

Request for Proposal (RFP) #HOST-32-2022

Schedule of Events:

- RFP Issued – October 5, 2022, at 10:00 AM MST
- Virtual Pre-Proposal Meeting – October 14, 2022 at 10:30 AM MST
- Deadline to Submit Additional Questions – October 18, 2022 at 5:00 PM MST
- Response to Written Questions/Addendum – October 20, 2022 at 5:00 PM MST
- Proposal Due Date – October 26, 2022 at 5:00 PM MST
- Evaluation Period – October 27 - November 10, 2022 (Tentative)
- Anticipated Award Date – November 21, 2022 (Tentative)

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I. Background and Vision

A. HOST General Background

1. BACKGROUND/VISION

The Department of Housing Stability (HOST) builds a healthy, housed, and connected Denver. HOST invests resources, creates policy, and partners with organizations to keep people in the homes they already live in, to quickly resolve an experience of homelessness, and to connect people to affordable housing opportunities.

2. FIVE-YEAR STRATEGIC PLAN

HOST's Five-Year Strategic Plan sets the direction for our work over the next five years, from 2022 to 2026. We encourage applicants to review the plan, and to explicitly address how your proposal contributes to achieving our strategic goals and targets.

Please see Five-Year Strategic Plan here:
[HOST 5-Year Strategic Plan](#)

3. RACIAL EQUITY

The Department of Housing Stability, in alignment with the Mayor's Office of Social Equity and Innovation, prioritizes racial equity and inclusiveness and seeks to reflect this value in our funding practices. Our commitment to producing racially equitable housing outcomes is paramount to HOST's overall mission of Denver residents being healthy, housed and connected.

B. RFP Background Vision and Purpose

1. HOW THIS PROCUREMENT ADDRESSES THE STRATEGIC PLAN GOAL/S

This procurement addresses the following Strategic Plan Goals:
Homelessness Resolution

- Improve Homelessness Resolution System for Families
- Complete Shelter System Transformation Toward Rehousing

This Family Emergency Non-Congregate Shelter (NCS) Case Management and Housing Navigation RFP opportunity is intended to address the current gap in case management for the families staying in contracted motels across the city, with goals of increasing exits to stable or permanent housing, and to see a reduced number of families returning to homelessness. The Family Emergency NCS Program is dedicated to addressing the temporary shelter needs of literally homeless households with a minor or dependent individual in the household. Intensive, housing-focused case management will provide these households with greater stability and opportunity to obtain long-term housing.

This Family Emergency NCS Case Management and Housing Navigation RFP is broken into two parts, A) case management and housing navigation, and B) an intake team. Applicants are encouraged to provide service proposal(s) for either A or B, or A and B. Regardless the type of proposal(s) from the applicant, all partner agencies must use Housing First and Trauma Informed approaches to case management and have a strong working knowledge of Harm Reduction models, nonviolent conflict management, Motivational Interviewing, and housing systems in Denver. Partner agencies are also expected to have skills and perform activities including in, but not limited to:

- Manage client escalations
- Resolve client issues
- Support conflict resolution.
- Coordinate with the intake team at various access points to provide intake for new families, provide a clear entry process into the Family NCS Program, and minimize denial to entry at the access points, except in situations where major program violations have occurred. Major program violations include domestic violence, destruction of property, threats or acts of violence towards program and/or motel/hotel staff, distribution or sale of illegal drugs, child endangerment, etc.
- Coordinate with the motels/hotels to communicate facility needs and mediate any on-site conflicts, including offering an appeal and resolution process for major program violations
- Actively participate in OneHome family case conferencing, weekly case conferencing with Denver Human Services and other partners supporting these households and the Family Solutions Group.

A. Housing Focused Case Management and Housing Navigation: Provide time limited housing focused case management to families receiving shelter in motels. Case management responsibilities include but are not limited to the following services: case planning, conducting needs assessments, assisting with obtaining vital documents, crisis management, assistance with transportation, connection to mainstream benefits and resources, etc. A Housing Navigation team would support

households in locating and securing appropriate housing resources in- and outside the Coordinated Entry System (OneHome) by completing coordinated entry assessments, supporting the completion of applications and submitting all required documentation needed for move in, locating financial and in-kind assistance for move-in, and landlord engagement. A Housing Navigation team is essential to ensuring all households have a path to stable housing.

- B. Access Point and Intake Team: Act as an access point for all families seeking shelter or housing services, regardless of if the family will be referred to a Non-Congregate Shelter or not. Staff at this location will engage in rapid resolution and diversion conversations to assess needs and determine if Non-Congregate Shelter is the appropriate option for the household. Flexible funding could be used to support a household to resolve. Staff would provide access to resources and referrals on evenings and weekends to accommodate working households. Access points should include in person and non-in person options including but not limited to virtual meetings, emails, and phone calls. This team would also be responsible for providing access to shelter during severe weather events in alignment with Severe Weather Policy.

C. Target Outcomes and Goals

The Family NCS Program outcome goals are as follows:

- At least 50% of households who exit the program will exit to stable or permanent housing
- The program is expected to serve between 400 - 600 unique households per year
- 80% of households served through contract motels will be engaged in individualized rehousing services (case management)

II. Requirements

A. Service Requirements

1. Service Delivery

Proposers are encouraged to provide service proposal(s) for either a or b, or both a and b of the needs listed below:

a. Case Management and Housing Navigation

Case Management

This Family Emergency NCS RFP provides funding for housing-focused case management staff and client support needs, such as benefits assistance, clothing, food/meals, transportation, and assistance with obtaining vital documents for approximately up to 175 families at a time.

The Family Emergency NCS Program will be comprised of two models (see table below). First, the program will provide short term emergency shelter for families up to 14 nights and is intended to focus on Rapid Resolution and crisis stabilization. Second, the program will offer a long-term shelter option, providing up to 90 to 180 nights, and offer intensive housing focused case management. The long-term shelter program will include a team of housing focused case managers and a team of housing navigators. Additionally, applicants may apply for funding to support an intake team (part B) who will provide diversion assistance, referrals to shelter, and support severe weather shelter response.

Family Emergency NCS Program		
Shelter Model:	Short Term Shelter	Long-Term Shelter
Length of Model:	Up to 14 nights	Up to 90 to 180 nights
Key Services Provided:	Rapid Resolution Crisis Stabilization	Intensive Housing Focused Case Management

Housing Navigation

The housing navigation team will work in conjunction with the shelter case managers to assist with housing search and lease up processes with all households. The tasks of the housing navigation team include but are not limited to:

- Connections to the Coordinated Entry System (OneHome)
- Completing and submitting housing applications
- Obtaining vital documents and attending any necessary orientations or pre-move in meetings
- Recruiting and building relationships with landlords and housing communities
- Inspecting housing units for habitability
- Locating financial and in-kind assistance for households at time of lease up (i.e., move-in kits, deposit assistance).

b. Access Point and Intake Team

If interested, the proposer may include strategies to encompass an access point(s), intake team, rapid resolution, and diversion programming and severe weather response. Tasks completed by the access point and intake team include but are not limited to:

- Screening for eligibility (family status)
- Verifying literal homelessness
- Engaging in diversion and rapid resolution

- Collecting documentation
- Providing appropriate resources to shelter
- Coordinating with hotels/motels around capacity
- Communicating with case managers when necessary
- Completing HMIS intakes
- Providing transportation assistance as needed
- Providing additional referral information if not appropriate for program
- Reviewing program expectations with households
- Working towards minimizing turn aways
- Managing program waitlist and maintain contact with households waiting to enter program
- Operating and coordinating during severe weather to ensure access to temporary shelter in alignment with citywide severe weather policies.

2. Budget

Funding available through this RFP comes from local Homeless Resolution Funds which has specific rules, regulations, and applicable laws. To be eligible for this program, families with children under the age of 18 or with a dependent in the household need to meet the federal definition of experiencing literal homelessness or currently fleeing a domestic violence situation prior to entering the program.

HOST anticipates \$1,200,00 available for one year for the Case Management and Housing Navigation (model a) and \$835,000 available for the Access Point and Intake (model b). HOST encourages providers to submit an appropriate budget which reflects supporting the model proposed. If proposing model a, the Case Management and Housing Navigation, then provide a budget that supports a robust case management/housing navigation program in a non-congregate shelter space, inclusive of client support funding to support exits to more stable housing. If applying for both a and b scopes, please outline budgets for both pieces of the program separately.

Subsequent budget periods are subject to the availability of funds, program authority, satisfactory performance, and compliance with the terms and conditions of the award.

3. Minimum Qualifications

Proposals must provide housing focused case managers, working in staggered shifts to provide support to families including during evenings and weekends, housing navigators, clothing, food/meals, and transportation assistance. Case managers are expected to make in-person contact with households, work on-site a minimum of 50% of their time, and meet with each household a minimum of once a week. Space available for meeting will be based on the motel/hotel setting; HOST will provide support in identifying appropriate space at each

location. Capacity in the program will be based on the capacity of the hotel/motels that are providing the shelter space. All motels/hotels will be located in the City of Denver.

Proposals should reflect the knowledge and understanding of the Housing First Model, Critical Time Intervention, OneHome Coordinated Entry System, Trauma Informed Care/Trauma Informed Response, Harm Reduction approaches, Nonviolent Crisis Intervention, and Motivational Interviewing. RFP Applicants should have experience with providing robust, housing-focused case management to families in a shelter setting and should have thorough knowledge of available resources and programs in the community, including eligibility requirements and referral processes.

Client Eligibility Requirements: All households must meet the federal definition of literal homelessness and must have either a minor or a dependent individual in the household.

B. Data Requirements & Ongoing Reporting

At the Department of Housing Stability, we understand that racial, cultural, and linguistic representation matters in ensuring access and resource delivery for Denver's precariously housed and unhoused residents. We are committed to doing the work of housing stability with a racial equity lens and embrace the opportunity to commence this work alongside our community partners with the shared values of making Denver an equitable place to live for all.

HOST requires all funded programs to report on the demographic characteristics of households served by the program throughout the duration of the contract in coordination with other required contractor demographic reporting. This information will help HOST monitor demographic trends in who is served and by whom.

The selected contractor will be required to enter all households into the Homeless Management Information System (HMIS) and refer all appropriate households to the Community Queue through Coordinated Entry. The contractor shall conform to the HMIS policies and procedures established and adopted by the Metro Denver Homeless Initiative (MDHI) Continuum of Care (CoC). These are outlined in the COHMIS Policies and Procedures, and the COHMIS Security, Privacy and Data Quality Plan. The contractor will also be required to submit quarterly reports through Salesforce and invoices through the HOST portal.

C. Technical Requirements

1. Diversity and Inclusiveness – Executive Order #101

Diversity and Inclusiveness in City Solicitations Information Request Form

The Respondent is required to complete the Diversity and Inclusiveness Form (link below) and must be submitted electronically. The information provided on this form will provide an opportunity for Respondents to describe their own diversity and inclusiveness practices. Respondents are not expected to conduct intrusive examinations of their employees, managers, or business partners in order to describe diversity and inclusiveness measures. Rather, the City simply seeks a description of the Respondent's current practices, if any. Using the link below, please state whether you have a diversity and inclusiveness program for employment and retention, procurement and supply chain activities, or customer service, and provide the additional information requested on the form. Respondents that do not complete this form prior to the RFP submission will be rejected.

Link to the Diversity and Inclusiveness Form:

<https://us.openforms.com/Form/57f3a8ea-39b7-4115-be17-1770f38d3cf6>

Diversity and Inclusiveness information provided to the City will be collated, analyzed, and made available in reports consistent with City Executive Order Number 101 ("XO 101"). However, no personally identifiable information provided by or obtained from Respondents will be in such reports.

Diversity: Diversity refers to the extent to which a Respondent has people from diverse backgrounds or communities working in its organization at all levels, is committed to providing equal access to business opportunities and achieving diversity in procurement decisions for supplies, equipment, and services, or promotes training and technical assistance to diverse businesses and communities such as mentoring and outreach programs and business engagement opportunities.

Inclusiveness: Inclusiveness, for purposes of XO 101, includes the extent to which a Respondent invites values, perspectives, and contributions of people from diverse backgrounds and integrates diversity into its hiring and retention policies, training opportunities, and business development methods to provide an equal opportunity for each person to participate, contribute and succeed within the organization's workplace. Inclusiveness also includes the extent to which businesses have an equal opportunity to compete for new business opportunities and establish new business relationships in the private and public sectors.

2. Certificate of Insurance (COI)

Certificates of Insurance evidencing the following coverage are required of all City Contractors:

- **Workers' Compensation/Employer's Liability Insurance:** Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of

- \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims.
- Contractor expressly represents to the City, as a material representation upon which the City is relying in entering into this Agreement, that none of the Contractor's officers or employees who may be eligible under any statute or law to reject Workers' Compensation Insurance shall effect such rejection during any part of the term of this Agreement, and that any such rejections previously effected, have been revoked as of the date Contractor executes this Agreement.
- If the contractor is a sole proprietor, a waiver may be filed with the City for Workers' Compensation requirements.
- If the sole proprietor is an LLC or Corporation, an additional State waiver is required. Please review the waiver and all instructions here: (<https://cdle.colorado.gov/dwc>)
- However, sole proprietors who are not LLCs or Corporations need only complete a form for the City to waive Workers' Compensation requirements. This form will be provided to all selected contractors that are sole proprietors during contract negotiations.
- Commercial General Liability: Contractor shall maintain a Commercial General Liability insurance policy with limits of \$1,000,000 for each occurrence, \$1,000,000 for each personal and advertising injury claim, \$2,000,000 products and completed operations aggregate, and \$2,000,000 policy aggregate.
- 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: Contractor shall maintain Business Automobile Liability with limits of \$1,000,000 combined single limit applicable to all owned, hired and non-owned vehicles used in performing services under this Agreement. i. If the contractor is a sole proprietor, the contractor may elect to use his or her personal automobile liability coverage instead of obtaining a business-specific policy.
- Cyber Security Insurance: Contractor shall maintain Cyber Liability

coverage with limits of \$1,000,000 per occurrence and \$1,000,000 policy aggregate covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security.

- Upon discretion of the City, additional coverage or changes to the above coverage language may be required upon award if needed.

Note: Certificate of Insurance (C.O.I.) example is provided below. It is not necessary to submit C.O.I. with proposal. However, prior to finalizing a contract this will be required.

SAMPLE CERTIFICATE OF INSURANCE

<https://denvergov.org/files/assets/public/housing-stability/documents/rfp-files/certificates-of-insurance-example.pdf>

3. Proof of Registration with SOS

All contractors must be registered with the Colorado Secretary of State and have an active Certificate of Good Standing prior to submitting an application. See (<https://www.sos.state.co.us/>) for more information.

4. Accounting and Audits

Organizations applying must provide the most recent audited or pro-forma financial statements. Organizations that DID expend \$750K or more in U.S. federal funds are required to provide a Single Audit Report.

Organizations awarded funds will be required to provide accounting system and audit-related information based upon the amount of the HOST grant.

5. Sample Contract

All contractors receiving an award of funds will be required to execute a contract with the City. A sample contract is available below and as an attachment in Zengine, which proposers can download and review.

All Proposers are strongly advised to seek legal counsel to review the agreement. The City reserves the right to accept or reject in its sole discretion any proposed modifications to the sample contract. The City reserves the right to modify any term or condition of the draft Agreement, and to add, delete or modify terms and conditions as deemed necessary, prior to execution of a final agreement.

Applicants will be presumed to have submitted their applications based upon all

the information set forth in the contract and in a manner fully cognizant of the requirements of the contract. The City reserves the right to contemporaneously negotiate the final terms of the proposed contract with the selected contractors. If the City is unable to reach an agreement as to final contract terms with any selected contractor, the City expressly reserves the right to terminate negotiations and enter into contract negotiations with one or more of the other applicants. As the best interests of the City may appear in the City's sole judgment, the City reserves the right to reject any or all applications at anytime during this selection process or terminate, cancel or modify this selection process.

Please View Sample Contract by Clicking on the Link:

<https://denvergov.org/files/assets/public/2022-host-local-funds-rfp-002.pdf>

6. Conditions and Provisions

This proposal must be signed by a duly authorized official of the proposing company. The completed and signed proposal (together with all required attachments) must be returned to the Department of Housing Stability on or before the time and date of the deadline shown on page one. *This proposal MUST be submitted electronically through Zengine at:

<https://webportalapp.com/sp/hostcasemanagement>

All participating Vendors, by their acknowledgement hereunder, shall agree to comply with all the conditions, requirements and instructions of this RFP as stated or implied herein. Any alteration, erasure or interlineation by the Vendor in this proposal shall constitute cause for rejection by the Executive Director of HOST. Exceptions or deviations to this proposal must not be added to the proposal pages but must be on vendor's letterhead and accompany proposal. Should the City omit anything from this RFP which is necessary to a clear understanding of the work, or should it appear that various instructions are in conflict, then the Vendor shall secure written instructions from HOST at least forty-eight (48) hours prior to the time and date shown in page one.

Typographical errors in entering quotations on your proposal may result in loss of award of this proposal. All Vendors are required to complete all information requested in this proposal. Failure to do so may result in the disqualification of proposal. The City reserves the right to postpone or cancel this RFP, or reject all proposals, if in its judgment it deems it to be in the best interest of the City to do so. Unit price for each item shall be shown and shall be for the unit of measurement indicated. In case of error in extension of prices, the unit price will govern. The Executive Director of HOST reserves the right to waive any technical or formal errors or omissions and to reject any and all proposal(s), or to award contract for the items hereon, either in part or whole, if the Executive Director deems it to be in the best interests of the City to do so.

The successful Vendor shall be in complete compliance with all the specifications, terms and conditions of this proposal as outlined above. The City shall have the right to inspect the facilities and equipment of the successful

Vendor to ensure such compliance. The City shall not be liable for any costs incurred by vendor in the preparation of proposals or for any work performed in connection therein.

7. Gratuities and Kickbacks

It is a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee (within six months of termination from City employment), or for any employee or former employee (within six months of termination from City employment) to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding of application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.

It is a breach of ethical standards for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime proposer or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order. In the event that any gratuities or kickbacks are offered or tendered to any City and County of Denver employee, the proposal shall be disqualified and shall not be reinstated.

8. Environmental

ENVIRONMENTAL MANAGEMENT SYSTEM, ENVIRONMENTAL POLICY, AWARENESS, AND COMPLIANCE

Some City operations can pose risks to human health and the environment. Proactive environmental management can reduce risk and prevent harm.

The City is certified to the ISO 14001 international standard for Environmental Management System (EMS). The City's EMS ensures that all aspects of City operations with the potential to cause significant environmental impacts are proactively managed. Through the EMS, the City has adopted environmental procedures to ensure compliance with environmental requirements, protect workers and the public, conserve energy and resources, and prevent pollution. The EMS reinforces the City's position that each person providing products or services to the City, the City's business partners, is responsible for conducting activities in a manner that will protect public health and the health of their employees and protect the environment. The EMS also requires business partners ensure the competency of their staff with respect to their environmental impacts and duties.

All City business partners are required by statute, regulation, and contractual agreement to comply with all federal, state, and local environmental regulations and requirements when working for the City. The City's EMS requires all City business partners to be aware of the City's Environmental Policy, be aware of the environmental aspects their actions may impact and implement practices to manage their actions in a manner that complies with environmental requirements and the City's environmental performance goals. The City's Environmental Policy outlines the City's commitment to environmental protection, continual improvement, and sustainability in all areas of City business and operations.

D. Evaluation and Awards

Proposals will be scored and ranked based upon the information contained in the application itself and uploaded attachments. The criteria to be used for the proposal evaluation include but are not limited to:

- Agency capacity & experience
- Proposed services
- Response to the City's proposed questions
- Technical review of proposal requirements
- Program Budget Plan
- Response to the City's proposed Sample Contract provisions in Contract Certification
- Other Requirements (as applicable)

*No weighting or relative importance of criteria is intended or implied by this list.

The City may request oral presentations as part of the evaluation process. Additionally, the City reserves the right to conduct negotiations with one or more Vendors.

Before an application is awarded, an applicant may be invited to a meeting with HOST staff to discuss the proposed program or service, to review compliance required under applicable regulations and to determine the eligibility of proposed costs. The City may choose to award multiple awards or to reject all proposals. An invitation to a meeting does not constitute an award of the service contract.

Any award as a result of this proposal shall be contingent upon the execution of an appropriate contract. The sample contract contains our proposed terms and conditions. These terms and conditions shall form the basis of a Contract covering the subject matter of this proposal. If there is contention(s) with the terms and conditions, a brief explanation and alternative language, if any, should be included in your response to Section IV E. 3 Contract Certification. Any exceptions to the Terms and Conditions will be taken into consideration when evaluating proposals submitted. The City reserves the right to reject any or all your proposed modifications. Performance outcomes of prior contracts with

HOST may be considered in the overall rating of proposals submitted by applicants who currently have, or have previously had, contracts with HOST. Application evaluation and awards are also contingent upon applicants being current to the City on any loan, contractual, or tax obligation as due, or with any rule, regulation, or provision on existing or past City contracts.

E. Decisions and Acceptance Period

Based upon the information provided by the applicants, an evaluation team will evaluate proposals. The evaluations will be ranked, and recommendations for funding will be forwarded to HOST Senior Management. Funding is limited. Applications that meet all the RFP's general guidelines and requirements may not necessarily receive an award. HOST may recommend funding a program or service for the full amount requested, less than the full amount, not at all, or multiple programs from different applicants. The City reserves the right to postpone or cancel this request, if it deems it to be in the best interests of the City to do so. The City reserves the right to waive any technical or formal errors or omissions, and to reject any and all proposals, or to award contracts, either in part or in whole, if deemed to be in the best interests of the City.

Subsequent budget periods are subject to the availability of funds, program authority, satisfactory performance, and compliance with the terms and conditions of the award.

Successful applicants shall be in complete compliance with all the specifications, terms, and conditions of the proposal. The City shall not be liable for any costs incurred in the preparation of proposals or for any work performed in connection therein. Successful applicants may be invited to enter into contract negotiations and development of a final scope of services and budget. Contract negotiations may involve additional requirements, such as environmental reviews. **Proposals submitted under this solicitation remain valid for up to 365 days after the close date, in the event that new sites, funding and resources become available for the same Statement of Work. Proposals received through this RFP process could be utilized and awards may be made at the discretion of the City.**

F. CORA

The City shall conform to the provisions of the Colorado Open Records Act (CORA) (C.R.S. 24-72-201 200.1 to 24-72-309205.5). All proposals become a matter of public record and shall be regarded as Public Records. Inspection of the proposals shall be allowed ONLY after an award has been made and in compliance with CORA requirements. CORA provides that the City shall deny the right of inspection of public records that contain trade secrets, privileged information, and confidential commercial, financial, geological, or geophysical

data. Offerors must designate specific elements in each proposal that the offeror believes are within this CORA exception. If such items are request under CORA, the City will use reasonable efforts to notify the offeror, and it will be the responsibility of the offeror to seek a court order protecting the records and to defend, indemnify, and hold harmless the City from any claim or action related to the City's non-disclosure of such information

III. Instructions

A. Questions and Answers

The City shall not be bound by and the Vendor shall not request or rely on any oral interpretation or clarification of this RFP. Therefore, any questions regarding this RFP are encouraged and should be submitted in writing by email to:

[E-Mail: HOSTProcurements@denvergov.org](mailto:HOSTProcurements@denvergov.org)

B. Pre-Proposal Meeting

A pre-proposal conference will be conducted the date and time listed in the Schedule of Events, front page. This meeting will be conducted using the City's Zoom meeting platform. This will be the only meeting to discuss this proposal request.

Zoom meeting:

Topic: Family NCS Case Management and Housing Navigation RFP
Time: Oct 14, 2022 10:30 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://denvergov-org.zoom.us/j/84142061276?pwd=bkRZd2hMMEttb1RScjRuTVVvcGoxZz09>

Meeting ID: 841 4206 1276

Passcode: 148578

One tap mobile

+17209289299,,84142061276# US (Denver)

Dial by your location

+1 720 928 9299 US (Denver)

Meeting ID: 841 4206 1276

Find your local number: <https://denvergov-org.zoom.us/j/84142061276>

Questions received up to deadline to submit question in the Schedule of Events will be answered in writing per the Schedule of Events. Answers to questions from any Vendor will be provided to all Vendors. All communications regarding this proposal shall only be through the email listed above. No communication is to be directed to any other City personnel.

C. Zengine Instructions

Submission of proposals for this solicitation may only be done electronically through Zengine. Proposals must be submitted at: <https://webportalapp.com/sp/hostcasemanagement> no later than the date and time indicated in the proposal Schedule of Events.

Proposers who feel they are unable to prepare and submit an electronic submittal should submit a request in writing to **HOSTProcurements@denvergov.org**, no later than the Question due date, for permission and instructions for submitting a hardcopy proposal. Your proposal shall consist of the following section IV responses and required uploads to be completed below.

IV. Application

A. Vendor Information

Business Name *

Business Address *

City *

State *

Zip *

Is the order address different from above?

*Yes No

Remittance Name *

Remittance Address *

City *

State *

Zip *

Tax ID # (TIN or SSN) *

Telephone Number (Ex: xxx-xxx-xxxx) *

Fax Number

Email *

Ordering Email (If different from above)

Vendor Entity Type (check one) *

Dun & Bradstreet Number *

SIC Code and/or NAICS Code *

Disadvantaged Business Enterprise (DBE)? *

B. Organizational Overview

- i. Describe your agency's experience (i.e., length of time, current programming, support options) providing robust case management services in a shelter/non-congregate shelter setting for people experiencing homelessness and families experiencing homelessness?
- ii. Does your agency currently use HMIS? Please describe your agency's use of HMIS and engagement with the OneHome Coordinated Entry System?
- iii. Please describe when a project did not go the way that you planned. What did you learn from that project and how did you take that knowledge to implement changes?
- iv. What training is currently available at your agency? Does your agency have access to all expected trainings listed? If not, what is your plan to access and provide expected training?
- v. What is your agency's approach to meeting the needs of Black, Indigenous, and other families of color (BIPOC)? How does your agency consider staff recruitment and cultural & linguistically appropriate support for BIPOC households?

- vi. Please describe partnerships and collaborations that your agency currently employs. How will these partnerships and collaborations be leveraged to support families experiencing homelessness?
- vii. What innovative and/or remote strategies could your agency implement to make contact and maintain a line of communication with a family who may not have a phone or may have alternative communication needs?
- viii. Using section [II A 1](#), provide a service delivery plan outlining how the agency will staff the program and what the program design is anticipated to look like. Please include:
 - Your agency's approach to providing in-person, on-site case management/intake to families experiencing homelessness and staying in a non-congregate shelter setting (i.e., motel) with consideration of households who may have shift workers and/or working parents and need support outside of regular business hours;
 - Your program's approach to referrals to resources, supportive services, and housing opportunities,
 - Your proposed communication strategy to maintain connections with families
 - Your proposed plan for housing navigation support (if applicable)
 - Your proposed plan for households to appeal violations.

C. General Program Requirements

1. Technology

- i. What sort of tracking, data base, or system do you use to document case notes, client interactions and services provided?
- ii. Are you familiar with the HOST invoice portal and Salesforce reporting system? If not, what types of reporting and invoice systems are you used to?
- iii. Do you have the necessary technology or would start up equipment be needed (cell phones, computers, printers, etc.)?

2. Data & Reporting

- i. How does your agency currently track outcomes for program participants?
- ii. What data is currently collected on program participants?
- iii. How do you propose meeting the expectation of 50% of households exiting to permanent or stable housing?

- iv. If you currently provide case management resources in a non-congregate shelter, what are your current outcomes (i.e., households served, connection to benefits, exit & exit locations)?

3. Fiscal Accountability

- i. How do you ensure that expenditures are allowable?

References

Reference 1: Agency *

Reference 1: Contact Person *

Reference 1: Contact Email *

Reference 2

Reference 2: Agency *

Reference 2: Contact Person *

Reference 2: Contact Email *

Reference 3

Reference 3: Agency *

Reference 3: Contact Person *

Reference 3: Contact Email *

D. Budget

Download and fill out the budget form after accessing the Excel template from the following link:

<http://denvergov.org/files/assets/public/housing-stability/documents/rfp-files/budget-template-cap.xlsx>

This Program Budget Template document is to be filled out and uploaded as an Excelspreadsheet. Do not submit as a pdf file.

Please provide your proposed 12-month operational budget, including leverage of other funding. Additional funding may be awarded based upon demonstrated need, review of program success, and availability of additional resources.

HOST encourages providers to submit a budget which reflects the operational needs of the program.

E. Other Required Uploads

1. Diversity and Inclusiveness

Diversity & Inclusiveness Form: <https://us.openforms.com/Form/57f3a8ea-39b7-4115-be17-1770f38d3cf6> Optional to upload here, if not submitting electronically.

Upload XO 101 Diversity & Inclusiveness Form (if not submitting electronically)

Choose File

2. Audit/Financial Statements

Provide the most recent audited or pro-forma financial statements or provide your most recent annual and single audit if you expended more than \$750,000 in Federal awards.

3. Secretary of State Good Standing Certification

Please upload Certificate of Good Standing here:

4. Contract Certification

Notice

Any proposed modifications to the language of the city's sample agreement must be contained in the paragraphs below or on a redlined version of the sample agreement. Any proposer modification that does not include specific language changes may be considered non-responsive by the city and proposer waives any rights to negotiate the sample agreement language at a later time.

The following terms of the agreement are non-negotiable:

- Governing Law and Venue
- Defense and Indemnification
- Discrimination in Employment
- Examination of Records

The following terms of the agreement are only negotiated in exceptional circumstances:

- Payment
- Termination for Convenience

Please view the sample agreement by using the following link:

<https://denvergov.org/files/assets/public/2022-host-local-funds-rfp-002.pdf>

Agreement

I, on behalf of the proposer identified below, hereby certify that I have read a copy

of the sample contract attached to the RFP.

I agree*

I further hereby certify that it is the proposer's intent to agree to, and comply with each and every term and provision contained in the sample contract and propose no modifications to the sample contract except as follows:

1. Modifications to the sample contract:

2. Modifications to the sample contract:

3. Modifications to the sample contract:

I understand that the language modification(s) stated above, if any, are offered for discussion purposes only and that the City and County of Denver reserves the right to accept, reject or further negotiate any and all proposed modification to the sample contract. Proposer expressly agrees to all sample contract language where no modifications are proposed.

I agree Company Name *

Name *

Title *

Date *

F. Optional Uploads

1. Community Support & Additional Materials

Optional Uploads: Please upload all letters, notes, marketing materials, etc. as one document for each of their respective sections.

Upload Community Support Letters
Choose File

Upload Additional Community Support Letters (If Desired)
Choose File

Upload Additional Community Support Letters (If Desired)
Choose File

Upload Additional Materials (If Desired)

Choose File

Upload Additional applicant notes and comments

Select a file

Upload Program Brochures, marketing materials etc

Select a file

Upload Any additional information in support of your proposal

Select a file