

# Request for Proposals (Evergreen): Qualified Vendor Pool for Homeless Services Training (2025–2027)

**Issued by:** Homeless Services Network of Central Florida (HSNCF),  
Lead Agency for CoC FL-507

**Funding:** HUD Continuum of Care (CoC) and/or Emergency  
Solutions Grant (ESG) funds, or State of Florida Department of  
Children and Families, or Florida City/County Jurisdictional funds,  
subject to 2 CFR part 200

**Pool Term:** September 1, 2025 – August 31, 2027 (with rolling  
admissions throughout the term)

**Submissions & Questions:** [application@hsncfl.org](mailto:application@hsncfl.org)

## Introduction

The Homeless Services Network of Central Florida (HSNCF) is the lead agency for the Continuum of Care (CoC FL-507), coordinating the region’s collective response to homelessness across Central Florida. As convener, funder, and systems strategist, HSNCF stewards federal, state, and local investments; manages cross-agency initiatives; and advances a data-informed, person-centered approach that moves people from homelessness to housing with the supports needed to thrive.

Our network includes outreach teams, shelters, permanent housing providers, healthcare and behavioral health partners, local governments, first responders, and people with lived experience. Together, we operate the system functions that matter most—coordinated entry, housing navigation, tenancy supports, and performance management—while centering equity, safety, and dignity. HSNCF’s role is to align partners around shared standards of care and to equip the frontline workforce with the tools to deliver them consistently.

Training is a core strategy in that work. The day-to-day realities of unsheltered outreach, housing placement, tenancy preservation, and crisis response demand practical, evidence-based skills—trauma-informed care, motivational interviewing, harm reduction, fair housing, emergency preparedness, and effective supervision and leadership. High-quality, practice-ready training helps translate policy into action: stronger engagement, faster placements, better housing retention, and safer outcomes for clients, staff, and the community.

This evergreen Request for Proposals (RFP) creates a rolling pool of qualified training providers so HSNCF can keep pace with emerging needs, onboard new expertise, and deliver timely offerings across the region. The pool will be used for task-order awards funded by HUD CoC/ESG, the State of Florida Department of Children and Families, and city/county partners, and it is structured to ensure full and open competition, compliance with 2 CFR part 200, and best-value purchasing.

HSNCF welcomes proposals from local and national practitioners. By building a broad, diverse and high-capacity training bench, we aim to strengthen the entire homelessness response in Central Florida and accelerate progress toward a community where homelessness is rare, brief, and non-recurring.

## 1) Purpose

The Homeless Services Network of Central Florida (HSNCF) is establishing a **rolling, competitive Qualified Vendor List (QVL)** for Training Providers to deliver homeless services system-wide training course across Central Florida. Multiple awards will be made. Vendors may be **added on a rolling basis** after initial awards to keep the pool current and competitive. **No minimum purchase is guaranteed.**

The Homeless Services Network of Central Florida (HSNCF) invites proposals from qualified contractors to deliver a range of training services—including, but not limited to, unsheltered homelessness outreach and engagement, trauma-informed care, motivational interviewing, harm reduction, emergency preparedness, street outreach, leadership development, or other offerings associated with homeless services and supportive housing.

## Training Scope

Respondents may propose one or more of the following (or propose additional relevant topics):

- Trauma-Informed Care (intro and/or advanced practice; organizational practice)
- Motivational Interviewing (intro and/or advanced practice; coaching/fidelity)
- Harm Reduction (incl. Housing Focused application, overdose prevention)
- Emergency Preparedness for Homeless Systems (COOP, ICS/NIMS alignment, extreme weather)
- Fair Housing / Reasonable Accommodation
- Housing Problem-Solving & Diversion
- Rapid Rehousing & Progressive Engagement
- Supportive Housing / PSH operations & tenancy supports
- Critical Time Intervention (CTI)
- Cultural Humility/Competence
- Sexual Harassment/Assault (Awareness, Prevention, Response)
- Domestic Violence/Human Trafficking related for homeless service providers
- First Responder / Street Outreach Engagement (including encampments, warm handoffs)
- Leadership Development course for social sector workers
- Other trainings clearly tied to effective homeless response

## 2) Procurement Method & Compliance (2 CFR 200)

This RFP uses **Competitive Proposals** to create a prequalified **multiple-award vendor pool** (2 CFR 200.320). HSNCF will:

- Maintain **full and open competition** (2 CFR 200.319)
- Apply one **published rubric** for all evaluations, including rolling windows.
- Maintain complete procurement records (2 CFR 200.318–.327, .334).

## 3) Rolling Admissions & Timeline

- **RFP Opens:** August 4, 2025
- **Initial Evaluation Window:** Through August 20, 2025 (initial awards on/around this date)
- **Ongoing Rolling Windows: Monthly** thereafter (applications accepted at any time; decisions will be made quarterly on a rolling basis)
- HSNCF may temporarily pause intake to revise scopes, rates, or rubric; any revisions will be posted and applied **prospectively** to all future applicants.

## 4) Rate Caps & Cost Structure

- **Full Day (6–8 hrs):** ≤ \$3,000 per day (includes content development, facilitation, materials)
- **Half Day (3–4 hrs):** ≤ \$2,000 (includes content development, facilitation, materials)
- **Coaching/Follow-up/Office Hours:** \$200/hour (as requested by HSNCF)
- **Travel for in-person sessions:** ≤ \$500/day, billed separately per HSNCF travel policy
- Proposers must clearly state **what's included** (curriculum, participant materials, recording access, etc.). Any platform/licenses not supplied by HSNCF must be identified.
- HSNCF will assess **price reasonableness** and may negotiate **not-to-exceed (NTE)** rates at award. Rates may be **refreshed annually** for the entire pool.

## 5) Task-Order (Ordering) Procedures After Pool Creation

HSNCF will issue specific training orders using one of the following, based on estimated value and urgency:

1. **Micro-purchase** ( $\leq$  current federal micro-purchase threshold): HSNCF may buy from any pool vendor at a reasonable price, **rotating equitably** over time; price reasonableness will be documented.
2. **Small purchase** ( $>$  micro-purchase,  $\leq$  current Simplified Acquisition Threshold): HSNCF will seek **at least two quotes** from pool vendors with relevant scope/capacity and award **best value** (price + quality).
3. **Mini-competition (RFP-lite)** ( $>$  SAT or complex/strategic needs): HSNCF will solicit all pool vendors (or a relevant subset when justified) with a brief SOW and evaluation factors; award best value.

Each order will specify: **audience, learning objectives, deliverables, dates, format, location, evaluation, and acceptance criteria.**

## 6) Minimum Qualifications (pass/fail)

- Demonstrated experience delivering adult-learning trainings relevant to homelessness systems (or closely related fields such as behavioral health, emergency management, fair housing).
- Named trainers with **relevant expertise** and ability to tailor content to the **Central Florida** context.
- Ability to meet **accessibility** needs (plain-language materials; ADA-compliant formats on request; captioning for virtual).
- Agreement to federal requirements (SAM, Appendix II clauses, anti-lobbying, EEO, data privacy).

Applicants meeting all minimums advance to scored evaluation.

## 7) Evaluation & Scoring (to join the Pool)

**Total 100 points. Minimum score to qualify: 70.**

- **Relevance & Alignment** with HSNCF needs/populations – **20**
- **Methodology/Approach** (adult learning design, practice integration, cultural humility, fidelity to evidence-based models; customization to local context) – **25**
- **Qualifications & Past Performance** (trainer bios, similar engagements, outcomes, references) – **20**
- **Cost & Value** (within caps; clarity of inclusions; scalability; added value like office hours, toolkits) – **25**
- **Quality of Materials/Deliverables** (samples, outlines, tools) – **10**

HSNCF may at its discretion request **interviews/demos** for finalists.

## 8) Required Deliverables (per task order)

- **Training plan & curriculum outline** (objectives, agenda, activities)
- **Facilitator & participant materials** (slides, guides, exercises, job aids; accessible formats)
- **Delivery** (virtual or in-person) using interactive adult-learning methods
- **Evaluation** (pre/post knowledge or confidence; participant feedback summary)
- **Summary memo** with recommendations for practice improvement and next-step coaching (as requested)

## 9) Submission Instructions

Submit a single, self-contained **PDF** by email to [application@hscnfl.org](mailto:application@hscnfl.org) with the subject line “**Training QVL - [Your Organization]**”. Applications are accepted at any time; HSNCF conducts monthly intake and makes awards on a rolling, **quarterly** basis. Name your file **HSNCF\_TrainingQVL\_[OrgName]\_YYYYMMDD.pdf**.

Your PDF should be concise and written in narrative form (no fillable forms). Please address the following:

- (1) **Cover Page Information**—legal name, EIN, mailing address, website, and primary contact (name/title/phone/email);
- (2) **Training Offerings**—which courses you’re proposing (see Section 1) and, for each, a brief description of learning objectives, intended audience(s), draft outline, delivery format (virtual or in-person), and ideal class size;
- (3) **Methodology & Adaptation**—your adult-learning approach, how you support practice transfer (e.g., job aids, coaching), and how you will tailor content for Central Florida agencies and populations;
- (4) **Team & Qualifications**—trainer bios and relevant certifications (e.g., MI, CTI), plus brief examples of similar engagements;
- (5) **Cost Proposal**—day/half-day rates within stated caps, inclusions, optional coaching rate, and any travel needs acknowledging the \$500/day cap;
- (6) **Availability**—typical lead time, any blackout dates, and maximum monthly capacity;

(7) **Customer References (two)**—name/title/organization, email/phone, and a short description of work performed.

(8) **Sample materials** (agenda/slide excerpts, job aids, evaluation tool) are optional; if included, embed them or provide links that are accessible without login.

Format your narrative at a readable size (e.g., 11-point font, standard margins) and keep it to **under 12 pages** excluding optional samples. Do not submit folders or multiple files; the PDF should stand on its own. If your proposal contains proprietary information, clearly mark those sections. HSNCf aims to acknowledge receipt promptly and notify respondents **within 30 days** after the close of the relevant quarterly decision window.

## 10) Performance Management & Pool Administration

- **On-ramp cadence:** Quarterly evaluations; HSNCf may schedule special windows to broaden competition.
- **Off-ramp:** Vendors may be removed for cause (e.g., non-performance, material non-compliance) after notice and opportunity to respond.
- **Rate refresh:** HSNCf may conduct an **annual pool-wide rate refresh**; increases are not guaranteed.
- **Usage:** HSNCf may rotate awards to support equitable opportunity while honoring best value and specific expertise.
- **No exclusivity / no guarantee of work.**

## 11) Key Contract Terms (incorporated by reference into each task order)

- **Federal clauses (Appendix II to 2 CFR part 200)** as applicable, including termination, remedies, EEO, Byrd Anti-Lobbying, Contract Work Hours/Safety (as applicable), Debarment/Suspension.
- **Conflict of Interest:** Compliance with HSNCf policy and 2 CFR 200.318(c).
- **Records & Audit:** Maintain and provide access to records per 2 CFR 200.334–.338.
- **Data Privacy & Security:** Protect participant information; no secondary use without HSNCf consent.
- **IP & Materials:** HSNCf receives a **perpetual, non-exclusive license** to use training materials internally (or work-for-hire if mutually agreed).
- **Nondiscrimination & Accessibility:** Compliance with federal/state civil rights laws; accessible formats upon request.
- **Insurance:** Maintain commercially reasonable coverages; name HSNCf as additional insured for in-person work when requested.

## 12) Questions, Amendments, and Protests

- Questions may be emailed to [application@hsncfl.org](mailto:application@hsncfl.org) at any time; responses will be posted in periodic addenda.
- HSNCF may issue amendments to update scopes, categories, rates, or procedures; amendments apply prospectively.
- Vendors may submit a written protest within **5 business days** of a decision; HSNCF will review and respond in writing.

## 13) Example Category Scopes & Outcomes (summarized)

- **First Responder / Street Outreach Engagement:** De-escalation, encampment dynamics, warm handoffs, CE alignment; deliver pocket job-aids and local resource trees.
- **Trauma-Informed Care:** Principles to practice; organizational implementation; vicarious trauma; deliver a team TIP action plan template.
- **Motivational Interviewing:** OARS, change talk, brief MI for outreach; fidelity coaching option; provide skills practice worksheets and supervision guide.
- **Harm Reduction:** Overdose prevention, safer-use education, tenancy preservation; integrate Housing First fidelity; deliver a property-management coordination checklist.
- **Emergency Preparedness:** ICS/NIMS basics; heat/storm hazards; continuity of operations; deliver a COOP template and tabletop exercise.
- **Leadership Development:** Various leadership/professional development courses aimed at improving performance and longevity of leaders in the social sector.

## Appendix A: Expanded Context for Training Categories

Including but not Limited to:

### A1. First Responder / Street Outreach Engagement

#### Background & Purpose

Unsheltered homelessness in Central Florida often involves encampments (tents, vehicles, informal structures) where people cluster for safety and social support. First responders (law enforcement, EMS, fire) are frequently the first—and sometimes only—professionals engaging unsheltered residents. Traditional crisis tools don't address long-term housing needs. This training builds empathy and practical skills so first responders and outreach teams can reduce harm and support pathways toward housing and stability.

#### Core Topics

- Encampment assessment & dynamics; humane engagement and abatement approaches
- De-escalation, active listening, and trauma-responsive communication
- Warm handoffs to outreach/clinical teams; clear role boundaries and expectations
- Handoff decision trees, local resource directories, and coordinated entry alignment
- Balancing public safety, public health, and civil liberties; complaint-driven responses

#### Advanced Options

- Co-response models with clinicians/outreach; scenario-based day-in-the-life exercises
- Special populations (veterans, older adults, LGBTQ+ youth) and intersection with behavioral health/substance use
- Supervisor track: policy, documentation, and interagency coordination

### A2. Trauma-Informed Care (TIC)

#### Background & Purpose

Homelessness is not merely the absence of shelter; it is a stress-filled, dehumanizing and dangerous experience. Individuals and families experiencing homelessness are under

constant stress, often unsure whether they will sleep in a safe environment or find a decent meal. In addition to the trauma of being homeless, a high percentage of people experiencing homelessness have histories of neglect, abuse, community violence, combat trauma, domestic violence and other traumatic experiences. Traumatic stress impacts every aspect of a person’s life—relationships, self-concept, decision-making, health and ability to maintain housing—and understanding trauma is essential for effective service delivery. Research shows that we cannot solve homelessness without addressing the underlying trauma intertwined with experience. Trauma-informed care offers a framework for creating services and environments that “do no harm”—they avoid retraumatizing clients and instead promote healing and resilience.

### **Core Topics**

- TIC principles to practice; creating physically and emotionally safe services
- Vicarious trauma, burnout, and resilience strategies for staff
- Boundaries, role clarity, and trauma-informed supervision
- Pathways to “trauma-specific” services and warm handoffs

### **Advanced Options**

- Organizational implementation (policies, environment, supervision)
- Leadership track: change management and fidelity monitoring

## **A3. Motivational Interviewing (MI)**

### **Background & Purpose**

Motivational Interviewing is a client-centered, directive method for enhancing intrinsic motivation to change. Originally developed in the addictions field, MI is now recognized as an evidence-based practice whose effectiveness has been demonstrated across acute and chronic health conditions, mental disorders, and cooccurring behavioral disorders. It is included in SAMHSA’s National Registry of Evidence-Based Programs and Practices. Unlike confrontational counselling styles, MI relies on a quiet, gentle approach that draws out the client’s knowledge and experience; aggressive strategies that push clients before they are ready often increase resistance and push them away. MI focuses on identifying and mobilizing a person’s intrinsic values and goals and has proven especially effective in engaging disenfranchised populations, with effect sizes nearly doubling among ethnic minority groups. In the context of homelessness services, MI helps staff support individuals to consider housing, treatment or behavioral changes without imposing change, and can protect helpers from compassion fatigue by emphasizing partnership, empowerment and acceptance.

### **Core Topics**

- OARS (Open questions, Affirmations, Reflections, Summaries)
- Change talk vs. sustain talk; evocation and planning
- Brief MI for outreach and tenancy preservation
- Integrating MI with TIC, harm reduction, and Housing First

### **Advanced Options**

- Skills intensives with live/recorded feedback and fidelity coaching
- Supervisor track: coaching to MI competence
- Using MI to enhance engagement in trauma-informed care, Housing Focused programs, Critical Time Intervention, harm reduction strategies or supportive employment.
- Preparing supervisors to coach staff in MI and establishing peer support groups to sustain skills.
- Adapting MI for rapid encounters on the street or in drop-in centers.

## **A4. Harm Reduction**

### **Background & Purpose**

**Harm reduction** refers to policies, programs and practices that aim to reduce the adverse consequences of drug use without necessarily requiring abstinence. It recognizes that drug use exists on a continuum—from safer use to abstinence—and focuses on improving quality of life rather than eliminating drug use. Key principles include accepting that drug use is part of the world and working to minimize its harmful effects; providing nonjudgmental, noncoercive services; involving people who use drugs in program development; respecting human rights; and acknowledging how poverty, racism, trauma and other social inequalities contribute to vulnerability.

Harm reduction is integral to Housing Focused Supportive Housing, the evidence-based approach used to serve chronically homeless persons with cooccurring mental illness and substance use disorders. Housing First does not require sobriety or treatment compliance as a condition of program entry or service continuation. Instead, providers actively engage clients in harm reduction strategies and use motivational interviewing to help them achieve their own recovery goals. When properly implemented, Housing First programs using harm reduction reduce public service costs, jail bookings and substance use while improving housing retention and quality of life. Despite its importance, harm reduction is often misunderstood or overlooked in supportive housing settings. Staff may allow active substances to use but lack the strategies to prevent overdose, disease transmission or eviction; this contributes to evictions and high mortality among tenants.

This training initiative seeks to equip supportive housing case managers, street outreach workers and day service staff with the knowledge and skills to implement harm reduction effectively. It will emphasize the rights based, nonjudgmental ethos of harm reduction, provide practical strategies for engaging tenants who use substances, and explore how to integrate harm reduction practices into program policies and daily work.

### **Core Topics**

- Principles of harm reduction and strengths-based practice
- Overdose risks and response; integrating naloxone and safer-use education
- Tenancy preservation strategies and crisis planning
- Coordinating with property managers and clinical partners

## **A5. Emergency Preparedness for Homeless Systems**

### **Background & Purpose**

Individuals and families experiencing homelessness are among the most at-risk members of society during disasters. They often have limited resources, social isolation and a high prevalence of health conditions; extreme weather and disasters amplify these vulnerabilities. Homeless persons may be the first affected by disasters such as hurricanes, floods and extreme temperatures and may suffer disproportionately severe impacts and longer recovery times. They also frequently miss out on eligible disaster resources because of eligibility barriers (e.g., lack of mailing address).

Despite these risks, many homeless service providers and community-based organizations lack comprehensive emergency plans or continuity of operations strategies. Collaboration between emergency management officials and homeless service providers is essential to ensure people experiencing homelessness are included in disaster planning, sheltering, response and recovery. Federal guidance, such as the Disaster Preparedness to Promote Community Resilience Toolkit, offers research driven resources to foster partnerships and avoid service disruptions. Additional reports recommend that Continuums of Care (CoCs) identify a lead person, form a disaster planning committee that includes people with lived experience, build partnerships with emergency management, assess agency strengths and needs, and train staff on disaster plans with scenario roleplay.

The goal of this training initiative is to build the capacity of Central Florida homeless service organizations to develop written emergency plans and standard operating

procedures (SOPs), train staff, and coordinate with local emergency management to protect clients and staff during disasters. The training will cover hazards such as hurricanes, tornadoes, tropical storms, cold weather events, extreme heat, public health epidemics/pandemics, electrical grid failure and other emerging threats.

### **Core Topics**

- Hazard assessment (heat, storms) and COOP fundamentals
- Roles for shelters, outreach, EMS, hospitals, and behavioral health in emergencies
- Communication, resource staging, transportation, and medically vulnerable clients
- Exercises and after-action improvement cycles

### **Advanced Options**

- Tabletop and functional exercises tailored to CoC partners
- Heat season protocols and extreme weather adaptations

## **A6. Fair Housing / Reasonable Accommodation**

### **Background & Purpose**

Fair Housing and disability rights (ADA/Section 504) are foundational in housing navigation, placement, and tenancy supports.

### **Core Topics**

- Protected classes, discriminatory practices, and HUD guidance
- Disability definition, interactive process, and reasonable accommodations
- Common scenarios (service/assistance animals, unit modifications, screening)
- Documentation, due process, and coordination with landlords/PHAs

### **Advanced Options**

- Case clinic on complex RA requests and appeals
- Supervisor track: policy templates and QA checks

## **A7. Housing Problem-Solving & Diversion**

### **Background & Purpose**

Upstream “light-touch” problem-solving can prevent homelessness entries or shorten episodes through mediation, conflict resolution, and targeted one-time assistance.

## **Core Topics**

- Brief, strengths-based conversations and light mediation
- Mapping social/support networks; small-dollar solutions
- Safety screening and ethics; documentation and follow-up
- Warm handoffs into CE when diversion isn't appropriate

## **Advanced Options**

- Role-plays with real-world constraints (ID loss, back-owed utilities)
- Supervisor track: QA of diversion decisions

## **A10. Critical Time Intervention (CTI)**

### **Background & Purpose**

CTI is a time-limited, phased model designed to support people through transitions (e.g., street-to-housing, hospital-to-community), strengthening community linkages.

### **Core Topics**

- CTI phases, goals, and fidelity elements
- Transition planning, team roles, and caseload management
- Community mapping and handoffs; supervision for fidelity
- Documentation and outcome tracking
- Skills practice with real scenarios; fidelity self-audit
- Supervisor track: QA and coaching structures