



DENVER

HOUSING STABILITY

Pre-Proposal Conference - 2023 Non-Congregate Shelter (NCS) Operations Request for Proposal (RFP) #HOST-74-2023

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 tomorrow, Friday, November 3, 2023, by 5:00 PM, MST
- Responses to written questions will be posted on Monday, November 6, 2023, by 5:00 PM,
- Questions and responses received throughout this event will be published as an addendum on Zengine.

HOST Participants: Midori Higa, Cole Chandler, Nicole Givens

Schedule of Events:

RFP Issued	October 27, 2023	12:00 PM
Virtual Pre-Proposal Conference/General Information Meeting	November 2, 2023	11:00 AM
Deadline to Submit Additional Questions	November 3, 2023	5:00 PM
Response to Written Questions	November 6, 2023	5:00 PM
Proposal Due Date	November 10, 2023	5:00 PM
Evaluation Period (Tentative)	November 13 – November 14, 2023	
Award Date (Tentative)	November 15, 2023	

Non-Congregate Shelter (NCS) RFP

As a part of Mayor Johnston's House 1000 initiative, the City and County of Denver through the Department of Housing Stability (HOST) is seeking partners that will manage and provide 24/7 operational and programmatic services at City owned for a 200 unit non-congregate shelter. The provider may serve a variety of populations including but not limited to single adults, adult couples or families, families with minor children or dependent adults, folks with disabilities and potentially special needs. In addition to operational management, partners must also provide necessary supportive services for people experiencing homelessness.

NCS RFP

Specifically, HOST is looking for a provider(s) to utilize a comprehensive approach that addresses the immediate needs of people experiencing homelessness, provide housing-focused case management, housing navigation, benefits enrollment, full-range of case management services, provide mental health or substance use referrals and/or direct support, and any other services that promote long-term stability and well-being.



NCS Scope of Work

Managing operations may include, but are not limited to the following responsibilities:

- Ensure compliance with all applicable building codes, health regulations, and safety laws and regulations.
- Managing and maintaining common or specialized areas such as parking lots, smoking areas, dog-run areas, areas dedicated to emergency congregate areas (when activated).
- Provide custodial support including, but not limited to keeping common areas and walkways clean from debris, sanitization of common areas, pest control, and bio-hazard clean-up).
- Provide basic maintenance support, including but not limited to fixing leaky faucets, changing light bulbs, repairs without specialized tools, or personnel other than maintenance staff).

NCS Scope of Work Continued

- When applicable, or as negotiated with the City, set up and manage utilities such as water, energy, trash, Wi-Fi, internet and telephone services, and Cable TV.
- When applicable or as negotiated with the City, provide financial administration in the development and budget management including tracking expense.
- When applicable or as negotiated with the City provide security services (e.g., personnel, patrol, camera system acquisition, installation, and/or management).
- Collaborate with City representative(s) to notify and address any critical incidents on site(s).
- Collaborate with community stakeholders, the city, and partner organizations to foster positive relationships with the local community to reduce any negative impacts associated with the site and address concerns.

NCS Scope of Work Continued

Programmatic service requirements may include the following depending on the provider(s) proposal:

- Utilize a low-barrier, Housing First Model programming that is designed to encourage shelter entry through progressive engagement and maximize successful exits into permanent and stable housing.
- Provide ongoing reporting and documentation to maintain accurate and up-to-date records in HMIS for client data, services provided, exits from the program.
- Provide direct services, referrals, and/or coordinate with other providers, the provision of medical, dental, and vision services.
- Provide direct services, referrals, and/or coordinate with other providers, the provision of physical health, mental health, substance use & harm-reduction services.

NCS Scope of Work Continued

- Provide navigation and/or benefit enrollment, transportation assistance, employment/workforce development services and/or education, life skills development training and/or education.
- Provide any other programmatic services, as deemed necessary, to help drive housing focused outcomes.
- Work with the City and designated outreach teams to enroll clients into NCS and conduct an intake process in the Homeless Management Information System (HMIS) for new clients, ensuring they receive necessary support services under the program.

NCS RFP Budget

Funding under this RFP is Federal funding and is subject to change at the discretion of the City. HOST requests a 12-month budget for 200 units. Subsequent budget periods are subject to the availability of funds, program authority, satisfactory performance, and compliance with the terms and conditions of the award.

HOST encourages providers to submit a budget with reflects the anticipated operational needs and of their proposed program activities.



NCS RFP Minimum Qualification Requirements

Partners selected under this procurement must be well versed in trauma-informed approaches, motivational interviewing, and housing focused case management for people experiencing homelessness. Partners must have some experience in managing shelters, or other non-congregate sites, and/or shelter buildings, including but not limited to apartment buildings, and hotels, including providing shelter programs at such locations. Partners must be collaborative and have strong communications skills as they will be expected to work directly with the assigned outreach team(s), other service providers, the community, and HOST staff for these projects.

NCS RFP Data Requirements

Provider(s) will be required to be set up in HMIS. Vendors who do not have access to HMIS will be provided with training necessary to utilize the system.

The selected service provider/s will be required to enter and record all program data into the HMIS, including but not limited to clients' demographic information, enrollment, provision of services/supports, case management and exit information. The selected service provider shall abide by both COHMIS Policy and Data Quality Standards established and adopted by the Metro Denver Homeless Initiative (MDHI) Continuum of Care (CoC) for metro Denver.

NCS RFP Data Requirements Continued

The selected service provider will be required to submit a quarterly program narrative report and HMIS Data Quality report to HOST via HOST Program Community (HOST will provide service provider with training and login credentials). The quarterly program narrative report will include program successes, challenges, qualitative report, program spend down, etc. In rare situations, service providers may be required to submit supplemental reports. Supplemental reports may be required when HMIS data and program narrative reports are not sufficient to demonstrate program impacts and outcomes.

Contract Requirements

Required Certificate of Insurance provisions:

- **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)

Technical Requirements

In addition to responses to the questions and budget, Respondents must provide the following documentation

- 1. Diversity and Inclusiveness – Executive Order #101**
- 2. Proof of Registration with SOS**
- 3. Accounting and Audits**
- 4. Sample Contract – certify**
- 5. Anti-Discrimination Policy – Certify & provide any written anti-discrimination or non-discrimination employment and service policies (if existing)**

RFP Evaluation Criteria

- Areas of review:
 - a) Agency Capacity & Experience
 - b) Proposed Services
 - c) Equity & Diversity
 - d) Response to the City's Proposed Questions
 - e) Technical Review of Proposal Requirements
 - f) Proposed Outcomes
 - g) Program Budget Plan
 - h) Response to the City's proposed Sample Contract provisions in Contract Certification
 - i) Other Requirements (as applicable)

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

Questions

- Questions will be accepted until the deadline of November 3, 2023 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/2023_ncs_rfp_application

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.

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.