



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: *May 20, 2025*

DATE: April 21, 2025

TO: Board of County Commissioners

FROM: Ryan Gustafson, Director, Human Services Agency
(775) 785-8600, rgustafson@washoecounty.gov

THROUGH: Kate Thomas, Assistant County Manager

SUBJECT: Recommendation to award a contract resulting from Request For Proposal (RFP) 3265-24 for Our Place Operator to the most responsive and responsible bidder, Volunteers of America, Northern California and Northern Nevada (VOA). Our Place is an outcome-based shelter providing case management and peer lead wrap around services focused on long-term housing solutions for families and women who are experiencing homelessness. Under this contract, VOA will provide staffing, program management and administrative oversight for the Our Place campus. The contract will be awarded for a transitional term of two weeks in an amount not to exceed [\$75,000] for the period of June 16, 2025 to June 30, 2025 and an initial term of twenty-four (24) months in an amount not to exceed [\$3,987,879] for the period of July 1, 2025 to June 30, 2026 and [\$4,127,455] for the period of July 1, 2026 to June 30, 2027, with the provision for up to three (3), one (1) year renewals; and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement. (All Commission Districts) FOR POSSIBLE ACTION

SUMMARY

The Human Services Agency (HSA) is requesting to award Request For Proposal (RFP) 3265-24 for Our Place Operator to the most responsive and responsible bidder, Volunteers of America, Northern California and Northern Nevada (VOA), for a transitional term of two weeks in an amount not to exceed [\$75,000] for the period of June 16, 2025 to June 30, 2025 and an initial term of twenty-four (24) months in an amount not to exceed [\$3,987,879] for the period of July 1, 2025 to June 30, 2026 and [\$4,127,455] for the period of July 1, 2026 to June 30, 2027, with the provision for up to three (3), one (1) year renewals; and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement.

Washoe County Strategic Objective supported by this item: Vulnerable Populations

AGENDA ITEM # _____

PREVIOUS ACTION

There is no previous action for RFP 3265-24.

However, the Board previously approved and awarded an agreement for operator services at the Our Place campus under RFP 3130-20 via agenda item 10 (TMP3925) on March 31, 2020. The agreement allowed for up to five years of service through annual renewals. The contract life for RFP 3130-20 was coming to an end in June 2025, therefore HSA collaborated with the office of the Purchasing and Contracts Manager to release a new procurement for services via RFP 3265-24.

Other relevant previous action:

On December 14, 2021, the Board authorized Human Services Agency (HSA) Contractors and hired temporary service employees to drive Washoe County vehicles to conduct Washoe County HSA business activities.

BACKGROUND

Our Place is a housing focused shelter designed to create a safe and stable environment where women and families who are experiencing homelessness can be connected with services and placed into permanent housing. In 2023, Our Place moved into the Washoe County Housing and Homeless Services (WCHHS) Division, within the Department of Washoe County Human Services Agency.

Our Place Emergency Shelter is a 20-acre campus which includes Contractor staff in the following buildings:

- Welcome/Intake Center
- Four (4) family homes
- Women's Hope Home
- Women's JOY (Just Older Youth) Senior Home
- Women's Shelter
- Dining Hall
- Clothing Boutique

In total, Our Place provides temporary emergency shelter for approximately 138 women, 38 families, 20 senior women, and all their animal companions. During the winter months there are additional beds added for overflow, for an additional 24 women in the women's shelter.

The Human Services Agency is seeking approval to establish an agreement with Volunteers of America, Northern Nevada and Northern California (VOA) to serve as the Operator of the Our Place. Request for Proposal 3265-24 was released on November 20, 2024 and two responses were received. Of the two respondents, VOA's bid was found to be both comprehensive and consistent with currently established levels of service. As a result, it was determined to be the most responsive and responsible bidder, based on the RFP's evaluation factors, as determined by a committee of subject matter experts.

FISCAL IMPACT

Should the Board approve this agreement there will be no additional impact to the FY25 and FY26 Human Services Agency, Homelessness Fund (F223) adopted budget as there is sufficient authority in cost center 223230 (HSA Our Place) and 223260 (HSA TADS) in General Ledger 710100 (Professional Services).

RECOMMENDATION

Recommendation to award Request For Proposal (RFP) 3265-24 for Our Place Operator to the most responsive and responsible bidder, Volunteers of America, Northern California and Northern Nevada (VOA), for a transitional term of two weeks in an amount not to exceed [\$75,000] for the period of June 16, 2025 to June 30, 2025 and an initial term of twenty-four (24) months in an amount not to exceed [\$3,987,879] for the period of July 1, 2025 to June 30, 2026 and [\$4,127,455] for the period of July 1, 2026 to June 30, 2027, with the provision for up to three (3), one (1) year renewals; and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement..

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be:
"Recommendation to award Request For Proposal (RFP) 3265-24 for Our Place Operator to the most responsive and responsible bidder, Volunteers of America, Northern California and Northern Nevada (VOA), for a transitional term of two weeks in an amount not to exceed [\$75,000] for the period of June 16, 2025 to June 30, 2025 and an initial term of twenty-four (24) months in an amount not to exceed [\$3,987,879] for the period of July 1, 2025 to June 30, 2026 and [\$4,127,455] for the period of July 1, 2026 to June 30, 2027, with the provision for up to three (3), one (1) year renewals; and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement."