



Current Hope Village (Facing South) 2

Request for Proposal – Operations and Support Services for Micro Shelter Community (Hope Village)

Proposals Due by
August 15, 2025, at Noon



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I. INTRODUCTION:

The City of Longview, Washington, is seeking proposals from qualified organizations to operate and provide supportive services including behavior health resources for a facility on City-owned property. The City's property currently houses Hope Village, a 50-unit micro shelter community built in 2022 to provide shelter and support for unhoused individuals (ex. recently unhoused, chronically unhoused, transitioning out of inpatient treatment). The selected partner will be responsible, through an Agreement with the City of Longview for managing the site, providing services and case management, and assisting residents in transitioning to permanent housing.

GOALS

The goal of Hope Village is to provide transitional housing for unhoused adults 18 years or older who are residents of Cowlitz County and have maintained primary residents within the City of Longview for the preceding two years, with a focus on individuals experiencing severe and persistent behavioral health challenges and/or co-occurring disorders, and with priority given to those actively seeking treatment. The program is designed to offer a safe, structured, and supportive shelter environment that fosters stability and hope.

Through individualized comprehensive case management, access to behavioral health and supportive services, and strong community partnerships, Hope Village aims to assist residents in achieving long-term stability. This includes transitioning into permanent housing, attaining employment or other income sources, and successfully reintegrating into the community as self-sufficient and contributing members.

The City is seeking a partner to continue to operate and to expand Hope Village by providing on-site program operations and supportive services including behavior health resources. The intent of this RPF is to identify a partner positioned to successfully operate this facility, while enhancing the services offered to include licensed behavior support for the residents.

II. BACKGROUND:

Hope Village is a municipally owned facility that is operated through Agreement with a professional operator, which offers individual micro shelters, on-site restrooms, shower and

laundry facilities. It currently follows a Housing First model, ensuring that individuals have stable housing while receiving necessary support services. Residents are required to actively engage in substance use disorder and/or mental health treatment and must adhere to their individualized treatment plans, which may include regular drug testing when applicable.

III. SITE LOCATION:

Hope Village is located at **1451 Alabama Street, Longview, Washington**. The site was strategically selected for its accessibility to public transportation, social services, and healthcare facilities. The location provides a stable and secure environment while ensuring that residents have access to the resources they need to transition into permanent housing. A site tour may be available in advance of the deadline by scheduling with tabitha.hayden@ci.longview.wa.us.

Pre-Proposal Conference: A preproposal conference for all interested participants will be held at Longview City Hall and via Zoom on June 5, 2025, at 2:00 p.m.

IV. SCOPE OF SERVICES:

The outcome of this RFP is to identify a partner to operate Hope Village, while enhancing the facility through supportive and behavioral health services. Applicants shall identify their expertise and experience with the following required services:

1. Facility Management

- Maintain the physical premises, including restrooms, showers, and laundry facilities.
- Ensure compliance with health, safety, and municipal regulations.
- Provide 24/7 on-site management to ensure the safety and security of all residents.
- Develop and enforce house rules and policies that align with the City's objectives for Hope Village.

2. Resident Services

- **Verify residents of Cowlitz County and have maintained primary residents within the City of Longview for the preceding two years.**
- Enforce eligibility criteria: No residents under 18; only one resident per unit.
- Conduct regular drug testing and require treatment participation as necessary.
- Provide comprehensive case management, including mental health services, addiction recovery programs, job training, and housing navigation services.

- Develop individualized plans for residents aimed at securing permanent housing within a set timeline.
- Establish partnerships with healthcare providers, employment agencies, and social service organizations to support residents to provide continuity and to provide choice of service.
- The provider will be required to input client-level data, program services/activities, unduplicated number of individual assisted, and program outcomes in the Homeless Management Information System (HMIS).

3. Financial Sustainability

- Operate the facility as efficiently as possible, billing for services and reducing financial dependence on the City of Longview with the goal to be financially self-sustaining.
- Bill insurance and Medicaid for eligible services.
- Seek additional funding opportunities, including grants and private partnerships, to ensure financial stability.
- Maintain transparent financial records and submit regular financial reports to the City.

4. Community Engagement & Reporting

- Work collaboratively with community organizations, law enforcement, and service providers to ensure a holistic approach to homelessness intervention.
- Provide detailed reports on resident progress, service utilization, and program outcomes.
- Facilitate positive community relations.

5. Good Neighbor Program

- Establish and implement a comprehensive Good Neighbor Program to maintain positive relationships with surrounding residents and businesses.
- Develop a clear communication plan to respond to concerns raised by neighbors and the community.
- Host regular meetings with local stakeholders to discuss program updates, address issues, and improve community engagement.
- Ensure that staff and residents are educated on neighborhood expectations, noise control, property upkeep, and respectful conduct.
- Work proactively with law enforcement and community groups to maintain safety and mitigate any negative impacts on the surrounding area.

6. Maintaining a Safe and Clean Environment

- Ensure that the facility remains clean, well-maintained, and free from hazardous conditions.
- Implement regular cleaning schedules for shared spaces such as restrooms, showers, and laundry facilities.
- Provide on-site security/safety measures to protect residents, staff, and visitors 24 hours per day year-round.
- Establish clear policies and procedures for managing conflicts, safety concerns, and emergency situations.
- Foster a culture of respect, responsibility, and community among residents and staff to maintain a safe and supportive living environment.

7. Behavioral Health Agency Requirement

- The selected operator must become a licensed behavioral health agency within six months of selection. ([How to become a BHA](#))
- Develop and implement behavioral health services, including mental health counseling, substance use treatment, and crisis intervention.
- Ensure staff are appropriately credentialed and trained to provide behavioral health services.
- Establish partnerships with local behavioral health providers to enhance service offerings and choice for resident

8. Adherence to Best Practices for Recovery Housing

- The selected operator must follow the best practices for recovery housing as outlined by the **Substance Abuse and Mental Health Services Administration (SAMHSA)**.
- Ensure that recovery support services align with SAMHSA's four dimensions of recovery: **Health, Home, Purpose, and Community**.
- Implement policies that foster a supportive, structured, and drug-free living environment.
- Provide peer support, mentorship, and community-building activities to encourage sustained recovery.
- Maintain data collection and outcome tracking to measure the effectiveness of recovery-oriented services.

V. PROPOSAL REQUIREMENTS:

Interested organizations must submit proposals that address the Applicant's expertise and experience with the aforementioned scope of work and include:

1. Organizational Overview

- History and mission of the organization.
- Experience in operating similar facilities.
- Organizational capacity and staffing expertise relevant to managing transitional housing programs.

2. Operational Plan

- Staffing plan and organizational structure.
- Transition plan from current operator.
- Food / meal plan.
- Proposed approach to case management and housing placement.
- Plan for drug testing and treatment facilitation.
- Security and safety measures to be implemented.
- Proposed policies and procedures for resident accountability and engagement.
- Intake plan (warrant search, background check, drug test, HMIS).

3. Financial Plan

- Budget for operation.
- Revenue sources, including insurance and Medicaid billing capabilities.
- Long-term financial sustainability strategy.
- Cost containment strategies to optimize program efficiency.

4. Compliance & Reporting

- Strategies to meet regulatory requirements.
- Data tracking and reporting methods to measure success.
- Metrics for evaluating resident progress and program effectiveness.

5. Responsibilities

- City will be responsible for any facility maintenance over \$500.
- Proposer will be responsible for ongoing utility costs currently \$37,600

VI. SUBMISSION INSTRUCTIONS:

Proposal Deadline: August 15, 2025, by Noon

Submission Format: Digital submission via email to quotes@mylongview.com, physical copies mailed to P.O. Box 128 Longview, Washington 98632 (mail shall be received by August 14, 2025, to meet the aforementioned deadline), or hand delivered to City Executive Office, second floor Longview City Hall.

Contact Information: For inquiries, contact tabitha.hayden@ci.longview.wa.us.

VII. SELECTION CRITERIA & SCORING:

Proposals will be evaluated based on the following criteria:

1. Experience and Qualifications (25 points)

- Demonstrated experience operating transitional housing or similar facilities.
- Expertise in case management and supportive services.
- Success in securing long-term housing for previously unhoused individuals.

2. Operational Plan (20 points)

- Clarity and feasibility of the proposed operational strategy.
- Effectiveness of the staffing model.
- Strength of policies and procedures to ensure resident accountability and progress.

3. Financial Sustainability (25 points)

- Strength of financial plan, including sustainability strategies.
- Demonstrated ability to bill insurance and Medicaid.
- Capacity to secure additional funding sources.

4. Compliance & Reporting (15 points)

- Ability to meet regulatory requirements.
- Clear and comprehensive data tracking and reporting methodology.
- Strategies for measuring program success and resident outcomes.

5. Community Engagement & Collaboration (15 points)

- Strength of partnerships with healthcare providers, job training organizations, and social services.
- Strategies for community outreach and engagement.
- Plan to address potential neighborhood concerns proactively.

Total Possible Score: 100 Points

VIII. CONTRACT:

The contract for this project will consist of this Request for Proposals document, the specification documents and any associated exhibits or documents, the proposer's response with all required forms, addenda, any negotiated terms and conditions.

IX. CALENDAR OF EVENTS:

This calendar is subject to change at the sole discretion of City of Longview. All attempts will be made to adhere to this calendar however circumstances may require modification of dates and/or times.

Calendar of Events

Event	Date
RFP Published	May 15, 2025
Pre-Proposal Conference	June 5, 2025
Written question/request for clarification deadline	June 20, 2025, at Noon Questions submitted later will not be considered.
City of Longview responses to questions/clarifications posted on website	July 12, 2025
Proposals due	August 15, 2025, at Noon Late proposals will not be accepted.
Opening of sealed proposals	August 15, 2025, at 2 pm
Proposal Evaluations Completed by	August 30, 2025
Contract Award Date	TBD, no later than October 1, 2025
Contract Start Date	TBD, no later than January 1, 2026

X. RIGHT OF REJECTION:

City of Longview, through its duly authorized agents, reserves the right to reject any or all proposals, any portion of a proposal, waive all technicalities, and to accept the proposal considered most advantageous to City of Longview following final negotiations, evaluations and reviews. City of Longview does not warrant or guarantee that a contract will be awarded as a result of this Request for Proposal.

XI. CONTACT PERSON:

1. The City of Longview Contract Administrator will act as the City representative in the issuance and administration of this RFP and contract, and shall issue and receive all documents, notices, and correspondence pertaining to this RFP. Such documents, notices, and correspondence not issued by or received by the Contract Administrator shall be null and void.
2. Questions related to this Request for Proposal shall be delivered in writing (email, postal delivery, or hand delivered) to the Contract Administrator. Final date for questions is listed in the Calendar of Events. No questions will be accepted over the phone and no other City of Longview representative is authorized to interpret any portion of this RFP.
3. All questions received by the Contract Administrator will be researched and responded to on the date listed in the Calendar of Events and posted on the City of Longview website.
4. No verbal or written information, which is obtained other than through this Request for Proposals or its addenda, shall be binding upon City of Longview. Proposers are expected to raise any questions, exceptions or additions they have concerning this document as soon as possible during the RFP process.

XII. CONFIDENTIALITY/NON-DISCLOSURE:

1. It is the intent of the City that all proposals received will remain sealed and confidential until reviewed by the Proposal Evaluating Committee.
2. Once reviewed, no information submitted as part of this RFP process shall be considered proprietary or confidential.
3. By submitting a proposal, vendors acknowledge that the City may be required under the law to make its records available for public inspection at any time during or after this RFP process. All vendors acknowledge and agree that the City will have no obligation or any liability to the vendor if the City discloses submitted materials.

XIII. ERRORS OR OMISSIONS:

1. If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this bid, the vendor should immediately notify the above-named individual of such error and request modification or clarification of the RFP document.
2. City of Longview reserves the right to permit cure of, or waive as an informality, any irregularities or technicalities contained in any proposal submitted, at the sole discretion of City of Longview provided such waiver does not substantially change the offer or provide a competitive advantage to any other vendor. Contracts will be awarded in the best interests of City of Longview.

XIV. ADDENDA:

Changes to this RFP will be made only by formal, written addendum issued by City of Longview's Public Works Director and posted on the City of Longview website. All addenda issued as part of this RFP shall become part of the specifications of this RFP and will be made part of the contract. It is the vendor's responsibility to check and assure receipt of all addenda.

XV. RFP PREPARATION EXPENSE:

City of Longview shall not be liable for any expense incurred in replying to any request for proposal or invitation to bid.

XVI. CITY RFP NOTICE OF RIGHTS:

City of reserves the following rights to:

1. Conduct pre-award discussion and/or pre-award/contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award; conduct personal interviews or require presentations of any or all proposers prior to selection; and make investigations of the qualifications of proposers as it deems appropriate, including but not limited to a background investigation conducted by the City or its agents.
2. Request that proposer(s) modify its proposal to more fully meet the needs of the City or to furnish additional information as the City may reasonably require.

3. Accord fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. Such revisions may be permitted after submission of proposals and prior to award.
4. Process the selection of the successful proposer without further discussion.

XVII. INDEMNITY AND INSURANCE REQUIREMENTS:

1. Upon execution of a contract, contractor agrees to indemnify, hold harmless and defend City of Longview, its officers, officials, volunteers, and employees from all liability including claims, demands, losses, costs, damages and expenses of every kind and description or damage to persons or property arising out of or in connection with or occurring during the course of this agreement where such liability is founded upon or occurring out of the acts or omissions of the contractor, its agents or employees.
2. Contractor agrees to protect itself and City under the Indemnity Agreement set forth in the above paragraph. Contractor will at all times during the term of this contract keep in force and effect commercial general liability, professional liability, automobile liability, worker's compensation insurance policies issued by a company or companies rated A-VII or better by AM Best and authorized to do business in the State of Washington with the following minimum limits of coverage:
3. General Liability
 - \$2,000,000 each occurrence
 - \$2,000,000 general aggregate
 - \$2,000,000 products and completed operations

There shall be no exclusion for abuse or molestation

4. Auto Liability Insurance
 - \$1,000,000 Combined Single Limit for bodily injury and property damage per accident
5. Excess or Umbrella Liability Insurance on a following form basis
 - \$4,000,000 each occurrence
 - \$4,000,000 aggregate
 - Any combination of underlying coverage and umbrella equaling \$5,000,000 shall be acceptable
 - There shall be no exclusion for abuse or molestation
 - The City of Longview shall be named as an additional insured on the Contractor's Excess or Umbrella Liability insurance policy
6. Workers' Compensation Statutory Limits plus: coverage as required by the Industrial Insurance laws of the State of Washington

7. Professional Liability
 - \$1,000,000 each occurrence
8. The Contractor shall furnish the City of Longview with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsements, evidencing the insurance requirements of the Contractor before commencement of the work. Upon request by the City of Longview, the Contractor shall furnish certified copies of all required insurance policies, including endorsements, required in this Contract and evidence of all subcontractors' coverage.
9. The Contractor shall provide the Public Entity and all Additional Insureds for this work with written notice of any policy cancellation within two business days of their receipt of such notice. Failure on the part of the Contractor to maintain the insurance as required shall constitute a material breach of contract, upon which the City of Longview may, after giving five business days' notice to the Contractor to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City of Longview demand, or at the sole discretion of the City of Longview, offset against funds due the Contractor from the City of Longview.

XVIII. AUDIT REQUIREMENTS:

Unless waived by City of Longview, contractors must submit an annual audit to City of Longview if the total amount of annual funding provided by City (from any and all of its divisions taken collectively) for all contracts is \$100,000 or more. At the City's discretion the Contractor may be required to provide an independent annual audit.

XIX. CITY OF LONGVIEW STANDARD TERMS AND CONDITIONS:

- Proposer must agree to comply with the following terms and conditions:
- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in City of Longview Purchasing Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal and caregiver background checks for staff
- Drug screening, driver's license checks and reference checks
- Fair Labor Standards Act

- Recognize that authorization for services is approved by City of Longview

XX. CLOSING STATEMENT:

The City of Longview is committed to supporting innovative and sustainable solutions to chronic homelessness. We seek a dedicated and experienced partner who will ensure that Hope Village operates as a safe, stable, and effective housing community that promotes long-term recovery and independence. We look forward to receiving thoughtful and comprehensive proposals that align with the mission and vision of Hope Village.

Issued by:

City of Longview, Washington



Hope Village Micro Shelters

APPENDIX A: HOPE VILLAGE LAYOUT



Hope Village Layout