANCELLATION OF CONTRACT:** The County of Durham reserves the right to cancel and terminate any resulting contract(s), in part or in whole, without penalty, upon 30 days written notice to the Contractor. Any contract cancellation shall not relieve the Contractor(s) of the obligation to deliver and/or perform services on all outstanding orders issued prior to the effective date of cancellation.

5.0 **COUNTY DESIGNATED REPRESENTATIVE:**

Name: Samantha Smith Phone: (984) 484-4856

Email: samsmith@dconc.gov

6.0 **BACKGROUND**:

Durham County seeks qualified organizations to establish and operate a temporary Day Services Center for individuals experiencing homelessness. This low-barrier facility will provide daytime shelter and comprehensive services to help residents transition to stable housing.

Homelessness in Durham County has increased significantly, with Point-in-Time counts showing growth from 361 individuals in 2019 to 415 in 2024. This increase stems from multiple factors, including supply chain disruptions during the pandemic, population growth, and rising Fair Market Rent that now exceeds \$1,500 per month. These economic pressures have created substantial barriers to housing stability for vulnerable residents.

Durham County invests substantially in homelessness services, through coordinating federal, state, and local funding that helps divert financial costs for food, energy, and childcare, thereby defraying housing costs for those who may otherwise struggle to

maintain stable housing. Current funding also supports mental and physical health services, permanent supportive housing, and resources for emergency shelter. Despite these significant investments by the County and additional programming supported by the City of Durham, a critical gap remains in the community's service continuum. There is currently no space for neighbors experiencing homelessness to access during the day for shelter and services, creating a significant barrier to comprehensive support.

The goals of this contract are as follows:

- 1) Provide a low-barrier place to shelter neighbors experiencing homelessness from the elements during the daytime.
- 2) Provide neighbors experiencing homelessness with connections to services that support exits from homelessness to stable housing, including case management.

7.0 **WORK REQUIREMENTS:**

To accomplish these goals, the County is requesting proposals from organizations that have expertise in providing services to individuals and/or families experiencing homelessness. The priority for this RFP is for the selected organization(s) to provide daytime shelter and services for neighbors experiencing homelessness. Successful proposals will exhibit a thorough understanding of the needs of Durham and its unsheltered community, including stating how the proposed day shelter and proposed services will meet the specific needs of various subpopulations experiencing homelessness in Durham.

Services

The County is seeking proposals that will result in the creation of a temporary day shelter that will provide homeless residents with several key types of services. The first required service component that must be included in any submitted proposal is that the planned day shelter must provide a low barrier¹ space for unhoused neighbors to receive shelter from the elements during the daytime (at minimum for the hours of 8:00am to 6:00pm). In addition to sheltering those experiencing homelessness from the elements, the proposed day shelter must provide opportunities for individuals utilizing the shelter to complete activities essential for maintaining dignity, including laundry, personal hygiene, receiving and sending mail, access to internet, charging stations, and other technology, and connection to case management services.

Beyond providing these services to meet individual basic needs, the County seeks proposals that would also include utilization of the day shelter to connect individuals experiencing homelessness to additional services that will help them exit to stable housing. These services can include strategies to increase income, like employment training or connection to benefits, programming to provide behavioral health supports, resources to help individuals get their IDs and required paperwork for benefits and employment, assistance creating housing plans, and more.

To ensure that the day shelter and the accompanying services are used to the greatest extent possible, proposals must also include strategies to encourage individuals experiencing homelessness to utilize the day shelter instead of alternative locations which do not include targeted services to meet basic needs and connections to broader health or employment services. This may include engaging in community outreach activities, facilitation of transportation, and developing partnerships with referral partners as needed.

¹"Low barrier" here follows the <u>Homeless and Housing Resource Center's definition</u> of a shelter that does not require lengthy applications, identification, or sobriety, and for which referrals are either not required or are done in a way that addresses barriers and promote quick entry into the Day Services Center.

To accomplish this, the County expects that successful proposals will include an outreach and engagement plan and at least one memorandum of understanding outlining a collaboration strategy with other services providers and organizations whose work is intended to benefit those experiencing unsheltered homelessness in Durham.

Location

As part of its proposal, the contractor must identify a location for a temporary Day Services Center that will be easily accessible to those experiencing homelessness, especially for those experiencing homelessness in Downtown Durham. The location identified for the Day Services Center must be suitable to facilitate the services described above, while also limiting transportation challenges or other barriers that could prevent utilization of the day center. Proposals that include difficult to access locations as the site for the proposed Day Services Center will not be scored as highly. Due to the urgent need for this Day Services Center in the community, respondents' identified location must be one that the respondent will be able to secure an agreement to occupy by the start of the contract. While not required for consideration, respondents may include in their proposals a written acknowledgement between the respondent and the owner/operator of a proposed location that an agreement to utilize the site as the temporary day services center may be developed in the event respondent is selected for the contract. Failure to ensure that the space identified under the proposal (or an equivalent location approved by the County) is under lease by the contract start date may result in termination of the contract.

Operation

As noted above, the day center is required to be low-barrier and to operate from at least 8:00am to 6:00pm, three-hundred and sixty-five (365) days per year. The Contractor should have at least one (1) staff member present during all hours of operation of the Day Services Center to manage the center, with other staff, contractors, or community partners present as needed for the provision of planned services. Further, the contractor should ensure appropriate security measures are in place so that Day Services Center clients feel safe and welcomed to the space and programming.

Additional Services or Activities as Appropriate

Submitted proposals may include additional services or costs that respondents feel are necessary for successful implementation of an effective, comprehensive program for daytime service delivery for individuals experiencing homelessness. Any additional services or activities must be solely for the benefit of the target population, and respondents must provide a clear justification for the reasoning behind the inclusion of the additional services and the benefits that such services would provide the target population.

8.0 **SCHEDULES/TIMELINES:**

The project schedule will commence upon Notice to Proceed and is anticipated to be completed within 14–16 months from the date of award.

ATTACHMENTS



PROPOSAL FORM Durham County Homeless Day Shelter and Services Program RFP No. 26-012

In accordance with the attached instructions, terms, conditions, and Scope of Work we submit the following proposal to the County of Durham.

TOTAL PROPOSED COST

(Provide the Total Prop	oosed Cost in writing, as indicated on the line above)
The above Total Proposed (Cost should be based on being awarded the entire project.
I certify that the contents of this pr knowledge all requirements have	roposal are known to no one outside the firm, and to the best of my been complied with.
Date:	Authorized Signature:
	Name
	Title
	Firm Name

Attachment B

NO PROPOSAL REPLY FORM

TO: Durham County
Purchasing Division
201 East Main Street, 7th Floor, Room 703
Durham, NC 27701

PROPOSAL #: RFP No. 26-012

PROPOSAL TITLE: Durham County Homeless Day Shelter and Services Program

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received an invitation, but does not wish to submit a proposal, state their reason(s) below and return to this office. This information will not preclude receipt of future invitations unless you request removal from the Bidders' List by so indicating below, or do not return this form or bona fide proposal.

Unfortunate	ely, we must offer a "No Proposal" at this time because:	
	1. We do not wish to participate in the proposal process.	
	We do not wish to submit a proposal under the terms an Proposal document. Our objections are:	d conditions of the Request for
	3. We do not feel we can be competitive.	
	4. We cannot submit a Proposal because of the marketing of manufacturing company.	or franchising policies of the
	5. We do not wish to sell to the Durham County. Our object	tions are:
	6. We do not sell the items/services on which Proposals are	e requested.
	7. Other:	
FIRM NAME	<u> </u>	DATE
SIGNATURE		PHONE
	We wish to remain on the Bidders' List.	
	We wish to be deleted from the Ridders' List	

Attachment C

ADDENDUM ACKNOWLEDGEMENT Durham County Homeless Day Shelter and Services Program

RFP No. 26-012

	Receipt of the following	Addendum is acknowledged:
	Addendum no	Date
Signature:		Date:
Print Name _		
Title		
Name of Firm_		

NON-COLLUSION AFFIDAVIT

State of NORTH CAROLINA County of DURHAM

		, being first du	ly sworn, depose	s and says that:	
He/She is t the attache	cheed proposal;	of		the Proposer that	has submitted
	ully informed res			nts of the attached F	Proposal and o
Such Propo	osal is genuine and	d is not a collusiv	e or sham Propo	sal;	
employees connived of collusive of been subm directly or other Prop Proposer, of or to secu	or parties of into or agreed, directly or sham Proposal atted or to refrain indirectly, sought boser, firm or pers or to fix any overh re through collus	terest, including or indirectly, we in connection with from bidding in or by agreement or son to fix the price ead, profit or costsion, conspiracy,	this affidavit, ha ith any other Pro th the contract for connection with so collusion or com e or prices in the celement of the P connivance or u	s, owners agents, res in any way colluctoposer, firm or person which the attaches such contract, or has amunication or confect attached Proposal price of any anlawful agreement proposed contract; and any proposed contract; and as in a superior of any and any and any and are proposed contract; and are proposed contrac	ded, conspired, on to submit and Proposal has in any manner, rence with any or of any other other Proposer any advantage
collusion, o	conspiracy, conniv	ance or unlawful	agreement on th	d proper and are not ne part of the Propos est, including this aff	er or any of its
Sig	nature of Proposei			Date	
	State of		County of		
	Subscribed a	and sworn to before	ne thisday of _	20	
AL)	Notary Publi	c			
	My commiss	ion expires			

AFFIDAVIT OF COMPLIANCE

STATE OF NORTH CAROLINA

AFFIDAVIT OF COMPLIANCE

COUNTY OF DURHAM

with N.C. E-Verify Statutes

	(hereinafter the "Affiant"), being duly authorized by and on behalf of (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as
follo	ws:
1.	Contractor understands that <u>E-Verify</u> is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2.	Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3.	Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
	a. YES
	b. NO
4.	Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.
This	day of, 20
Signa	ature of Affiant
Print	t or Type Name:
Sta	ate of
Co	
Sig	gned and sworn to (or affirmed) before me,
th	is the day of, 20
My	gned and sworn to (or affirmed) before me, is the day of, 20 y Commission Expires:
	Notary Public

Attachment F

VENDOR APPLICATION & W-9

Vendor Application and W9 Form | Durham County

(Click link above)