



DENVER

HOUSING STABILITY

Pre-Proposal Conference - Request for Proposals (RFP) HOST-83-2024 Outreach Programs for the Department of Housing Stability (HOST)

For attendance purposes, please put your name, title, company representing and email address in the chat feature. This information will be posted on the bid site.

We ask that everyone please mute themselves.

If you have any questions, please submit them in the chat function.

Good Morning. Welcome and Thank You for joining us.

- All requests for information, clarifications and/or questions must be emailed to HOSTProcurements@denvergov.org throughout this process. They are to be received in accordance with the Schedule of Events.
- Deadline to submit additional questions is August 9, 2024, by 5:00 PM, MST
- Responses to written questions will be posted on August 12, 2024, by 5:00 PM,
- Questions and responses received throughout this event will be published as an addendum on Zengine.

Other HOST Participants: Evie Bengner, David Riggs, and Lana Dalton
Tonne Elliott, Division of Small Business Opportunity (DSBO)

Schedule of Events

RFP Issued	July 26, 2024	10:00 AM
Virtual Pre-Proposal Conference/General Information Meeting	August 2, 2024	10:30 AM
Deadline to Submit Additional Questions	August 9, 2024	5:00 PM
Response to Written Questions	August 12, 2024	5:00 PM
Proposal Due Date	August 23, 2024	5:00 PM
Evaluation Period (Tentative)	August 26-September 9, 2024	
Award Date (Tentative)	September 20, 2024	

Outreach RFP Overview

The City is seeking qualified proposals for homeless outreach services to serve individuals and families, in the City and County of Denver, who are experiencing unsheltered homelessness e.g., living outdoors, living in encampments, in vehicles including RVs, or other places not meant for human habitation.

Street outreach programs support initial and ongoing engagement for households experiencing homelessness who may or may not already be connected to community-based programs and services (e.g., day/overnight shelters, critical services, transport, etc.) as well as intensive, housing-focused case management services up to the point of exiting homelessness through housing/reunification, including related data entry.

Outreach RFP Overview

The primary objective of the outreach program is to help people who are currently unsheltered transition to safe, secure housing, or congregate or non-congregate shelter (NCS), including micro-communities and NCS hotels.

We encourage organizations to submit proposals that include most of the below lanes of work, but this RFP does not require a program to complete every lane.

The five lanes of work:

- **General Street Outreach**- supporting basic needs, building rapport, acquiring vital documentation, enrolling people in public benefits all to work toward a housing focused outcome
- **Encampment Resolution Outreach (EnRe)** – short term outreach to connect clients from an encampment to All in Mile High (AIMH) NCS/Micro-Communities
- **Street to Leased (S2L) Outreach** – supporting pre-housing navigation activities in collaboration with S2L Case Managers
- **Street to Leased Case Management (S2LCM)** – Support in housing navigation in the field, housing applications and ongoing supportive housing stabilization case management for a minimum of 12 months (max caseload of 1:20)
- **Bilingual Newcomer Outreach** – focused on supporting recent arrivals who are experiencing street homelessness in Denver, bilingual Spanish/English required.

Outreach Overview

As a primary access point, street outreach may occur directly in street/encampment environments or in public places and community organizations that do not have a primary mission to serve the needs of people in homelessness (e.g. libraries, parks, etc.). Outreach is at the direction of the City and County of Denver and is responsive to community-based requests for service to persons experiencing homelessness in neighborhoods, businesses, and other public and private spaces.

Street outreach programs do **not** include outreach activities focused specifically on behavioral health needs without a housing component, outreach to unstably housed individuals who are not homeless, or outreach/case management services to clients of facility-based services whose primary function is homelessness response (e.g., shelters, day centers).

Outreach activities can partner within spaces accommodating people experiencing homelessness but without primary housing/case management supports (e.g., clinics, courts, schools, libraries, transportation centers, recreation centers and parks).

Vision and Goals

Outreach Outcomes: HOST has a goal of achieving a functional zero in unsheltered homelessness by June 30, 2027.

To measure success of outreach programs we'll be looking at the following outputs/outcomes:

- Number of contacts with people experiencing unsheltered homelessness
- Number of households that exited the program within the reporting period and contract period to date, including destinations of those exits
- Percentage of unique households contacted who receive ongoing case management services (frequency determined within the contract Scope of Work)
- Number of persons contacted who obtain permanent housing, including those who permanently reunify with family and friends
- Number of persons contacted who enter the shelter system, including non-congregate shelter such as micro-communities and hotels

Outreach Qualifications

- Significant role providing similar services
- At least two years working with collaborative decision-making processes
- At least two years of experience facilitating and working within a structure to accomplish the goals listed above
- Experience developing program policies, procedures, and operations manuals
- Work with local communities to recommend improvements and implement changes to homeless response systems.
- *Client Eligibility Requirements:* Eligible households must currently be unsheltered and reside in the City and County of Denver.

RFP Evaluation Criteria

Areas of Review

- a. Agency capacity & experience
- b. Proposed services
- c. Response to the City's proposed questions
- d. Technical review of proposal requirements
- e. Proposed outcomes
- f. Program Budget Plan
- g. Response to the City's proposed Sample Contract provisions in Contract Certification
- h. Other Requirements (as applicable)

No weighting relative importance of criteria is intended or implied by the list

Contract Requirements

Required provisions and documentation

- **Secretary of State:** All contractors must be registered with the Colorado Secretary of State and have an active Certificate of Good Standing prior to award.
- **Insurance:** Certificates of Insurance are required of all City Contractors evidencing the following policies:
 - Workers' Compensation and Employer's Liability
 - Waivers for Sole Proprietors
 - Commercial General Liability
 - Sexual Abuse and Molestation Exclusion (SAME) language: Any contractor working with youth and/or a vulnerable population will require SAME coverage as a part of the contractor's commercial general liability coverage.
 - Business Automobile Liability
 - Exception for Sole Proprietors
 - Cyber Liability Insurance
 - Any contractor responsible for retaining Personally Identifiable Information (PII)

Questions

- Questions will be accepted until the deadline of August 9, 2024 by 12:00 P.M. MST. All questions and answers will be posted in an addendum.
- Submission of proposals for this solicitation may only be done electronically through Zengine. Proposals must be submitted at: <https://webportalapp.com/sp/denverpeernavigationnrfp> no later than the date and time indicated in the proposal Schedule of Events.

Questions and Answers?



For the time remaining in this event, you may type your questions in the **chat function**. The City will attempt to respond to them. This feature can be found at the top right of your screen.

These questions and answers will be made available on the bid site.

HOSTProcurements@denvergov.org – to submit additional questions

Any change(s) to the RFP and/or its scope will be posted in an addendum. Do not rely on any oral interpretation.