



*Community, Housing and Human Services Department (CHHS)*

## **NOTICE OF FUNDING AVAILABILITY**

*Street Outreach Program*

*June 17, 2025*

*Last Updated June 27, 2025*



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## REQUEST FOR PROPOSALS

The Community, Housing and Human Services (CHHS) Department is pleased to announce a Notice of Funding Availability (NOFA) for operations and coordination for the City of Spokane's new Street Outreach Program. The City of Spokane and any subrecipients of the City of Spokane are required to adhere to the CHG Guidelines as currently published and can be found here: [CHG Guidelines v2 March 26, 2024 Update.pdf | Powered by Box](#)

Approximate Funds Available: \$1,800,000.00 (October 1, 2025-March 31, 2027)	
Period of Performance	<b>October 1, 2025 - March 31, 2027</b> <b>April 2027, May 2027, June 2027 is subject to community need, availability of funds and overall project performance.</b>
Fund Source	Budget Categories
<b>CHG</b>	Facility Support
	Operations
	Administration (Indirect Costs-Max 15% of Total Award)

The most competitive proposals must be able to clearly demonstrate the following:

1. Clear and well thought out project scope and understanding of goals of site; and
2. History of successful partnerships for a collaborative system wide model; and
3. Commitment to data compliance and financial responsibility; and
4. Be fiscally secure and must show financial viability for up to 60-days should City reimbursement be delayed for reasons beyond the control of the City.

CHHS reserves the right to amend this NOFA at any time.

Frequently Asked Questions (FAQ's) must be submitted to CHHS at [chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org) or [arielleanderson@spokanecity.org](mailto:arielleanderson@spokanecity.org) no later than July 9, 2025. The City will then post a complete FAQ section on the website by July 14, 2025.

## PROPOSED STREET OUTREACH PROGRAM BACKGROUND AND PURPOSE

The City is seeking an experienced and eligible organization to operate the City's first coordinated street outreach program. Historically, the City has funded street outreach without a formal model or approach that subrecipients have been required to follow, rather the City has funded outreach for the successful applicant's model or application of outreach services. In this new approach to street outreach the City of Spokane is prescribing the model and allocating funding for coordinated street outreach services and is seeking an eligible organization to operate the model.

Applicants to this RFP will be expected to understand best practices in street outreach, the challenges related to Spokane's seasonal impacts on unhoused individuals, knowledge of Spokane's housing and service options as well as providers. The successful applicant will have a history of serving unhoused populations with robust case management, experience with coordinated entry, strong relationships with local providers, experience managing state and local financial resources, and a proven history of successfully managing grants and contracts.

The Street Outreach Program will address four primary bodies of outreach work in a coordinated and geographically assigned approach. This new approach to outreach within the City of Spokane is intended to foster improved coordination with public safety, increased access to shelter beds for those living/sleeping outside, expedited response time to calls for outreach, and targeted engagement with unhoused populations.

The four primary bodies of outreach work include:

1. Traditional Street Outreach (approximately 45% of time); and
2. Coordination with the City's Encampment Resolution Program (approximately 15% of time); and
3. Coordination with the SPD and Code Enforcement (HOT) on abatement (approximately 30% of time); and
4. Response to community requests for outreach or officer initiated calls for services (approximately 25% of time)

This approach supports the City's HOME Starts Here Initiative by leading with services first and creating a compassionate response to public safety while also supporting critical programming for existing individuals to long term housing destinations.

The Street Outreach Program will focus on assigned geographic locations to ensure consistency of teams in the area, outreach coverage throughout Spokane city limits, and improved neighborhood awareness and connection with outreach providers. With this goal in mind this model does the following:

- Places a minimum team of two outreach staff within the boundaries of each SPD Precinct, aligning outreach with teams with the same boundaries as SPD Precincts. This is intention to develop partnerships with outreach and officers, including neighborhood resource officers, who work in the same areas, leading to the trust required to improve engagement and services.
- Physical workstations for outreach members within this contract will be aligned within SPD precincts though exact locations will be determined in partnership with the successful applicant to this RFP. This may include workstations within precincts, community centers, City owned facilities or other such public and geographically specific locations supporting the bullet point above.
- The CHHS Department will oversee this contract and support the internal coordination with SPD, Code Enforcement, and the Street Outreach Program agency.
- The City will expect clear coordination between SPD and this Street Outreach Program to address needs of the geographic area and ensure the HOME Starts Here SMC is implemented as we holistically address this complex topic.
- Please note that in-reach is not part of this model. While coordination with shelters and programs will occur, the Street Outreach Program is not intended to conduct in-reach within existing projects, but rather to focus on currently unsheltered individuals.

The City of Spokane, through CHHS, is excited to launch a coordinated street outreach program that supports the needs of those unhoused in our community, addresses partnership gaps between service providers and public safety, and offers consistency in City lead outreach for neighborhoods and concerned community members.

Details of each of the four areas of outreach being addressed by this team will be discussed in length during the contract process with the successful applicant as well as take into consideration proposals made within the application process. Basic definitions of these areas are provided below and can also be discussed via technical assistance meetings at the request of potential applicants.

### **Definitions**

**Street Outreach:** Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care. Component services generally consist of engagement, case management, emergency health and mental health services, and transportation.

**Encampment Resolution Program:** The ERP program is funded by WA Department of Commerce providing critical resources to address encampments on City or State-owned property and public right of way. This program follows a four-step process to identify and assess an encampment, establish a by-names list of individuals on site, refer and relocate individuals to temporary or permanent housing placements, abate the site and address remaining public safety needs.

**Community Initiated Calls for Service:** The City of Spokane, via the 311 phone line and CHHS, receive calls and emails from concerned community members regarding unhoused individuals across the City.

**Officer Initiated Calls for Service:** following Ordinance C36691 known as H.O.M.E Starts Here officers (SPD, SFD) may encounter an individual in need of outreach services as opposed to a public safety citation. In this case an officer may request outreach services to meet the individual(s) to provide connections and/or transportation to appropriate services.

**Spokane Police & Code Enforcement Homeless Outreach Team:** this is a team of SPD officers and Code Enforcement officers responsible for the abatement of encampments within the City of Spokane. Connecting appropriate sites with outreach services at various points throughout the abatement process will increase the ability to provide services to individuals instead of displacing them without connections to community resources.

**HOME Starts Here:** Ordinance C36691 known as H.O.M.E Starts Here outlines the City's multidisciplinary approach to addressing homelessness, public safety, and economic development and mobility for the community. This framework outlines the philosophical and best practice approaches the City will lean on to advance outcomes.

#### NOFA CONTACT

Questions related to this funding notice should be directed to the Community, Housing, and Human Services Department.

[chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org)  
Spokane City Hall – 6<sup>th</sup> Floor  
808 W. Spokane Falls Blvd.  
Spokane, WA 99201  
(509) 625-6325

#### TIMELINE

June 17, 2025	Announce RFP on CHHS department website, <a href="https://my.spokanecity.org/chhs/">https://my.spokanecity.org/chhs/</a> , and by email distribution to the CHHS department Interested Parties List.
June 30, 2025	<b><u>Required</u></b> Technical Assistance Workshop: 10:00 AM-11:30 AM Virtual, please RSVP to <a href="mailto:chhsrfp@spokanecity.org">chhsrfp@spokanecity.org</a> 24 hours in advance <sup>1</sup> .

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<sup>1</sup> Additional TA sessions may be scheduled at the discretion of CHHS.

July 31, 2025	<p><b>Applications DUE by 11:59 PM. Late submittals will not be accepted.</b></p> <p>➤ Please submit <b>applications to <a href="mailto:chhsrfp@spokanecity.org">chhsrfp@spokanecity.org</a></b></p> <ul style="list-style-type: none"> <li>○ Multiple emails may be necessary due to file size.</li> <li>○ DO NOT WAIT UNTIL THE LAST DAY TO SUBMIT AS ANY INCOMPLETE APPLICATIONS WILL BE REJECTED.</li> <li>○ CHHS WILL CONFIRM RECEIPT.</li> <li>○ Printed or emailed copies will not be accepted</li> <li>○ Don't forget the required attachments</li> </ul>
August 2025	Applications reviewed
August 2025	Announcement of awards (pending City Council Approval)
September 2025	City Council approval of recommendations (date subject to change)
September 2025	Contracts out for signature
October 1, 2025	Project Start

#### PERIOD OF PERFORMANCE/TERM

Funding for this NOFA will be made available following City Council approval. The anticipated contract terms between the City of Spokane and Subrecipient are expected to extend from October 1, 2025 - June 30, 2027.

#### ELIGIBLE APPLICANTS

Eligible applicant/recipients include:

- Governmental entities serving within the City of Spokane; or
- Public and private nonprofit organizations 501(c)(3); or
- Faith-based organizations (501(c)(3)) and must not predicate religious participation on receiving services.

#### SUBRECIPIENT RELATIONSHIP WITH THE CITY OF SPOKANE

The City of Spokane will enter into a subrecipient agreement with successful applicant(s). The City defines a subrecipient as an entity that receives a subaward from a pass-through entity (City of Spokane) to carry out eligible activities as defined in federal, state, or local regulatory guidance.

#### GENERAL REQUIREMENTS

- All **new contracts** require an updated Risk Assessment
- Certificate of Insurance (COI) required at time of Award:
  - Workers Compensation (per RCW 51.12.020)
  - General Liability Insurance (minimum \$1,000,000 per occurrence; \$2,000,000 aggregate)
  - Supplemental Umbrella Insurance (to reach \$2,000,000 aggregate)
  - Automobile Insurance (\$1,000,000 per accident)
  - Professional Liability Insurance (\$1,000,000 per claim) (must remain in effect two years after the contract end date)
  - Cyber Security Insurance (\$2,000,000 single limit)
- Agencies awarded funds will maintain an active business registration with the City of Spokane OR an exemption determination requested from City's Taxes and Licenses Division (509) 625-6070.

- Debarment and Suspension Certification completed and submitted
- Vendor Setup (if new vendor)
  - New Vendor Request Form (to be sent by CHHS)
  - Vendor ACH Form
  - IRS W9 Form
- Agencies awarded funds will maintain an active Universal Entity Identifier (UEI) number (see below)
- Awarded funds will be paid to Subrecipient for eligible expenses on a **reimbursement** basis.

**Note:** All entities doing business with the federal government will use the Universal Entity Identifier (UEI) assigned by the General Services Administration (GSA) through the System for Award Management (SAM.gov). Therefore, the U.S. Department of the Treasury (Treasury) will no longer be able to accept a Data Universal Numbering System (DUNS) number as a valid identification number.

### **What is the UEI?**

The federal government will stop using the DUNS number issued by Dun & Bradstreet to uniquely identify entities. At that point, entities doing business with the federal government will use a Unique Entity Identifier (UEI) assigned in [SAM.gov](https://sam.gov) and will no longer use a third-party website to obtain their identifier. Entities are able to manage organizational information, such as legal business name and physical address associated with a UEI, directly from [SAM.gov](https://sam.gov).

### **What does this mean for a Sub Recipient?**

No action is required if you have an existing and active registration in [SAM.gov](https://sam.gov). If you are registered in [SAM.gov](https://sam.gov), your UEI has already been assigned and is viewable in your [SAM.gov](https://sam.gov) account. Your UEI is located below the DUNS number on your entity registration record. Please ensure your legacy DUNS number is accessible in a recipient's records for historical reference where needed, as the DUNS number will no longer be visible to users in [SAM.gov](https://sam.gov) after April 4.

New [SAM.gov](https://sam.gov) registrants will be assigned a UEI as part of their SAM registration. More information about the UEI transition is available through the U.S. General Services Administration's [website](https://www.gsa.gov/transactional). If you are a new applicant for federal funds, you must register in SAM and obtain a UEI beginning on April 4, 2022. You may continue using your DUNS number for applications submitted prior to that date. Beginning on April 4, you will be required to list your UEI in lieu of the DUNS number on all submissions.

### **Where can I get more information?**

Questions about the conversion from DUNS to UEI should be directed to GSA. Information about the **UEI** transition can be found on GSA's webpage, [here](https://www.gsa.gov/transactional).

## **APPLICATION DEADLINE**

The NOFA and Application will be available beginning **Tuesday, June 17, 2025**, on the Community, Housing and Human Services department website <https://spokanechhs.org/>.

**Application submission deadline is 11:59 PM JULY 31, 2025**

**Applications submitted after this deadline will not be considered for funding.**

CHHS will not accept hard copies of the application. Applications that do not contain the required attachments will be considered incomplete and not eligible for funding consideration.

It is the responsibility of the applicant to ensure that proposals are submitted ahead of time. Applicants are encouraged to submit proposals in advance of the application deadline. CHHS will only be able to identify incomplete proposals during the open application time frame. Therefore, incomplete proposals that are submitted on the same day will not allow CHHS to assist applicants with incomplete uploads.

## APPLICATION ASSISTANCE

**Required Technical Assistance** workshop will be available as follows:

### Workshop

**June 30th, 2025**, from 10:00 AM-11:30 AM Virtual- Please RSVP to [chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org) at least 24 hours in advance.

**The link to join is here: [Join conversation](#) but once you have RSVP'd the City will send the invite directly to providers.**

Staff will review the contents of the funding notice, application process and provide guidance that will make proposals more competitive. CHHS encourages applicants submit questions to staff prior to the application deadline.

Applicants **must** RSVP with CHHS staff ([chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org)) 24 hours in advance of the date and time specified above.

## APPLICATION REVIEW AND RATING PROCESS

All applications must meet the following threshold in Part I prior to being forwarded to the CHHS RFP Committee. This threshold is determined by CHHS Staff and based on the following objective criteria:

### **Part I – Pass/Fail Project Proposal Evaluations**

1. Does the application meet the scope of services outlined below:

The project type and funding requests are eligible to be funded based on the CHG Guidelines.

- a. Applicant has demonstrated in their application that all data will be entered into HMIS.
- b. Did the applicant attach all required attachments as outlined in the Application?  
Does the applicant hold an active Washington State business license with a City of Spokane Endorsement or indicated they can provide one at the time of contract negotiation, if awarded.
- c. Does the applicant answer all the Questions as outlined in the Application?

### **Part II - Project Proposal Evaluations**

1. The Human Services CHHS RFP Committee will review the applications based on the scoring rubric identified in the Application and outline below.
2. Their recommendations will be forwarded to the CHHS Board for approval and upon Board approval, applications will be placed on the Spokane City Council legislative agenda.

### **Part III - Notice to Applicants**

1. Notice to Applicants on funding recommendation authorized by Spokane City Council before October 1, 2025.

### **Part IV - Contracting**

1. Contract Negotiation
2. Contract Execution

## APPLICATION SCORING



**Applications will be scored on the following components:**

**Organizational Capability (15 Points Max)**

- A. Experience and Qualifications
  - a. Experience in managing homeless services contracts; and
  - b. Meeting contractual outcomes and reporting requirements; and
  - c. Demonstrated success in coordinating networks of service providers; and
  - d. Relevant certifications and qualifications of key personnel.
- B. **Financial Stability (10 Points Max)**
  - a. Strong financial management practices and a clear budget plan; and
  - b. Proven track record of securing and managing funds from diverse sources; and
  - c. Documentation showing 60-day solvency should City reimbursement be delayed.

**Approach and Methodology**

- A. **Service Integration and Coordination (15 Points Max)**
  - a. Comprehensive plan for partnership with the Street Outreach Provider Network (meeting held each month and facilitated by the City); and
  - b. Effective strategies for coordinating with SPD/SFD, Code Enforcement and other agencies participating in the response to homelessness; and
  - c. Policies and/or expectations for outreach staff.

**Compliance and Support for Strategic Plan (10 Points Max)**

- A. Alignment with 2025-2030 Plan to End Homelessness
  - a. Narrative demonstrating how the applicant will comply with and support the Spokane Regional Plan to Prevent and End Homelessness.

**Data Management and Reporting (10 Points Max)**

- A. Successful history of utilizing HMIS
  - a. Clear commitment to the importance of timely data collection and entry; and
  - b. Experience with coordinated entry and/or best practice assessment methodologies.

**Community Collaboration (10 Points Max)**

- A. Concrete examples of collaboration with the community in the last year, challenges faced and how these challenges were overcome through cooperation.
- B. Demonstrated knowledge of the community impact and outcome quality of street outreach.

**Letters of Support (10 Points Max)**

- A. Three Letters of Support from community organizations outlining a positive partnership history with the applicant organization, including skills the applicant brings applicable to the project expectations.
  - a. Please note letters of support from City Council members will not be accepted based on their responsibility to vote on the contract generated from the RFP process.

**Referrals (10 Points Max)**

- A. Demonstrated experience managing and creating referrals for vulnerable populations.
- B. Commitment to working with all community providers to ensure accessibility and accuracy of referrals.

**Performance Measurement and Evaluation (10 Points Max)**

- A. Outcome Measurements and Reporting
  - a. Robust system for tracking and reporting outcomes; and
  - b. Clear metrics and indicators for evaluating success; and
  - c. Do previous contracts with the City reflect meeting measurements and timeliness?

**Financial Plan and Budget (10 Points)**

- A. Detailed Budget (5 Points Max)
  - a. Comprehensive and realistic budget; and
  - b. Alignment of budget with proposed activities and outcomes.
- B. Cost-Effective (5 Points Max)
  - a. Efficient use of resources; and
  - b. Cost effective strategies for service delivery and capacity building.

**Innovation (5 Points Max)**

- A. Creative solutions to common challenges in homeless services.

Rating Scale:Total Points: 110

Excellent (95-110 points): The proposal demonstrates exceptional capability, comprehensive planning, and innovative approaches. The organization is highly qualified and likely to succeed in the role.

Good (84-94 points): The proposal is strong, with well-defined plans and adequate qualifications. Some minor improvements could be made.

Satisfactory (74-83 points): The proposal meets basic requirements but lacks depth in some areas. Additional clarification or detail is needed.

Needs Improvement (73 points or below): The proposal has several weaknesses and will not fully meet the requirements. Significant improvements are necessary and will not be considered.

## GENERAL INFORMATION

### **PUBLIC DISCLOSURE AND PUBLIC RECORDS ACT**

Materials submitted in response to this competitive process shall become the property of the City.

All applications received are subject to the Public Records Act as defined in RCW 42.17.250 to 42.17.340, "Public Records." Any information in the application that the applicant desires to claim as proprietary and exempt from disclosure under The City will consider an applicant's request for exemption from disclosure; however, the City will make a decision predicated upon state law and regulations. If any information is marked as proprietary in the application, it will not be made available until the affected applicant has been given an opportunity to seek a court injunction against the requested disclosure. All requests for information should be directed to the Director of CHHS.

### **REVISIONS TO THE RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be posted on the Community, Housing and Human Services Department website, [www.my.spokanecity.org/CHHS](http://www.my.spokanecity.org/CHHS). Applicants are encouraged to monitor the website for any changes and/or notifications. The City also reserves the right to cancel or to reissue the RFP in whole or in part, prior to final award of a contract.

### **RESPONSIVENESS**

All applications will be reviewed by the RFP Coordinator or designee to determine compliance with administrative requirements and instructions specified in this RFP. The applicant is specifically notified that failure to comply with any part of the RFP may result in rejection of the application as non-responsive.

The City reserves the right at its sole discretion to waive minor administrative irregularities.

### **SERVICE-DISABLED VETERAN, MINORITY, & WOMEN-OWNED BUSINESS PARTICIPATION**

The City encourages participation in all of its RFPs by firms certified by the Washington State Office of Minority and Women's Business Enterprises (OMWBE). Applicants may contact OMWBE at 360/753-9693 to obtain information on certified firms. The City encourages participation in all of its RFPs by Service-Disabled Veteran-Owned businesses as certified by the SBA through the Veteran Small Business Certification (VetCert) Program.

### **MOST FAVORABLE TERMS**

The City reserves the right to make an award without further discussion of the application submitted. Therefore, the application should be submitted initially on the most favorable terms which the Contractor can propose. There will be no best and final offer procedure. The City does reserve the right to contact an applicant for clarification of its application.

### **COSTS TO MAKE APPLICATION**

The City will not be liable for any costs incurred by the Applicant in preparation of an application submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

### **NO OBLIGATION TO CONTRACT**

This RFP does not obligate the City to contract for services specified herein.

### **REJECTION OF APPLICATIONS**

The City reserves the right at its sole discretion to reject any and all Applications received without penalty and to not issue a contract or grant agreement as a result of this RFP.

## CONTRACT TERMS

### **CITY OF SPOKANE BUSINESS LICENSE**

Persons / firms doing business in the City or with the City must have a valid City of Spokane business license. Questions may be directed to the Taxes and Licenses Division at (509) 625-6070. This license will be requested prior to any contractual agreement being signed by both parties.

**ANTI-KICKBACK**

No officer or employee of the City of Spokane, having the power or duty to perform an official act or action related to contracts resulting from this RFP shall have or acquire any interest in the contract, or have solicited, accepted, or granted a present or future gift, favor, service, or other thing of value from or to any person involved in the contract.

**ASSIGNMENT**

Agency shall not assign, transfer, or subcontract its interest, in whole or in part, without the written consent of the authorizing official for the City of Spokane.

**NON-WAIVER**

No delay or waiver, by either party, to exercise any contractual right shall be considered as a waiver of such right or any other right.

**SEVERABILITY**

In the event any provision of a resulting contract should become invalid, the rest of the contract shall remain in full force and effect.

**DISPUTES**

Any contract resulting from this RFP shall be performed under the laws of Washington State. Any litigation to enforce said contract or any of its provisions shall be brought in Spokane County, Washington.

**NONDISCRIMINATION**

No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

**LIABILITY**

The applicant will be considered an independent contractor and the Agency, its officers, employees, agents or subcontractors shall not be considered to be employees or agents of the City. The Agency shall defend, indemnify and hold harmless the City from all loss, liability, damage, death or injury to any person or property arising from the performance or omission of the Agency, its agents or employees, arising directly or indirectly, as a consequence of this contract.

**INTERNAL AUDITING CONTROL**

The Agency shall establish and maintain a system of internal accounting control which compiles with applicable generally accepted accounting principles and governmental accounting and financial reporting standards. A copy of the Agency's most recent audited financial statement shall be kept on file in the Community, Housing and Human Services Department. The City has the right to supervise and audit the finances of the Agency to ensure that actual expenditures remain consistent with the spirit and intent of any contract resulting from this RFP. The City of Spokane and/or its funding agencies and auditors may inspect and audit all records and other materials, and the Agency shall make such available upon request.

**AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION:** The City of Spokane is committed to providing equal access to its facilities, programs, and services for persons with disabilities. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or [mLOWmaster@spokanecity.org](mailto:mLOWmaster@spokanecity.org). Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.

**EQUAL CREDIT OPPORTUNITY ACT INFORMATION:** The federal Equal Credit Opportunity Act (ECOA), 15 U.S.C. 1691 et seq., prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex or marital status, or age (provided the applicant has the capacity to contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave, NW, Washington, D.C. 20580. For information regarding the ECOA, see [http://www.justice.gov/crt/about/hce/housing\\_ecoa.php](http://www.justice.gov/crt/about/hce/housing_ecoa.php).

**EQUAL HOUSING OPPORTUNITY INFORMATION:** The City is pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. The City encourages and supports an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

**WASHINGTON LAW AGAINST DISCRIMINATION INFORMATION:** We do business in accordance with the Washington Law Against Discrimination, RCW 49.60, which prohibits discrimination on the basis of race, color, creed, national origin, disability, HIV/Aids and Hepatitis C status, use of guide dog or service animal, sex, marital status, age (employment only), families with children (housing only), sexual orientation/gender identity, and honorably discharged veteran or military status.

## APPEAL PROCESS

CHHS has established a Request for Proposal ("RFP") Appeal Process.

Applicants will be notified as to the status of their application via an "Application Status" email sent to the email addresses provided for the contacts listed in the application.

Applicants must request a debrief conference with a member of the selection committee prior to submitting an appeal for consideration. The request for a debrief must be received within three (3) business days after the "Application Status" email is sent to the Applicant.

Send requests for a debrief session to any of the following:

- **Email:** [chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org)
- **Mail:**  
ATTN: CHHS Operations Manager  
Spokane City Hall, 6<sup>th</sup> Floor  
808 W. Spokane Falls Blvd  
Spokane, WA, 99201
- **Phone:** 509-625-6009

Discussion at the debriefing conference is strictly limited to the following:

- Evaluation and scoring of that Applicant's Application.
- Any written comments from evaluators related to that Applicant.
- Review of Applicant's final score in comparison with the other final scores. This information is publicly posted.

Comparisons between Applications or evaluations of the other Applications is not allowed.

The selection committee member will not discuss any items other than the three bullet points above. Debriefing conferences may be conducted on the telephone or by other electronic means and will be scheduled for a maximum of thirty (30) minutes. Inappropriate or hostile behavior will result in the termination of the debriefing session.

Appeals may be filed only by Applicants who submitted a response to this RFP and who have participated in a debriefing conference.

Upon completing the debriefing conference, the Applicant is allowed five (5) business days to submit a written appeal to the CHHS Operations Manager. Written appeals must be received no later than 5:00 pm Pacific time on the fifth business day following the debriefing. The written appeal should be addressed to the CHHS Operations Manager, signed by the applicant, and submitted in one of the following ways:

Email: [chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org)

Subject line should clearly state "APPEAL of RFP Funding Decision"

Mail:

ATTN: CHHS Operations Manager  
Spokane City Hall, 6<sup>th</sup> Floor  
808 W. Spokane Falls Blvd  
Spokane, WA, 99201

The appeal must identify the RFP, the grounds for the appeal from the list below with specific facts, and complete statements of the action(s) being appealed. A description of the relief or corrective action being requested should also be included.

Only appeals stipulating an issue of fact concerning the following subjects will be considered:

- A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
- Errors in computing the score;
- Non-compliance with procedures described in this RFP, CHHS, local, state, or federal policy.

Appeals will be dismissed as without merit if they address issues such as an evaluator's professional judgment on the quality of an application, or the City's assessment of its own and/or other agencies' needs or requirements.

Scores received are not a valid basis of appeal and will be dismissed as without merit unless included with facts supporting bias, discrimination, or conflict of interest on the part of an evaluator.

The written appeal will be reviewed by the CHHS Director. The CHHS Director is not involved in the award process. The CHHS Director will consider the record along with all available facts and issue a final decision within ten (10) business days of receiving the appeal.

The final determination of the appeal shall:

- Find the protest lacking in merit and uphold the selection committee's action; or
- Find only technical or harmless errors in the selection committee's process and determine the selection committee to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide the selection committee options which may include:
  - Correct the error(s) and re-evaluate all applications, or
  - Cancel this RFP and begin a new process, or
  - Make other findings and determine other courses of action as appropriate.

**REQUIRED ATTACHMENTS**

SEE THE APPLICATION FOR THE FULL LIST OF ATTACHMENTS THAT MUST BE SUBMITTED