



REQUEST FOR PROPOSAL
RFP 2026 - WHITE FLAG SHELTER

Date of Issue: August 10, 2026

Questions Due Date: August 19, 2026, at 3:00 PM ET

Interest Meeting: August 25, 2026, at 10:00 AM ET

RFP Due Date: September 1, 2026, at 3:00 PM ET

Direct all inquiries concerning this RFP to:
Heather Skeens

Assistant County Manager

Email: hskeens@cumberlandcountync.gov

1.0 PURPOSE AND BACKGROUND

Cumberland County is seeking proposals for providers (“Vendors”) who would partner with the County to provide vital White Flag shelters based on criteria for need. White Flag shelters is defined as meeting the following requirements:

- **Temperature and/or wind chill is forecasted at 32 degrees or below, night and/or day**

From November 1, 2025 – March 31, 2026, Cumberland County experienced approximately 50 White Flag days. We anticipate no more than 50 days a year during the months of November through March.

The County welcomes the responses of all legally qualified vendors, including service providers, as well as competitive providers, nonprofit organizations, and other entities that are interested in partnering with the County. Providers may respond as part of a partnership with other organizations or may provide separate responses.

2.0 REQUEST FOR PROPOSAL INSTRUCTIONS

2.1 REQUEST FOR PROPOSAL DOCUMENT

Vendors are required to read, understand, and comply with all information contained within this Request for Proposal (“RFP”).

Any questions regarding this RFP should be submitted to Heather Skeens, Assistant County Manager by email to hskeens@cumberlandcountync.gov by no later than August 19, 2026, at 3:00 PM.

An interest meeting will be held at Community Development, 707 Executive Place, Fayetteville, NC 28301 on August 25, 2026, at 10:00 AM ET.

Responses received after the Due Date/Time will not be considered. Cumberland County reserves the right to terminate this RFP at any time, as determined by County in its sole discretion.

The RFP packet may be found on the Cumberland County website Vendor Self Service Site, <https://ccmunis.co.cumberland.nc.us/mss/default.aspx>.

Complete RFP responses must be emailed to hskeens@cumberlandcountync.gov **on or before 3:00 PM ET on September 1, 2026**. The subject line of the email must identify the RFP title: **RFP 2026- White Flag Shelter**.

Vendors are responsible for all costs associated with the preparation, submittal, and presentation of their responses.

Any information disclosed in the submission of the RFP could be utilized for potential agreement with the county to provide the services. The County reserves the right to finalize a contract with one or more Vendors based on all factors involved in the written response submittal without further discussion or interviews.

3.0 NOTICES TO VENDOR

3.1 PROHIBITED COMMUNICATIONS

PROHIBITED COMMUNICATION: Each vendor submitting a proposal, including its representatives, subcontractors, and suppliers, is prohibited from having any communication with any employees or members of the board of commissioners of the County except those employees of the County's Department as designated in this RFP. A vendor who does not comply with this provision may be disqualified from award of a contract.

4.0 RESPONSE CONTENT REQUIREMENTS

4.1 RESPONSE CONTENT

Response should address the following information:

- 1) Organizational name and brief background summary of mission and scope of services
- 2) Primary contact information
- 3) Number and location of designated White Flag beds available
- 4) Must have an identified physical facility that meets minimum safety, occupancy, and accessibility standards for shelter operations
- 5) Population eligible for shelter
- 6) Commitment to service delivery, ensuring shelter is meaningfully accessible to people in need as long as they are able to safely participate
- 7) Commitment to providing data for the Homeless Management Information System (HMIS) system
- 8) Ability to provide for basic needs to include food, showers, cots, linens, and bathrooms
- 9) Ability to demonstrate capacity through staffing ratios (volunteers or paid staff)
- 10) Ability to keep families and children safe and free from potential misconduct
- 11) Response time needed to "stand up" the facility
- 12) Indicate the hours of operation during White Flag event
- 13) Indicate if the shelter will operate as a low barrier shelter during White Flag and include any barriers to entry.
- 14) Proof of Insurance and compliance with all local fire, safety, and occupancy codes
- 15) A complete White Flag shelter budget showing the proposed per-person, per-night rate; the maximum number of beds available; and a detailed budget narrative explaining how the requested funding will be used.

Eligible operating expenses may include:

- Shelter staffing and required personnel costs.
- Security services.
- Catered meals or groceries used to prepare meals.
- Disposable plates, cups, utensils, napkins, and food-service supplies.
- Bedding, blankets, towels, and basic personal-care items.
- Cleaning and sanitation supplies.
- Laundry services or supplies.
- Utilities directly associated with White Flag shelter operations.
- Minor shelter operating supplies.
- Transportation necessary to support shelter operations or transport guests.
- Required insurance attributable to the White Flag shelter; and

- Other reasonable and necessary costs directly related to operating the White Flag shelter, when specifically identified and approved by the County.

4.2 RESPONSE REQUIREMENTS

It is in the best interest of Vendors to submit responses that are clear, concise, and easily understood. Responses should provide information essential for a straightforward and concise description of vendor capabilities to satisfy the below requirements.

Submissions must not exceed 10 pages in length. Please adhere to the following format when assembling the response:

- An 8.5" X 11" format, either vertical or horizontal
- A font size no smaller than 11 points
- Do not include any web links or any materials not requested in this RFP.

4.3 EVALUATION CRITERIA

All qualified proposals will be evaluated and award made based on considering the following criteria to result in an award most advantageous to the County:

1. Qualifications and Relative Experience of Firm	30 points
2. Qualifications and Experience of Staff	20 points
3. Respondents Technical Approach	20 points
4. Respondent's internal training and policies related to staff/volunteer safety, client safety, trauma-informed care, and prevention of misconduct	10 points
5. Cost Proposal	<u>20 points</u>
	100 points

4.4 METHOD OF AWARD

RFP will be awarded based on best overall value method of award. Any award is contingent upon the availability of funds and approval of the Board of Commissioners.

The County reserves the right to make separate awards to different vendors, to not award, or to cancel this RFP in its entirety without awarding a contract, if it is considered to be most advantageous to the County to do so.