



DENVER

HOUSING STABILITY

Pre-Proposal Conference - Request for Proposals (RFP) #HOST-32-2022 Family Emergency Non-Congregate Shelter (NCS) Case Management and Housing Navigation RFP for the Department of Housing Stability (HOST)

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

We ask that everyone please mute themselves.

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

Good Morning. Welcome and Thank You for joining us.

- All requests for information, clarifications and/or questions must be emailed to HOSTProcurements@denvergov.org throughout this process. They are to be received in accordance with the Schedule of Events.
- Deadline to submit additional questions is October 18, 2022, by 12:00 PM, MST
- Responses to written questions will be posted on October 20, 2022, by 5:00 PM,
- Questions and responses received throughout this event will be published as an addendum on Zengine.

Other HOST Participants: Midori Higa, Rosemary McQuiggan, Gaelyn Feeney Coyle, Nicole Givens

Schedule of Events:

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

Family Emergency Non-Congregate Shelter (NCS) Case Management and Housing Navigation RFP

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.

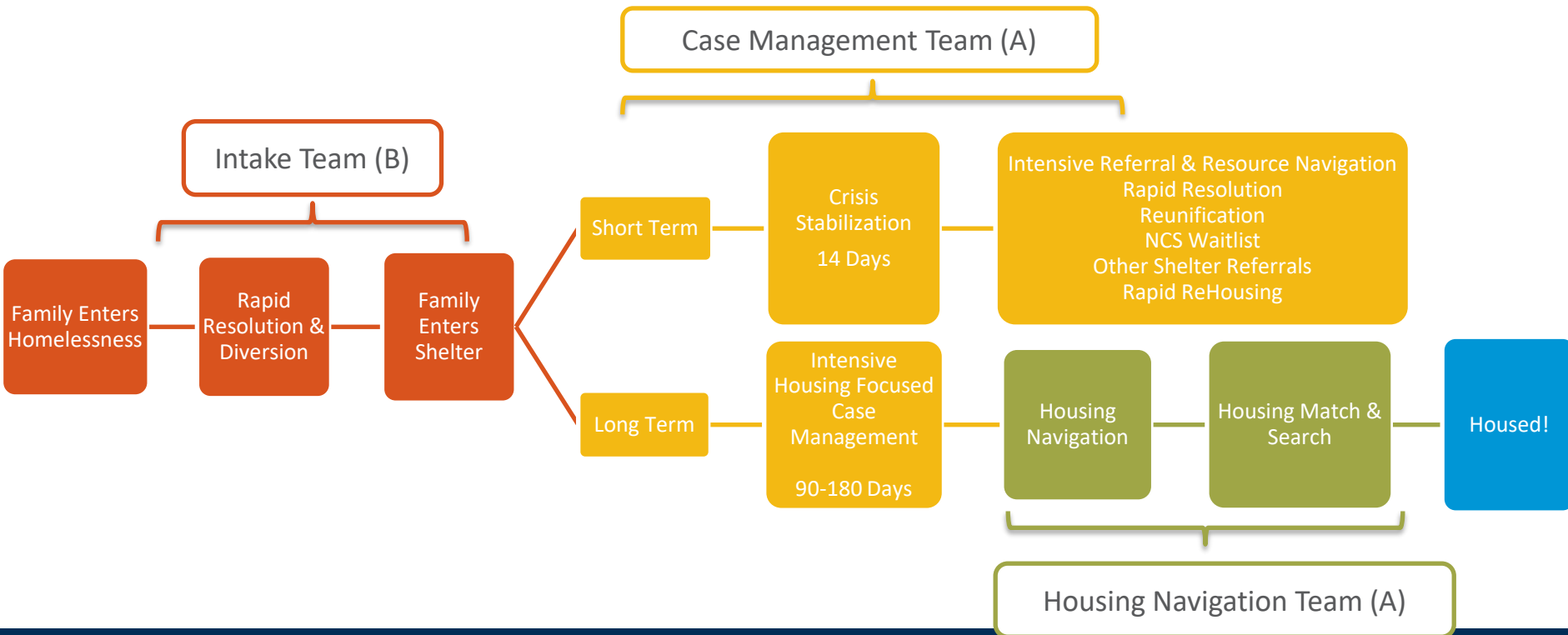
Family Emergency Non-Congregate Shelter (NCS) Case Management and Housing Navigation RFP Requirements

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.

Family Emergency NCS Case Management

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.





Intake Team (B)

Rapid Resolution
Eligibility Screening for Shelter



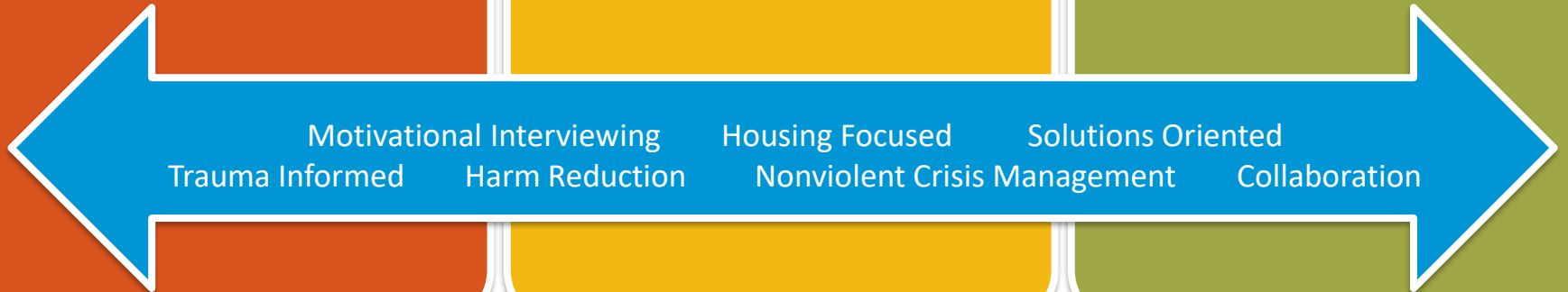
Case Management (A)

Crisis Stabilization
Progressive Engagement
Gather Vital Documents



Housing Navigation (A)

Housing Match
Submit Housing Apps
Landlord Engagement



Levels in Family NonCongregate Shelter

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

Case Management 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. All motels/hotels will be located in the City of Denver.

Service Expectations for Intake

- Screen for eligibility (family status)
- Verify literal homelessness
- Engage in diversion and rapid resolution
- Collect documentation
- Provide appropriate resources to shelter
- Coordinate with hotels/motels around capacity
- Communicate with case managers when necessary
- Complete HMIS intakes
- Provide transportation assistance
- Provide additional referrals
- Review program expectations with households
- Minimize turn aways
- Manage program waitlist and maintain contact with households waiting to enter program
- Operate and coordinating during severe weather to ensure access to temporary shelter in alignment with citywide severe weather policies.

Service Expectations for Housing Focused Case Management

- Case planning
- Conducting needs assessments
- Assisting with obtaining vital documents
- Providing nonviolent crisis management and assistance with transportation
- Connection to mainstream benefits and resources, etc

Service Expectations for Housing Navigation

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

RFP Evaluation Criteria

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

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

Contract Requirements

Required provisions and documentation

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

Questions

- Questions will be accepted until the deadline of October 18, 2022 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 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.

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 them. This feature can be found at the top right of your screen.

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

HOSTProcurements@denvergov.org – to submit additional questions

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