



# Temporary Emergency Housing Facility Operator(s)

*RFP Pre-Proposal Information Meeting*

July 10, 2025

# Parks, Recreation and Community Services Department

## *Homeless Services Division*

➤ The Homeless Services Division was created on June 6, 2022, with the onboarding of the City of Tracy's first Homeless Services Manager, Virginia Carney.

- **Parks, Recreation and Community Services Director- Brian MacDonald**
  - Email: [Brian.Macdonald@cityoftracy.org](mailto:Brian.Macdonald@cityoftracy.org)
  - Phone: 209-831-6233
- **Homeless Services Manager-Virginia Carney**
  - Email: [Virginia.Carney@cityoftracy.org](mailto:Virginia.Carney@cityoftracy.org)
  - Phone: 209-831-6119
- **Administrative Technician- Flor Robles**
  - Email: [Flor.Robles@cityoftracy.org](mailto:Flor.Robles@cityoftracy.org)
  - Phone: 209-831-6123

# Tracy Homelessness Advisory Committee

- Established by City Council Resolution 2021-033 on March 16, 2021
- The Tracy Homelessness Advisory Committee (THAC) is comprised of two seated Tracy City Council Members.

COMMITTEE MEMBERS	APPOINTMENT DATE	TERM EXPIRATION
Steve Abercrombie, Mayor Pro Tem	January 7, 2025	January 2026
Mateo Bedolla, Council Member	January 7, 2025	January 2026

➤ **Next Special THAC Meeting:**

**Date/Time:** Tuesday, August 26<sup>th</sup> at TBD

**Location:** City Hall, 333 Civic Center Dr., Tracy, CA 95376



# Temporary Emergency Housing Facility





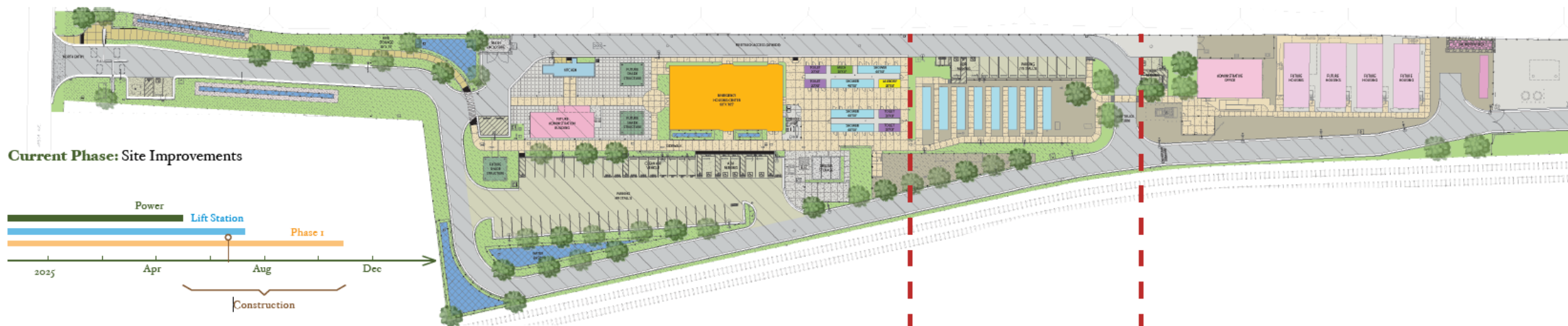
# CITY OF TRACY TEMPORARY EMERGENCY HOUSING PROJECT

370 W Arbor Ave, Tracy, CA

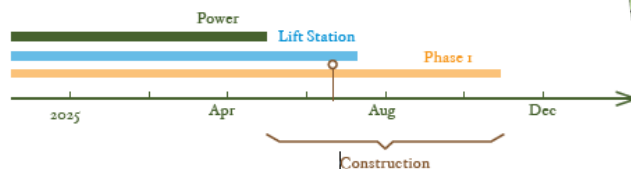
Date: May 22, 2025



Phasing - Bed Capacity



Current Phase: Site Improvements



**PHASE I & II**  
Site Improvements  
Congregate Housing & Administrative Offices

**~70 BEDS**

Phase 1 will provide a Sprung Structure with temporary bed space for up to 70 individuals along with access to restrooms, showers and a laundry room facility. This construction project was completed over multiple phases, which included Site Preparation (preparation of earthwork, demolition of existing infrastructure and placement of major utilities), Power Installation (providing permanent electrical switchboards and site power to replace temporary generator power), Lift Station Installation (providing onsite sanitary sewer lift station to serve Sprung Structure and restrooms), and Site Improvements (the overall construction project providing additional site utilities, fencing, pavement surfaces and complete facilities). Construction on Site Improvements began in November 2024 and is set to be completed by December 2025. A modular administration building will be provided for additional case management and administrative office space after the main construction project is completed.

**PHASE IV**  
Shipping  
Container Dorms  
(Single Person Rooms)

**~39 BEDS**

Phase 4 of the Temporary Emergency Housing Facility includes eight shipping container dormitory units that can accommodate up to 39 additional individuals.

Additional restroom and shower space will be included adjacent to the Phase 2 restrooms and showers.

**PHASE III**  
Expansion with  
Individual Modular Units

**~48 BEDS**

Phase 3 of the project provides four modular dormitory units, providing space for up to 48 individuals.

An additional modular administration structure is located adjacent to modular dormitories and allow a base for City and shelter operations.



# Temporary Emergency Housing Facility (TEHF) Shelter Site - Campus Concept

## *Construction Update*



- Phase I - Site Preparation & Underground Utilities - Completed in August 2022
- Phase II - Site Improvements & Sprung Structure – Construction started in Summer of 2024 and is set to complete in 2025 – Navigation Center
- Phase III - Modulares – Opened as the very first shelter phase in November of 2022 with 48 Beds in Operation
- Phase IV - Custom Containers – Eight Custom Container Dormitory Units in service as of December 21, 2023, Providing 39 Additional Low Barrier Shelter Beds



# Current Program Model – Phase III and Phase IV



Phase III-Modular units with 48 beds, multi use, flexible with shelter needs

Low barrier non-congregate living spaces

Phase IV-Custom container dorms with 39 beds, multi-use, flexible with shelter needs

Housing first model through individualized housing stability plan



On site case management support for the duration of shelter stay

Access to on site laundry services 3 day a week

3 meals a day and snacks provided

Bus passes provided for City transportation

On site pet support from animal services and volunteer organizations

Connections to other partner agencies and outside resources





# RFP Shelter Components:

Under this RFP, qualified operator(s) will manage two programs at the same city site.

**Program 1:** Recuperative care services in the non-congregate are of the campus.

**Program 2:** Low barrier emergency shelter housed in the congregate sprung structure area which will include oversight of a commercial kitchen.

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- Operate the entire site (a total of 150 beds) as a recuperative care, housing navigation services, emergency shelter, and interim housing project.
  - Phase IV- 39 units of custom container space currently utilized as non-congregate individual units and will be operated and utilized for Behavioral Health Services supportive beds managed through Behavioral Health.
  - Phase II- Navigation Center- 70 individuals (35 with no bunk beds) in a congregate type dormitory setting with the ability to have support services and partners imbedded into the program.
  - Phase III- 48 beds in a non-congregate type setting to serve adults without custody of minor children (defined as individuals who have no fixed, regular, and adequate nighttime residence) recuperative care services while they are recovering from acute medical conditions, but generally for a time period not to exceed 6 months.
- Services provided will include the capacity to provide recuperative care and other Community Supports (CS) services, in alignment with the California Department of Health Care Services (DHCS) Community Support Policy Guide: housing navigation, housing deposit, tenancy and sustaining services, transitional rent, recuperative care and short-term hospitalization housing.
- Housing focused shelter services, including case management, meals, transportation, referrals to state-licensed behavioral health services, social services, showers, pet support, security and laundry services.
- Coordinate a range of on-site programs and services for residents in partnership with local and regional qualified operators.





# Key Dates

## Updated Key Dates- tentative timeline

\* All dates and times are tentative and subject to change

RFP Release Date	June 26, 2025
RFP Pre-Proposal Meeting (Virtual and In-Person Option-please see information below)	July 10, 2025, 6:00 PM (PT)
Deadline for RFP questions	July 18, 2025, 5:00 PM (PT)
Proposal Deadline	August 12, 2025, :00 PM (PT)
Interview Dates	Week of August 25th
Anticipated THAC approval	September 18 <sup>th</sup> THAC approval
Anticipated City Council Contract Award	October 7 <sup>th</sup> , 2025
Contract execution, and related required documentation	October 8 <sup>th</sup> -30th
Anticipated Contract start date	Contingent on negotiations but no earlier than November 1, 2025

RFP available on City website-

[www.cityoftracy.org/government/rfp-notice](http://www.cityoftracy.org/government/rfp-notice)

- All inquiries and/or questions shall be submitted in writing to Virginia Carney, at [virginia.carney@cityoftracy.org](mailto:virginia.carney@cityoftracy.org) , **no later than 5:00 P.M on Friday, July 18, 2025**
- Submit proposals to the Parks, Recreation and Community Service, 1<sup>st</sup> floor of City Hall
- Proposals will be time stamped
- Two (2) hard copies of complete proposal and electronic copy on USB or disc drive
- **Proposals must be received by 5:00 P.M. on Tuesday, August 12<sup>th</sup>, 2025**

# General Information

- Introduction (page 4-6)
- Pre-requisites (page 6-7)
- Submittal Requirements (page 11-12)
- Attachment A- Application (page 12-18)
- Exhibit A- Scope of Services (page 31-38)
- Management, Operations, and Public Safety Plan will be developed with the selected Operator(s) and the City
  - Sample Management, Operations and Public Safety Plan (page 39)



# Introduction

The City of Tracy (City) is announcing a Request for Proposals (RFP) to solicit applications from private entities and/or nonprofit organizations to operate a year-round 24/7 congregate and non-congregate, low-barrier Temporary Emergency Housing Facility and Navigation Center for individuals experiencing homelessness in Tracy. **This application is for a qualified operator, who has the capacity to run a shelter program for unsheltered individuals that includes a recuperative care component. This request is specific to oversight of the facilities/units and 24/7 care of individuals in the onsite program(s). Services provided will include the capacity to provide recuperative care and other Community Supports (CS) services, in alignment with the California Department of Health Care Services (DHCS) Community Support Policy Guide: housing navigation housing deposit, tenancy and sustaining services, transitional rent, recuperative care and short-term hospitalization housing.**

The City of Tracy **prefers to contract with a single organization capable of delivering high quality of services for both components** but will also evaluate one joint proposal from organizations (lead and partner agencies) delivering both programs jointly, each under separate agreements. The [Temporary Emergency Housing Facility](#) (shelter) will assist people experiencing homelessness develop a pathway towards permanent housing, healthcare, and stability. Proposed onsite services include, but are not limited to, transportation, case management, referrals to state-licensed behavioral health services, social services, meals, showers, laundry service, 24/7 staffing, pet support, and security.

**Under this RFP, qualified operator(s) will manage two programs at the same city site.**

Program 1: Recuperative care services in the non-congregate area of the campus.

Program 2: Low barrier emergency shelter housed in the congregate sprung structure area which will include oversight of a commercial kitchen.

A low barrier shelter aims to provide immediate access to shelter space for people experiencing homelessness while reducing barriers for those who might not otherwise accept assistance. This will be the focus of the Navigation Center which means that a person will not be denied access to the shelter due to mental illness, substance abuse or for having a pet or personal belongings in their possession. However, low barrier does not mean there are no rules or boundaries at the shelter. Guests will be expected to agree to and abide by a code of conduct that respects and ensures the safety of all guests, staff, shelter facilities, and the surrounding community.

# Pre-requisites

Proposals will only be considered from organizations that meet the following prerequisites:

- Be a qualified private or public nonprofit organization currently engaged in providing homeless services and successfully managing homeless service centers.
- Have a minimum of three (3) consecutive years of successfully managing and operating homeless programs and delivering relevant services of a similar type and scope as described in the Scope of Work (Exhibit A) and Sample Center Management, Operations and Public Safety Plan (Exhibit B).
- Have not filed for bankruptcy under any business name over the past five (5) years.
- Have the current organizational experience and staff capacity to operate a new non-congregate/congregate emergency shelter.
- ServSafe certification for all delegated kitchen staff.
- Key personnel shall hold an appropriate license for the case management services offered prior to signing any Agreement for the operation of the shelter.
- Current registration with the California Secretary of State, Department of Industrial Relations, and other required agencies as the City deems necessary.
- The Qualified operator shall be able to perform all the requirements as outlined in the Scope of Work attached as Exhibit A to the Sample Agreement, which is Exhibit C to this RFP.



# Submittal Requirements

## **Application Content**

Applicants are to complete the application form provided in Attachment A. In addition to the completed application, the following attachments are required:

- Proposed line-item annual budget (sample provided in Attachment B).
- If Qualified operator(s) is a nonprofit organization, proof of non-profit status is required and can be submitted via a determination letter from State Franchise Tax Board or Federal Internal Revenue Service confirming nonprofit status.
- Copy of organization's recent audited financial statement.
- Copy of organization's most recent balance sheet.
- Copy of organizational chart including key staffing for the shelter.
- Copy of most recent Federal Form 990
- Letters of endorsement from qualified operator partners or contracted agencies.
- For questions requiring a narrative response, use the following format:
  - Page size 8.5" x 11"
  - 1" margins on all sides
  - 12-point font (Arial)
  - Number pages
  - Label responses to the corresponding question
  - Limit responses to 450 words or less

# Application



CITY OF TRACY

TEMPORARY EMERGENCY HOUSING FACILITY

REQUEST FOR PROPOSAL APPLICATION

## ATTACHMENT A APPLICATION

### Qualified operator(s) Information

1. Name of Entity or Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

2. Mailing Address (if different from above): \_\_\_\_\_

3. Executive Director/CEO: \_\_\_\_\_ E-mail: \_\_\_\_\_

4. Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

5. Contact Person: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Qualifications

Please select the category that best represents your organization:

- ☐ Non-Profit Organization    ☐ Community Development Housing Organization (CHDO)  
☐ Public Agency    ☐ For-Profit Organization  
☐ Faith-Based Organization <sup>1</sup>

<sup>1</sup>Generally, a faith-based organization was founded or is inspired by faith or religion. Such organizations often choose to demonstrate that faith by carrying out one or more activities that assist persons who are less fortunate.

1. Describe the history and mission of your organization, specifically the types of services/activities/projects that your organization provides as they relate to benefiting homeless individuals.



# Scope of Services

## Exhibit A

### Scope of Services Requirements

1. 24/7 site management, including staffing for operations, security, and property management. Oversees daily 24/7 facility operations and maintenance.
2. Ability to accommodate pets and establish a pet policy for the shelter site.
3. Development and implementation of site rules and procedures. Rules shall be based on preventing conduct that harms others' health and safety and consider COVID-safe protocols.
4. Provide Site User Violations/Grievance Process and Procedures that includes:
  - Notice with specific information explaining misconduct and how it violated site rules.
  - Grievance process & meeting with site user; Reasonable Accommodation Process.
  - Just-cause required; and Referral to appropriate service/shelter alternatives if resident must leave.
5. Outreach to and coordination with other qualified operators from the County, local non-profit providers, hospitals/clinics, and other organizations to facilitate connections to services provided by those entities. County services may include but are not limited to housing navigation, mental health services, crisis intervention and benefit navigation.
6. Coordination with the community to address issues that arise in nearby areas.
7. Coordination with City outreach team to provide cohesive transition from unsheltered locations to the shelter.
8. Coordination with other qualified onsite operator(s) from the County, local non-profit providers, hospitals/clinics, and other organizations to foster positive relationships and address potential issues collaboratively. This includes respecting each other's space and establishing clear communication channels for resolving concerns.
9. Provide a "Good Neighbor Policy" that includes:
  - Notice with specific information detailing key elements of a Good Neighbor Policy between onsite providers that includes respecting boundaries, cleanliness and maintenance, communication and collaboration, conflict resolution, shared goals and resources, emergency procedures and establishing a clear process for addressing and resolving issues and escalating concerns.
10. Security to include the prohibition of narcotics, alcohol, weapons of any kind, and other potentially dangerous materials (such as propane canisters, propane lighters, kerosene lanterns, etc.). Prescription medications must be inventoried. Narcotics and alcohol use is not permitted at the site. A Narcan policy must be established and implemented.

11. Intake of persons entering site in coordination with outreach team, including demographic information for HUD and HMIS reporting purposes.
12. Provide three meals daily to all shelter guests in a commercial kitchen setting. Ensure appropriate licenses and certifications are obtained from County agencies or subcontracted qualified operators to operate kitchen facilities and/or to handle food preparation and/or meal delivery.
13. Provide onsite volunteer coordinator to manage and organize client services and communications with outside qualified operators to schedule events and/or day services for clients at the shelter.
14. Day support services to include but are not limited to; substance use disorder education/support groups, mental health education/support groups, trauma education/support groups, resume building, domestic violence classes/support groups, AA/NA groups, celebrate recovery, workforce development, adult school/general education classes and life skills. All classes need be conducted by licensed professionals in their area of expertise. A weekly calendar will be provided to shelter guests and City staff.
15. Adoption of a City designated case management plan to ensure ongoing case management support at the shelter site. Qualified operator(s) will provide ongoing case management services on an individual basis to ensure residents receive the appropriate services and support. This includes life skills, workforce resources and educational support.
16. Housing navigation support to be imbedded into the shelter program. This shelter is a required Housing First model shelter program.
17. Provide reports of performance measurements and metrics of the shelter's daily activity and progress to the City as requested.
18. Transportation to other qualified operator appointments as needed.
19. The City will apply to the Cal Aim Initiative program as the qualified operator(s) with the incoming qualified operator(s) supporting as the implementor of the program once application is approved.
20. Participate in all San Joaquin Continuum of Care board meetings and applicable sub-committee meetings.

# Scope of Services

## Exhibit A (continued)



# Scope of Services

## Exhibit A (continued)

21. Keep up to date all client records on site and ensure that they are in accordance with all requests made by the City. City staff will conduct an initial file review within the first 90 days of operations and a mid-year file review to follow up on any issues found in the initial review. Ongoing file and site review will be conducted on a yearly basis with follow ups as needed.
  22. The City will pursue funding opportunities and/or partnerships to support shelter operations with ongoing assistance from the qualified operator(s).
  23. Knowledge of recuperative care, Behavioral health programs to support implementation of additional programs at shelter site is required.
  24. The qualified operator(s) is required to adhere to DHCS CS policy guide.
  25. Clinical model (including scope of care), on-site or coordinated medical support, and staffing qualified to manage recuperative needs.
  26. Detailed model for housing assessments, placement, documentation support, and follow-up services, with dedicated trained staff.
  27. Demonstrated capability to bill MCPs or public payers, including EDI setup, coding knowledge, and past billing success.
  28. Readiness to bill Housing Navigation under Community Supports, including familiarity with MCP billing policies and documentation protocols.
  29. MOUs or working relationships with hospitals, health plans, BH providers, CoC, and housing agencies.
  30. Approach to serving BIPOC, LGBTQ+, justice-involved, and other vulnerable populations, including trauma-informed and inclusive practices.
  31. Qualified operator(s) are required to respond to all requests and inquiries as outlined in the agreement, including regular, urgent and emergent needs related to the service provision.
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- ❖ The Qualified operator shall operate a year-round, nonfaith-based, temporary emergency shelter for up to 150 adults (Phase II, Phase III, and Phase IV of the project), providing shelter 365 days a year, 24 hours a day, 7 days a week. In addition, the qualified operator will coordinate a range of on-site programs and services for clients in partnership with local and regional qualified operators.

# QUESTIONS