

COVID-19 RELATED HOMELESS SERVICES

RFP-21-HSD-41

APRIL 21, 2021

REMINDERS

- Virtual Pre-Proposal Conference
- Place all questions in the chat
- Questions will be addressed at the end of the presentation
- All mics will be muted, except the presenter

WELCOME AND INTRODUCTIONS

- Vanessa Quintana – Procurement Officer, Human Services Department
- City of Phoenix Human Services Department Staff

SOLICITATION CHECKLIST

Please read before continuing to the proposal document. This list may not include every requirement; the purpose is to assist vendors, but vendors are expected to read and comply with the entire solicitation.

Check off each of the following as the necessary action is completed.

- All forms have been completed and signed, including Solicitation Disclosure form.
- All Submittals are included.
- Reviewed and verified prices offered.
- Checked price extensions and totals.
- Included any required drawings or descriptive literature.
- If required, checked and included the amount of the offer surety.
- Reviewed the insurance requirements, if any, to assure compliance.
- Included the specified number of copies of the offer as indicated in Submittal section.
- Included signed addenda, if any.

E-mailed the response in time – City must receive offers no later than the date and time indicated in the Schedule of Events or addenda.

DESCRIPTION OF NEED

- The City of Phoenix Human Services Department (HSD) is seeking the consultant services of qualified firms or individuals with the capability to provide homeless services as result of the COVID-19 pandemic for the Human Services Department.
- This solicitation makes funding available for any homeless services eligible for one-time U.S. Department of Housing and Urban Development Emergency Solutions Grants (ESG) funding.
- It is the intent of the City of Phoenix to issue multiple awards for the various ESG eligible components.
- All ESG components, except emergency shelter: the Contracts will begin on or about July 1, 2021 through June 30, 2022, with one option to extend through September 30, 2022.
- Emergency Shelter Component: the Contracts will begin on or about July 1, 2021 through January 31, 2022.
- The Subrecipient Draft Agreement (Section II) should be reviewed and questions submitted in writing regarding terms and conditions, if necessary.

DESCRIPTION OF NEED

- The ESG program provides funding to:
 - Engage homeless individuals and families living on the street;
 - Improve the number and quality of emergency shelters for homeless individuals and families;
 - Help operate these shelters;
 - Provide essential services to shelter residents;
 - Rapidly re-house homeless individuals and families; and
 - Prevent families and individuals from becoming homeless.
- ESG funds may be used for five program components: street outreach, emergency shelter, homelessness prevention, rapid re-housing assistance, and HMIS; as well as administrative activities.
- Eligible organizations may propose to provide one or more services supported through the ESG program components and this solicitation. Each service will require a separate proposal. Due to the limited time available for expenditure of these funds, the City does not anticipate that awards will exceed \$2 million. **The Offeror must submit justification for amounts in excess of \$2 million in Tab 3 – Cost and Fiscal Ability.**

ESG PROGRAM COMPONENTS

- **Street Outreach:** Essential Services necessary to reach out to unsheltered homeless individuals and families, connect them with emergency shelter, housing, or critical services, and provide them with urgent, non-facility-based care. Component services generally consist of engagement, case management, emergency health and mental health services, and transportation. For specific requirements and eligible costs, see 24 CFR 576.101.
- **Emergency Shelter:** Renovation of a building to serve as an emergency shelter. Site must serve homeless persons for at least 3 or 10 years, depending on the cost and type of renovation (major rehabilitation, conversion, or other renovation). Note: Property acquisition and new construction are ineligible.
- Essential Services for individuals and families in emergency shelter. Component services generally consist of case management, child care, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment services, and transportation.
- Shelter Operations, including maintenance, rent, security, fuel, equipment, insurance, utilities, and furnishings.
- Relocation assistance for persons displaced by a project assisted with ESG funds.
- For specific requirements and eligible costs, see 24 CFR 576.102.

ESG PROGRAM COMPONENTS

- **Homelessness Prevention:** Housing relocation and stabilization services and/or short and/or medium-term rental assistance necessary to prevent the individual or family from moving into an emergency shelter or another place described in paragraph (I) of the “homeless” definition in § 576.2.
- **Rapid Rehousing:** Housing relocation and stabilization services and short and/or medium-term rental assistance as necessary to help individuals or families living in an emergency shelter or other place described in paragraph (I) of the “homeless” definition move as quickly as possible into permanent housing and achieve stability in that housing.
- **HMIS:** Grant funds may be used for certain Homeless Management Information System (HMIS) and comparable database costs, as specified at 24 CFR 576.107.
- **Administration:** Up to 10% of a recipient’s fiscal year grant can be used for administrative activities, such as general management, oversight, coordination, and reporting on the program. For specific requirements and eligible costs, see 24 CFR 576.108.



SCHEDULE OF EVENTS

Issue RFP	April 15, 2021
Pre-Proposal Conference	April 21, 2021
Submittal of Written Questions Deadline	April 28, 2021 by 3:00pm. Email to: hdsprocurement@phoenix.gov
Responses to Written Questions Posted	May 7, 2021
Proposal Due Date	May 14, 2021 by 3:00pm. Email to: hdsprocurement@phoenix.gov

- Located on page I in the solicitation document.

VENDOR SELF-REGISTRATION

- 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

- **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
- (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.

PRODUCT CATEGORY CODES

- Listed as “Goods or Service Categories Provided” in the City’s procurePHX Self-Registration System
- Codes (consisting of numbers) unique to the City that the City uses to identify services and goods.
- Procurement Officers utilize these codes to notify vendors of opportunities/solicitations that are available in the City.
- Vendors are required to review the product category codes and choose those that best fit their individual products and services.
- Sign up for as many product category codes as possible in order to receive more notifications of opportunities available within the City.

PRODUCT CATEGORY CODES

- If you receive a solicitation notification that does not pertain to you, you do not have to respond.
- For purposes of this solicitation, the following product category codes were selected:

952550000 Homelessness Prevention Services

952430000 Family & Social Services(Including Shopping & Buying)

952610000 Law Enforcement,Community Relations Service,Inc Victim Notif

952590000 Human Services(Not Otherwise Classified)

918630000 Housing Consulting

952490000 Halfway Housing

952780000 Safe Housing

952370000 Emergency Shelter

952150000 Case Management

952950000 Youth Care Services

952920000 Transitional Living

952850000 Support Services

952000000 Human Services

952230000 Court Intervention Services

952710000 Rape and Sexual Assault Prevention

958680000 Support Services,Management

918670000 Human Services Consulting Inc Mental Health

948000000 Health Related Services (For Human Services)

948070000 Administration Services,Health

952590000 Human Services(Not Otherwise Classified)

952620000 Mental Health Services:
Vocational,Residential,Etc

QUESTIONS/INQUIRIES

- All questions should be directed via email to the Procurement Officer at: hsdprocurement@phoenix.gov.
- The City will not consider questions received after the deadline
 - Wednesday, April 28, 2021 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/956>.
- 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.

SOLICITATION TRANSPARENCY POLICY

- 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

- 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

OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED



PRE-AWARD QUALIFICATIONS

- Located on page 11 in the solicitation document
- Offeror shall have at least one (1) year experience providing services to the homeless population and working with federal grants.
- 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 II – Subrecipient Draft Agreement, Exhibit C Insurance Requirements* of this solicitation. Insurance requirements are non-negotiable.

EXCEPTIONS

- 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.

PROTEST PROCESS

- 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.

SOLICITATION ADDENDA

- 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 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.

SCOPE OF WORK

- Complete Scope of Work is located in Exhibit A of the Subrecipient Draft Agreement (Section II)
- Review the Scope of Work in its entirety and submit any questions in writing to the Procurement Officer
- Scope of Work Outlines:
 - Background
 - Objective
 - Participant and Beneficiary Eligibility
 - Eligible ESG Program Components
 - Program Requirements
 - Performance Goals and Outcomes
 - Subrecipient Responsibilities
 - The City's Human Services Department's Responsibilities
 - Reporting Requirements

EVALUATION CRITERIA

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 (200 points)
- Cost and Fiscal Ability (300 points)
- Organization Capacity (200 points)
- Implementation Plan (100 points)
- Strategies to Address Homelessness Plan Alignment (200 points)

Total possible points = 1,000

DETERMINING RESPONSIVENESS AND RESPONSIBILITY

- 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.

BACKGROUND SCREENING REQUIREMENTS

- Located in Section II – Subrecipient Draft Agreement, Exhibit E
- 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.
- Background screening requirements will be based on the services proposed. Background screening will be either Standard Risk or Maximum Risk Level, as determined by the City.

STANDARD RISK LEVEL

- **Standard Risk Level**
- A standard risk background screening will be performed when the Contract Worker's work assignment will:
 - require a badge or key for access to City facilities; or
 - allow any access to sensitive, confidential records, personal identifying information or restricted City information; or
 - allow unescorted access to City facilities during normal and non-business hours.

MAXIMUM RISK LEVEL

- **Maximum Risk Level**
- A maximum risk background screening will be performed every five years when the Contract Worker's work assignment will:
 - Include working directly with vulnerable adults or children, (under age 18); or
 - Have any responsibility for the receipt of payment of City funds or control of inventories, assets, or records that are at risk of misappropriation; or
 - Have unescorted access to City data centers, money rooms, high-value equipment rooms; or critical infrastructure sites/facilities; or
 - Have access to private residences; or
 - Have direct or remote access to Criminal Justice Information Systems (CJIS) infrastructure.
- **Fingerprint verification is required when the Subrecipient Worker is working directly with children or vulnerable adults.** A current Department of Public Safety (DPS) Administration Level One fingerprint card satisfies the requirements of a Maximum Risk background check and fingerprint verification.
- Additional requirements will apply to any contract where the scope of work includes child care.

INSURANCE REQUIREMENTS

- 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.

REQUIRED COVERAGE

- **Commercial General Liability**

- General Aggregate: **\$2,000,000**
- Products – Completed Operations Aggregate: **\$1,000,000**
- Personal and Advertising Injury: **\$1,000,000**
- Each Occurrence: **\$1,000,000**
- **City of Phoenix must be listed as an additional insured with respect to liability for bodily injury, property damage and personal and advertising injury with respect to premises, ongoing operations, products and completed operations and liability assumed under an insured contract arising out of the activities performed by, or on behalf of the Subrecipient related to this Contract.**
- **The policy must be endorsed to include coverage for sexual abuse and molestation.**

- **Automobile Liability** (if applicable)

- Combined Single Limit: **\$1,000,000**
- **The policy must be endorsed to include the City of Phoenix as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Subrecipient, relating to this Contract.**

REQUIRED COVERAGE

- **Worker's Compensation and Employers' Liability**
 - Each Accident: **\$100,000**
 - Disease – Each Employee: **\$100,000**
 - Disease – Policy Limit: **\$500,000**
 - Policy must contain a waiver of subrogation against the City of Phoenix.
- **Professional Liability (Errors and Omissions Liability)**
 - Each Claim: **\$1,000,000**
 - Annual Aggregate: **\$1,000,000**
 - The policy must cover liability arising from the failure to meet the professional standards required or expected in the delivery of those services as defined in the Scope of Services of this Contract.

REQUIRED INSURANCE

- **Notice of Cancellation**

- The Subrecipient must provide to the City, within 5 business days of receipt, a notice if a policy is suspended, voided or cancelled for any reason

- **Verification of Coverage**

- The City reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time.

SUBMISSION OF PROPOSAL

- Thoroughly review the solicitation, including the Subrecipient Draft Agreement
- One original of your proposal submitted to 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.

HOW TO SUBMIT ELECTRONICALLY

- **Step 1:** Put together your proposal documents in PDF format. Submit each tabbed section in its own PDF file titled as outlined in Section III – Submittals, Paragraph 15.
- **Step 2:** Enter hsdprocurement@phoenix.gov in the “To” field of your email message.
- **Step 3:** Enter the Solicitation Title and Number and your company name in the “Subject” field.
- **Step 4:** Include in the body of the email that you are submitting in response to the identified solicitation.
- **Step 5:** Attach all applicable documents for your submission.
- **Step 6:** Click “Send.” Once submitted, the submission will be deemed a complete submission.

HOW TO SUBMIT ELECTRONICALLY

- **Proposals Due – Friday, May 14, 2021 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

- 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.



SUBMISSION OF PROPOSAL

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 6 – Strategies to Address Homelessness Plan Alignment
Tab 2 – Service Methodology	Tab 7 – Other Required Submittals
Tab 3 – Cost and Fiscal Ability	Tab 8 – Signed Addenda
Tab 4 – Organizational Capacity	Tab 9 – Optional Additional Information
Tab 5 – Implementation Plan	

LIST OF ATTACHMENTS

Attachment 1 – Itemized Service Budget	Attachment 7 – Signed Confidential Information Form
Attachment 2 – Budget Narrative	Attachment 8 – References
Attachment 3 – Fiscal Ability Questionnaire	Attachment 9 – Signed Offer Form
Attachment 4 – Payment Terms & Options	Attachment 10 - Signed Solicitation Conflict & Transparency Disclosure Form
Attachment 5 – Emergency 24-Hour Service	Attachment 11 – Signed Affidavit of Lawful Presence
Attachment 6 – Signed Certification Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusions	Attachment 12 – 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.



QUESTIONS & ANSWERS (Q & A)

- Reminder: Written questions only. Some answers available today
- All questions will be answered via a solicitation addendum and published at:
<https://solicitations.phoenix.gov/Solicitations/Details/956>
- Written responses supersede verbal responses
- Verbal responses to inquiries do not constitute a change to the solicitation. Only a solicitation addendum changes the solicitation.
- Questions received in writing from the Pre-Proposal Conference and those received by 3:00 p.m. on April 28, 2021 will be compiled and answered in a solicitation addendum.