

HOMELESS SERVICES

REQUEST FOR PROPOSALS  
RFP-22-OHS-50

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# OVERVIEW

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- The City of Phoenix Human Services Department (HSD) is committed to ending homelessness through a comprehensive, regional approach to housing and services in coordination and collaboration with the Maricopa Regional Continuum of Care (CoC).
- Phoenix has invested in preventing and ending homelessness since 1982 when urban camps emerged in the downtown area. Since that time, Phoenix has developed a diverse portfolio of housing and services designed to meet the unique needs of families with children, single adults, and unaccompanied youth experiencing homelessness.
- HSD's Office of Homeless Solutions provides support services for persons who are experiencing homelessness. This solicitation makes funds available for six distinct services prioritized by the City of Phoenix based on local needs.

# SERVICE DESCRIPTIONS

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- Located on page 3 of the RFP, Section I – Instructions. Subsection 2
- Offeror will provide professional services that will be in accordance with the Scope of Work requirements set forth in this solicitation, which may be supplemented with additional detail from time to time during the term of the Agreement, and that are satisfactory to the City.
- There are 6 Scopes of Work supported through the solicitation.
- Each Scope of Work will require a separate response.

# SCOPE OF WORK – I: EMERGENCY CRISIS SHELTER FOR FAMILIES PRIORITIZED BY PHOENIX PUBLIC SAFETY AND HUMAN SERVICES OFFICIALS

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- Located on page 17 of the RFP
- Up to \$200,000 annually in Emergency Solutions Grant, Community Development Block Grant and/or General-Purpose Funding is made available for emergency shelter operations and services for families identified by City of Phoenix Police, Fire and Human Services Officials. Access to shelter should be available seven (7) days per week, 24 hours per day, as beds and/or units are available. Emergency access is defined as immediate acceptance into shelter, without regard for Coordinated Entry or other prioritization requirements. The City reserves the right to determine the presence of an emergency. The Contractor reserves the right to deny emergency access to families or individual family members previously barred from the program. Beds or units should be new capacity, designated solely for this program.

## SCOPE OF WORK – 2: RAPID REHOUSING AND HOUSING STABILIZATION SUPPORT

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- Located on page 22 of the RFP
- Up to \$550,000 annually in Emergency Solutions Grant, Community Development Block Grant and/or General-Purpose Funding is made available to support individuals moving from sheltered or unsheltered homelessness to permanent housing using a Housing First model. The primary goal of rapid rehousing (RRH) is to provide temporary assistance that quickly moves individuals and families who experience literal homelessness into permanent housing while providing appropriate time-limited supports to help them stabilize.

## SCOPE OF WORK – 3: NAVIGATION AND WRAP AROUND SERVICES FOR JUSTICE INVOLVED INDIVIDUALS EXPERIENCING HOMELESSNESS

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- Located on page 29 of the RFP
- Up to \$225,000 annually in Emergency Solutions Grant, Community Development Block Grant and/or General-Purpose funding is made available to support persons experiencing homelessness who become involved in the criminal justice system, within the City of Phoenix. The intent of this service is to provide navigation and case management services to persons charged in Phoenix Municipal Court with repeat misdemeanor offenses or in Initial Appearance Court as it relates to their homelessness.

## SCOPE OF WORK – 4: OUTREACH AND ENGAGEMENT FOR PERSONS EXPERIENCING HOMELESSNESS

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- Located on page 33 of the RFP
- Up to \$600,000 annually in Emergency Solutions Grant, Community Development Block Grant and/or General-Purpose Funding is made available to support outreach and engagement services for persons experiencing homelessness. The intent of this service is to provide Outreach and engagement services include activities to locate, identify, and build relationships with unsheltered persons experiencing homelessness and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.

## SCOPE OF WORK – 5: PHOENIX COMMUNITY ACTION RESPONSE ENGAGEMENT SERVICES (C.A.R.E.S.) OUTREACH

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- Located on page 41 of the RFP
- Up to \$1,175,000 annually in General Purpose Funds and/or Community Development Block Grant funding is made available to support the city's process for connecting the community with services like encampment clean up, shelters and other resources for individuals and families experiencing homelessness. The intent of this service is to provide a 24/7 community response network connecting the community with necessary resources including homeless service providers, city departments, and law enforcement.

## SCOPE OF WORK – 6: HOMELESS YOUTH REUNIFICATION

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- Located on page 48 of the RFP
- Up to \$1,000,000 in American Rescue Plan Act (ARPA) funding is made available for services dedicated to connecting youth experiencing homelessness with housing and support needs. The program intent is to reconnect youth with family/friends, and pay for housing deposits, other move-in needs and unexpected barriers that prevent youth from exiting homelessness.

# DESCRIPTION OF NEED

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- Located on page 5 of the RFP, Section I – Instructions. Subsection 3.
- The City of Phoenix invites sealed offers for Homeless Services as described in this solicitation.
- The Contracts for SOW 1-5 will begin on or about July 1, 2023 through June 30, 2024, with four one-year options to extend, for a total aggregate term of 5 years.
- The Contract for SOW 6 will begin on or about July 1, 2023 through December 31, 2024, for a total potential term of 1.5 years.
- The Subrecipient Agreement (Section III) should be reviewed, and questions submitted in writing regarding terms and conditions, if necessary.

# SCHEDULE OF EVENTS

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Issue RFP	November 1, 2022
Submittal of Written Questions Deadline	November 15, 2022 by 3:00pm. Email to: <a href="mailto:hsdprocurement@phoenix.gov">hsdprocurement@phoenix.gov</a>
Responses to Written Questions Posted	December 2, 2022
Proposal Due Date	December 9, 2022 by 3:00pm. Email to: <a href="mailto:hsdprocurement@phoenix.gov">hsdprocurement@phoenix.gov</a>
Award Recommendation to Phoenix City Council	April 2023

This RFP does not commit the City to award any agreement.

All dates subject to change.



# MINIMUM QUALIFICATIONS

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- Located on page 5 of the RFP, Section I – Instructions. Subsection 4.
- Each Offeror must demonstrate in its proposal that it meets the minimum qualifications, or its proposal will be disqualified as non-responsive.
- Offeror shall have at least **five (5) years** of experience dealing with the homeless population and federal grants.

# FUNDING AND PROJECT AWARDS

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- Located on page 6 of the RFP, Section I – Instructions. Subsection 6.
- The City of Phoenix utilizes multiple sources of funding to support homeless services which include Emergency Solutions Grant (ESG), Community Development Block Grant (CDBG), City of Phoenix General Purpose Funds (GPF), and American Rescue Plan Act (ARPA). Offerors are solely responsible for understanding and complying with all applicable federal and local regulations and requirements throughout the contract period.
- ESG regulations and program information can be found at: <https://www.hudexchange.info/programs/esg/>.
- CDBG regulations and program information can be found at: <https://www.hudexchange.info/programs/cdbg/>.
- ARPA regulations and program information can be found at: <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/state-and-local-fiscal-recovery-funds>

# AGREEMENT TERM AND CONTRACTUAL RELATIONSHIP

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- Located on page 5 of the RFP, Section I – Instructions, Subsection 5.
- The language contained in *Section III – Subrecipient Agreement* and Offeror’s statement of qualifications will form the basis of any resulting contract. However, this RFP does not commit the City to enter into a contract, to pay any costs incurred in the preparation of a submittal to this request or in subsequent negotiations, or to procure a contract for the project(s).
- Offerors are responsible for reading the agreement and submitting any questions about it in accordance with the process listed in this agreement. By submitting a proposal, each Offeror agrees it will be bound by the agreement.
- For Scopes of Work 1-5, the City anticipates a one-year term beginning on July 1, 2023 through June 30, 2024, with four one-year options to extend, for a total aggregate term of 5 years. For Scope of Work 6, the City anticipates a one and a half-year term beginning on July 1, 2023 through December 31, 2024, for a total potential term of 1.5 years.
- Terms and conditions of the Subrecipient Agreement will vary based on the Scope of Work and funding source.

# VENDOR SELF-REGISTRATION

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- Located on page 7 of the RFP, Section I – Instructions. Subsection 8.
- Vendors must be registered in the City’s procurePHX Self-Registration System to respond to solicitations and access procurement information.

<https://www.phoenix.gov/finance/vendorsreg>

- The City may, at its sole discretion, reject any Offeror who has not registered.
- If you are a vendor/supplier who has previously received payment for goods and/or services from the City of Phoenix, then you already have a City of Phoenix vendor number and do not need to re-register.
- Do not reach out to the Procurement Officer for any changes to your vendor profile.

# VENDOR SELF-REGISTRATION

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- **Steps to Self-Register**

1. Gather your business info
2. Scan your sign W-9
3. Register in the system
4. Set-up ID and Password

- **Vendor Support Contact Information**

- [vendor.support@phoenix.gov](mailto:vendor.support@phoenix.gov)
- (602) 262-1819

- Vendor number is 7 digits long and is specific to you or your agency
- A Vendor Number is also referred to as City's Registration System ID Number. You will see City's Registration System ID Number in the Offer Form.

# PREPARATION OF OFFER

- Located on page 7 of the RFP, Section I – Instructions, Subsection 9

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- All forms provided must be completed and submitted with your offer. The signed and completed Solicitation Disclosure form must be included or your offer may be deemed non-responsive.
- It is permissible to copy Submittal forms if necessary. Erasures, interlineations, or other modifications of your offer must be initialed in original ink by the authorized person signing the offer. No offer will be altered, amended or withdrawn after the specified offer due date and time. The City is not responsible for Offeror's errors or omissions.
- All time periods stated as a number of days will be calendar days.
- It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer. Negligence in preparing an offer confers no right of withdrawal after due date and time. Offerors are strongly encouraged to:
  - Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services
  - Study and carefully correlate Offeror's knowledge and observations with the solicitation and other related data
  - Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies which Offeror has discovered in or between the solicitation and such other related documents
- The City does not reimburse the cost of developing, presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of the City and will not be returned.

# EXCEPTIONS

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- Located on page 8 of the RFP, Section I – Instructions, Subsection 10
- Proposer must not take any exceptions to any terms, conditions or material requirements of this solicitation.
- Proposals submitted with exceptions may be deemed non-responsive and disqualified from further consideration.
- Proposer's must conform to all the requirements specified in the solicitation.
- The City encourages Offeror's to ask the Procurement Officer questions rather than including exceptions in their Proposal.

# INQUIRIES

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- Located on page 8 of the RFP, Section I – Instructions, Subsection II
- All questions should be directed via email to the Procurement Officer at: [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov).
- The City will not consider questions received after the deadline
  - Tuesday, November 15, 2022 by 3:00 p.m., Arizona time
- Procurement Officer will answer written inquiries in an addendum posted to the solicitation website at: <https://solicitations.phoenix.gov/Solicitations/Details/1366>.
- Do not reach out to other City staff regarding questions relating to the solicitation.
  - Reaching out to other City staff, who is not the Procurement Officer, is a direct violation of the Solicitation Transparency Policy which will result in your agency being disqualified to submit for this procurement.
- Reaching out to other City staff, who is not the Procurement Officer, is a direct violation of the Solicitation Transparency Policy which will result in your agency being disqualified to submit for this procurement.

# SOLICITATION ADDENDA

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- Located on page 8 of the RFP, Section I – Instructions, Subsection I2
- Any changes to the solicitation will be in the form of an addendum
- Proposer **MUST** acknowledge receipt of any/all addenda by signing and returning the entire document(s) with their offer.
- The City will not be responsible for any oral instructions made by any employees or officers of the City regarding this solicitation.
- Any questions received by the Procurement Officer regarding this solicitation until the Submittal of Written Questions Deadline will form an addendum.

# PRE-AWARD QUALIFICATIONS

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- Located on page 10 of the RFP, Section I – Instructions, Subsection 19
- Upon notification of an award the Offeror will have 10 business days to submit a complete certificate of insurance in the minimum amounts and the coverages as required in Section III – Subrecipient Agreement, Exhibit C, 2. Insurance Requirements of this solicitation. Insurance requirements are non-negotiable.

# SOLICITATION TRANSPARENCY POLICY

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- Located on page 11 of the RFP, Section I – Instructions, Subsection 22
- Purpose: Refrain respondents and their representatives from direct or indirect contact for the purpose of influencing or biasing a solicitation process with any person who may play a part in the process.
  - Creates a level playing field for all Offerors
  - Protects the integrity of the solicitation process
  - Assures an ethical, efficient and effective public procurement process
  - Guards against favoritism, fraud and corruption

# SOLICITATION TRANSPARENCY POLICY

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- As long as the solicitation is not discussed, Offerors may continue to conduct business with the City and discuss business that is unrelated to the solicitation with the City staff. Offerors may not discuss the solicitation with any City employees.
- The Transparency Policy remains in place until time of Council award.
- All questions in writing to the Procurement Officer at [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov)

**OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED**

# PROTEST PROCESS

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- Located on page 12 of the RFP, Section I – Instructions, Subsection 23
- Offeror may protest:
  - An apparent alleged mistake, impropriety or defect in the solicitation no later than seven days before solicitation deadline.
  - An adverse determination issued by the City within seven days of the date the Offeror was notified of the adverse determination.
  - An award recommendation within seven days after the posting of the award recommendation.
- Protests will be in writing, filed with the Procurement Officer.
- Procurement Officer will render a decision within a reasonable period after the protest is filed.

# LATE OFFERS

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- Located on page 13 of the RFP, Section I – Instructions, Subsection 25
- Late Offers must be rejected, except for good cause. If a late Offer is submitted, the Department will document the date and time of the submittal of the late Offer, keep the Offer and notify the Offeror that its Offer was disqualified for being a late Offer.

# RIGHT TO DISQUALIFY

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- Located on page 13 of the RFP, Section I – Instructions, Subsection 26
- The City reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The City further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offeror submitted or any other data or information available to the City.
- This disqualification is at the sole discretion of the City.
- By submission of a solicitation response, the Offeror waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the City or any court as to the exercise by the City of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the City.
- The City reserves the right to replace the disqualified Offeror.

# DETERMINING RESPONSIVENESS AND RESPONSIBILITY

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- Proposals will be reviewed for documentation of minimum qualifications, completeness, and compliance with the Solicitation requirements. The City reserves sole discretion to determine responsiveness and responsibility.
  - Responsiveness: Nonresponsive Proposals will not be considered in the evaluation process. The solicitation states criteria that determine responsiveness, and the solicitation includes terms and conditions that if included or excluded from Proposals (as the case may be) will render a Proposal nonresponsive.
  - Responsibility: To obtain true economy, the City must conduct solicitations to minimize the possibility of a subsequent default by the contractor, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Proposer be a responsible contractor. Responsibility includes the Proposer's integrity, skill, capacity, experience, and facilities for conducting the work to be performed.

# EVALUATION OF OFFERS AND DETERMINATION OF COMPETITIVE RANGE

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- Located on page 15 of the RFP, Section I – Instructions, Subsection 3 I
- During deliberations, the Evaluation Panel will reach a consensus score for each evaluation criterion. The overall consensus scores will determine the Offerors' rankings, and which Offers are within the Competitive Range, when appropriate. Offerors should reference the Scoring Rubric (Attachment 4), which will be utilized in the evaluation of Offers.
- The City may notify Offerors of Offers that the City determined are not in the Competitive Range.

# COOPERATIVE AGREEMENT

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- Located on page 16 of the RFP, Section I – Instructions, Subsection 35
- In addition to the City and with approval of the Contractor, this contract may be extended for use by other municipalities and government agencies in the State of Arizona.
- A current listing of eligible entities may be found at [www.mesaaz.gov/business/purchasing/save](http://www.mesaaz.gov/business/purchasing/save) Any such usage by other entities must be in accordance with the ordinance, charter and/or procurement rules and regulations of the respective entity. Orders placed by other agencies and payment thereof will be the sole responsibility of that entity. The City shall not be responsible for any disputes arising out of transactions made by other entities who utilize this solicitation.

# EVALUATION CRITERIA

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Located on page 101 of the RFP, Section IV – Submittals, Subsection 13

In accordance with Administrative Regulation 3.10, Competitive Sealed Proposal(s), awards shall be made to the responsible Offeror(s) whose proposal(s) is determined in writing to be the most advantageous to the City based upon the evaluation criteria. The evaluation criteria are listed below along with the possible points assigned to each.

- Service Methodology (400 points)
- Cost and Fiscal Ability (200 points)
- Organization Capacity (200 points)
- Implementation Plan (200 points)

Total possible points = 1,000

# BACKGROUND SCREENING REQUIREMENTS

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- Located in Section III – Subrecipient Agreement, Exhibit E (I)
- Subrecipient agrees that all Subrecipient workers and subcontractors that Subrecipient furnishes to the City pursuant to this Agreement are subject to background and security checks and screening at Subrecipient's sole cost and expense.
- The current risk level and background screening required is **MAXIMUM RISK**

# MAXIMUM RISK LEVEL

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- **Maximum Risk Level**
- A maximum risk background screening will be performed every five years when the Contract Worker's work assignment will:
  - work directly with vulnerable adults or children, (under age 18); or
  - any responsibility for the receipt of payment of City funds or control of inventories, assets, or records that are at risk of misappropriation; or
  - unescorted access to:
    - City data centers, money rooms, high-value equipment rooms; or
    - Private residences; or
    - critical infrastructure sites/facilities; or
    - direct or remote access to Criminal Justice Information Systems (CJIS) infrastructure.

# INSURANCE REQUIREMENTS

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- Located on page 81 of the RFP, Section III - Subrecipient Agreement Exhibit C(2)
- Subrecipient and subcontractors must procure insurance against claims that may arise from or relate to performance of the work hereunder by Subrecipient and its agents, representatives, employees and subcontractors.
- A complete Certificate of Insurance, containing the required coverages and endorsements, must be submitted 10 days from notification of award on an ACORD form.
- Insurance requirements are non-negotiable.

# SUBMISSION OF PROPOSAL

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- Located on page 100 of the RFP, Section IV - Submittals
- Thoroughly review the solicitation, including the Subrecipient Agreement
- One original of your proposal submitted to [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov)
  - **Only the Submittal Section, do not submit a copy of the entire solicitation document**
- Documents submitted in response to this solicitation shall be submitted in Portable Document Format (PDF) format.
- Proposals will need to be submitted in ONE (1) e-mail. Multiple emails with proposal attachments will not be accepted.
- If the Offeror is submitting a proposal for one (1) or more of the Scopes of Work in this solicitation, the proposals must be submitted separately and clearly identified with the Scope of Work Number 1-6 on each submittal.

# SUBMISSION OF PROPOSAL

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- **Proposals Due – Friday, December 9, 2022 by 3:00 P.M.**
- Late proposals will be disqualified and rejected
- The prevailing clock will be the email arrival time
- Once submitted, the submission will be deemed a complete submission.

# SUBMISSION OF PROPOSAL

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- Typewritten for ease of evaluation
- Set forth in sequence as this RFP indicates (i.e., Proposers should respond to this RFP in sequence and each response should reference the applicable section of this RFP.)
- Signed by an authorized representative of the Offeror
- It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer.

**Failure to Submit the Required Documents Will Deem Your Proposal Non-Responsive.**

# PROPOSAL SUBMITTAL FORMAT

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Located on page 101 in the RFP, Section IV – Submittals, Subsection 14

The Submittals section outlines what is required for each of the tabbed sections.

Submitted with a table of contents with the following major sections in separate PDF files labeled accordingly:

Tab 1 – General Information	Tab 5 – Implementation Plan
Tab 2 – Service Methodology	Tab 6 – Other Required Submittals
Tab 3 – Cost and Fiscal Ability	Tab 7 – Signed Addenda
Tab 4 – Organizational Capacity	

# LIST OF ATTACHMENTS

Attachment 1 – Itemized Service Budget	Attachment 7 – Signed Certification Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusions
Attachment 2 – Budget Narrative	Attachment 8 – Signed Confidential Information Form
Attachment 3 – Fiscal Ability Questionnaire	Attachment 9 – Authority to Sign
Attachment 4 – Scoring Rubric Form	Attachment 10 - References
Attachment 5 – Payment Terms & Options	Attachment 11 – Signed Offer Form
Attachment 6 – Emergency 24-Hour Service	Attachment 12 – Signed Solicitation Conflict & Transparency Disclosure Form Attachment 13 - Signed SF424B Assurances Non-Construction Programs

- For References: Do not use City of Phoenix employees, officers, or agents as a reference.
- Ensure those you have listed as a reference are able and willing to respond to the City’s request for references.
- Conducting reference checks is required by City Administrative Regulation. If the City is unable to obtain a reference check, it may negatively impact the consideration of your offer.