

# Request for Proposals

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**City of Minneapolis  
Office of the City Attorney  
And  
Police Department**

**24-Hour Domestic Violence Victim Hotline**  
RFP 2016-156 Issue Date: October 27, 2016

**Proposals Due by: Thursday, November 17, 2016 at 4:00 pm**

October 27, 2016

To whom it may concern:

Attached is a Request for Proposals to solicit proposals for a 24-Hour Domestic Abuse Hotline for police officers to call after making a domestic violence related police report. The hotline exists so domestic violence victims can receive information, support, and services as soon as possible. Hotline staff also coordinates with the City Attorney's Office Victim/Witness Assistants when needed.

Please consider submitting a proposal for providing these services if you meet the qualifications and are available. Please review the RFP for details.

Applications are due by 4:00 PM (Minneapolis time) on November 17, 2016.

Thank you for your consideration.

Sincerely,

Susan L. Segal  
City Attorney

# Table of Contents

<b>RFP General Information</b>	<b>Page</b>
I. Invitation .....	3
II. Proposal Due-Date and Location.....	3
III. Proposal Format .....	3
IV. Evaluation of Proposals – Consultant Selection .....	3
V. Schedule.....	3
VI. Contract.....	3
VII. Department Contact/Request for clarification .....	3
VIII. Rejection of Proposals .....	4
IX. Addenda to the RFP.....	4
<b>Attachment A - Terms and Conditions for RFP .....</b>	<b>5</b>
<b>Attachment B – Scope of Services.....</b>	<b>13</b>
<b>Attachment C – Proposal Format.....</b>	<b>14</b>

**REQUEST FOR PROPOSALS  
FOR  
24 Hour Domestic Violence Victim Hotline**

**I. INVITATION:** The City of Minneapolis (hereinafter referred to as the City) makes this Request for Proposals (hereinafter referred to as the RFP) in order to select a qualified Agency (hereinafter referred to as the Agency) to operate a 24 hour domestic violence victim hotline (hereinafter called the Service). The Service is generally described in the “Scope of Services” (Attachment B), contained within this RFP, including descriptions of roles, responsibilities and relationship of the Agency, City, and other parties involved in this Service.

**II. PROPOSAL DUE DATE and LOCATION:** The Agency shall submit **their proposal by email to [RFP.Responses@minneapolismn.gov](mailto:RFP.Responses@minneapolismn.gov)**.

The submittal shall be made at or before **4:00 P.M. (Minneapolis Time), November 17, 2016.**

**NOTE: Late Proposals may not be accepted.**

**III. PROPOSAL FORMAT:** Please see Attachment C – Proposal Format for the submission format.

**IV. EVALUATION OF PROPOSALS – SELECTION OF AGENCY:** Proposals will be reviewed by an Evaluation Panel made up of representatives of the City of Minneapolis, Police Department, City Attorney’s Office and other City staff assistance as they might require. The Evaluation Panel will select a "short list" of qualified Agencies who will be formally interviewed as part of the final selection, as deemed necessary by the City. Evaluations will be based on the responses to the items listed in Attachment C – Proposal Format. The proposers should specifically describe their program, including staffing levels, experience in working on domestic violence cases, the number of calls the program could handle a year, and all associated costs and expenses.

**V. SCHEDULE:** The following is a listing of key Proposal and Project milestones:

RFP Release	October 27, 2016
Questions on RFP Due by	November 3, 2016
Responses to Questions posted by	November 10, 2016
Proposals due by	4:00 PM on November 17, 2016
Estimated Agency selection	November 21, 2016
Estimated services start date	January 1, 2017
Estimated services end date	December 31, 2019

**VI. CONTRACT:** The contracting parties will be the City of Minneapolis and the Agency selected to provide the services as described herein. The selected proposal, along with the RFP and any counter proposal will be incorporated into a formal agreement after negotiations. It is the intent of the City to award a single contract for a term of three (3) years with the option to extend the contract, on an annual basis, at the sole option of the City, for two (2) additional years.

**VII. DEPARTMENT CONTACT/REQUESTS FOR CLARIFICATION:** The Agency’s primary interface with the City will be with the Contract Manager who will act as the City’s designated representative for the Project. Prospective responders shall direct inquiries/questions ***in writing only*** to:

Contract Manager: Michelle Jacobson, Supervising Attorney  
350 South 5<sup>th</sup> Street – Room 210  
Minneapolis, MN 55415  
Michelle.Jacobson@minneapolismn.gov

All questions are due no later than **4:00 pm (Minneapolis Time), November 3, 2016**. Responses to the Questions will be posted by **November 10, 2016** on City's RFP website at: <http://www.minneapolismn.gov/finance/procurement/rfp>

The Contract Manager is the only individual who can be contacted regarding the Project before proposals are submitted. The Contract Manager cannot vary the terms of the RFP.

**VIII. REJECTION OF PROPOSALS:** The City reserves the right to reject any Agency on the basis of the proposals submitted. The City reserves the right to reject all proposals or any Agency on the basis of the proposal submitted.

**IX. ADDENDUM TO THE RFP:** If any addendum is issued for this RFP, it will be posted on the City of Minneapolis web site at: <http://www.minneapolismn.gov/finance/procurement/rfp>  
The City reserves the right to cancel or amend the RFP at any time.

# ATTACHMENT A

## RFP Terms & Conditions

### General Conditions for Request For Proposals (RFP)

(Revised: Dec, 2015)

The General Conditions are terms and conditions that the City expects all of its Consultants to meet. The Consultant agrees to be bound by these requirements unless otherwise noted in the Proposal. The Consultant may suggest alternative language to any section at the time it submits its response to this RFP. Some negotiation is possible to accommodate the Consultant's suggestions.

#### 1. City's Rights

The City reserves the right to reject any or all proposals or parts of proposals, to accept part or all of proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense and reimbursement than described in the Request for Proposal, or the respondent's reply based on the component prices submitted.

#### 2. Equal Opportunity Statement

The Consultant agrees to comply with applicable provisions of applicable federal, state and city regulations, statutes and ordinances pertaining to the civil rights and non-discrimination in the application for and employment of applicants, employees, subcontractors and suppliers of the Consultant. Among the federal, state and city statutes and ordinances to which the Consultant shall be subject under the terms of this Contract include, without limitation, Minnesota Statutes, section 181.59 and Chapter 363A, Minneapolis Code of Ordinances Chapter 139, 42 U.S.C Section 2000e, et. seq. (Title VII of the Civil Rights Act of 1964), 29 U.S.C Sections 621-624 (the Age Discrimination in Employment Act), 42 U.S.C Sections 12101-12213 (the Americans with Disability Act or ADA), 29 U.S.C Section 206(d) (the Equal Pay Act), 8 U.S.C Section 1324 (the Immigration Reform and Control Act of 1986) and all regulations and policies promulgated to enforce these laws. The Consultant shall have submitted and had an "affirmative action plan" approved by the City prior to entering into a Contract.

#### 3. Insurance

Insurance secured by the Consultant shall be issued by insurance companies acceptable to the City and admitted in Minnesota. The insurance specified may be in a policy or policies of insurance, primary or excess. Such insurance shall be in force on the date of execution of the Contract and shall remain continuously in force for the duration of the Contract.

Acceptance of the insurance by the City shall not relieve, limit or decrease the liability of the Consultant. Any policy deductibles or retention shall be the responsibility of the Consultant. The

Consultant shall control any special or unusual hazards and be responsible for any damages that result from those hazards. The City does not represent that the insurance requirements are sufficient to protect the Consultant's interest or provide adequate coverage. Evidence of coverage is to be provided on a current ACORD Form. A thirty (30) day written notice is required if the policy is canceled, not renewed or materially changed. The Consultant shall require any of its subcontractors, if sub-contracting is allowable under this Contract, to comply with these provisions, or the Consultant will assume full liability of the subcontractors.

The Consultant and its subcontractors shall secure and maintain the following insurance:

- a) **Workers Compensation** insurance that meets the statutory obligations with Coverage B-Employers Liability limits of at least \$100,000 each accident, \$500,000 disease - policy limit and \$100,000 disease each employee.
- b) **Commercial General Liability** insurance with limits of at least \$2,000,000 general aggregate, \$2,000,000 products - completed operations \$2,000,000 personal and advertising injury, \$100,000 each occurrence fire damage and \$10,000 medical expense any one person. The policy shall be on an "occurrence" basis, shall include contractual liability coverage and the City shall be named an additional insured. The amount of coverage will be automatically increased if the project amount is expected to exceed \$2,000,000 or involves potentially high risk activity.
- c) **Commercial Automobile Liability** insurance covering all owned, non-owned and hired automobiles with limits of at least \$1,000,000 per accident.

#### 4. **Hold Harmless**

The Consultant will defend, indemnify and hold harmless the City and its officers and employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses, including court costs and reasonable attorney's fees regardless of the Consultant's insurance coverage, arising directly from any negligent act or omission of the Consultant, its employees, agents, by any sub-contractor or sub-consultant, and by any employees of the sub-contractors and sub-consultants of the Consultant, in the performance of work and delivery of services provided by or through this Contract or by reason of the failure of the Consultant to perform, in any respect, any of its obligations under this Contract.

The City will defend, indemnify and hold harmless the Consultant and its employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses including court costs and reasonable attorney's fees arising directly from the negligent acts and omissions of the City by reason of the failure of the City to perform its obligations under this Contract. The provisions of the Minnesota Statutes, Chapter 466 shall apply to any tort claims brought against the City as a result of this Contract.

Except as provided in the section titled Data Practices, neither party will be responsible for or be required to defend any consequential, indirect or punitive damage claims brought against the other party.

#### 5. **Subcontracting**

The Consultant shall provide written notice to the City and obtain the City's authorization to sub-contract any work or services to be provided to the City pursuant to this Contract. As required by Minnesota Statutes, Section 471.425, the Consultant shall pay all subcontractors for subcontractor's

undisputed, completed work, within ten (10) days after the Consultant has received payment from the City.

**6. Assignment or Transfer of Interest**

The Consultant shall not assign any interest in the Contract, and shall not transfer any interest in the same either by assignment or novation without the prior written approval of the City. The Consultant shall not subcontract any services under this Contract without prior written approval of the City Department Contract Manager designated herein.

**7. General Compliance**

The Consultant agrees to comply with all applicable Federal, State and local laws and regulations governing funds provided under the Contract.

**8. Performance Monitoring**

The City will monitor the performance of the Consultant against goals and performance standards required herein. Substandard performance as determined by the City will constitute non-compliance with this Contract. If action to correct such substandard performance is not taken by the Consultant within a reasonable period of time to cure such substantial performance after being notified by the City, Contract termination procedures will be initiated. All work submitted by Consultant shall be subject to the approval and acceptance by the City Department Contract Manager designated herein. The City Department Contract Manager designated herein shall review each portion of the work when certified as complete and submitted by the Consultant and shall inform the Consultant of any apparent deficiencies, defects, or incomplete work, at any stage of the project.

**9. Prior Uncured Defaults**

Pursuant to Section 18.115 of the City's Code of Ordinances, the City may not contract with persons or entities that have defaulted under a previous contract or agreement with the City and have failed to cure the default.

**10. Independent Consultant**

Nothing contained in this Contract is intended to, or shall be construed in any manner, as creating or establishing the relationship of employer/employee between the parties. The Consultant shall at all times remain an independent Consultant with respect to the work and/or services to be performed under this Contract. Any and all employees of Consultant or other persons engaged in the performance of any work or services required by Consultant under this Contract shall be considered employees or subcontractors of the Consultant only and not of the City; and any and all claims that might arise, including Worker's Compensation claims under the Worker's Compensation Act of the State of Minnesota or any other state, on behalf of said employees or other persons while so engaged in any of the work or services to be rendered or provided herein, shall be the sole obligation and responsibility of the Consultant.

**11. Accounting Standards**

The Consultant agrees to maintain the necessary source documentation and enforce sufficient internal controls as dictated by generally accepted accounting practices (GAAP) to properly account for expenses incurred under this Contract.

## **12. Retention of Records**

The Consultant shall retain all records pertinent to expenditures incurred under this Contract in a legible form for a period of six years commencing after the later of contract close-out or resolution of all audit findings. Records for non-expendable property acquired with funds under this Contract shall be retained for six years after final disposition of such property.

## **13. Data Practices**

The Consultant agrees to comply with the Minnesota Government Data Practices Act (Minnesota Statutes, Chapter 13) and all other applicable state and federal laws relating to data privacy or confidentiality. The Consultant and any of the Consultant's sub-consultants or sub-contractors retained to provide services under this Contract shall comply with the Act and be subject to penalties for non-compliance as though they were a "governmental entity." The Consultant must immediately report to the City any requests from third parties for information relating to this Contract. The City agrees to promptly respond to inquiries from the Consultant concerning data requests. The Consultant agrees to hold the City, its officers, and employees harmless from any claims resulting from the Consultant's unlawful disclosure or use of data protected under state and federal laws.

All Proposals shall be treated as non-public information until the Proposals are opened for review by the City. At that time, the names of the responders become public data. All other data is private or non-public until the City has completed negotiating the Contract with the selected Consultant(s). At that time, the proposals and their contents become public data under the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13 and as such are open for public review.

## **14. Inspection of Records**

Pursuant to Minnesota Statutes, Section 16C.05, all Consultant payroll and expense records with respect to any matters covered by this Contract shall be made available to the City and the State of Minnesota, Office of the State Auditor, or their designees upon notice, at any time during normal business hours, as often as the City deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

## **15. Living Wage Ordinance**

The Consultant may be required to comply with the "[Minneapolis Living Wage and Responsible Public Spending Ordinance](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf)" ([http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert\\_255695.pdf](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf)), Chapter 38 of the City's Code of Ordinances (the "Ordinance"). Unless otherwise exempt from the ordinance as provided in Section 38.40 (c), any City contract for services valued at \$100,000 or more or any City financial assistance or subsidy valued at \$100,000 or more will be subject to the Ordinance's requirement that the Consultant and its subcontractors pay their employees a "living wage" as defined and provided for in the Ordinance.

## **16. Applicable Law**

The laws of the State of Minnesota shall govern all interpretations of this Contract, and the appropriate venue and jurisdiction for any litigation which may arise hereunder will be in those courts located within the County of Hennepin, State of Minnesota, regardless of the place of business, residence or incorporation of the Consultant.

## **17. Conflict and Priority**

In the event that a conflict is found between provisions in this Contract, the Consultant's Proposal or the City's Request for Proposals, the provisions in the following rank order shall take precedence: 1) Contract; 2) Proposal; and last 3) Request for Proposals (only for Contracts awarded using RFP).

## **18. Travel**

If travel by the Consultant is allowable and approved for this Contract, then Consultant travel expenses shall be reimbursed in accordance with the City's [Consultant Travel Reimbursement Conditions](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf) (<http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf>).

## **19. Billboard Advertising**

City Code of Ordinance 544.120, prohibits the use of City and City-derived funds to pay for billboard advertising as a part of a City project or undertaking.

## **20. Conflict of Interest/Code of Ethics**

Pursuant to Section 15.250 of the City's Code of Ordinances, both the City and the Consultant are required to comply with the City's Code of Ethics. Chapter 15 of the Code of Ordinances requires City officials and the Consultant to avoid any situation that may give rise to a "conflict of interest." A "conflict of interest" will arise if Consultant represents any other party or other client whose interests are adverse to the interests of the City.

As it applies to the Consultant, the City's Code of Ethics will also apply to the Consultant in its role as an "interested person" since Consultant has a direct financial interest in this Agreement. The City's Code of Ethics prevents "interested persons" from giving certain gifts to employees and elected officials.

## **21. Termination, Default and Remedies**

The City may cancel this Contract for any reason without cause upon thirty (30) days' written notice. Both the City and the Consultant may terminate this Contract upon sixty (60) days' written notice if either party fails to fulfill its obligations under the Contract in a proper and timely manner, or otherwise violates the terms of this Contract. The non-defaulting party shall have the right to terminate this Contract, if the default has not been cured after ten (10) days' written notice or such other reasonable time period to cure the default has been provided. If termination shall be without cause, the City shall pay Consultant all compensation earned to the date of termination. If the termination shall be for breach of this Contract by Consultant, the City shall pay Consultant all compensation earned prior to the date of termination minus any damages and costs incurred by the

City as a result of the breach. If the Contract is canceled or terminated, all finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials prepared by the Consultant under this Contract shall, at the option of the City, become the property of the City, and the Consultant shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.

Notwithstanding the above, the Consultant shall not be relieved of liability to the City for damages sustained by the City as a result of any breach of this Contract by the Consultant. The City may, in such event, withhold payments due to the Consultant for the purpose of set-off until such time as the exact amount of damages due to the City is determined. The rights or remedies provided for herein shall not limit the City, in case of any default by the Consultant, from asserting any other right or remedy allowed by law, equity, or by statute. The Consultant has not waived any rights or defenses in seeking any amounts withheld by the City or any damages due the Consultant.

## **22. Ownership of Materials**

All finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials resulting from this Contract shall become the property of the City upon the City's payment for and final approval of the final report or upon payment and request by the City at any time before then. The City at its own risk, may use, extend, or enlarge any document produced under this Contract without the consent, permission of, or further compensation to the Consultant.

## **23. Intellectual Property**

All Work produced by the Consultant under this Contract is classified as "work for hire" and upon payment by the City to the Consultant will be the exclusive property of the City and will be surrendered to the City immediately upon completion, expiration, or cancellation of this Contract. "Work" covered includes all reports, notes, studies, photographs, designs, drawings, specifications, materials, tapes or other media and any databases established to store or retain the Work. The Consultant may retain a copy of the work for its files in order to engage in future consultation with the City and to satisfy professional records retention standards. The Consultant represents and warrants that the Work does not and will not infringe upon any intellectual property rights of other persons or entities.

Each party acknowledges and agrees that each party is the sole and exclusive owner of all right, title, and interest in and to its services, products, software, source and object code, specifications, designs, techniques, concepts, improvements, discoveries and inventions including all intellectual property rights thereto, including without limitations any modifications, improvements, or derivative works thereof, created prior to, or independently, during the terms of this Contract. This Contract does not affect the ownership of each party's pre-existing, intellectual property. Each party further acknowledges that it acquires no rights under this Contract to the other party's pre-existing intellectual property, other than any limited right explicitly granted in this Contract.

## **24. Equal Benefits Ordinance**

Minneapolis Code of Ordinances, Section 18.200, relating to equal benefits for domestic partners, applies to each Consultant and subcontractor with 21 or more employees that enters into a "contract", as defined by the ordinance that exceeds \$100,000. The categories to which the ordinance applies are personal services; the sale or purchase of supplies, materials, equipment or the rental thereof; and the construction, alteration, repair or maintenance of personal property. The

categories to which the ordinance does not apply include real property and development contracts.

Please be aware that if a “contract”, as defined by the ordinance, initially does not exceed \$100,000, but is later modified so the Contract does exceed \$100,000, the ordinance will then apply to the Contract. A complete text of the ordinance is available at:

[http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert\\_261694.pdf](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_261694.pdf)

It is the Consultant’s and subcontractor’s responsibility to review and understand the requirements and applicability of this ordinance.

## **25. City Ownership and Use of Data**

The City has adopted an Open Data Policy (“Policy”). The City owns all Data Sets as part of its compliance with this Policy. Data Sets means statistical or factual information: (a) contained in structural data sets; and (b) regularly created or maintained by or on behalf of the City or a City department which supports or contributes to the delivery of services, programs, and functions. The City shall not only retain ownership of all City Data Sets, but also all information or data created through the City’s use of the software and /or software applications licensed by the Consultant (or any subcontractor of sub-consultant of the Consultant) to the City.

The City shall also retain the right to publish all data, information and Data Sets independently of this Contract with the Consultant and any of Consultant’s subcontractors or sub-consultants involved in providing the Services, using whatever means the City deems appropriate.

The City shall have the right to access all data, regardless of which party created the content and for whatever purpose it was created. The Consultant shall provide bulk extracts that meet the public release criteria for use in and within an open data solution. The Consultant shall permit and allow free access to City information and Data Sets by using a method that is automatic and repeatable. The Data Sets shall permit classification at the field level in order to exclude certain data.

## **26. Small & Underutilized Business Program (SUBP) Requirements**

The City of Minneapolis policy is to provide equal opportunities to all businesses, with an effort to redress discrimination in the City’s marketplace and in public contracting against Minority-Owned Business Enterprises (MBEs) and Women-Owned Business Enterprises (WBEs). The SUBP requirements detailed in the Minneapolis Code of Ordinances Chapter 423.50, apply to any professional or technical service contract in excess of \$100,000. SUBP goals are set on contracts based on project scope, subcontracting opportunities, and availability of qualified MBEs/WBEs.

There are no specific SUBP goals on this RFP. However, if there are subcontracting opportunities later identified, Consultant shall inform the Contract Administrator to obtain authorization as stated under “Subcontracting” in the Terms and Conditions. Consultant shall take action to afford MBEs and WBEs full and fair opportunities to compete on this contract and resulting subcontracts. To locate certified MBEs and WBEs under the Minnesota Uniform Certification Program (MnUCP), please visit <http://mnucp.metc.state.mn.us/> or contact [contractcompliance@minneapolismn.gov](mailto:contractcompliance@minneapolismn.gov).

# **ATTACHMENT B**

## **SCOPE OF SERVICES**

The Minneapolis City Attorney's Office and Minneapolis Police Department are seeking responses to this RFP that will provide a 24 hour hotline for police to call after making a domestic violence related police report. After receiving the call, the program will call the domestic violence victim identified by the police officer to offer information, support, and services. At a minimum the proposers should specifically describe their program by preparing a response to the questions and including a description of program components as required in Attachment C.

In 2015, over 4000 reports were made for domestic violence related incidents within the City of Minneapolis. The existing domestic violence hot line provider has been accepting calls since the beginning of 2015. During 2015, 310 calls were received by the hot line following a domestic violence police report. MCAO and hot line staff have conducted police roll call trainings during 2016 in the hopes of increasing the number of officers who are complying with the protocol and calling the hotline following a domestic violence incident. Through the end of 2<sup>nd</sup> quarter in 2016, the hot line has received over 600 calls from police officers following a domestic violence incident.

# ATTACHMENT C

## PROPOSAL FORMAT

### OVERVIEW OF TOTAL ORGANIZATION

#### RFP for 24 HOUR DOMESTIC VIOLENCE VICTIM HOTLINE

**PROGRAM NAME:**

This form is to be used to describe your total organization rather than your 24 hour domestic violence victim hotline proposal. If your organization is not larger than your 24 hour domestic violence victim hotline proposal – in other words, you have no activities or services other than those of your 24 hour domestic violence victim hotline proposal – please note that on this page and continue to the program description page. If your organization is larger than your 24 hour domestic violence victim hotline proposal – has activities and/or provides services other than those of your 24 hour domestic violence victim hotline proposal – please complete this form.

Use no more than two pages to provide a brief overview of your organization. Include such things as your agency's mission or vision statement, a description of all services your organization provides, and how long your organization has been providing domestic violence related victim services.

## **PROGRAM DESCRIPTION**

### **RFP for 24 Hour Domestic Violence Victim Hotline**

#### **PROGRAM NAME:**

This form is to be used to describe your 24 hour domestic violence victim hotline program which all applicants are required to complete. Please number your responses clearly and use no more than seven pages to answer the following questions.

#### **AGENCY OVERVIEW AND CURRENT PROGRAM:**

1. Please provide an overview of your 2016 and 2017 plan, including a summary of your staffing and program delivery plans. Include in your overview:
  - a). The number of calls you plan to be able to handle in 2016 and 2017;
  - b). Your 2016 and 2017 budget for achieving your planned service levels; and
  - c). Your program's need for funding from the City through this RFP process and how you would plan to utilize that funding.
2. Program Characteristics: List the types of services and programs offered by your agency, including work with victims of domestic violence and/or general crime. Please describe any changes or expansions you plan for 2016 and 2017.
3. Do you currently provide services within the City of Minneapolis, and if so for what timeframe have you provided that service?
4. What populations have you served over the last twelve months? What populations do you intend to serve in 2016 and 2017 and how will you do this?
5. Describe how your program has engaged or connected with the community in the neighborhoods that you served in the last 2 years.
6. Describe how your program has engaged or connected with the criminal justice system or criminal justice partners in the last 2 years.
7. Please share any results you have showing the degrees of satisfaction with your program provided by victims or others that your program has worked with. When and how do you measure that?
8. Describe how your program accepted referrals for victims served. Did your agency obtain referrals from:
  - a). Prosecutorial agencies? If so, please list the agency and the manner of the referral.
  - b). Law enforcement agencies? If so, please list the agency and the manner of the referral
  - c). Any other sources? If so, please list the source and the manner of the referral.
9. Describe the ability of your program to operate in a culturally sensitive way when cultural sensitivity is defined as:
  - a). Creating an environment where cultural awareness and sensitivity are valued and woven throughout all aspects of a program,

- b). Including a staff and volunteers that reflect the diverse populations they serve,
  - c). Having staff trained in cross-cultural communication and the history of racism in the United States and,
  - d). Having taken steps taken to ensure all populations served have equal access to program services. If you intend to provide culturally sensitive programming by partnering or collaborating with other providers, please describe this proposed relationship.
10. Describe how your program involves key stakeholders in the criminal justice system or community in delivery of the services and in governance of the program.

**OVERVIEW OF PROPOSED 24 HOUR DOMESTIC VIOLENCE VICTIM HOTLINE:**

1. Describe the goals and objectives of your proposed 24 hour domestic violence hotline, including:
  - a) How you plan to staff the hotline;
  - b). Protocol for persons staffing the hotline in responding to police calls and calling victims back after police calls;
  - c). Training you will provide for persons staffing the hotline;
  - d). Scope of services that you will offer to victims calling the hotline;
  - e). How this 24 hour hotline fits in with other agency goals and objectives.
2. List any tangible products that will be created or used by this program.
3. Provide a detailed timeline for the project that demonstrates when your agency would be ready to begin accepting calls.
4. List how many calls you will be able to handle in 2016 and 2017. Please describe any limitations you anticipate you may have in handling calls.
5. Describe how many resources in terms of staff or volunteer hours per week your program can dedicate to the following areas:
  - a). Staffing a 24 hour hotline;
  - b). Follow up support and services for victims;
  - c). Reporting to key stakeholders of project statistics; and,
  - d). Collaborating with key stakeholders.
6. Describe your anticipated response time for a return call to a victim following a call from a police officer notifying the hotline of a police report.
7. Describe your proposed training program for staff and/or volunteers staffing the hotline both prior to working on the hotline and for continuing education or training for staff/volunteers while working on the hotline.
8. Is there anything; in addition, you would like to say about your proposed 24 hour domestic violence victim hotline?

## **STATEMENTS OF NEED AND SUPPORT**

### RFP for 24 Hour Domestic Violence Victim Hotline

**PROGRAM NAME:**

Use no more than two pages to describe your program's need for the funding and the support your program gets from community partners.

**Funding Need:** With regard to need include such things as:

1. A description of the funding status of your current program and demonstration that supplanting of existing funds will not occur and
2. A description of how funding through this contract will enhance services (increase in number of participating victims, new geographical area, etc.). Please clearly identify what portion (percentage) of your proposed program budget you are requesting and what portion (percentage) would be coming from sources other than this contract.

**Other Support:** With regard to support include such things as:

1. The number and roles of community individuals involved in delivering the services listed in the Program Description or in governance of the program, and
2. A list of community agencies, organizations and businesses which support or participate in the program, description of how each one supports or participates (do include in-kind donations), and a contact person's name and phone number for each one.

**TOTAL PROGRAM ANNUAL BUDGET**  
RFP for 24 Hour Domestic Violence Victim Hotline  
January 1 – December 31, 2017

**PROGRAM NAME:**

The budget should detail proposed expenditures for award period January 1, 2017– December 31, 2017. List the sources of all funds needed to meet your proposed program budget. Because budgets are best-guess estimates, please round to the nearest dollar. Use only the space provided. Whenever possible general administrative costs (rent, audit, bookkeeping) should be included in the appropriate line item. Explain at the bottom of the page your sources of secured funding.

Please state the percentage of your program’s budget requested from The City of Minneapolis: \_\_\_\_\_%

	Total Proposal Budget	Proposed Amount Requested from the City for this Purpose	Portion Coming from Other Sources (secured & unsecured)
Personnel			
Fringe Benefits			
Contract Services			
Travel			
Training			
Printing			
Postage			
Telephone			
Publicity/Advertising			
Rent/Mortgage			
Utilities			
Insurance			
Maintenance/Repair			
Office Supplies			
Program Supplies			
Equipment			
Other (Specify)			
<b>TOTALS</b>			

\*List sources and amounts of secured funding:

# ATTACHMENT D

## 24 Hour Domestic Violence Victim Hotline Program Report

<i>Organization Name:</i>	
<i>Date:</i>	
<i>Prepared By:</i>	
<i>Preparer's Phone/Email:</i>	

**Quarterly Reporting Period:**

Jan 1, 201X- Mar 31, 201X

	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Calendar YTD
Total Number of Phone Calls Received from Police					
Total Number of Phone Calls Received from Police following an arrest					
Total Number of Phone Calls Received from Police following a gone-on-arrival police report					
Total Number of Phone Calls Received from Police in which GOA, Arrest, or Report is not specified					
Total Number of Phone Calls Placed to Victims following Referral by Police (immediately)					
Total Number of Victims Spoken with following Referral by Police (eventually)					
Number of Victims Offered Safety Planning following Referral by Police					
Number of Victims Offered Referrals to Community Agency, Therapy, or Victim Support Groups following Referral by Police					
Number of OFPs written following Referral by Police					

**Achievements, Challenges, and Anecdotes:**