



REQUEST FOR PROPOSALS (RFP)

Street Outreach Bicycle Operator Services

Santa Rosa County, Florida

Issued by: **Opening Doors Northwest Florida (CoC FL-511 Lead Agency)**

1. Introduction

Opening Doors Northwest Florida, as the Lead Agency for the Continuum of Care (CoC FL-511), is seeking proposals from qualified organizations to provide **street outreach services in Santa Rosa County** utilizing **bicycle-based outreach operations**.

This initiative is designed to increase engagement with unsheltered individuals in areas that are difficult to access by vehicle, improve data collection through HMIS, and connect individuals to housing and supportive services.

2. Scope of Services

The selected provider will:

- Conduct **in-person street outreach** to unsheltered individuals in Santa Rosa County
- Utilize **bicycles and outreach equipment provided by Opening Doors Northwest Florida**
- Operate during the following schedule:
 - **Friday through Monday (4 days per week)**
- Perform a minimum of:
 - **25 documented engagements per month**
- Enter all client-level data into the **Homeless Management Information System (HMIS)** in compliance with HUD standards
- Participate in **Coordinated Entry processes**



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- Provide referrals and navigation to:
 - Emergency shelter
 - Permanent housing programs
 - Mainstream services (healthcare, behavioral health, employment, etc.)
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3. Compensation Structure

- Compensation will be provided on a **performance basis**:
 - **\$50 per verified NEW engagement (documented with complete Entry/Exit and SO Service Entry) and \$25 for each subsequent engagement with CM Service Entry.**
 - Verified Engagement = collecting and entering data into HMIS.
 - Name, DOB, SSN, Race, Gender, Veteran Status, current living Situation
 - Optional: Complete Entry/Exit
 - Minimum expected output:
 - **25 engagements per month**
 - Maximum monthly compensation:
 - **\$1,250 per month**
 - Payments are contingent upon:
 - Verified HMIS data entry
 - Compliance with outreach documentation standards
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4. Equipment Provided

Opening Doors Northwest Florida will provide:

- Outreach bicycles (fully equipped)



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- Safety gear (helmets, lights, reflective gear)
- Outreach kits (basic supplies for engagement)
- HMIS access and training

The provider is responsible for:

- Proper use and care of equipment
- Reporting damage or maintenance needs
- Ensuring staff are trained in bicycle safety

5. Minimum Qualifications

Applicants must:

1. Be currently conducting **street outreach activities in Santa Rosa County**
2. Be a **member in good standing of CoC FL-511**
3. Demonstrate active use of **HMIS for client-level data tracking**
4. Have experience serving:
 - Unsheltered populations
 - Individuals experiencing chronic homelessness
5. Maintain appropriate insurance coverage (listing Opening Doors NWFL as additional insured)

6. Performance Expectations & Deliverables

The selected provider will:

- Complete **25 engagements per month (minimum)**
- Maintain **100% HMIS data entry compliance**
- Submit **monthly performance reports**, including:
 - Number of engagements



- HMIS Client IDs of each engagement
- Demographics
- Referrals made
- Housing placements (if applicable)
- Participate in:
 - CoC meetings
 - Coordinated Entry Case conferencing
 - PIT Count and Team H.O.P.E. outreach events

7. Proposal Requirements (no more than 2 pages)

Proposals must include:

A. Organizational Information

- Legal name and contact information
- Description of relevant experience
- Proof of CoC FL-511 membership

B. Outreach Approach

- Description of street outreach methodology
- Plan for bicycle-based engagement
- Safety protocols

C. Staffing Plan

- Number of outreach workers

D. HMIS Capacity

- Description of HMIS usage



E. Performance Plan

- Strategy to achieve **25+ engagements per month**
- Approach to connecting clients to housing

F. Budget Narrative

- Confirmation of acceptance of:
 - **\$50 per engagement structure**
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8. Evaluation Criteria

Proposals will be evaluated based on:

- Relevant outreach experience (25%)
 - Ability to meet engagement targets (20%)
 - HMIS/data capacity (20%)
 - Strength of outreach methodology (20%)
 - Organizational capacity and staffing (15%)
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9. Contract Term

- Initial term: **3 months**
 - Option to renew based on:
 - Performance
 - Funding availability
 - CoC priorities
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10. Submission Instructions

Proposals must be submitted electronically to:



Opening Doors Northwest Florida

Email: martikab@openingdoorsnwfl.org

Submission Deadline: April 15, 2026

11. Additional Requirements

- Provider must comply with:
 - U.S. Department of Housing and Urban Development (HUD) regulations
 - 24 CFR Part 578 (Continuum of Care Program)
 - Participation in **Coordinated Entry** is mandatory
 - All services must be **low-barrier and Housing First aligned**
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12. Reservation of Rights

Opening Doors Northwest Florida reserves the right to:

- Reject any or all proposals
 - Request additional information
 - Negotiate terms
 - Award in whole or in part
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13. Contact for Questions

All inquiries must be submitted in writing to:

Martika Baker

martikab@openingdoorsnwfl.org