

**REQUEST FOR PROPOSALS
EMERGENCY SHELTER OPERATIONS
RFP #2025-080**



November 26, 2025

NOTICE TO PROPOSERS

The City of Loveland, Colorado ("City") is requesting sealed proposals for an **Emergency Shelter Operator #2025-080**. Proposals must be received electronically at <http://bidnetdirect.com//city-of-loveland> on or before 2:00 p.m. (Mountain Time "MT") on Thursday, January 8, 2026, at which time they will be recorded, but not publicly opened.

Submitted emails must have the name of the project and bid number in the subject line of the email. Please list the company's name in the body of the email. Attached documents should have the bid number and company name in the name of the document.

No bids will be considered which have not been received by the deadline set forth above, as determined by the Bidnet system. The City is not responsible for delays occasioned by the internet, outages of service or any other electronic delay.

The RFP is available at www.bidnetdirect.com. If you are not registered with BidNet, please visit their website and select "Vendor Registration," or call 800-835-4603. There is a free registration option available for inquiry.

The project is funded by the City of Loveland. The procurement, contracting, administration, and project close-out will follow the City of Loveland's purchasing requirements.

The City will hold a pre-submittal meeting on December 9, 2025, at 1:00 p.m. in the City Council Chambers, 500 E. 3rd Street Loveland, Colorado, and via Zoom, to allow proposers an opportunity to ask questions prior to the submission of proposals. For a link to the online meeting, please contact Alison Hade at alison.hade@cityofloveland.org. The meeting is not mandatory. Proposals may be submitted without being represented at the meeting.

Questions concerning the RFP shall be posted on Bidnet (above link). The deadline for questions is 5:00 p.m. (MT), December 15, 2025. All questions and responses will be furnished in an addendum provided to all Proposers no later than 5:00 p.m. (MT) on December 18, 2025.

Equal Opportunity Employer

The City of Loveland is committed to providing an equal opportunity for services, programs and activities and does not discriminate on the basis of disability, race, age, color, national origin, religion, sexual orientation or gender. For more information on non-discrimination or for translation assistance, contact the City's Title VI Coordinator at TitleSix@cityofloveland.org or 970-962-2372. The City will make reasonable accommodations for Proposers in accordance with the Americans with Disabilities Act (ADA). For more information on ADA or accommodations, contact the City's ADA Coordinator at jason.smitherman@cityofloveland.org or 970-962-3319.

"La Ciudad de Loveland está comprometida a proporcionar igualdad de oportunidades para los servicios, programas y actividades y no discriminar en base a discapacidad, raza, edad, color, origen nacional, religión, orientación sexual o género. Para más información sobre la no discriminación o para asistencia en traducción, contacte al Coordinador Título VI de la Ciudad al TitleSix@cityofloveland.org o al 970-962-2372. La Ciudad realizará las acomodaciones razonables para los Proposeres de acuerdo con la Ley de Discapacidades para Americanos (ADA). Para más información sobre ADA o acomodaciones, contacte al Coordinador de ADA de la Ciudad: jason.smitherman@cityofloveland.org o al 970-962-3319.

COLORADO OPEN RECORDS ACT NOTIFICATION

The City of Loveland is subject to section 24-72-201 *et seq.* of the Colorado Revised Statutes, the Colorado Open Records Act. If a Proposer objects to the disclosure of any confidential or privileged information as such is defined in the Colorado Open Records Act, any such pages must be marked confidential and submitted as outlined below in the Submittal Instructions. If a Proposer fails to mark the documents confidential and fails to include the explanation, any objection to the release of any information will be deemed waived by the City.

Please note that objections will be considered but are not binding on the City. The City is required to make a determination under the Colorado Open Records Act, and may only withhold documents that are confidential under the law. If the City releases documents marked as confidential in compliance with the Colorado Open Records Act, the Proposer waives any claims for liability or damages.

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Project Background and Purpose

City of Loveland – Homelessness Response Overview

Over the past several years, the City has experienced a significant increase in the number and size of homeless encampments in public spaces. This growth has raised concerns among residents and local businesses about unsafe conditions within encampments, their impact on surrounding neighborhoods, and the need for long-term solutions that help individuals transition out of homelessness and into stable housing.

To address these challenges, the Loveland City Council enacted an emergency ban on unauthorized encampments on May 17, 2022, granting the City authority to relocate individuals camping illegally on public property. In June 2022, the City expanded its response by launching day services at the Loveland Resource Center (“LRC”). By August 2022, the LRC offered 22 shelter beds, and in April 2023, an additional 50 beds were added at a second, temporary site. That permit for the second, temporary site expired on September 30, 2025.

Since October 2025, the City has continued to provide day services for approximately 100 guests at the LRC. These services include breakfast, mail delivery, showers, locker storage, laundry, and access to partner providers offering housing navigation, identification assistance, job search support, counseling, and behavioral and physical health care. Overnight shelter capacity, however, has been reduced to between 31 and 48 beds nightly.

The current facility is not adequate to meet the City’s needs as either a day center or an overnight shelter. To strengthen its homelessness response, the City is considering the purchase of a building better suited to provide both day services and overnight shelter under one roof.

As the next step, the City seeks a qualified organization to operate a 24/7 Resource Center and Overnight Shelter, ensuring comprehensive, continuous support for Loveland residents experiencing homelessness.

Existing staff at the LRC include a shelter manager and 10 front-line staff members, many of whom have experience managing both day and night services. Applicants may have the opportunity to retain these staff members as part of their operation if desired.

Request for proposals for a 24/7 resource center operator

The City seeks an experienced nonprofit or qualified public/private provider with relevant experience to operate a 24/7 Resource Center and Overnight Shelter serving homeless residents within City limits. The selected organization will deliver coordinated day services and continuous access to supportive services, with strong partnerships across housing, healthcare, and social services.

Project Scope of Services

- Operating hours: Provide continuous 24/7 access, including evenings, nights, weekends, and holidays.
- Core services: Intake and triage, case management, housing navigation, benefits assistance, identification/document support, employment readiness, and basic needs (hygiene, storage, mail).

- Service coordination: Partner support with external agencies to ensure access to medical/ behavioral health care, and veteran and other services.
- Low-barrier approach: Trauma-informed and housing-focused; clear, fair conduct expectations; ADA accessible.
- Data and reporting: Track encounters, referrals, outcomes (e.g., exits to housing), and demographics; comply with HMIS and City reporting requirements.
- Safety management: On-site security protocols, incident response, and neighbor relations plan.

Submission format

Submit two (2) separate documents. Upload documents separately as required on BidNet. Do not merge the content.

Document 1: Qualifications and Service Approach

Proposers must provide a comprehensive narrative addressing the following areas. Responses should demonstrate organizational capacity, experience, and alignment with the City's goals for a welcoming, safe, sanitary, and inclusive program.

1. Organizational Profile
 - Mission, vision, and values
 - Years of operation and relevant programs
 - Governance structure and leadership capacity
2. Experience
 - Track record operating resource centers, shelters, or related services
 - Documented performance outcomes and references
 - Approach to maintaining a welcoming, safe, sanitary, and inclusive environment
3. Partnerships and Service Philosophy
 - Case management description
 - Existing and planned collaborations with external service providers
 - Identification of services critical to this work and rationale for their inclusion
4. Service Model
 - Staffing plan and organizational structure
 - Training protocols and professional development
 - Case management standards and client engagement strategies
 - Staff participation in Coordinated Entry
 - Harm reduction strategies to support shelter retention and housing stability
 - Integrate Work First model into service delivery
5. Safety and Neighbor Relations
 - Site rules and enforcement practices

- Incident response protocols
- Good Neighbor commitments and community engagement strategies

6. Data and Compliance

- HMIS participation for basic needs services and Coordinated Entry. Include current access status.
- Reporting cadence and continuous improvement processes

7. Facility Management

- Security protocols
- Coordination with the City on facility management responsibilities
- Plans for maintaining safe, functional, and accessible facilities

Note: Information about partner organizations currently providing services at the LRC is available upon request. A partner to provide meals and food support may also be available.

Document 2: Budget and Funding Plan

- Total program cost: Full annual operating budget, with detailed line items (staffing, facility, services, admin/overhead). Costs for staff currently working at the LRC are available if requested.
- Agency contribution: Amount and sources the agency will provide (secured and projected).
- City funding request: Amount desired from the City, with a step-down funding timeline.
- Step-down approach:
 - Phase 1 (launch): City contribution needed during startup and ramp-up.
 - Phase 2 (capacity-building): Reduce City funding as a local fundraising plan is implemented.
 - Phase 3 (steady state): Annual City amount after the organization has established local fundraising and diversified revenues.
- Term: One (1) year with annual performance review with the potential for four additional one-year renewals.

Submittal Instructions and Conditions

1. All Proposers shall comply with the requirements, conditions, and specifications contained within this RFP. Failure to do so may result in rejection of the proposal.
2. A representative of the Proposer who has contractual authority must sign the proposal. Only one proposal will be accepted from any one company serving as a prime Proposer. Sub-Proposers to the prime Proposer may be included in the proposal of more than one firm.
3. All proposals must be complete, comprehensive, and professional, but it is not necessary to include expensive displays or excessive materials.
4. All costs incurred to prepare and submit the proposal shall be the Proposer's responsibility and will not be reimbursed by the City.

5. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be posted at <http://bidnetdirect.com/city-of-loveland>. The schedule above lists the deadline for submission of questions and the expected date of responses from the City. It shall be the responsibility of the Proposers to monitor <http://bidnetdirect.com/city-of-loveland> for any such postings.
6. Pursuant to the Colorado Open Records Act, C.R.S. §§ 24-72-201 *et seq.* ("Act"), all information contained in any bid or proposal is subject to public disclosure unless it meets one of the exceptions set forth in the Act. To avoid disclosure of trade secrets, privileged information, or confidential commercial, financial, geological, or geophysical data ("Confidential Information"), the Proposer must clearly mark all Confidential Information as such and provide a written, detailed justification with its proposal of the protected nature of the Confidential Information under Colorado law. Please note that objections will be considered but are not binding on the City. The Proposer acknowledges that the City is bound by the terms of the Act, and understands that the City, in its sole discretion, must make a final determination regarding disclosures in compliance with the Act and may only withhold documents that are confidential under the law.

If a Proposer fails to mark the documents confidential or fails to include the explanation, any objection to the release of any information will be deemed waived. By submitting a proposal, the Proposer agrees to hold the City harmless from any claim arising from the release of Confidential Information not clearly marked as such or lacking written, detailed justification supported by Colorado law.

If the City releases documents marked as confidential in compliance with the Act, the Proposer waives any claims for liability or damages.

For documents marked confidential that the City has withheld in compliance with the Act for which the City has received a fourteen (14) day notice of intent to file with the district court from the requestor, due to the Proposer's superior knowledge as to the nature of the confidential information, Proposer may participate in the meeting with the requestor required by Section 24-72-204(5)(a) of the Act and intervene as an interested party in any court action to defend the City and advocate for the withholding of Proposer's own confidential information on its own behalf and at its own expense. If Proposer fails to participate in such meeting and fails to intervene as an interested party, Proposer waives any claim of confidentiality, the City may release the requested documents, and Proposer waives any claims for liability or damages for the City's release of the documents.

7. In submitting a response to this RFP, Proposer acknowledges that section 24-85-101 *et seq.* of the Colorado Revised Statutes and the *Accessibility Standards for Individuals with a Disability*, established by the Colorado Governor's Office of Information Technology (collectively "Accessibility Standards"), apply to delivery of any information technology under to this Contract, and that Proposer's performance shall be in compliance with Accessibility Standards. The City may, in its sole discretion, request Proposer provide details regarding Proposer's commitment to satisfying the Accessibility Standards.
8. The City shall select the proposal that is most advantageous to the City, as determined by the City in its sole discretion. The City reserves the right to reject any or all proposals and waive any informalities therein and to accept or reject any portion of the proposal if deemed to be in the best interest of the City to do so.
9. The selected Proposer will be required to execute a Services Contract with the City of Loveland as provided as an attachment to this RFP. If a Proposer cannot accept the

contract language as is, the Proposer must include within the proposals the items the Proposer cannot accept and the language the Proposer proposes for substitution and the City will review for acceptability. All contracts will be on a unit price basis with a not-to-exceed total price.

10. Proposers shall not contact anyone other than Alison Hade, Community Partnership Office Manager, regarding the RFP during the solicitation and selection process. Proposers who communicate with other City staff members or elected officials regarding the RFP during the solicitation and selection shall automatically be disqualified from consideration.
11. The City has no obligation to award any work to a selected Proposer and makes no guarantees as to the amount of work that may or may not be awarded or actually performed.
12. Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements, addendums or revisions thereof.
13. All proposals must be received at <http://bidnetdirect.com/city-of-loveland> before the date and time specified in the notice page above. Any proposal arriving after the deadline will not be considered. Responsibility for timely submittal and routing of proposals prior to recording lies solely with the Proposer.

Proposal Contents and Format

The response to this RFP, for items described below, is limited to a maximum of 25 pages, excluding front and back covers, using no smaller than 10-point font. Each response should be complete yet concise and contain only the elements shown below. Please avoid submitting extraneous and unnecessary information. Proposals that exceed twenty-five (25) pages will receive a reduced score. The budget is limited to a maximum of six (6) additional pages.

A. Cover Letter

A one-page cover letter shall be provided that expresses the firm's interest to be considered for the project and identifies the firm's primary contact person for the project. Please provide the name, telephone number, and email address of the primary contact person. The cover letter shall be signed by a person who has contractual authority with the firm, such as a principal, partner, senior manager, or officer of the firm.

B. Relevant Project Experience (see questions and descriptions above)

Describe the firm's experience and capabilities in providing similar services to those required, particularly projects with Municipal Governments. Be specific and identify projects, dates, and results. It will be to each Proposer's benefit to provide its experience with recent projects and to provide examples.

C. Timeline of Activities

Provide a project plan specifying timeline, potential start date, activities, and project management strategies, including the City's roles and resource requirements.

D. Proposer References

Proposers must include as a supplement to their proposal a list of references, including points of contact (name, address, email address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.

E. Cost

A proposed budget should include at least three years broken out by year, the payment amount desired from the City and any funding that may already be available to implement this plan. If other funding and/or in-kind contribution is not available, indicate that this is the case.

Provide costs for all elements of project listed above under Budget and Funding Plan. The Cost should be a not to exceed amount for the scope described. If the total cost amount incurred by Proposer in performance of agreed upon scope of work subject to a Not-to-Exceed Amount is less than such Not-to-Exceed Amount, Proposer shall not be entitled to receive the difference in these amounts, or any portion thereof, and City will not be obligated to make any additional payments to Proposer for such obligations. Provide a spreadsheet of cost breakdown listing tasks and proposed fees for the entire scope of the work.

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EVALUATION CRITERIA

A. Proposer Qualification Review and Assessment

Proposals will be evaluated on the following qualification criteria. These criteria will be the basis for reviewing the written proposals, as well as for any oral interviews of the top-ranked firms. The Proposer may be chosen based upon the Proposals or the additional step of interviews may be used if needed.

The rating scale shall be from 1 to 5, with 1 being a poor rating, 3 being an average rating, and a 5 being an outstanding rating. Weighting factors for the criteria are listed adjacent to the qualification.

Weighting Factor	Qualification	Standard
2.0	Scope of Proposal	Organizational Profile, Mission, vision, and values, years of operation and relevant programs, and governance structure and leadership capacity
3.0	Organizational Experience & Qualifications	Demonstrated ability to operate a shelter/resource center; performance outcomes; approach to create a welcoming and safe center.
2.0	Partnerships & Service Coordination	External collaborations and partnerships; case management description; identification of critical services.
2.0	Service Model & Approach	Staffing plan and structure; staff development; case management and client engagement strategies; Coordinated Entry knowledge; harm reduction strategies to support shelter retention.
1.5	Safety & Neighborhood Relations	Plans for safety, neighbor relations; site rules and enforcement; Good Neighbor commitments and community engagement strategies.
1.0	Data, Reporting & Compliance	HMIS participation, outcome tracking, and reporting capacity.
1.0	Budget & Financial Viability	Realistic budget; agency contribution; stepwise funding plan; sustainability through local fundraising.

B. Reference evaluation process (top rated Proposer)

After the top-rated Proposer is selected, the City will check references for overall performance, timetable, completeness, cost control and job knowledge of selected project references. A satisfactory/unsatisfactory rating shall be given to each reference contacted. If reference checks are positive for the top-ranked Proposer, the City will work to negotiate a contract for services. If the top firm's reference checks are not positive, then the City will refer to the second-ranked Proposer to evaluate their respective references, and so on.

C. Reference Check Questionnaire

Qualification	Standard
Overall Performance	Would you hire this Proposer again? Did their level of quality meet the project specifications and Owner needs?
Schedule	Was the original Scope of Work completed within the specified time? Were interim deadlines met in a timely manner?
Completeness	Was the Proposer responsive to client needs; did they anticipate problems? Were problems solved quickly and effectively?
Cost Control	Was the original Scope of Work completed within the project budget?
Job Knowledge	Did Proposer personnel exhibit the knowledge and skills necessary for the efficient completion of the scope or work?

**Attachment:
Services Contract**