



REQUEST FOR PROPOSALS (RFP) FOR OPERATION OF A HOMELESS SERVICES FACILITY

Proposals Due 4:00 p.m., October 8, 2026

Contact for Questions:

All inquiries and/or questions shall be submitted in writing
no later than September 24, 2026, at 4:00 p.m. to
Johanna Ferriera: jferriera@pattersonca.gov

City of Patterson
1 Plaza
Patterson, CA 95363
(209) 895-8000

www.pattersonca.gov

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Section 1 General Information

1.1 Introduction

The CITY of Patterson is seeking proposals and qualifications from qualified organizations and entities to reestablish and operate services for individuals and/or families experiencing homelessness at the CITY-owned facility located at 415 South 4th Street, Patterson, CA. Additional information regarding the facility is provided in Appendix A. The facility was previously used as a women's and children's shelter.

Qualified applicants who meet the RFP requirements and demonstrate the ability to operate a homeless shelter or other homeless services program are encouraged to submit proposals. While the CITY'S preference is for the facility to include a shelter component, the CITY is open to alternative or phased approaches that provide meaningful services and pathways out of homelessness. Proposers are encouraged to recommend an operating model that reflects their experience, available resources, and assessment of how the facility can most effectively serve individuals and/or families experiencing homelessness in Patterson.

1.2 Organization of the RFP

The RFP is organized into four (4) sections:

Section 1: General information regarding the purpose, RFP organization, CITY rights, and PROPOSER responsibilities.

Section 2: Proposer requirements, proposal goals, experience, qualifications, organization of the Proposer team, and example projects.

Section 3: Procurement schedule and submittal instructions.

Section 4: Evaluation process and criteria.

1.3 CITY'S Rights

The CITY'S rights include, but are not limited to, the following:

- a. Issuing addenda to the RFP, including extending or revising the timeline for submittals.
- b. Withdrawing, reissuing, or modifying the RFP.
- c. Requesting clarification and/or additional information from any PROPOSER at any point in the process.
- d. Executing an Agreement with a PROPOSER(S) on the basis of the original and/or any other information submitted by the PROPOSER during the procurement process.
- e. Rejecting any or all proposals, waiving irregularities in any proposal, accepting or rejecting all or any part of any proposals, waiving any requirements of the RFP, as may be deemed to be in the best interest of the CITY.

1.4 PROPOSER'S Responsibilities

It is the responsibility of each PROPOSER to:

- a. Examine this RFP, including all appendices and attachments, thoroughly.
- b. Be or become familiar with local conditions that may affect cost, performance, or services.
- c. Each PROPOSER shall use mail, fax, email, or other delivery mechanism at its own risk, and the CITY shall not be obligated to accept or respond to any submission that is delayed due to delivery failures.

1.5 Consequence of Submission of Proposal

The submission of a proposal shall not be deemed an agreement between the PROPOSER and the CITY. The proposal is an offer by the PROPOSER to perform service in accordance with the proposal. Specifically, the following provisions apply:

- a. The CITY shall not be obligated to respond to any proposal submitted nor be bound in any manner by the submission of a proposal.
- b. The Agreement shall not be binding or valid against the CITY unless and until it is executed by the CITY and the selected PROPOSER, and the PROPOSER'S insurance and/or other surety guarantee have been accepted by the CITY.

The proposals received shall become the exclusive property of the CITY. At such time as the Agreement award is recommended to the Patterson City Council, all proposals submitted in response to this RFP shall become a matter of public record and shall be regarded as public records.

1.6 Cost of Submitting Proposal

The cost of preparing and submitting a proposal is the sole responsibility of PROPOSER and shall not be chargeable in any manner to the CITY. The CITY will not reimburse any PROPOSER for any costs associated with the preparation and submission of a proposal, including but not limited to expenses incurred in making an oral presentation or participating in an interview.

1.7 CITY Contact

For questions regarding this solicitation, please contact Johanna Ferriera at jferriera@pattersonca.gov or (209) 895-8025.

Section 2 Requirements and Goals

2.1 Project Goals

With this project, the CITY and PROPOSER will seek to provide a clean and safe area for persons experiencing homelessness to develop a pathway toward permanent housing, income, healthcare, and stability, thus helping bring the highest standard of community life to the City of Patterson.

The CITY'S intent is to reactivate the existing shelter facility as a resource that supports individuals and/or families in transitioning out of homelessness. PROPOSERS may propose a transitional shelter model, a phased approach (e.g., day services leading to shelter operations), or other service models that effectively address local needs.

2.2 Eligible Applicants

Eligible applicants may include nonprofit organizations, for-profit organizations, public agencies, faith-based organizations, and other qualified entities with demonstrated experience serving vulnerable populations and/or individuals experiencing homelessness.

Faith-based organizations may not restrict client participation based on religious affiliation or require participation in religious activities as a condition of receiving services. If religious activities are held within the facility, participation must be voluntary, and an alternative space or option must be available for clients who do not wish to participate.

Please note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this contract because of age, sex, race, color, religion, creed, marital status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

2.3 Program Requirements and Services

The CITY seeks to contract with a qualified operator to establish and provide homeless services and/or programming for individuals and/or families experiencing homelessness in Patterson. The CITY'S preference is for the proposed program to include overnight shelter services; however, overnight shelter is not a mandatory requirement. The CITY will consider alternative or phased service models that meaningfully address homelessness and provide pathways toward housing and stability.

At a minimum, the selected PROPOSER shall:

- a. Intake and Assessment – Establish and maintain an appropriate process for client intake, assessment, and enrollment and enter required client-level data into the Homeless Management Information System (HMIS).
- b. Service Coordination and Referrals – Coordinate with appropriate local and regional service providers and connect clients, as appropriate, with resources that may include housing, behavioral health, medical care, employment assistance, benefits, transportation, and other supportive services.
- c. Safety and Security – Establish appropriate procedures to promote safety and security of clients, staff, visitors, the facility, and the surrounding community.

In addition to the minimum requirements above, PROPOSERS shall identify the specific services proposed as part of their operating model. Services may include, but are not limited to, overnight shelter, case management, housing navigation, meals, showers and laundry, transportation assistance, employment assistance, benefits navigation, and other supportive services.

The CITY recognizes that the scope and level of services may vary depending on the proposed operating model and encourages PROPOSERS to identify services and approaches that best utilize the facility and address the needs of individuals and/or families experiencing homelessness in Patterson.

2.4 Staffing and Training

- a. Ensure there is a trained staff member during all hours of operation at the facility. Staff must be 18 years of age or older.
- b. If selected, the Contractor will be required to create, at a minimum, the following policies/procedures prior to contract execution:
 1. First aid.
 2. Fire and emergency procedures.
 3. Client complaint and grievance procedures.
 4. Non-discrimination policy.
 5. Drug-free workplace policy.
 6. Sexual harassment policy.
 7. Client confidentiality requirements.
 8. Organizational chart, including the appropriate lines of authority and communication.
- c. Ensure staff are oriented to the special needs of individuals who are homeless, experience mental health issues, substance abuse issues, or intimate partner/domestic violence issues.
- d. Ensure staff have received mental health awareness and cultural diversity/sensitivity training.
- e. Create a staffing plan that includes provisions to maintain safety and security in the facility.
- f. Provide accessibility and accommodation for individuals with disabilities.
- g. Have a written policy of guest responsibilities that is readily available to all guests.
- h. Conduct appropriate background screening of employees and volunteers consistent with applicable law and the populations served. Employees and volunteers who work directly with minors shall be subject to any legally required background checks and screening requirements.

2.5 Reporting

The selected PROPOSER will be required to enter client-level data in the HMIS system, as applicable, and maintain appropriate records regarding program activities and outcomes.

The selected PROPOSER will also be required to provide periodic reports to the CITY. Reporting requirements and frequency will be established in the final Agreement and may include, but are not limited to, the number of individuals served, services provided, referrals, shelter utilization (if applicable), housing outcomes, and other mutually agreed-upon performance measures.

2.6 Facility Hours

The CITY is flexible on the hours of operation for the facility. Each PROPOSER, as part of their response to this RFP, will provide the preferred hours of operation for the facility. Hours of operation are subject to negotiation.

2.7 Animals in the Facility

The CITY recognizes the importance of pet accommodation in supporting individuals experiencing homelessness. While the CITY prefers that the selected PROPOSER allow and provide an area to safely accommodate guests' animals, this is not a mandatory requirement. PROPOSERS should indicate whether and how they intend to accommodate animals, and if not, describe alternative solutions (e.g., pet partner organizations, foster arrangements, storage options for pet supplies) to limit barriers to service.

2.8 Facility Use and Operating Responsibilities

Each PROPOSER shall provide a complete description of its proposed approach to the use, operation, and maintenance of the CITY-owned facility. The proposal shall identify how facility-related costs and responsibilities will be addressed as part of the proposed model.

The proposal should address, as applicable:

- Proposed terms for use of the facility;
- Utilities;
- Routine facility maintenance and repairs;
- Janitorial services;
- Landscaping and ground maintenance;
- Security;
- Furnishings, equipment, and program supplies;
- Internet and communications services; and
- Other facility-related operational needs.

PROPOSERS shall identify how the facility-related costs and responsibilities identified above will be addressed within their proposed operating model. If a PROPOSER'S operating model is contingent upon the CITY providing or funding any facility-related service, cost, or responsibility, the PROPOSER shall clearly identify the requested CITY contribution in its proposal. Any such request is subject to negotiation and CITY approval and shall not be considered a commitment by the CITY.

Final terms for use of the facility and facility-related responsibilities will be established in the Agreement with the selected PROPOSER.

2.9 Insurance

The selected PROPOSER will be required to maintain insurance coverage with indemnification requirements established by the CITY as a condition of the Agreement. Final insurance requirements will be provided as part of the Agreement negotiation process.

2.10 Agreement Term

The term of the Agreement will be negotiated with the selected PROPOSER and approved by the City Council. PROPOSERS may identify a preferred initial agreement term and any requested renewal options as part of their proposal. The CITY recognizes that a sufficient agreement term may be necessary to support program implementation, staffing, grant funding, and long-term program sustainability.

Section 3 Schedule and Submittal Instructions

3.1 Schedule

The CITY intends to adhere to the schedule provided in Table 3-1 for this RFP. The schedule may change at the CITY'S sole discretion.

Table 3-1	
RFP Schedule	
Activity	Date
Issue RFP	August 25, 2026
Optional Facility Walk-Through	September 24, 2026
Questions/Clarification Deadline	September 29, 2026
Proposal Submission Deadline	October 8, 2026

3.2 Optional Facility Walk-Through

The CITY will conduct an optional pre-proposal walk-through to provide interested PROPOSERS an opportunity to view the facility and better understand its existing configuration and condition. Attendance is not required to submit a proposal. Questions arising from the walk-through must be submitted in writing in accordance with the RFP question and clarification process.

3.3 Proposal Submission

Proposals must be received no later than 4:00 p.m., October 8, 2026. Proposals received after this specified date and time shall be considered late and may not be considered for award.

Proposals shall be submitted electronically to:

jferriera@pattersonca.gov

Proposals must be clearly identified as: "Proposal for Operation of a Homeless Services Facility".

3.4 Proposal Content

All proposals must be prepared using the following format and will be evaluated according to the criteria below. Please see Appendix B for the Proposal Application.

- a. Applicant Information
- b. Qualifications
- c. Proposal Narrative
- d. Staffing Plan and Staffing Qualifications
- e. Budget and Funding Plan
- f. Performance Measurements
- g. References

3.5 Clarification/Interviews

PROPOSER may be asked to clarify proposal information through writing or interviews. The clarification period will begin when the proposals are submitted. PROPOSER may be required and shall be prepared to attend an interview with the Selection Committee. The CITY may choose, at its sole option, not to interview all PROPOSERS. The CITY may reject any or all proposals submitted, or at its sole discretion, award the Agreement to the best PROPOSER without any interviews.

3.6 Accuracy in Reporting Requested Information

Information submitted as part of the proposal will be subject to verification. Inaccurate information or information that is misleading will be, at the CITY'S sole discretion, grounds for removal of a proposal from further consideration. In the event a PROPOSER is awarded an Agreement as a result of this RFP, any inaccurate or misleading information subsequently discovered by CITY to be a part of the proposal will be, at the CITY'S sole discretion, grounds for PROPOSER'S termination by default under the terms of the Agreement.

Section 4 Evaluation and Selection Process

4.1 Evaluation and Selection Process

Proposals submitted in response to this RFP will be evaluated in accordance with the criteria set forth in Section 4.2. The Evaluation Committee shall review and score the proposals in accordance with the evaluation criteria and recommend the PROPOSER(S) determined to best meet the needs of the CITY.

- a. Interviews may be held by the Evaluation Committee with all PROPOSERS who best meet the evaluation criteria. The Evaluation Committee shall have the right to review and audit all business records and related documents of any and all PROPOSERS to determine the fairness and reasonableness of the proposal, to contact any and all client references, and to conduct site visits and investigations.
- b. City Council makes the final determination. After the review and scoring, the Program Manager shall submit a recommendation for award of the Agreement to the City Council. After review and consideration of this recommendation, the City Council shall have the discretion to 1) award the Agreement to the PROPOSER whose proposal is most advantageous to the CITY, or 2) reject any and all proposals. The City Council is not bound by the recommendation of the Evaluation Committee.

4.2 Evaluation Criteria

Proposals will be evaluated on:

1. Program Approach and Alignment with Community Needs

Quality, clarity, and feasibility of the proposed program model; alignment with the CITY'S goals to provide shelter and/or supportive services that create pathways to permanent housing and stability. Consideration will be given to proposals that include a shelter component or demonstrate a phased or alternative approach that meaningfully addresses homelessness in Patterson.

2. Experience and Capacity

Demonstrated organizational experience and capacity to operate homeless services and/or shelter programs, including experience serving vulnerable and diverse populations. Strength of staffing plan, staff qualifications, and organizational structure.

3. Operational Readiness, Safety, and Service Standards

Ability to safely operate the facility, ensure client and community safety, maintain the property, and comply with required policies, reporting, HMIS participation, training, and service standards.

4. Financial Capacity and Sustainability

Demonstrated financial stability and a clear, realistic funding plan to operate and sustain the proposed program. Consideration will be given to the extent to which the proposed operating model is financially self-sustaining and minimizes reliance on CITY financial or in-kind support. Ability to sustain operations long-term through

diverse funding sources and partnerships.

5. Community Collaboration and Leverage of Resources

Strength of partnerships and coordination with local and regional service providers, community-based organizations, behavioral health services, and housing resources. Consideration of how the program minimizes barriers to access services (e.g., approach to pets, transportation, accessibility, flexible entry policies).

Evaluation Criteria	Points
Program Approach and Alignment with Community Needs	30
Experience and Capacity	20
Operational Readiness, Safety, and Service Standards	20
Financial Capacity and Sustainability	20
Community Collaboration and Leverage of Resources	10
Total	100

4.3 Notification to Unsuccessful PROPOSERS

Unsuccessful PROPOSERS shall be notified following City Council action authorizing contract award.

Appendix A

Existing Shelter Facility

The city-owned homeless services facility located at 415 South 4th Street, Patterson, California, consists of four separate buildings: one administrative/common-use building and three residential buildings. An exterior storage container is also located on the property and is available for use by the selected operator.

Administrative/Common-Use Building

The administrative/common-use building includes:

- Office space
- Common area
- Full kitchen
- Laundry facilities
- Bathroom

Residential Buildings

The facility includes three separate residential buildings, each with a similar layout consisting of:

- Three bedrooms, each approximately 8 feet by 8 feet.
 - These rooms were previously configured with two beds per room.
- One larger bedroom, approximately 8 feet by 16 feet.
 - This room was previously used to accommodate families and was configured for up to four occupants.
- Kitchenette with full-size refrigerator.
- Bathroom with shower facilities.

Based on the facility's previous configuration, each residential building accommodated up to 10 individuals, for a total of up to 30 individuals across the three residential buildings. This information is provided solely to describe the facility's prior configuration and is not intended to establish or guarantee the allowable or required occupancy of the facility.

Storage

An exterior storage container is located at the rear of the property and will be available for use by the selected operator.

Appendix B

City of Patterson Operation of a Homeless Services Facility – 415 S. 4th Street Request for Proposal Application

APPLICANT INFORMATION

1. Name of Entity or Organization: _____
Address: _____
City: _____ State: _____ Zip Code: _____
2. Mailing Address (if different from above): _____
3. Executive Director/CEO: _____ Email: _____
4. Telephone Number: _____ Fax Number: _____
5. Contact Person: _____ Email: _____

QUALIFICATIONS

Please select the category that best represents your organization:

- | | |
|--|---|
| ☐ Nonprofit Organization | ☐ Public Agency |
| ☐ For-Profit Organization | ☐ Faith-Based Organization |
| ☐ Other Qualified Entity: _____ | |

1. Number of years the organization has been in business _____
2. Number of years organization has operated as a 501 (c) (3) (if applicable) _____
3. Has this organization operated under another name? ☐ Yes ☐ No
If yes, list all previous names: _____
4. Number of years the organization has operated homeless shelter, housing, supportive services, or similar programs _____

Please provide responses to the following questions on additional pages.

5. Describe the specific types of services/activities/projects that your organization provides, specifically as they relate to benefiting homeless individuals.
6. Describe your organization's history and experience in providing services to the homeless community.

7. Describe the organization's outreach and service delivery methods.

PROPOSAL NARRATIVE

1. Provide a concise description of the proposed program and operating model for the facility.
2. Identify the population(s) proposed to be served, including whether the program will serve individuals, families, or other identified populations.
3. Identify the proposed days and hours of operation and whether the program will include overnight shelter.
4. Describe the anticipated number of individuals to be served, including proposed overnight capacity if shelter services are included.
5. Describe the proposed intake, eligibility, and referral process, including any eligibility criteria or limitations on participation.
6. Describe the services that will be provided directly by the PROPOSER and services that will be provided through referral or partnerships with other organizations.
7. If overnight or transitional shelter is proposed, describe anticipated length of stay and the approach for assisting clients in transitioning to permanent housing or other appropriate placements.
8. Describe the organization's approach to facility safety and security, including client, staff, neighborhood, and property safety.
9. Describe how the program will address accessibility needs and potential barriers to receiving services.
10. Describe how the organization will collaborate and communicate with the CITY and other organizations serving individuals experiencing homelessness.
11. Describe how the PROPOSER proposes to address the facility-related costs and responsibilities identified in Section 2.8. Clearly identify any costs, services, or responsibilities the PROPOSER requests the CITY to provide.
12. Identify any facility improvements, modifications, equipment, furnishings, or other resources the PROPOSER anticipates will be necessary to implement the proposed program.
13. Provide an anticipated implementation timeline, including the estimated time necessary to begin providing services following execution of an Agreement.

STAFFING PLAN AND STAFFING QUALIFICATIONS

1. Provide a staffing plan for the proposed program, including job titles, part-time and full-time positions, qualifications/credentials/education/licenses for each position.
2. Include whether the proposed program will include volunteers, including expected experience, qualifications, or background.

3. Attach your organizational chart, including board of directors, officers, and staff.
4. Attach resumes for staff members associated with the proposed program.
5. Describe the proposed staffing coverage during all hours of operation, including overnight staffing if applicable.
6. Describe the organization's employee and volunteer screening, background check, training, and supervision practices.

BUDGET

Each proposer must submit a Budget and Funding Plan that demonstrates the agency's ability to fully fund, operate, and sustain the proposed program. The plan should clearly identify:

- Project program costs, including personnel, operations, maintenance, utilities, insurance, and other anticipated expenses.
- Confirmed and potential funding sources, including grants, donations, partner contributions, and in-kind support.
- Sustainability strategy, describing how the agency will ensure ongoing funding and program continuity.

Proposers should also describe whether their proposal includes a shelter component and, if not, how proposed services may serve as a phase or pathway toward shelter operations in the future.

PERFORMANCE MEASUREMENT

1. Provide the number of individuals who will directly benefit from your program daily. Indicate how these numbers were obtained or derived (Point in Time counts, Census data, history of the program).
2. Describe the method used to gather and track demographic and other statistical data for reporting purposes. (Include the name of software, if applicable.)
3. Describe the organization's client record-keeping system and management of data and data sharing.
4. Identify the key performance measures the organization proposes to evaluate program effectiveness, including anticipated outcomes related to housing stability, service connections, or other appropriate measures.
5. Describe how program outcomes will be reported to the CITY.

REFERENCES

Provide three (3) references that can speak to your organization's experience and ability to establish and/or operate homeless shelter, housing, supportive services, or similar programs.

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

DISCLAIMER AND SIGNATURE

I hereby certify that I have read this application and the exhibits thereto, and know the contents thereof, and that the statements therein are true, and that I have been authorized by the governing board of the organization I represent to submit this application.

Authorized Representative Signature

Date

Printed Name

Title

Appendix C

Sample Budget Worksheet

Instructions:

- List all anticipated expenses required to operate the program.
- Identify confirmed and pending/anticipated funding sources
- Include any grants, donations, fundraising, or in-kind contributions.
- Clearly show that total confirmed and total anticipated funding equals total program costs.

Budget Category	Description (Positions/Item)	Confirmed Funding Source(s)	Pending/ Anticipated Funding Source(s)	Total Program Cost
Personnel Costs	Program Director			
	Program Manager			
	Program Specialist			
Total Personnel Costs				
Operating Costs	Office Supplies			
	Program Supplies			
	Utilities			
	Communications (phone, internet, etc.)			
	Insurance			
	Travel			
	Facility Maintenance			
Total Operating Costs				
Total Program Costs				