

Due Date: August 4, 2021 @ 12:00 noon CST

RFP SUMMARY AND CALENDAR

RFP NUMBER	10054-2021												
RFP TITLE	Emergency Rental Assistance and Legal Support Services												
DEADLINE FOR SUBMISSION	12:00 PM (Noon) CST, Wednesday August 4, 2021 Proposals received after the deadline will not be considered.												
FUNDS AVAILABLE	Up to \$14 million available for direct assistance to households Up to \$1 million available for administrative support CDD reserves the right to adjust funding and re-allocate funds to internal services based on application responses.												
APPLICATION FORM	Available at: CDD Funding Opportunities Website												
EMAIL PROPOSAL TO	CDDapplications@cityofmadison.com All proposals must be submitted electronically. Include <i>Emergency Rental Assistance RFP</i> in subject line.												
DIRECT INQUIRES TO	Linette Rhodes, Community Development Grants Supervisor City of Madison Community Development Division Email: lrhodes@cityofmadison.com												
RFP CALENDAR	<p>Please note: These dates are for planning purposes. They represent the City's desired timeline for implementing this project. Any revision to the due date for submission of proposal will be made by addendum. All other dates may be adjusted without notice, as needs and circumstances dictate.</p> <table border="1"> <thead> <tr> <th>Date</th><th>RFP Activity</th></tr> </thead> <tbody> <tr> <td>July 21, 2021</td><td>RFP Release</td></tr> <tr> <td>August 4, 2021 12:00 P.M. (CST)</td><td>DEADLINE FOR SUBMISSION OF PROPOSALS</td></tr> <tr> <td>August 9, 2021</td><td>Finance Committee Recommendations</td></tr> <tr> <td>August 31, 2021</td><td>Common Council Action</td></tr> <tr> <td>September 1, 2021</td><td>Anticipated Contract Start Date</td></tr> </tbody> </table>	Date	RFP Activity	July 21, 2021	RFP Release	August 4, 2021 12:00 P.M. (CST)	DEADLINE FOR SUBMISSION OF PROPOSALS	August 9, 2021	Finance Committee Recommendations	August 31, 2021	Common Council Action	September 1, 2021	Anticipated Contract Start Date
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SECTION 1: SCOPE OF WORK

1.1 Purpose

Through this application process the City of Madison's Community Development Division ("CDD") seeks to establish a roster of qualified vendors to provide services for Dane CORE 2.0 the Emergency Rental Assistance Program funded by the federal government and administered by the City of Madison. This is the successor and continuation of the Dane CORE Emergency Rental Assistance Program which has been operating since February 2021. Vendors will be engaged to provide one or more of the following services:

- A. Assist eligible applicants through application process, provide outreach and education
- B. Evaluate and process completed applications
- C. Provide legal support and mediation services as necessary

The program goal is to implement a highly coordinated community-based program that minimizes housing loss and instability by providing rental and/or legal assistance to the most vulnerable tenants, particularly within communities most negatively impacted by the COVID-19 pandemic. It is a priority of the City to engage a diverse set of partners to ensure program outreach and assistance for Dane CORE 2.0 reaches all communities eligible to receive benefits.

1.2 Scope of Work/ Required Services

Scope of Work A: Assist eligible applicants through application process, provide outreach and education

The City's Community Development Division seeks to engage a Vendor(s) to provide application assistance services to tenants and landlords for the Dane CORE 2.0 rental assistance program.

Selected organizations will:

- Provide direct one-on-one assistance (virtual and in-person) to tenants and landlords to help them understand program benefits and responsibilities;
- Facilitate the completion and submission of applications, including all required documentation and verifications;
- Help clients navigate the online application portal;
- Answer applicant questions and provide support to clients who do not have internet access or the ability to upload documents;
- Serve as a contact for people without access to reliable means of communication (lack of consistent access to phone or email, homeless, etc.)
- Provide tenants and/or landlords direct access to the online portal, where necessary, to ensure that all eligible parties have equal access to program benefits;
- Help establish an online account in the Dane CORE 2.0 online application portal, if needed;
- Provide follow up to tenants and landlords as needed;
- Ensure that services are language accessible and culturally responsive;
- Conduct targeted outreach and establish a presence in locations that are more accessible to communities or individuals less likely to frequent more traditional social service settings (court house, tax preparation centers, farmers markets, churches, community centers etc.);

- Participate in trainings by CDD staff on eligibility requirements, including income calculations, the online application portal and the application process;
- Collaborate with CDD staff through regularly scheduled calls and progress meetings;
- Submit reports of activities to CDD and elevate questions requiring additional input from CDD staff.

Respondents should indicate the languages for which the organization has staff or members that are fluent, languages in which messaging about the program will be available and any other planned strategies for serving non-English speaking members of our community. Respondents should provide details on how the organization will meet outreach goals, strategies and tactics to reach eligible populations, and the staffing structure in place to successfully implement outreach activities.

Proposals should detail specific areas and communities the organization will focus on, how it intends to raise awareness of the program within them, the methods by which messaging will be delivered (flyers, social media, website posts, other online platforms, organizational newsletters, community meetings and workshops, etc.) and how efforts will be measured.

Selected vendors will be required to use the City's contracted centralized database Neighborly Software, participate in required training and obtain proficiency in the use of the online application portal. Vendors must have more than one person trained to ensure there are no gaps in service and that they have the ability to scan and upload documents, assist applicants with technology, and help obtain documents from employers and others to establish applicant eligibility.

We welcome feedback on alternative approaches, such as subcontractor arrangements, in which an applicant interested in processing applications engages another group to host outreach staff, as well as proven online organizing strategies that could reasonably be expected to achieve desired outreach goals. Respondents should identify where and how outreach services will be provided, as well as strategies and tactics the organization will use to reach eligible households.

Scope of Work B: Evaluate and process completed applications

The City's Community Development Division seeks to engage one or more vendors to help administer and disburse funds under the City of Madison's Dane CORE 2.0 rental assistance program.

Selected organizations will:

- Develop a thorough understanding of, and provide program administration for, Dane CORE 2.0;
- Have knowledge about federal funding requirements and program procedures set forth in 2CFR Part 200, "Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards", and have agency policies and procedures that follow those guidelines;
- Accept applications from individuals and/or collaborative partners, review them for completeness and to verify that all required documentation has been provided, determine whether applicants meet all eligibility requirements;
- Review submitted applications and ensure all required supporting documentation is provided including, but not limited to proof of tenant or landlord eligibility of income documentation, a current rental lease, verification of rental arrears;
- Complete an initial assessment of the application regarding its completeness and the applicant's eligibility for benefits and convey to applicants and/or community partners whether the applicant needs to take further action, and/or supply additional information or documentation;

- Determine the appropriate benefit for qualified applicants and complete the necessary steps to process benefit payments;
- Maintain accurate records of each applicant interaction and record specific information in the online application portal, and respond promptly to applicants' inquiries;
- Maintain financial records to demonstrate that federal funding sources are not comingled with other funding sources and that uses of funds effectively avoid duplication of benefits associated with both federal and other funding sources;
- Participate in trainings by CDD staff on eligibility requirements, including income calculations, the online application portal and the application process;
- Collaborate with CDD staff through regularly scheduled calls and progress meetings;
- Maintain ongoing contact with CDD staff about program operations and progress and elevate questions requiring additional input to CDD staff;
- Perform regular quality control of application review process.

Respondents should indicate which languages staff are fluent in, or describe partnerships that will enable communication in different languages, or other ways in which language accessibility will be achieved. Respondents should identify any special accommodations available to assist persons with limited English proficiency and/or physical impairments during the Dane CORE 2.0 application process. For in-person assistance, respondents should confirm that their offices meet ADA accessibility requirements and identify the geographic area they serve as well as proximity to public transportation.

An adequate level of staffing that can respond to applicant questions via phone and email or other proposed and approved platforms must be maintained throughout the duration of the contract.

Selected vendors will be required to use the City's contracted centralized database Neighborly Software, participate in required training and attain proficiency in use of the online application portal. Vendors must have more than one person trained to ensure there are no gaps in service and they have the ability to scan and upload documents, assist applicants with technology questions, and help obtain documents from employers and others.

Scope of Work C: Provide legal support and mediation services as necessary

The City's Community Development Division seeks to engage one or more vendors to provide legal assistance and/or mediation services to tenants and landlords under the Dane CORE 2.0 rental assistance program.

Selected organizations can demonstrate that they:

- Employ law professionals or can assemble a pool of practitioners licensed to practice law in the State of Wisconsin;
- Have available paid staff and/or volunteers with experience serving tenants and/or landlords with housing-related issues;
- Have the knowledge and experience necessary to advocate on behalf of tenants;
- Are able to offer tenant-landlord legal assistance including representation in court proceedings, negotiations with landlords, understanding the eviction process and resolving issues that could lead to eviction actions;
- Understand eligibility requirements for the program and provide advice and guidance to tenants experiencing housing instability that could benefit from legal counsel;

- Understand protections provided to tenants and landlords under State of Wisconsin (WI Stat. CH 704) and administrative rule (WI Admin. Code CH. ATPC 134).

Respondents should describe their capacity to serve non-English speaking residents, i.e., what languages can be served, and how.

1.3 Eligible Applicant

Applicants must be incorporated as private non-profit organizations in the State of Wisconsin and been granted 501(c)(3) tax exempt status by the United States Internal Revenue Service. The applicant's 501(c)(3) status must be in good standing and not have been revoked in the previous calendar year.

Vendors will be required to implement Dane CORE 2.0 as developed by the City of Madison; parameters to screen and identify residents for participation in the program will be undertaken in accordance with CDD policies and procedures. CDD will coordinate its efforts with Dane County with respect to specific program policies and procedures.

1.4 Funds Available

Up to \$14 million of direct assistance and \$1.2 million of administration support.

Any funds allocated by the City to selected vendors must be used by December 31, 2022 or are subject to recapture. The City will actively monitor vendor performance and assess community need on an ongoing basis to ensure timely disbursement of financial assistance where it is needed most. The City may use this application process to make additional awards of funds to any vendor. The City reserves the right to reallocate unexpended funds if it determines that doing so will ensure that funds are used where they are most needed and/or in a more timely fashion. The City may offer funds to organizations to carry out any combination of the four identified services, including through subcontracts.

Eligible Costs

Dane CORE 2.0 Emergency Rental Assistance funds may only be used to provide financial assistance and housing stability services to eligible households. To be eligible, a household must be obligated to pay rent on a residential dwelling and meet other qualifications outlined by the Department of the Treasury and Consolidated Appropriations Act.

Eligible administrative costs include personnel, marketing and associated operation and space costs used to reach out to people and connect them to Dane CORE 2.0 and other housing related services.

1.5 Contract and Reporting:

Contracts will be developed after awards are finalized by the Common Council. All allocated funds will be administered through the City of Madison, Community Development Division. Funded agencies will be required to submit a program performance and expense report monthly. If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected organization. City purchases of service contracts include requirements regarding nondiscrimination, consideration of vulnerable populations, Affirmative Action, and mandatory insurance coverage.

These Federal Funds have been allocated through the United States Department of the Treasury pursuant to Title V, Section 501 of the Consolidated Appropriations Act, 2021. Contract performance is subject to be monitored by both the City of Madison and the U.S. Department of Treasury or any agency acting on Treasury's behalf.

1.6 Proposal Review Criteria

Proposals that meet applicant eligibility will be evaluated and receive a funding recommendation based on the evaluation. Proposals that do not meet applicant eligibility will be deemed non-responsive and will not be reviewed.

Evaluation Rubric:

Targeting- 30%

Basis: neighborhoods/vulnerable populations most disproportionately experiencing housing instability and impacted by COVID-19

Experience- 60%

Basis: programmatic (20%), federal (15%), existing CDD community partner in Dane CORE (25%)

Leverage- 10%

Basis: Program budget leverages other financial resources

SECTION 2: PROPOSAL SUBMISSION INSTRUCTIONS

1. Please include only the required submittals specified below. Additional materials will not be accepted. Forms are available on the [CDD Funding Opportunities Website](#).
 - **Application Form**-the Program Description and Budget *must* be completed
2. The response to the RFP should be complete and comprehensive but succinct.
3. Proposal must be submitted electronically to CDDapplications@cityofmadison.com.

SECTION 3: GENERAL ADMINISTRATIVE INFORMATION

3.1 Point of Contact

The RFP contact identified below is the sole point of contact regarding the RFP from the date of release of the RFP until selection of the successful proposer.

Linette Rhodes, Community Development Grants Supervisor
City of Madison Community Development Division
Email: lrhodes@cityofmadison.com

All communications relating to this RFP must be directed to the designated contact for this RFP. All bidders, proposers, protestors or individuals acting on their behalf are hereby prohibited from attempting to persuade or influence any City agents, employees or any member of the relevant selection team, for or against a specific cause related to a pending solicitation, unless otherwise directed by the RFP contact.

3.2 Inquiries and Clarification of Specifications

Proposers shall carefully examine the bid and contract documents, correlate their observations with the RFP specifications, and exercise their own judgment as to the nature and scope of the work required. If applicable, visit the [CDD Funding Opportunities Website](#). Consider federal, state and local laws and regulations that may affect cost, progress, performance or furnishing of the work.

Proposers shall immediately notify the RFP contact of any questions, exceptions, clarification of any ambiguity, error, conflict, discrepancy omission or other deficiency or additions they have concerning the RFP document. Failure to do so will be at bidder's own risk.

This RFP will serve as the basis for or will become part of the resulting agreement. No plea of ignorance of conditions or difficulties that exist or may hereafter arise in the execution of the work under this contract as a result of failure to make necessary examinations and investigations, shall be accepted as an excuse for any failure or omission on the part of the bidder to fulfill the requirements of the contract.

3.3 Contracting Agency

Community Development Division, City of Madison, will administer the contract resulting from this RFP.

3.4 Addenda / Official Communication

During the solicitation process for this RFP, all official communication between the City and proposers will be made via the [CDD Funding Opportunities Website](#). The City will post such notices, which will include, but not be limited to, addenda for any modifications to administrative or performance requirements, clarifications to requirements, and the announcement of the apparent winning proposer(s). It shall be the responsibility of the proposers to regularly monitor this website for any such postings. Failure to retrieve such addenda and include their appropriate provisions in your response, may result in your proposal being disqualified.

3.5 Oral Presentations / Site Visits / Pre-Bid Meetings

Proposers may be asked to attend pre-bid meetings, make oral presentations, or make their facilities available for a site inspection as part of this request for proposal process. Such presentations, meetings or site visits will be at the proposer's expense.

3.6 Acceptance/Rejection of Proposals

1. The City reserves the right to accept or reject any or all proposals submitted, in whole or in part, and to waive any informalities or technicalities, which at the City's discretion is determined to be in the best interests of the City. Further, the City makes no representations that a contract will be awarded to any proposer responding to this request. The City expressly reserves the right to reject any and all proposals responding to this invitation without indicating any reasons for such rejection(s).
2. The City reserves the right to postpone due dates and openings for its own convenience and to withdraw this solicitation at any time without prior notice.

3.7 Incurring Costs

This request for proposals does not commit the City to award a contract, pay any costs incurred in preparation of proposals, or to procure or contract for services or equipment.

3.8 Proposer Qualifications

The City of Madison may make such investigations as it deems necessary to determine the ability of the proposer to perform the work, and the proposer shall furnish to the City all such information and data for this purpose, as the City may request. The City reserves the right to reject any proposal if the evidence submitted by, or investigated of, such proposer fails to satisfy the City that the proposer understands the full scope of work and is properly qualified to carry out the obligations of the contract and to complete the work contemplated herein.

3.9 Proposal Content

The evaluation and selection of a Contractor and the contract will be based on the information submitted in the vendor's proposal plus any additional information required. Additional information may include references, on-site visits or oral presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals (e.g. expensive artwork, news stories, letters of support) beyond information required to present a complete and effective proposal, are not necessary or desired. Information provided by the applicant in addition to the required proposal may not be considered in the evaluation of the proposal.

3.10 Withdrawal or Revision of Proposals

1. A proposer may, without prejudice, withdraw a proposal submitted at any point in the process by requesting such withdrawal in writing (email is sufficient) to the RFP contact.
2. Proposals may not be modified or altered after the deadline.

3.11 Sample Contract Documents

Sample CDD Purchase of service Contract documents are available on the [CDD Funding Opportunities Website](#).

3.12 Sample Contract for Purchase of Services

Proposers are responsible for reviewing the Sample Contract for Purchase of Services prior to submission of their proposal. The template contract shall serve as the basis of the contract resulting from this RFP and shall become contractual obligations following award of the RFP. By submitting a proposal, proposers affirm their willingness to enter into a contract containing these terms.

3.13 City of Madison Additional Standard Terms and Conditions

Proposers are responsible for reviewing the Additional Standard Terms and Conditions (Exhibit 5) prior to submission of their proposal. City of Madison Additional Standard Terms and Conditions are the minimum requirements for the submission of Proposals.

3.14 Proposal Evaluation and Award

1. PRELIMINARY EVALUATION

Submitted proposals will be reviewed for completeness and compliance with RFP guidelines. All incomplete RFP submissions may be determined nonresponsive and removed from further consideration. To be considered complete, RFPs shall include all required submittals and shall be signed and dated. In the event that no submissions meet all of the RFP requirements, the City of Madison reserves the right to continue the evaluation of the proposals that most closely meet the requirements.

2. PROPOSAL EVALUATIONS, INTERVIEWS AND/OR SITE VISITS

The City's designated RFP Selection Committee will make the final selection and recommendation following the evaluation of the proposals which may include presentations, site visits and interviews, if deemed necessary, with some or all of the proposers. However, the City may make preliminary selection(s) on the basis of the original proposals only, without negotiation, interviews and/or site visits with any proposers. If presentations, interviews and/or site visits are conducted, the Selection Committee may choose to assign additional points for these processes or re-evaluate, re-rate and/or re-rank the finalists' proposals based upon the written documents submitted and any clarifications offered in the interviews.

3. BEST AND FINAL OFFER

The designated Selection Committee may request best and final offers from one or more proposers determined to be reasonably susceptible to being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. If best and final offers are requested, they will be evaluated against the stated criteria, scored and ranked. The City reserves the right to negotiate the terms of the contract, including the award amount, with the selected proposer(s) prior to entering into a contract. If contract negotiations cannot be concluded successfully with the selected proposer(s), the City may negotiate a contract with the next highest scoring proposer.

4. CLARIFICATION OF PROPOSALS

During the evaluation of proposals, the City reserves the right to contact any or all proposers to request additional information for purposes of clarification of RFP responses, reject proposals which contain errors, or at its sole discretion, waive disqualifying errors or gain clarification of error or information.

5. PRICE AND/OR COST ANALYSIS

The City reserves the right to conduct a price and/or cost analysis to determine if the price is fair and reasonable. If only one responsive proposal is received, a detailed price and/or cost analysis may be requested of the single proposer. Proposers shall cooperate as needed with the City's efforts to perform said analyses.

6. NEGOTIATION

The City reserves the right to negotiate final fees and scope of services with the selected Contractor.

7. PROCESS

At any phase, the City reserves the right to terminate, suspend or modify this selection process; reject any or all submittals; and waive any informalities, irregularities or omissions in submittals, all as deemed in the best interests of the City.

8. COMMUNICATION WITH SELECTION COMMITTEE

Proposers may not contact members of the Selection Committee at anytime during the evaluation process, except at the City of Madison CDD request.

9. RIGHT TO REJECT PROPOSALS AND NEGOTIATE CONTRACT TERMS

The City reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer(s) prior to entering into a contract. If contract negotiations cannot be concluded successfully with the selected proposer(s), the City may negotiate a contract with the next preferred proposer.