**RFP #143 Shelter Client Advocacy Services**

**Appendix 1: Shelter Client Advocacy Services Written Proposal**

*Instructions to Proposers*

*Proposers shall use this document as a template to provide their Written Proposal responses. Proposals that fail to address each of the requested items in this document in a sufficient and complete manner will be deemed Non-Responsive and/or receive zero (0) points. Proposers may not leave responses to questions blank and may not respond to questions with “To be provided upon request”, “To be determined” or the like.*

*In order to receive the maximum amount of points, please be sure to follow the format included in RFP and thoroughly (but concisely) address each section. Please stay within the suggested page maximums per section. Attachments requested do not count toward page maximums.*

*Submission of a proposal will constitute a representation by your agency/ organization that your agency/ organization is willing and able to perform the commitments contained in the proposal.*

*All documents submitted in response to this Solicitation are subject to public disclosure. Therefore, please exclude or otherwise identify confidential or proprietary information, as appropriate.*

1. **Cover Page**
	1. Applicant Information

**Lead Organization**

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| **Organization Name** |       | **City Supplier #** |       | **Federal ID #** |       |
| **Address** |       |
| **Director Name** |       | **Director Phone** |       | **Director Email** |       |
| **Point of Contact** |       | **Point of Contact Phone** |       | **Point of Contact Email** |       |
| **Subcontractor Name**  |       | **Subcontractor****Address**  |       |

* 1. Certifications

I understand that the City reserves the right to modify agreement requirements at the time of funding and/or during the agreement negotiations; that an agreement may be negotiated for a portion of the amount requested; that funding sources are subject to change; and that there is no agreement until a written grant/contract has been signed by both parties and approved by all applicable City agencies.

The signatory below is a person authorized to obligate the Applicant to perform the commitments contained in the RFP and application. Submission of this document will constitute a representation by the above organization(s) that they are willing and able to perform the commitments and requirements contained in the RFP and application.

Signature of authorized representative(s):

**Name:**       **Title:**

**Signature:**       **Date:**

**Name:**       **Title:**

**Signature:**       **Date:**

1. **Minimum Qualifications**

Applicant(s) must demonstrate that they meet all of the Minimum Qualifications (MQs) using Appendix 3:

2.1 Proposer must demonstrate at least one year of experience providing services to individuals utilizing social services. This may include people with disabilities, seniors, and/or persons experiencing homelessness.

1. **Relevant Experience (Suggested 6 pages maximum for responses to this section)**
	1. Describe experience providing peer advocacy services to adults and families experiencing homelessness and/or similar populations. Including services provided and served populations.

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3.2 Describe experience providing outreach and conducting informative presentations, including services provided and served populations.

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3.3 Describe experience providing outreach to staff and/or clients; conflict resolution which may include formal or informal conflict resolution and/or mediation including services provided and served populations.

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3.4 Describe experience maintaining professional and respectful interactions and relationships with clients and providers or similar populations.

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1. **Program Plan (Suggested 7 pages maximum for responses to this section)**

4.1 Describe proposed plan to provide outreach to staff and clients including informational know-your-rights presentations.

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4.2 Describe proposed plan to provide conflict resolution and mediation services to clients and shelter providers. Including how complaints and/or grievances will be addressed to support the rights, safety, and wellbeing of clients and shelter staff.

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4.3 Describe plan to provide representation to clients at in-person shelter hearings and arbitrations.

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4.4 Describe how all program services will be provided utilizing Restorative Justice approaches and incorporating Peer Advocacy.

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1. **Organizational Capacity and Staffing (4 pages maximum for responses to this section)**

5.1 Describe organizational capacity to provide advocacy services using a peer advocacy model.

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* 1. Describe program staffing plan including staff titles, FTE, and licenses; language capacity; roles and responsibilities; and supervision structure. Include tasks necessary to provide program services and how they will be assigned to staff.

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5.3 Describe capacity to provide services in person as well as virtually as appropriate. Including location of in-person services.

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1. **Experience and Plan to Track Data and Outcomes (3 pages maximum for responses to this section)**

6.1 Describe experience with data collection, tracking, and reporting including data tracking tools or systems.

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6.2 Plan for monitoring program outcomes and reporting requirements.

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