



# DENVER

## HOUSING STABILITY

### Pre-Proposal Conference - Request for Applications (RFA) HOST-85-2024 Participant Feedback 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](mailto:HOSTProcurements@denvergov.org) throughout this process. They are to be received in accordance with the Schedule of Events.
- Deadline to submit additional questions is January 30, 2025, by 5:00 PM, MST
- Responses to written questions will be posted on February 4, 2025, by 5:00 PM,
- Questions and responses received throughout this event will be published as an addendum on Submittable.

Other HOST Participants: Midori Higa and Jerred Powell

# Schedule of Events:

<b>RFA Issued</b>	January 10, 2025	10:00 AM MST
<b>Virtual Pre-Proposal Conference/General Information Meeting</b>	January 21, 2025	10:30 AM
<b>Deadline to Submit Additional Questions</b>	January 30, 2025	5:00 PM MST
<b>Response to Written Questions</b>	February 4, 2025	5:00 PM MST
<b>Proposal Due Date</b>	February 11, 2025	5:00 PM MST
<b>Evaluation Period (Tentative)</b>	February 13-19, 2025	
<b>Award Date (Tentative)</b>	February 28, 2025	

# Participant Feedback

HOST seeks partners to provide a platform for collecting participant feedback across various program types. The primary goal is to gather real-time feedback from participants to understand their experiences, assess program performance, and identify opportunities for improvements and adjustments. While the top priority is feedback from shelter guests (e.g., day shelters, overnight shelters, 24/7 shelters, and non-congregate shelters), HOST is also interested in feedback from other program types, including service programs, rapid resolution programs, rapid rehousing programs, and permanent supportive housing programs.

# Participant Feedback

## Target Outcomes and Goals

- Awarded agencies will need to provide a quarterly report by program type and agency of survey results. During the first quarter of this contract HOST expects to stand up a survey tool for participating sites.
- The platform must have the capacity to deliver regular reports that allow HOST staff and contractors to analyze trends and monitor changes over time.
- HOST anticipates making one award for a contract term of one to three years.

# Participant Feedback Service Requirements

Respondents must have:

- At least 3 years of experience developing customer service surveys and providing regular reports
- At least 3 years of experience operating survey kiosks and electronic surveys
- Experience with surveys related to social services
- Please note the Technology Service Requirements

# RFA Evaluation Criteria

## Areas of review:

- A. Agency capacity & experience
- B. Response to City's proposed questions
  - Program Overview & Reporting Requirements
- C. Technical review of proposal requirements
- D. Program Budget Plan
- E. Response to the City's proposed Sample Contract provisions in Contract Certification
- F. 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 January 30, 2025 by 5:00 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 Submittable. Proposals must be submitted at: <https://denver-host.submittable.com/submit> 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](mailto:HOSTProcurements@denvergov.org) – to submit additional questions

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