

RFP Template

Request for Proposal (RFP) #HOST-67-2023

Schedule of Events:

- RFP Issued – July 26, 2023, at 10:00 AM MST
- Virtual Pre-Proposal Meeting – August 4, 2023, at 9:30 AM MST
- Deadline to Submit Additional Questions – August 9, 2023, by 5:00 PM MST
- Response to Written Questions/Addendum – August 11, 2023, by 5:00 PM MST
- Proposal Due Date – September 1, 2023, by 5:00 PM MST
- Evaluation Period – September 1, 2023 – September 18, 2023 (Tentative)
- Anticipated Award Date – September 25, 2023 (Tentative)

Table of Contents:

- I. Background and Vision
 - A. HOST General Background**
 - B. RFP Background Vision and Purpose**
 - C. Target Outcomes and Goals**
- II. Requirements
 - A. Service Requirements**
 - 1. Budget
 - 2. Minimum Qualifications
 - B. Data Requirements**
 - 1. Salesforce
 - C. Technical Requirements**
 - 1. Diversity and Inclusiveness – Executive Order #101
 - 2. Suspension and Debarment
 - 3. Certificate of Insurance (COI)
 - 4. Proof of Registration with SOS
 - 5. Accounting and Audits
 - 6. Sample Contract
 - 7. Conditions and Provisions
 - 8. Gratuities and Kickbacks
 - D. Evaluation and Awards**
 - E. Decisions and Acceptance Period**
 - F. CORA**
- III. Instructions
 - A. Questions and Answers**
 - B. Pre-Proposal Meeting**
 - C. Zengine Application Instructions**
- IV. Application
 - A. Proposer Information**
 - B. Organizational Overview & Experience**
 - C. Diversity**
 - D. Program Overview & Requirements**

1. Program Overview
 2. Technology, Data & Reporting
 3. Fiscal Accountability
 4. References
- E. Budget**
- F. Other Required Uploads**
1. Diversity and Inclusiveness
 2. Suspension and Debarment – SAM Certificate
 3. Audit
 4. Secretary of State Certificate of Good Standing
 5. Contract Certification
 6. Anti-Discrimination Certification
- G. Optional Uploads**
1. Community Support & Additional Materials

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 Proposers 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.

In furtherance of our mission, HOST leadership and staff have completed a racial representation audit of our department as well as an internal organizational racial equity self-assessment (ORESAs). The Department of Housing Stability has created a brief write-up sharing the results of the internal ORESA survey. The write-up provides HOST's average scores on the ORESA survey disaggregated by race and level of employment. See results of survey here: [HOST ORESA Survey Results](<http://denvergov.org/files/assets/public/housing-stability/documents/rfp-files/host-internal-oresa-survey-results.pdf>)

HOST leadership fully acknowledges the department has more work to do in racial, cultural and linguistic representation and feel that work is best done by acknowledging where we currently stand. HOST is committed to working with the Mayor's Office of Social Equity and Innovation to meet our goals and the Mayor's Equity Platform as we serve the community's most vulnerable and underrepresented residents

B. RFP Background Vision and Purpose

This procurement addresses the following HOST Five-Year Strategic Plan Goals:

Housing Stability:

- a) Help Households Remain in their Home and Neighborhood of Choice
- b) Reduce Evictions

Prior to the COVID-19 pandemic, the City and County of Denver experienced 9,249 eviction filings in 2019 which dropped significantly in subsequent months as national and state-level eviction moratorium were activated in early 2020. When eviction moratoriums expired in Summer 2021, eviction filing rates and take-up of City-funded rental assistance programs climbed to unprecedented levels. From January-May 2023, there have been an average of 1,107 monthly eviction filings. If this trend continues, the City and County of Denver could expect to experience approximately 13,000 eviction filings by the end of 2023 which represents a 32% increase from the year prior (there were 8,879 total eviction filings in 2022). As pandemic-related rental assistance programs have begun to sunset, demand for rent and utility support has continued to increase as well. The Temporary Rental and Utility Assistance (TRUA) Program served 931 unduplicated households in 2022 and is expected to serve over 1,500 unduplicated households in 2023.

Recent increases in eviction filings will have adverse impacts on the displacement rates of Denver residents, particularly among BIPOC households who are more likely to be renters and cost burdened (paying more than 30% of their income toward housing) and therefore are disproportionately impacted by the increasing cost of housing and stagnated wages. The National Low-Income Housing Coalition (NLIHC) has found that extremely low-income renters account of 19% of Black households 17% of American Indian or Alaska Native households, and 14% of Latino households nationally. Additionally, the Joint Center for Housing Studies concluded that renters in racially diverse neighborhoods are more likely to have rental arrears and apply for emergency rental assistance than mostly white neighborhoods.

Since 2017, the TRUA Program has been providing rental and utility assistance to low-to-moderate-income residents experiencing a financial crisis and at-risk of being evicted. With the continued goal of preventing involuntary displacement among City and County of Denver residents, HOST is seeking proposals for the TRUA Program for a period through December 2024 with the potential of extending awarded contracts through future program years.

HOST is particularly interested in proposals that address existing gaps in eviction prevention programs available in the Denver Metro area as well as proposals emphasizing robust access to resources designed to support low-to-moderate income households, racial and ethnic minorities, immigrants and refugees, and other populations imminently at-risk of housing instability. Eligible activities supported by this funding include, but are not limited to, the following:

Application Review and Eligibility Determination: Respondents should be equipped to receive, review, and make final eligibility determinations on all TRUA applications submitted by Denver residents through a centralized database. Application review should include review of applicants' current financial or other housing crisis, verification that applicants' residence is within the City and County of Denver and serves as their primary residence, and that the household is at or below 80% Area Median Income (AMI) for their household size. Respondents are responsible for collecting any additional documentation to verify an applicant's eligibility and communicating final eligibility determinations to the applicant. Respondents are also responsible for mitigating potential applicant irregularities and fraudulent activity according to guidelines established by HOST.

Rental and Utility Assistance: For qualified applicants, Respondents will issue payments to cure an applicant's rental and/or utility arrears as supported by written documentation and program eligibility determinations up to the maximum assistance limits enforced by HOST.

Resource Referral and Navigation: Respondents will ensure that applicants are expeditiously connected to all available resources designed to prevent involuntary displacement among renters and homeowners within the City and County of Denver. Such resources include but are not limited to:

1. Eviction and Foreclosure Legal Defense Programs
2. Denver Office of Financial Empowerment & Protection
3. Additional utility assistance programs such as the Colorado Low-Income Energy Assistance Program (LEAP) and/or Energy Outreach Colorado (EOC)
4. State of Colorado Emergency Mortgage Assistance Program (EMAP)
5. Property Tax Relief Programs
6. Home Modification/Repair Programs
7. Home Share Programs

C. Target Outcomes and Goals

Respondents should provide projections for the number of unduplicated households they expect their proposed program to serve commensurate with funds being requested.

HOST is particularly interested in proposals that seek to measure the impact that rental assistance has in mitigating eviction filings for households that have received a demand for rent/possession and/or court summons. Respondents should include details for how your organization will measure reductions in eviction filings among TRUA recipients, the basis for measurement, and how successful outcomes are defined.

For proposals integrating case management, housing navigation, mediation, or other supportive services, please include details for how your organization will measure the impact of those services on recipients' housing stability, the basis for measurement, and how successful outcomes are defined.

II. Requirements

A. Service Requirements

1. Budget

Funding available through this RFP comes from the City of Denver's Affordable Housing Fund, Affordable Housing Incentive Fee Fund, and Community Investment Impact Special Revenue Fund. The current amount budgeted for this program in 2024 is approximately \$4.4M. A portion of these funds are required to serve residents living in the following priority neighborhoods: Westwood, East Colfax, Sun Valley, Globeville, and Elyria-Swansea. Additional funds for this program may be included in the Mayor's 2024 budget. HOST is requesting two proposed budgets for this RFP based on existing budget and potential budget should additional funds become available. HOST encourages respondents to submit budgets which reflect all operational and direct assistance needs of the program. Respondents should expect to fully expend all awarded funds by December 31st, 2024. Subsequent budget periods are subject to the availability of funds, program authority, satisfactory performance, and compliance with the terms and conditions of the award.

2. Minimum Qualifications

Respondents must have knowledge about best practices and prior experience serving low-to-moderate income residents at risk of housing instability with eviction prevention services. Respondents must also demonstrate a strong commitment to integrating into and coordinating with existing service delivery systems of eviction legal defense and eviction preventions programs to streamline qualified applicants' access to all available community resources. Additionally, respondents must have a plan to develop and/or expand upon existing partnerships with housing stabilization service providers that will enhance resource delivery and avoid any duplication of services.

Program assistance must be provided according to Fair Housing requirements that protect citizens from discrimination on the basis race, color, religion or creed, national origin, ancestry, age, sex, gender, sexual orientation, gender identity or

gender expression, marital or familial status, military status, source of income, or physical or mental disability.

HOST is particularly interested in service providers who can integrate the following services into their program delivery:

- i. Rapid assistance payments (no more than 2 business days) made on behalf of qualified applicants via Electronic Funds Transfer (EFT) particularly for those at-risk of imminent displacement.
- ii. Rapid assistance payments (no more than 2 business days) made on behalf of qualified applicants via physical check to the City and County of Denver Manager of Finance to mitigate judgement in urgent eviction cases.
- iii. Additional wrap-around support including but not limited to case management, housing navigation, mediation, and other supportive services for households who have previously or recently experienced homelessness, households currently doubled up, households with children, and/or households in need of relocation assistance.
- iv. Focused service delivery for a portion of funds in priority neighborhoods (Westwood, East Colfax, Sun Valley, Globeville, and Elyria-Swansea).

Participant Eligibility:

- i. Eligible applicants include those at 80% AMI or below for their household size.
- ii. Qualified applicants must provide evidence of tenancy, demonstrate that their home serves as their primary residence, and providers must verify their residence is located within the City and County of Denver.
- iii. Renters applying for rent and/or utility assistance and homeowners applying for utility assistance must demonstrate a current financial or other housing crisis to be eligible for financial assistance. These may include but are not limited to job loss, reduction in income, reduction in hours worked, an unexpected increase in non-discretionary expenses, uninhabitable living conditions, a notice of rent increase, a demand for rent or possession, or a court summons.
- iv. Qualified applicants must not have cash or assets on hand that is equal to or greater than the relief funds being requested (excluding funds reserved for non-discretionary living expenses).

B. Data Requirements

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.

Ongoing reporting: HOST will require all programs it funds 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 report on the households served by the program through HOST's Salesforce system on a monthly basis. Required data reported in Salesforce include the following:

1. Number of unduplicated households served within a monthly reporting period
2. Number of unduplicated households served year-to-date (YTD)
3. Demographic information from all households served including AMI levels and race/ethnicity data
4. Number of households served with a disability, female head of household, and households age 62 years old or older per reporting period

Additional data may be required to be collected and reported utilizing a supplemental form provided by HOST.

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. Suspension and Debarment

Contractors debarred, suspended, or proposed for debarment are excluded from receiving contracts with the City and County of Denver. Contractors are required to provide a copy of the SAM.gov page showing good standing.

3. 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

http://www.denvergov.org/files/assets/public/housing-stability/documents/rfp-files/exhibit-1_certificate-of-insurance-sample.pdf

4. 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.

5. 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.

6. 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.

Proposers 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 theselected 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 Proposers. 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 Clinking on the Link:

<https://denvergov.org/files/assets/public/housing-stability/documents/general-fund-sample-contract.pdf>

7. 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/trua_rfp_application

All participating Proposers, 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 Proposer 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 Proposer'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 Proposer 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 Proposers 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. 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 Proposer 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 Proposer to ensure such compliance. The City shall not be liable for any costs incurred by Proposer in the preparation of proposals or for any work performed in connection therein.

8. 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.

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
- Proposed outcomes
- 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 Proposers.

Before an application is awarded, a Proposer 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 F. 5 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 Proposers who currently have, or have previously had, contracts with HOST. Application evaluation and awards are also contingent upon Proposers 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 Proposers, 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 Proposers. 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 Proposers 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 Proposers 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. 24-72-200.1 to 24-72-205.5). 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 Proposer 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.

Topic: Temporary Rental and Utility Assistance

Time: Aug 4, 2023 09:30 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://denvergov-org.zoom.us/j/89744833318?pwd=SjNSc3BGQWpLODM2bldlb1hTZ1VLZz09>

Meeting ID: 897 4483 3318

Passcode: 947950

One tap mobile

+17209289299,,89744833318# US (Denver)

Dial by your location

• +1 720 928 9299 US (Denver)

Meeting ID: 897 4483 3318

Find your local number: <https://denvergov-org.zoom.us/u/kNMW4SOVz>

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 Proposer will be provided to all Proposers. 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/trua_rfp_application

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. Proposer 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)

Proposer Entity Type (check one) *

SAM Unique Identifier Number *

SIC Code and/or NAICS Code *

Disadvantaged Business Enterprise (DBE)? *

B. Organizational Overview – Experience and Capacity

1. Has your organization previously administered a similar program in the last five years? If so, please describe.
2. Describe your organization's prior and/or current experience serving low-to-moderate income Denver residents at-risk of housing instability. How is your organization's infrastructure commensurate with the scope of services proposed in this procurement?
3. Describe your organization's familiarity with existing eviction prevention service delivery systems.
4. How will your organization continue to expand upon and/or develop new partnerships with other housing stabilization services that will enhance TRUA resource delivery to eligible households? Please describe any partnerships that are currently established and any associated successes/challenges of those partnerships.

C. Diversity

1. Describe the demographics of the people your organization currently serves. What are the inequities that exist regarding access and

engagement in those services? How do you intend to address and impact those inequities with this funding?

2. Please describe your organization's methods of service delivery to households with limited or no English proficiency and households presenting with technology literacy barriers.
3. How does your organizations stay up to date on best practices on serving vulnerable populations?

D. Program Overview & Reporting Requirements

1. Overview of Services to be Provided

- i. Will your organization use subcontractors for any components of service delivery? If yes, please explain what work you plan to subcontract and why?
- ii. How much funding is your organization requesting to provide TRUA services under this proposal? Please provide two amounts, one if the available funding is \$4.4M and one if the available funding is \$20M.
- iii. Describe your proposed program structure and how it addresses the terms and conditions stated in this RFP.
- iv. Does your proposed program intend to serve the entire City and County of Denver or specific zip codes/neighborhoods? If you intend to serve specific zip codes/neighborhoods, please provide a list.
 1. Are you willing to be flexible regarding the areas you intend to serve?
- v. How does your organization plan to conduct outreach to the community and target population for this program?
- vi. Please provide a detailed staffing plan for both requested amounts above that demonstrates how the eligible activities under this funding source will be fulfilled and executed including but not limited to:
 - The total number of full-time and/or part-time employees
 - Projected time charged to the program per position
 - Any anticipated employee credentialing/training requirements

2. Technology, Data & Reporting

- i. How do your current data collection and reporting systems ensure client confidentiality, support processes to track data, and facilitate reports on program outcomes?
- ii. Approximately how many unduplicated households does your proposed program proposal intend to serve with the amount of funds requested for both amounts requested above? Please include details of any other outcome measures your organization plans to integrate into TRUA program delivery.
- iii. Does your organization have experience in mitigating potential applicant irregularities and fraudulent activity among direct assistance programs?
- iv. Please describe how your organization measures goals, how successful outcomes are defined, and the basis used for measuring data. Please include data from past projects demonstrating how your services have improved housing outcomes for program participants, as applicable.
- v. How often with current contracts, if at all, do you report data?
- vi. Please share your past and/or current experience with various databases such as HMIS, Salesforce, or any other reporting systems.

3. Fiscal Accountability

- i. What tools and resources do you use to help determine associated program costs are reasonable and allowable expenses?
- ii. Please describe how your proposed budgets will achieve the goals and objectives outlined by this proposal?
- iii. What kind of accounting controls does your organization use?
- iv. Please provide details on your organization's payment processing systems including the capacity to provide expedient electronic payments/money transfers.
- v. Please describe your organization's experience in successfully managing fiscal requirements on government contracts and ability to submit reimbursement requests on time.

4. References

Reference 1: Agency *

Reference 1: Contact Person *

Reference 1: Contact Email *

Reference 1: Describe the relationship of the reference to you including what projects you worked on for or with this person.

Reference 2

Reference 2: Agency *

Reference 2: Contact Person *

Reference 2: Contact Email *

Reference 2: Describe the relationship of the reference to you including what projects you worked on for or with this person.

Reference 3

Reference 3: Agency *

Reference 3: Contact Person *

Reference 3: Contact Email *

Reference 3: Describe the relationship of the reference to you including what projects you worked on for or with this person.

E. Budget

Copy and Paste the following link for Program Budget Template in your browser to access the Excel template:

<https://denvergov.org/files/assets/public/housing-stability/documents/rfp-files/copy-of-host-application-request-budget-template-2023.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 two budgets, one if the total available funding for the program is \$4.4M and one if the total available funding for the program is \$20M. Please provide your proposed 12-month operational budgets, 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 budgets which reflect the operational needs of the program.

F. 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) In the second box on the form, "Enter Email Address of City and County of Denver contact person facilitating this solicitation" please enter nicole.givens@denvergov.org.

Choose File

2. SAM Certification (If organization has one)

Upload a copy of SAM certificate here:

3. 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.

4. Secretary of State Good Standing Certification

Please upload Certificate of Good Standing here:

5. 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

Click on the following link to view the Sample Agreement

<https://denvergov.org/files/assets/public/housing-stability/documents/general-fund-sample-contract.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 *

6. Anti-Discrimination Certification

- i. Does your organization have an anti-discrimination employment policy?

Yes

No

If your organization has a written anti-discrimination employment policy, please upload a copy of the policy here

Choose File

- ii. Does your organization have an anti-discrimination policy regarding how services are performed and carried out?

Yes

No

If your organization has a written anti-discrimination employment policy, please upload a copy of the policy here

Choose File

G. 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 Proposer 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