

Request for Proposals



**City of Minneapolis
Neighborhood Safety Department**

South Minneapolis Community Resource Navigators

RFP2026-86 / Event #0000004324

Issue Date: October 14, 2026

**Proposals Due by: November 10, 2026, at 12:00 pm
(Minneapolis Time)**

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Request For Proposals
South Minneapolis Community Resource Navigators

- I. INVITATION:** The City of Minneapolis Neighborhood Safety Department ("NSD") makes this Request for Proposals ("RFP") to identify a qualified responder ("Responder") to operate out of the South Minneapolis Community Safety Center ("Center") and provide community navigation services to community members. The selected Responder will deliver trauma-informed, culturally responsive navigation services that connect individuals and families to community resources, promote stability, and support NSD's mission of advancing community safety through trusted community partnerships and coordinated service delivery.
- II. ELIGIBILITY:**
1. Responder must demonstrate a minimum of three (3) years of experience providing community navigation, case management, resource coordination, victim advocacy, outreach, or comparable direct human services.
 2. Responder must demonstrate a minimum of three (3) years of experience providing services to members of the public, including culturally diverse communities.
 3. Responder must be able to provide three (3) full-time Resource Navigators, including at least two (2) bilingual Resource Navigators fluent in a language commonly spoken by South Minneapolis residents.
 4. Responder must demonstrate a minimum of three (3) years of experience collaborating with community-based organizations, government agencies, healthcare providers, or other multidisciplinary partners to coordinate services.
- III. PRE-PROPOSAL CONFERENCE CALL:** A pre-proposal virtual meeting will be held on **Monday, October 26, 2026, at 11:30 a.m.** for potential Responders. To access the meeting, [you can use this](#) link. You can also call into the meeting (audio only) at 612-276-6670, conference ID number: 713885337. Meeting ID: 277 626 894 482 389, Passcode: Sy3vg2XG. The City encourages you to join a few minutes early to ensure you are connected on time. While participation in the virtual meeting is not required, it is encouraged for all Responders considering responding to this RFP as it will be the only opportunity to ask questions directly of staff.
- IV. PROPOSAL SUBMITTAL:** All proposals must be submitted electronically through the eSupplier Portal. If you are already a City Supplier you should have received an email containing your eSupplier User ID and Password. If you do not remember your password, click on the "Forgot Password" tile to enter your User ID and a new password will be emailed to you. If you are not already a city supplier, click on the eSupplier link below and then click on the "Bidder/Payee Registration" tile to register. If you need further assistance with eSupplier, please send an email to eprocurement@minneapolismn.gov.

eSupplier Portal – Electronic Proposal Submission
<https://comet-fs.ci.minneapolis.mn.us/psc/supplier>

- **Submit All Documents as ONE PDF to the E-supplier System**
- **Late Proposals or proposals submitted via email/mail Will Not Be Accepted.**

V. PROPOSAL FORMAT/APPLICATION INSTRUCTIONS:

A. Responder Declarations: Complete and sign Attachment B: Responder Declaration. Failure to complete and attach the required form will result in disqualification from consideration for the contract.

B. Cover Sheet: Complete Attachment C: Proposal Cover Sheet, including contact information.

C. Project Narrative: Responses to the project narrative Attachment E- Project Narrative Questions should be typed and no more than ten (10) pages. The Proposal Cover Sheet, Responder declaration and Resumes will **not** be counted toward the page limit. **Information included in your project narrative responses beyond the maximum ten (10) page limit will not be considered during evaluations. Submissions must be twelve (12) point font, single spaced with one-inch margins.**

D: Cost Proposal/Budget Narrative: Complete Attachment D: Cost Proposal/Budget Narrative ensuring that all expenses are allowable and itemized.

VI. PROPOSAL REVIEW PROCESS

The City will conduct an evaluation of responses to this RFP in three phases:

Phase 1 - Review Eligibility (Pass/Fail)

Phase 2 - Evaluate Proposal

Responses

Phase 3 - Interviews

Phase 1 - Eligibility Review (Pass/Fail)

The City will evaluate each proposal to determine whether the Responder meets the minimum eligibility requirements established in this RFP. Only Responders meeting all minimum qualifications will advance to Phase 2. Failure to satisfy any minimum qualification will result in the proposal being deemed non-responsive and removed from further consideration.

Phase 2 - Proposal Evaluation

Only those responses found to have met Phase 1 criteria will be considered in Phase 2. Proposals will be reviewed by an evaluation team made up of City of Minneapolis staff and external reviewers. The factors and weighting on which responses will be evaluated are:

Evaluation Criteria	100 points
A. Understanding of the Community Safety Center vision and community navigation model	10 points
B. Organizational experience providing community navigation or comparable human services	20 points
C. Proposed service delivery model (intake, navigation, warm handoffs, follow-up, crisis response, collaboration)	20 points
D. Qualifications and experience of proposed Resource Navigators	10 points
E. Organizational capacity, reporting systems, quality assurance, and contract management	10 points
F. Collaboration and partnerships that expand service capacity or improve participant access (MOUs, formal partnerships, co-location, specialized expertise, etc.)	10 points
G. Proposed services, collaborations, and partnerships are relevant to the cultures most commonly present in South Minneapolis.	15 points
H. Letters of recommendation.	5 points

Responders should address each of these six factors in their proposals.

A. Understanding of the Community Safety Center Vision and Community Navigation Model (10 Points)
The Responder's demonstrated ability to:

1. Demonstrate an understanding of the Community Safety Center's vision, goals, and collaborative service delivery model.
2. Demonstrate an understanding of culturally responsive, trauma-informed, and person-centered community navigation.
3. Describe an approach that promotes equitable access to services and reduces barriers for community members.

B. Organizational Experience Providing Community Navigation or Comparable Human Services (20 Points)
The Responder's demonstrated ability to:

1. Successfully provide community navigation or comparable human services.
2. Deliver culturally responsive services to diverse communities.
3. Coordinate services and connect participants to community resources and public systems.
4. Demonstrate successful implementation of programs serving individuals with multiple or complex needs.
5. Achieve successful outcomes through comparable service delivery.
6. Experience connecting community members to Hennepin County services.

C. Proposed Service Delivery Model (20 Points)
The adequacy and feasibility of the proposed service delivery model, including the Responder's demonstrated ability to:

1. Conduct participant needs assessments and individualized service planning.
2. Provide effective community navigation, resource coordination, and warm handoffs.
3. Deliver timely follow-up and short-term participant support.
4. Respond appropriately to crisis situations and immediate participant needs.
5. Collaborate effectively with organizations operating within the Community Safety Center and external service providers.
6. Reduce barriers to accessing services through coordinated, participant-centered navigation.

D. Qualifications and Experience of Proposed Resource Navigators (10 Points)
The demonstrated ability of the proposed Resource Navigators to:

1. Deliver culturally responsive, trauma-informed, and relationship-based navigation services.
2. Build trust and effectively engage diverse communities across language and cultural barriers.
3. Navigate community resources, public systems, and available support services in and around South Minneapolis.
4. Demonstrate relevant education, professional experience, language capacity, and other qualifications necessary to successfully perform the Scope of Services.

E. Organizational Capacity, Reporting Systems, Quality Assurance, and Contract Management (10 Points)
The Responder's demonstrated ability to:

1. Recruit, supervise, and retain qualified staff.
2. Start services when the South Minneapolis Community Safety Center opens in the second quarter of 2027.
3. Successfully administer contracts of similar scope and complexity.
4. Maintain financial, administrative, reporting, and quality assurance systems necessary to support contract performance.
5. Monitor program performance and implement continuous quality improvement practices.

F. Collaboration and Partnerships that Expand Service Capacity or Improve Participant Access (10 Points) The Responder's demonstrated ability to:

1. Establish and maintain collaborative partnerships that strengthen service delivery.
2. Coordinate services across multiple organizations and public systems.
3. Leverage partnerships to expand cultural responsiveness, language access, specialized expertise, or participant access to services.
4. Improve participant outcomes through coordinated service delivery and formal partnerships.

G. Proposed services, collaborations, and partnerships are relevant to the cultures most commonly present in South Minneapolis (15 Points) The Responders demonstrated ability to:

1. Recruit, supervise, and retain qualified bilingual staff that represent languages commonly present in South Minneapolis.
2. Establish and maintain collaborative partnerships for organization in and around South Minneapolis or that serve community members who live in South Minneapolis that strengthen service delivery.

Coordinate services across multiple organizations and public systems that support the culturally specific needs of community members in South Minneapolis.

H. Letters of recommendation (5 points) The Responders demonstrated ability to:

1. Work with organizations and public systems in and around South Minneapolis.
2. Work with organizations that provide culturally responsive services for South Minneapolis residents.

Phase 3 – Interviews

The three (3) highest-ranked Responders from Phase 2 will advance to Phase 3. The interview is intended to evaluate and validate each Responder's organizational capacity, approach, and qualifications to function as Resource Navigators capable of successfully performing the Scope of Services. During Phase 3, the evaluation committee will interview representatives of each Responder using the evaluation criteria below. Responders are not required to have all Resource Navigator positions filled at the time of the interview. The City recognizes that individuals currently employed by a Responder may demonstrate the organization's existing staffing capacity and experience but may not necessarily be available or proposed to perform services under the resulting contract. The interview may include scenario-based questions designed to evaluate the Responder's experience and understanding of the competencies required for effective service delivery, including participant engagement, problem-solving, professional judgment, communication, resource coordination, crisis response, and collaboration with community partners. The City will consider the results of the Phase 3 evaluation in determining the successful Responder for contract award.

Evaluation Criteria	Points
1. Relevant Experience and Qualifications	20
2. Community Engagement and Relationship Building	20
3. Community Navigation, Resource Coordination, and Problem Solving	25
4. Cultural Responsiveness, Communication, and Professional Judgment	20
5. Overall Readiness and Ability to Deliver Services	15
Total	100

1. Relevant Experience and Qualifications (20 Points): Demonstrates the education, certifications, professional experience, language capacity, lived experience, and/or community credibility necessary to successfully perform the duties of a Resource Navigator, consistent with the qualifications outlined in this RFP.
2. Community Engagement and Relationship Building (20 Points): Demonstrates the ability to establish trust,

build relationships, and effectively engage individuals from diverse cultural and linguistic communities in South Minneapolis, including individuals who may be reluctant to seek services or distrustful of systems.

3. Community Navigation, Resource Coordination, and Problem Solving (25 Points): Demonstrates the ability to assess participant needs, navigate public systems and community resources, coordinate services, provide warm handoffs, respond to crisis situations, reduce barriers to accessing services, and apply sound judgment when addressing complex participant needs.
4. Cultural Responsiveness, Communication, and Professional Judgment (20 Points): Demonstrates effective verbal communication, cultural humility, professionalism, active listening, confidentiality, conflict resolution, and the ability to exercise sound judgment while working with diverse populations.
5. Overall Readiness and Ability to Deliver Services (15 Points): Demonstrates a clear understanding of the Scope of Services, the Community Safety Center model, and the ability to effectively perform the duties of a Resource Navigator upon contract award including the ability to hire, assign, train, and retain personnel with the qualifications, experience, and competencies necessary to perform the Scope of Services.

Rights Reserved

The City reserves the right to:

- a. Waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- b. Pursue negotiations on any exception taken to the City's standard terms and conditions.
- c. Reject any and all responses received;
- d. Negotiate with the highest scoring Responder[s];
- e. Negotiate with more than one Responder;
- f. Terminate negotiations and select the next response providing the best value for the City;
- g. Consider documented past performance resulting from a City contract
- h. Short list the highest scoring Responders;
- i. Require Responders to conduct presentations, demonstrations, or submit samples;
- j. Interview key personnel or references;
- k. Request a best and final offer from one or more Responders;
- l. Request additional information;
- m. Use estimated usage or scenarios for the purpose of conducting pricing evaluations; and
- n. Modify scenarios, and to request or add additional scenarios for the evaluation.

Requirements Prior to Contract Execution

Prior to contract execution, the selected Responder must comply with all submittal requests. Submittal requests will include, but are not limited to, a Certificate of Insurance (COI) as outlined in Attachment G - Terms and Conditions for RFP. The selected Responder(s) must submit the required Certificate of Insurance within thirty (30) calendar days of the Notice of Intent to Award, or by another deadline established by the City, to facilitate timely contract execution

VII. SCHEDULE: The following is a listing of key proposal and project milestones:

Procurement Activity	Estimated Date
RFP Released	October 14, 2026
Pre-Proposal Meeting	11:30 a.m. CT on October 26, 2026
Questions Due	4:00 p.m. CT on October 27, 2026
Responses to Questions Posted	By 4:00 p.m. CT on October 30, 2026

Proposals Due	12:00 p.m. CT on November 10, 2026
Phase 1 & Phase 2 Evaluation Period	November 12 – December 18, 2026
Shortlisted Responders Notified / Request for Phase 3 Materials Issued	December 21, 2026
Phase 3 Supplemental Materials Due	12:00 p.m. CT on January 6, 2027
Evaluation Committee Review of Phase 3 Materials	January 7 – January 13, 2027
Phase 3 Responder Interviews	January 14 – January 21, 2027
Final Evaluation / Selection	January 22 – January 27, 2027
Estimated Notice of Intent to Award	January 29, 2027
Estimated Services Start Date	April 1, 2027
Estimated Services End Date	March 31, 2029

VIII. CONTRACT: The contracting parties will be the City of Minneapolis and the Responder(s) selected to provide the services as described herein. The RFP including any addenda, and the relevant portions of the selected proposal(s) and any counter proposal(s) will be incorporated into a formal agreement(s) after negotiations. The City intends to award one contract for a term of two (2) years, with the option to extend the contract on an annual basis, at the sole option of the City, for three (3) additional years.

IX. DEPARTMENT CONTACT/REQUESTS FOR CLARIFICATION: The Responder'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 may direct inquiries/questions via email to:

Neighborhood Safety Department: NeighborhoodSafety@minneapolismn.gov
Subject Line: Culturally Specific Navigators Question(s)

The City reserves the right not to respond to questions or to rephrase questions. Any responses to the questions will be posted to the current event in the eSupplier Portal – Contracting Opportunities via an addendum.

X. REJECTION OF PROPOSALS: The City does not promise to accept the lowest cost proposal and specifically reserves the right to reject any or all proposals, to waive any formal proposal requirements, to investigate the qualifications and experience of any Responder, to reject any provisions in any proposal, to obtain new proposals, to negotiate the requested services and contract terms with any Responder, or to proceed to do the work otherwise. Incomplete proposals and proposals not sufficiently detailed or not in acceptable form may be rejected by the City.

XI. ADDENDUM TO THE RFP: If any addendum is issued for the RFP, it will be posted as an attachment to the current event. The City reserves the right to cancel or amend the RFP at any time.

XII. DATA PRACTICES: Data you provide in response to this RFP will be subject to the Minnesota Government Data Practices Act and may be available to the public. Minn. Stat. 13.591 classifies Business Data and subdivision 3 specifically addresses data submitted in response to an RFP. If you are submitting specific data which you believe meets the definition of trade secret data as defined in Minn. Stat. 13.37, please indicate this on the documents containing the data. The City may ask you to establish that the data meets all of the conditions set forth in Minn. Stat. 13.37, subdivision 1(b).

Attachment A: Scope of Services

A. Background

The City of Minneapolis Neighborhood Safety Department ("NSD") is committed to advancing community safety through collaborative partnerships with residents, community organizations, and local government. The City defines community safety as work that allows all people in Minneapolis to be safe and feel safe. Community safety extends beyond responding to crime and violence and includes addressing the underlying conditions that contribute to violence, victimization, instability, and inequitable access to resources. This work is achieved through coordinated prevention, intervention, response, restoration, and long-term community investment. To support this vision, NSD is participating in building a comprehensive community safety ecosystem. The ecosystem is a coordinated network of organizations, programs, services, and community partners working together to improve safety, increase access to resources, strengthen community well-being, and address the root causes of violence. Rather than functioning independently, these services are intended to work collaboratively to provide coordinated pathways that help community members navigate challenges, stabilize their lives, and build long-term resilience.

The South Minneapolis Community Safety Center ("Center") is a foundational component of this ecosystem. In November 2023, the Minneapolis City Council and Mayor approved the purchase of 2633 Minnehaha Avenue as the future home of the City's Third Precinct. Concurrently, the City Council adopted a resolution expressing its commitment to developing the facility to include both police functions and community safety services. The result is the South Minneapolis Community Safety Center, a first-of-its-kind facility designed to bring together public safety, prevention, intervention, restoration, and community-based services in a single, coordinated location.

Unlike traditional public safety facilities, the Center is intended to serve as a welcoming and accessible destination for individuals, families, and community members seeking assistance. The Center is designed to reduce barriers to accessing services by co-locating multiple providers in one location while promoting collaboration among organizations serving the community. Services may be delivered by City departments, community-based organizations, healthcare providers, legal partners, or other public and private organizations committed to advancing community safety.

The Minneapolis Police Department will operate from a dedicated precinct within the building. Police functions will remain physically separate from the community safety services located throughout the remainder of the Center, while still allowing opportunities for collaboration where appropriate. Community-based services within the Center will primarily support prevention and restoration strategies by helping individuals and families access resources, address immediate needs, and strengthen long-term stability.

To ensure the Center reflects community priorities, NSD conducted extensive community engagement between March and May 2024. Community members, neighborhood organizations, service providers, and other stakeholders were invited to identify the services and resources they believed would best support residents utilizing the Center.

Community members identified the following as the highest priority social services:

- Affordable housing services;
- Mental health services;
- Substance use disorder services;
- Unsheltered and homeless services; and
- Youth services.

Community members also identified several additional resources and building uses that would

contribute to a welcoming and community-centered environment, including:

- Childcare for individuals utilizing Center services;
- Community meeting space;
- Legal services;
- Medical services; and
- Space for community meals.

Community engagement findings, combined with additional planning efforts and supporting data, also demonstrated the need for services focused on:

- Culturally responsive community navigation;
- Domestic violence;
- Human trafficking; and
- Food insecurity.

To further understand community capacity and identify potential service providers, the City issued Requests for Information (RFIs) in August 2024. Information gathered through the RFI process informed the City's vision for the initial service offerings within the Center. The City anticipates opening the South Minneapolis Community Safety Center with services related to:

- Community meeting space;
- Culturally responsive community navigation;
- Domestic violence;
- Human trafficking;
- Mental health; and
- Youth services.

Additional services may be incorporated during future phases of the Center as community needs evolve, partnerships expand, and additional space becomes available. A critical component of the Community Safety Center is ensuring that individuals can successfully navigate the broad network of services available both within the Center and throughout the community. Many individuals seeking assistance experience multiple and interconnected barriers, including housing instability, trauma, financial hardship, language barriers, unfamiliarity with public systems, transportation challenges, and difficulty accessing culturally responsive services. These barriers often require coordinated support across multiple providers and cannot be addressed through referrals alone. The City recognizes that successful navigation requires trusted relationships, individualized support, and active coordination between organizations. Community navigators serve as the bridge between community members and available resources by helping individuals identify needs, understand available services, overcome barriers to access, coordinate across providers, and successfully engage with supports that promote long-term safety, stability, and well-being. South Minneapolis is home to a rich diversity of communities, including American Indian, Hmong, Latino/a/x, LGBTQIA+, Somali, East African, and many other cultural communities. The City seeks culturally responsive navigation services that reflect this diversity and recognize that trust, cultural understanding, language access, lived experience, and authentic community relationships are essential to successful service delivery.

B. Purpose of this RFP

The purpose of this Request for Proposals ("RFP") is to identify a qualified Responder ("Responder") to provide community navigation services from the South Minneapolis Community Safety Center ("Center"). The selected Responder will maintain a consistent presence within the Center and provide community members with individualized navigation services that connect them to social services, community resources, and public systems. Services are intended to reduce barriers to accessing care, strengthen successful connections to resources, and improve long-term stability through culturally

responsive, trauma-informed, and relationship-based support.

C. Anticipated Services

The South Minneapolis Community Safety Center is intended to provide community members with a welcoming, accessible, and coordinated entry point to prevention, intervention, response, and restoration services. Community navigation is central to achieving this vision by ensuring individuals and families are able to successfully access the services and supports that best meet their needs. Successful community navigation extends beyond providing referrals. It is a relationship-based service model that helps individuals identify needs, understand available resources, overcome barriers to accessing services, and successfully connect with community organizations and public systems. Community navigators should provide individualized support that empowers community members to navigate complex systems while fostering trust, stability, and long-term self-sufficiency. The City recognizes that community members accessing the Center may present with multiple and interconnected needs, including housing instability, behavioral health concerns, substance use, domestic violence, food insecurity, transportation barriers, financial hardship, language barriers, legal concerns, and limited familiarity with available resources. Responders should demonstrate the ability to provide flexible, culturally responsive, trauma-informed navigation services that meet individuals where they are while recognizing the strengths, goals, and lived experiences of each person served.

The City seeks a Responder capable of serving as a collaborative partner within the Community Safety Center. Navigation services should complement, rather than duplicate, the work of other organizations operating within the Center by promoting coordinated service delivery, reducing fragmentation, and improving communication among service providers.

Guiding Principles

The City expects navigation services to be delivered in accordance with the following principles:

- Person-Centered: Services should be driven by each individual's goals, priorities, and self-identified needs.
- Trauma-Informed: Services should recognize the impact of trauma and promote physical, emotional, and psychological safety.
- Culturally Responsive: Services should reflect and respect the cultural, linguistic, and lived experiences of community members.
- Relationship-Based: Trust should be established through consistency, respect, active listening, and authentic engagement.
- Strengths-Based: Services should build upon an individual's existing strengths, resilience, and support systems.
- Accessible: Services should reduce barriers to participation, including language, transportation, technology, literacy, and system complexity.
- Collaborative: Navigation should promote coordination among organizations while avoiding duplication of services.

Desired Outcomes

The selected Responder should demonstrate the ability to contribute toward the following outcomes:

- Increased access to culturally responsive services.
- Improved coordination between organizations operating within the Center.
- Increased successful connections to community resources and public systems.
- Reduced barriers to accessing housing, healthcare, behavioral health, legal assistance, food resources, and other stabilization services.
- Increased participant engagement with referred services.
- Improved participant knowledge of available community resources.

- Increased community trust in services available through the Community Safety Center.
- Improved long-term stability for individuals and families utilizing the Center.

Responder Competencies

The City will consider Responders that demonstrate experience in the following areas:

- Providing culturally responsive navigation services.
- Building trusting relationships with diverse communities.
- Working with individuals experiencing multiple and complex barriers.
- Trauma-informed engagement and crisis response.
- Coordinating services across multiple organizations and systems.
- Knowledge of community resources throughout Minneapolis.
- Experience assisting individuals with navigating public benefits and government systems.
- Experience serving historically underserved communities.
- Demonstrated ability to communicate effectively across cultures and languages.
- Experience collaborating with multidisciplinary teams and community partners.

Community Navigation

The selected Responder shall maintain a consistent presence within the South Minneapolis Community Safety Center and provide individualized navigation services to community members seeking assistance. Responsibilities include, but are not limited to:

- Greeting and engaging community members seeking services.
- Conducting individualized needs assessments.
- Identifying immediate, short-term, and long-term service needs.
- Developing individualized navigation plans.
- Assisting community members in understanding available services within the Center and throughout Minneapolis.
- Providing information regarding eligibility requirements, documentation, application processes, and service expectations.
- Assisting community members in identifying priorities and determining appropriate next steps.
- Providing follow-up services to ensure successful connection to resources.

Resource Coordination

- Maintain current knowledge of community resources and eligibility requirements.
- Coordinate referrals across organizations operating within the Center.
- Connect individuals to housing, behavioral health, substance use treatment, food resources, employment services, legal services, healthcare, transportation, youth services, victim services, domestic violence resources, and other community supports.
- Provide warm handoffs to partner organizations whenever possible.
- Assist individuals with scheduling appointments, completing applications, gathering documentation, and navigating public systems.
- Follow up to confirm successful connection to services.

D. Anticipated Project Budgets and Award

The City intends to award a single contract. The City reserves the right to negotiate with Responder(s) selected for contracts resulting from this RFP. These negotiations may address contract budgets, lengths based on needs, and proposed expenditures prior to the project start date. The City retains the authority to reject specific line items and request any additional information necessary for negotiations. If negotiations are unsuccessful, the City reserves the right to rescind the award. Detailed budget discussions will occur with selected Responders during these negotiations, and actual award amounts will be determined at that time.

NOTE: A Notification of Intent to Award Letter does not create a contractual obligation on behalf of the City and does not authorize the commencement of work.

E. Contract Expectations

Contract holder(s) will provide culturally responsive community navigation services from the South Minneapolis Community Safety Center. The anticipated scope of work and responsibilities shall, at a minimum, include:

- Complete onboarding, orientation, and training in collaboration with the Minneapolis Neighborhood Safety Department (NSD).
- Complete all mandatory trainings required by the City throughout the term of the contract.
- Participate in a two (2) hour invoice training conducted by the City prior to commencement of work.
- Maintain a consistent on-site presence at the South Minneapolis Community Safety Center during agreed-upon operating hours.
- Provide culturally responsive, trauma-informed, person-centered, and relationship-based community navigation services.
- Welcome and engage community members seeking services through the Center.
- Conduct individualized needs assessments to identify immediate and long-term service needs.
- Assist community members in navigating social services, public systems, and community resources.
- Develop individualized service and navigation plans based on participant needs and goals.
- Maintain current knowledge of community resources, eligibility requirements, and referral processes.
- Provide warm handoffs to internal and external service providers whenever possible.
- Coordinate appointments, transportation, applications, forms, and other activities necessary to reduce barriers to accessing services.
- Assist community members in accessing housing, behavioral health, substance use treatment, food resources, employment services, legal services, medical services, victim services, youth services, and other stabilization supports, as appropriate.
- Provide crisis intervention, safety planning, and problem-solving support, as appropriate.
- Maintain ongoing communication with community members to support successful connections to services and continued engagement.
- Build and maintain collaborative relationships with organizations operating within the Community Safety Center and with external community partners.
- Participate in multidisciplinary meetings, case consultations, and Center planning activities as requested by the City.
- Promote equitable access to services for all community members, including individuals from diverse cultural, linguistic, and historically underserved communities.
- Maintain accurate, timely, and complete documentation of services provided.
- Protect the confidentiality of participant information in accordance with all applicable federal, state, and local laws, regulations, and City policies.
- Implement appropriate safeguards to protect participant information and records.
- Collect and maintain data necessary to satisfy all contract reporting requirements.
- Submit invoices, reports, and supporting documentation in accordance with the terms of the contract.
- Participate in contract monitoring activities, site visits, program evaluations, and continuous quality improvement efforts conducted by the City.
- Notify the City of significant programmatic, operational, or staffing changes that may impact service delivery.
- Maintain all licenses, certifications, insurance, and other qualifications required to perform services under the contract.
- Comply with all applicable federal, state, and local laws, regulations, City policies, and contract

- requirements.
- Perform all other services necessary to successfully implement the requirements of this contract.

F. Reporting Requirements

Responders must demonstrate the ability to meet the following reporting requirements as a condition of this RFP. If awarded a contract, the Responder will be required to submit reports throughout the term of the contract. If awarded a contract, the Responder will be required to use reporting template(s) provided by the City. Reports are expected to be sent as de-identified summary-level information. Please see the “Reporting Measure Domains” section for an overview of measures that the awarded Contractor will be expected to report. Reports shall include, at a minimum:

- Total number of individuals served.
- Number of new individuals served.
- Number of returning individuals served.
- Number of navigation sessions provided.
- Number of walk-in engagements.
- Number of scheduled appointments.
- Number of crisis interventions provided.
- Number of individualized navigation plans completed.
- Number of referrals made by service category.
- Number of successful warm handoffs completed.
- Number of appointments scheduled on behalf of participants.
- Number of applications or forms completed with participant assistance.
- Number of transportation supports coordinated.
- Number of follow-up contacts completed.
- Number of participants successfully connected to recommended services.
- Number of participants unable to connect to services and the reason(s), when known.
- Demographic information, including age, race, ethnicity, gender, primary language, and ZIP code, as permitted by law.
- Narrative summary describing accomplishments, emerging trends, barriers to service delivery, partnership successes, and recommendations for improving services.
- Summary of community engagement and outreach activities conducted during the reporting period.
- Summary of significant programmatic issues, service gaps, or operational challenges impacting service delivery.

G. Reporting Measure Domains

Measure Domain	Description
Individuals Served	Total number of individuals receiving navigation services.
New Participants	Number of first-time individuals served.
Navigation Services	Number and type of navigation services provided.
Needs Assessment	Number of individualized needs assessments completed.
Resource Navigation	Number of referrals by service category (housing, behavioral health, employment, legal, food, transportation, etc.).
Warm Handoffs	Number of successful warm handoffs completed.
Service Connections	Number of individuals successfully connected to recommended services.
Follow-Up	Number of follow-up contacts completed after referral.
Crisis Response	Number of crisis intervention or safety planning activities conducted.
Community Engagement	Community education, outreach events, and presentations

	conducted.
Collaboration	Coordination meetings, case consultations, and collaborative activities with Center partners.
Barriers to Access	Common barriers preventing individuals from accessing services and strategies used to address those barriers.
Participant Outcomes	Narrative description of participant successes, service outcomes, and notable accomplishments.
Continuous Improvement	Recommendations for improving service delivery, Center operations, partnerships, and participant experience.

Attachment B: Responder Declarations

The undersigned certifies, to the best of their knowledge and belief, that:

- A. Authorized Signature.** This Declaration is signed by the appropriate person(s), with the authority to contractually bind the Responder, as required by applicable articles, bylaws, resolutions, minutes, and ordinances.
- B. Eligibility.**
- Responder must demonstrate a minimum of three (3) years of experience providing community navigation, case management, resource coordination, victim advocacy, outreach, or comparable direct human services.
 - Responder must demonstrate a minimum of three (3) years of experience providing services to culturally diverse communities.
 - Responder must be able to provide three (3) full-time Resource Navigators, including at least two (2) bilingual Resource Navigators fluent in a language commonly spoken by South Minneapolis residents.
 - Responder must demonstrate a minimum of three (3) years of experience collaborating with community-based organizations, government agencies, healthcare providers, or other multidisciplinary partners to coordinate services.
- C. Proposal Response.** The information provided is true, correct, and reliable for purposes of evaluation for potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the Responder to suspension or debarment proceedings as well as other remedies available by law.
- D. Time Allocation and Award.** If awarded a contract under this RFP, the Responder certifies that the time, resources, and funds allocated in the proposal will be dedicated exclusively to the activities outlined in the proposal and will not be used for or overlap with any other programs, projects, or funding sources. The Responder agrees that any funds received under this contract will be exclusively applied to the agreed-upon scope of work and will not be utilized for any other purpose or project.
- E. Legal Assessment.** The undersigned certifies that, within the last seven (7) years:
1. The Responder has not had any lawsuit(s) filed against it, including but not limited to lawsuits related to Equal Employment Opportunity (EEO), Disadvantaged Business Enterprise (DBE) issues, or contractor disputes over payment. If any such lawsuit(s) have been filed, details of the lawsuits, including the nature and status of the proceedings, have been disclosed.
 2. The Responder attests that it has not filed for bankruptcy.
 3. The Responder does not have any violations of Federal or State criminal law involving fraud, bribery, or gratuity violations that could potentially affect the award. If any such violations exist, they have been disclosed, including details of the nature and status of these violations.
- F. Non-Collusion Certification.**
1. The Proposal has been arrived at by the Responder independently and has been submitted without collusion and without any agreement, understanding or planned common course of action with any other vendor designed to limit fair or open competition; and
 2. The contents of the Response have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any other individual prior to the due date and time of this Solicitation. Any evidence of collusion among Responders in any form designed to defeat competitive responses will be reported to the Minnesota Attorney General for investigation and appropriate action.

G. Organizational Conflicts of Interest. To the best of Responder's knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons,

1. the Responder is unable or potentially unable to render impartial assistance or advice to the City;
2. the Responder's objectivity in performing the contract work is or might be otherwise impaired; or
3. the Responder has an unfair competitive advantage.

If after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the City which must include a description of the action which the Responder has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the City may, at its discretion, cancel the contract. In the event the Responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to City, the City may terminate the contract for default. Organizational conflicts of interest terms apply to any subcontractors for this work.

H. Reimbursement and Payment Terms. The undersigned certifies that the Responder understands and agrees that an awarded contract operates on a reimbursement-only basis for expenses related to services actually provided, and that the City does not provide advance funding, upfront payments, or cash advances of any kind. The Responder further certifies that:

1. The Responder has the financial capacity, cash flow, and reserves necessary to cover all program expenses, including payroll and operating costs, in advance of submitting invoices for reimbursement;
2. The Responder understands that, pursuant to Minn. Stat. § 471.425, the City's standard payment period is thirty-five (35) days from the date of receipt of a proper, complete invoice, and agrees to operate under this timeline; and
3. The Responder agrees to comply with all applicable invoicing, documentation, and reporting requirements, including providing cancelled checks or payroll receipts for personnel expenses, and receipts for non-personnel expenses, set forth in this RFP as a condition of reimbursement, and understands that incomplete or noncompliant submissions may delay or result in denial of payment.
4. The Responder acknowledges that the City reserves the right to deduct overpayments from future payments.

By signing this form, Responder acknowledges and certifies compliance with all applicable requirements indicated above.

Responder Name: _____

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Phone Number: _____

Email Address: _____

Attachment C: Proposal Cover Sheet

Name of Responder:

Responder Address:

Responder Telephone Number:

Contact Person Name:

Contact Person Title:

Contact Person Telephone Number:

Contact Person Email address:

Submission Checklist (Please submit all documents as ONE PDF in e-supplier)

- ☐ Responder Declarations: Completed Attachment A
- ☐ Cover Sheet: Completed Attachment B
- ☐ Project Narrative Questions: Completed Attachment C (no more than ten (10) pages)
- ☐ Cost Proposal/Budget Narrative: Completed Attachment D

NOTE: If there are additional staff who should receive award notifications, include their names and contact information on your cover sheet. The City is not responsible for any delays in notifications caused by incorrect or missing information.

Attachment D: Cost Proposal/Budget Narrative

All proposed expenditures must comply with the [public purpose doctrine](#) under Minnesota law, which requires that public funds be used only for purposes that primarily benefit the public rather than private individuals or entities. Responders must ensure that each budget line item reflects a direct, demonstrable public benefit consistent with the scope of services outlined in this RFP, and must avoid any expenditure that would primarily benefit a private individual, employee, or subcontractor without a corresponding public purpose. The Cost Proposal must include one budget table that reflects the total projected costs for the entire initial two (2)-year contract term. Annual budget breakdowns are not required.

Payroll (List Staff Below)	Position Description	Hourly Rate	Required hours on program	Amount charged to program
PERSONNEL EXPENSES				
Personnel Name	Resource Navigator 1		4,160.hours	\$
Personnel Name	Resource Navigator 2		6,240.hours	\$
Personnel Name	Resource Navigator 3		6,240.hours	\$
Subtotal Salaried Personnel				\$
Fringe Benefits				\$
Total Salaried Personnel				\$
INDIRECT EXPENSES (not to exceed 15% of Total Direct Costs) Responders may not charge the same administrative costs to both direct and indirect cost categories, or to other programs				\$
Total Program				
Budget				

Personnel Table

The positions provided above reflect the minimum staffing model required under this RFP. Responders must propose three (3) Resource Navigators to provide community navigation services in accordance with the Scope of Services. Responders shall identify the staff assigned to each Resource Navigator position, including the applicable hourly rate, required program hours, and total amount charged to the program.

Indirect Expenses

Indirect expenses include costs incurred for common or joint objectives that cannot be readily identified with a single program or activity, such as general administrative overhead, shared organizational infrastructure, or costs benefiting multiple programs. The City of Minneapolis will accept proposal budgets with a de minimis indirect cost rate of up to 15%. Proposed indirect rates above 15% will not be considered unless otherwise organizations submit a previously established indirect cost rate agreement (such as a NICRA with the federal government) that justifies the proposed rate. While organizations do not need to submit a cost allocation breakdown to justify the

proposed de minimis rate, all indirect expenses submitted for reimbursement invoiced under the de minimis rate must be allowable expenses supported by appropriate documentation.

Prohibited Expenses

The following expenses are not eligible for reimbursement under any resulting contract unless expressly authorized by the City in writing:

- Alcohol
- Tobacco or nicotine products
- Cannabis or cannabis-related products
- Firearms, weapons, ammunition, or related items
- Direct cash assistance to participants
- Gift cards, gift certificates, prepaid debit cards, or other cash-equivalent incentives
- Computers, laptops, tablets, monitors, printers, telephones, cell phones, or similar office technology that exceed the life cycle of the anticipated contract
- Vehicle purchases
- Furniture and major office equipment
- Capital improvements, building renovations, or construction costs
- Entertainment expenses
- Fundraising expenses
- Political activities or lobbying expenses
- Religious worship or proselytizing activities
- Fines, penalties, or fees
- Expenses related to legal settlements or judgments

Attachment E: Project Narrative Questions

The Proposal Cover Sheet, Responder declaration and Resumes will **not** be counted toward the page limit. **Information included in your project narrative responses beyond the maximum ten (10) page limit will not be considered during evaluations.**

A. Understanding of the Community Safety Center Vision and Community Navigation Model (10 Points)

1. Describe your understanding of the South Minneapolis Community Safety Center's vision, goals, and collaborative service delivery model.
2. Describe your organization's approach to providing culturally responsive, trauma-informed, and person-centered community navigation services.
3. Describe the strategies your organization will use to promote equitable access to services and reduce barriers for community members.

B. Organizational Experience Providing Community Navigation or Comparable Human Services (20 Points)

1. Describe your organization's experience providing community navigation or comparable human services.
2. Describe your organization's experience providing culturally responsive services to diverse communities.
3. Describe your organization's experience coordinating services and connecting participants to community resources and public systems.
4. Describe your organization's experience serving individuals with multiple or complex needs.
5. Provide one (1) to three (3) examples of comparable programs or services your organization has successfully implemented. Include the services provided, outcomes achieved, and how this experience prepares your organization to perform the Scope of Services.

C. Proposed Service Delivery Model (25 Points)

1. Describe your organization's process for conducting participant intake, completing needs assessments, and developing individualized navigation plans.
2. Describe your approach to providing community navigation, coordinating resources, and facilitating warm handoffs to services both within and outside the South Minneapolis Community Safety Center.
3. Describe your approach to participant follow-up, including how you will monitor service connections, address barriers, and support ongoing participant engagement.
4. Describe your organization's approach to responding to participants experiencing crisis or other immediate service needs. Include your process for crisis intervention, de-escalation, safety planning, and connecting participants to appropriate emergency or stabilization services.
5. Describe how your organization will collaborate with organizations operating within the South Minneapolis Community Safety Center, City staff, and external community partners to coordinate participant services.
6. Describe the strategies your organization will use to identify and reduce barriers to accessing services, including barriers related to language, transportation, technology, documentation, or system navigation.

D. Qualifications and Experience of Proposed Resource Navigators (20 Points)

1. Describe how the proposed Resource Navigators' experience has prepared them to provide culturally responsive, trauma-informed, and relationship-based community navigation services.
2. Describe the strategies the proposed Resource Navigators use to build trust and effectively engage individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
3. Describe the proposed Resource Navigators' knowledge of community resources, public systems, and available support services, and how they will use that knowledge to coordinate participant services.
4. Describe the education, professional experience, language proficiency, certifications, and other

qualifications of each proposed Resource Navigator that demonstrate their ability to successfully perform the Scope of Services.

E. Organizational Capacity, Reporting Systems, Quality Assurance, and Contract Management (15 Points)

1. Describe your organization's approach to recruiting, supervising, developing, and retaining qualified Resource Navigators.
2. Describe your organization's experience administering contracts of similar scope and complexity. Include your approach to contract oversight, fiscal management, and compliance with contractual requirements.
3. Describe your organization's financial, administrative, reporting, and quality assurance systems that will support successful implementation of this contract.
4. Describe your organization's process for monitoring program performance, evaluating service quality, and implementing continuous quality improvement activities.

F. Collaboration and Partnerships that Expand Service Capacity or Improve Participant Access (10 Points)

1. Describe your organization's experience establishing and maintaining collaborative partnerships that strengthen service delivery.
2. Describe how your organization coordinates services across multiple organizations, public agencies, and community partners to improve participant outcomes.
3. Describe how your partnerships expand cultural responsiveness, language access, specialized expertise, or participant access to services.

Describe how your collaborative partnerships improve participant outcomes through coordinated service delivery. Include examples of formal partnerships, memoranda of understanding (MOUs), co-location arrangements, referral agreements, or other collaborative service models, as applicable.

G. Proposed services, collaborations, and partnerships are relevant to the cultures most commonly present in South Minneapolis (15 Points)

1. Describe how your organization will recruit, supervise, and retain qualified bilingual staff that represent languages commonly present in South Minneapolis.
2. Describe how your organization establishes and maintains collaborative partnerships for organization in and around South Minneapolis or that serve community members who live in South Minneapolis that strengthen service delivery.
3. Describe how your organization coordinates services across multiple organizations and public systems that support the culturally specific needs of community members in South Minneapolis.

H. Letters of recommendation (5 points)

Attachment F: Hiring Requirements

Resource Navigator

The selected Responder must demonstrate the organizational capacity to provide community navigation services throughout the term of the contract. At a minimum, the Responder shall employ three (3) full-time Resource Navigators, and these positions must remain continuously staffed throughout the contract term. Vacancies in required positions shall not exceed 90 calendar days without prior written approval from the City. Replacement staff must possess qualifications substantially equivalent to those identified in this RFP. The selected Responder shall recruit, hire, and retain staff with demonstrated cultural competency, relationship-building skills, and knowledge of community resources.

Responsibilities

- Welcome and engage community members accessing services through the Community Safety Center.
- Build trusting relationships with individuals and families from diverse cultural and linguistic communities.
- Conduct individualized needs assessments to identify immediate and long-term service needs.
- Develop individualized navigation plans based on participant goals and identified priorities.
- Assist individuals in navigating social services, public systems, and community resources.
- Provide information regarding eligibility requirements, available resources, and service options.
- Coordinate referrals and provide warm handoffs to organizations operating within and outside the Community Safety Center.
- Assist community members with scheduling appointments, completing applications, obtaining documentation, and overcoming barriers to accessing services.
- Coordinate transportation, language interpretation, and other support necessary to improve access to services.
- Provide crisis intervention, de-escalation, safety planning, and immediate referrals, as appropriate.
- Maintain current knowledge of community resources and services available throughout Minneapolis.
- Collaborate with City staff, Center partners, and community organizations to coordinate participant services.
- Participate in multidisciplinary meetings, case consultations, and collaborative planning efforts, as requested.
- Conduct follow-up with participants to assess service connections and identify additional needs.
- Maintain accurate, timely, and complete documentation of services provided.
- Collect and report program data in accordance with City reporting requirements.
- Protect participant confidentiality and comply with all applicable data privacy laws.
- Perform other duties necessary to successfully implement the requirements of this contract.

Qualifications

- Associate's degree in human services, Social Work, Public Health, Psychology, Sociology, or a related field preferred. Relevant education may be substituted with a minimum of three (3) years of directly related community navigation, case management, outreach, or social service experience.
- Minimum two (2) years of experience providing community navigation, case management, resource coordination, victim advocacy, outreach, or other direct human services.
- Demonstrated experience working with individuals experiencing multiple and complex barriers, including housing instability, behavioral health concerns, substance use, domestic violence, financial hardship, food insecurity, or involvement with public systems.
- Demonstrated knowledge of community resources, public benefits, and social service systems within Minneapolis or Hennepin County.
- Experience providing culturally responsive and trauma-informed services.
- Ability to establish trust and effectively engage individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
- Demonstrated ability to work collaboratively with community organizations, public agencies, and multidisciplinary teams.
- Strong verbal, written, interpersonal, and conflict-resolution skills.

- Ability to organize competing priorities, manage multiple participants, and maintain accurate documentation.
- Ability to maintain confidentiality and exercise sound professional judgment.
- Proficiency with Microsoft Office and electronic case management or data collection systems.
- Fluency in a language commonly spoken within the South Minneapolis community is highly desirable.
- Experience working with American Indian, East African, Hmong, Latino/a/x, LGBTQIA+, or other historically underserved communities is highly desirable.

Attachment G

City of Minneapolis Terms and Conditions for Professional Services Contracts Over \$175,000

(Revised: May 6, 2026) - South Minneapolis Community Resource Navigators RFP

The General Conditions are terms and conditions that the City expects its Contractors and Consultants (“Contractor”) to meet. The Contractor agrees to be bound by these requirements unless otherwise noted in any Proposal to which these terms are attached. Some negotiation is possible to accommodate the Contractor’s suggestions.

1. General Compliance

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

2. Equal Opportunity Statement

The Contractor agrees to comply with applicable provisions of federal, state and city regulations, statutes and ordinances pertaining to the civil rights of and non-discrimination in the application for and employment of applicants, employees, subcontractors and suppliers of the Contractor. The federal, state and city statutes and ordinances to which the Contractor 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), 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 Contractor shall have submitted and had an “affirmative action plan” approved by the City prior to entering into a Contract.

3. Anti-Discrimination Statement

The Contractor agrees to comply with applicable provisions of federal, state and city regulations, statutes and ordinances pertaining to the civil rights and non-discrimination in any provision of services contracted for under this Contract, such that the contracted services are provided without discrimination based on race, color, creed, religion, ancestry, national origin, sex, sexual orientation, familial status, gender identity, disability, age, marital status, status with regard to a public assistance program, housing status, justice-impacted status, height and weight, or any combination thereof.

4. Compliance with Web Content Accessibility Guidelines

The Contractor agrees that web content and mobile applications created pursuant to this Contract shall be compliant with the requirements and standards of the Americans with Disabilities Act and the Web Content Accessibility Guidelines Version 2.1, Level AA unless a legal exception or exemption applies.

5. Insurance

Insurance secured by the Contractor 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 Contractor. Any policy deductibles or retention shall be the responsibility of the Contractor. The City does not represent that the insurance requirements are sufficient to protect the Contractor’s interests or provide adequate coverage. Evidence of coverage is to be provided on a current ACORD Form, Insurance Declaration. A thirty (30) day written notice is required if the policy is canceled, not renewed or materially changed. The

Contractor shall require any of its sub-contractors, if sub-contracting is allowable under this Contract, to comply with these provisions.

The Contractor 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, \$300,000 each occurrence fire damage and \$5,000 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.
- d) Professional Liability Insurance or Errors & Omissions Insurance providing coverage for 1) the claims that arise from the errors or omissions of the Contractor or its subcontractors and 2) the negligence or failure to render a professional service by the Contractor or its subcontractors. The insurance policy should provide coverage in the amount of \$2,000,000 each claim and \$2,000,000 annual aggregate. The insurance policy must provide the protection stated for two years after the expiration of the contract.
- e) Cyber Liability for the duration of this agreement providing coverage for, but not limited to, Technology and Internet Errors & Omissions, Security and Privacy Liability, and Media Liability. Insurance will provide coverage against claims that arise from the disclosure of not public information from files including but not limited to: 1) Intentional, fraudulent or criminal acts of the Contractor, its agents or employees. 2) Breach of the City's not public data, whether electronic or otherwise. The insurance policy should provide minimum coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If written on a Claims-Made basis, the policy must provide an extended reporting period and have a retroactive date that on or before the date of this Contract or the date Contractor commences work, whichever is earlier.

6. Indemnity and Hold Harmless

The Contractor 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 Contractor's insurance coverage, arising directly from any negligent act or omission of the Contractor, its employees, agents, by any sub-contractor or sub-consultant, and by any employees of the sub-contractors and sub-consultants of the Contractor, in the performance of work and delivery of services provided by or through this Contract or by reason of the failure of the Contractor to perform, in any respect, any of its obligations under this Contract. If a Contractor is a self-insured agency of the State of Minnesota, the terms and conditions of Minnesota Statutes, section 3.732 et seq. shall apply with respect to liability bonding, insurance, and liability limits. The provisions of Minnesota Statutes, Chapter 466 shall apply to other political subdivisions of the State of Minnesota.

Where the Services provided by the Contractor to the City are "design professional services" as described in Minnesota Statutes, Section 604.21, then, the Contractor will not be obligated to defend the City as required above.

7. Subcontracting

The Contractor shall not sub-consult or sub-contract any services under this Contract unless authorized in writing by the City. The Contractor 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 Contractor shall pay all subcontractors for subcontractor's undisputed, completed work, within ten (10) days after the Contractor has received payment from the City.

8. Assignment or Transfer of Interest

The Contractor 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 which will not be withheld or delayed unreasonably.

9. Performance Monitoring

The City will monitor the performance of the Contractor 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 Contractor within a reasonable period of time to cure such substandard performance after being notified by the City, contract termination procedures will be initiated. All work submitted by Contractor 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 Contractor and shall inform the Contractor of any apparent deficiencies, defects, or incomplete work, at any stage of the project.

10. Prior Uncured Defaults

Pursuant to Section 18.110 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.

11. Independent Contractor

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 Contractor shall at all times remain an independent Contractor with respect to the work and/or services to be performed under this Contract. Any and all employees of Contractor or other persons engaged in the performance of any work or services required by Contractor under this Contract shall be considered employees or subcontractors of the Contractor 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, by or 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 Contractor.

12. Accounting Standards

The Contractor 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.

13. Retention of Records

Pursuant to Minnesota Statutes, Section 138.17 and Section 15.17, the Contractor 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.

14. Audit Requirements for Cloud-Based Storage of City Data

If the Contractor's services include the storage of City data using a cloud-based solution, then the Contractor

agrees to secure the data as though it were “private data” as defined in Minnesota Statutes, Chapter 13. The Contractor shall provide the City with the annual copy of the Federal Standards for the Statement on Standards for Attestation Engagements (SSAE) No. 18 or the International Standard on Assurance Engagements (ISAE) No. 3402. The Contractor agrees to provide a .pdf copy to the City’s Contract Manager, upon the Contractor’s receipt of the audit results.

15. Data Practices

The Contractor 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 requirements of Minnesota Statutes, Section 13.05, subdivision 11 apply to companies or individuals who perform under a government contract. The Contractor and any of the Contractor’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 Contractor 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 Contractor concerning data requests. The Contractor agrees to hold the City, its officers, and its employees harmless from any claims resulting from the Contractor’s unlawful disclosure or use of data protected under state and federal laws. The Contractor’s duty to comply with Minn. Stat. Chap. 13 and all other applicable federal and state laws relating to the protection of data will continue past the expiration of this contract. The requirements of this paragraph shall apply regardless of the location of the data.

16. Inspection of Records

Pursuant to Minnesota Statutes, Section 16C.05, all books, records, documents and accounting procedures and practices of the Contractor with respect to the matters covered by this Contract shall be made available to the City and the State of Minnesota, Office of the State Auditor or Legislative Auditor, as appropriate, 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.

17. Living Wage Ordinance

The Contractor may be required to comply with the “[Minneapolis Living Wage and Responsible Public Spending Ordinance](#)” 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 Contractor and its subcontractors pay their employees a “living wage” as defined and provided for in the Ordinance.

18. Applicable Law

The laws of the State of Minnesota shall govern all interpretations of this Contract without regard to conflict of law rules, 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 Contractor.

19. Conflict and Priority

If the Contract was awarded by RFP and in the event that a conflict is found between provisions in this Contract, the Contractor’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.

20. Travel

If travel by the Contractor is allowable and approved for this Contract, then Contractor travel expenses shall be reimbursed in accordance with the City's [Contractor Travel Reimbursement Conditions](#).

21. Conflict of Interest/Code of Ethics

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

As it applies to the Contractor, the City's Code of Ethics will also apply to the Contractor in its role as an "interested person" since Contractor 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.

22. Termination, Default and Remedies

The City may terminate this Contract for any reason without cause upon thirty (30) days' written notice. Both the City and the Contractor may terminate this Contract 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. The City reserves the right to terminate this Contract without penalty, effective immediately, if circumstances arise which prevent the City from commencing or continuing the Contract, or if it is determined that the City was fraudulently induced to enter into the Contract. In such a situation, the City will issue a written notice to "stop work" and demand the Contractor mitigate any Contract-related expenses.

If termination shall be without cause, the City shall pay Contractor all compensation earned to the date of termination. If the termination shall be for breach of this Contract by Contractor, the City shall pay Contractor all compensation earned prior to the date of termination minus any damages and costs incurred by the City as a result of the breach

Notwithstanding the above, the Contractor 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 Contractor. The City may, in such event, withhold payments due to the Contractor 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 Contractor, from asserting any other right or remedy allowed by law, equity, or by statute. The Contractor has not waived any rights or defenses in seeking any amounts withheld by the City or any damages due the Contractor.

23. Ownership of Materials

Unless otherwise expressly provided by the Contract, all finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials resulting from this Contract, including summaries of data and derived data, 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 Contractor.

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 Contractor under this Contract shall, at the option of the City, become the property of the City, and the Contractor shall be entitled to receive just and

equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.

24. Intellectual Property

All Work produced by the Contractor under this Contract is classified as “work for hire” and upon payment by the City to the Contractor will be the exclusive property of the City and will be surrendered upon demand 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 Contractor 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 Contractor 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 of the contract, 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.

25. City Open Data Policy

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) created by the Contractor and 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 Contractor (or any subcontractor of sub-consultant of the Contractor) to the City.

The City shall also retain the right to publish all data, information and Data Sets independently of this Contract with the Contractor and any of Contractor’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 Contractor shall provide bulk extracts that meet the public release criteria for use in and within an open data solution. The Contractor 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. Artificial Intelligence Technology Use

- i) **Definitions.** For the purposes of this Section: “AI Tool” means [any and all machine learning, deep learning, and other artificial intelligence (“AI”) technologies, including statistical learning algorithms, models (including large language models), neural networks, and other AI technology or methodologies, all software implementations of any of the foregoing, and related hardware or equipment capable of generating various types of content (including text, images, video, audio, or computer code) based on user-supplied prompts.
- ii) **Disclosure on Use of AI tools.** Contractor must notify the City of any work product, as defined by the scope of services in this agreement, which was created in whole or in-part by the use of AI tools.

- iii) **Prohibition on Use or Input of Privileged, Confidential and Not-Public Data into an AI tool.**
Except with the express written approval by the City or pursuant to express terms of this agreement, Contractor will not, and will not permit any Person to, input or use any privileged or confidential and not-public data, pursuant to the Minnesota Government Data Practices Act, into any AI tool, including:
 - (i) to develop, train, retrain, tune, validate, modify, update, or otherwise improve any AI Tool; or
 - (ii) in prompts for any AI Tool.
- iv) **Use of AI Features and AI Contractor Output.** Contractor is solely responsible for: (a) evaluating suitability of AI tools for delivering on scope of services in this agreement ; (b) Contractor's use and operation of the AI tools in accordance with relevant standards, including ensuring human oversight and monitoring; (c) evaluating (including by human review) AI Tool output for accuracy, completeness, lawfulness (including for trademark and copyright violation), and other factors relevant to Contractor's use before delivering work to the City; and (d) Contractor's decisions, actions, and omissions in reliance or based on the use of any AI Tool.

27. Equal Benefits Ordinance

[Minneapolis Code of Ordinances, Section 18.180](#), relating to equal benefits for domestic partners, applies to each Contractor and subcontractor with 21 or more employees that enters into a "contract", as defined by the ordinance that exceeds \$175,000. 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 \$175,000, but is later modified so the Contract does exceed \$175,000, the ordinance will then apply to the Contract. It is the Contractor's and subcontractor's responsibility to review and understand the requirements and applicability of this ordinance.

28. 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). Consultant must comply with the Small & Underutilized Business Program (SUBP), as detailed in [Chapter 423 of the Minneapolis Code of Ordinances](#). The SUBP Ordinance applies to any contract for the provision of goods and services in excess of one hundred and seventy-five thousand dollars (\$175,000). 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 Manager to obtain authorization as stated under the section titled "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 SUBP-eligible MBEs and WBEs, please contact contractcompliance@minneapolismn.gov.

29. Miscellaneous Provisions

1. **Successors and Assigns** – This Contract shall be binding upon and inure to the benefit of the successors and assigns of the City and of the Contractor.
2. **Severability** – If any provision of this Contract is held invalid or unenforceable, such invalidity or unenforceability shall not affect any other provision, and this Contract shall be construed and

enforced as if such invalid or unenforceable provision had not been included.

3. **No Partnership or Joint Venture** – Neither the City nor the Contractor is an agent, partner, or joint venturer of the other for any purpose or has any authority to bind the other.
4. **No Third-Party Beneficiaries** – This Contract does not create any third-party beneficiary rights in any individual or entity that is not a party to this Contract.
5. **Waiver** – Failure to enforce any provision of this Contract does not affect the rights of the parties to enforce such provision in another circumstance. Neither does it affect the rights of the parties to enforce any other provision of this Contract at any time.
6. **Amendments** – This Contract may only be modified or changed by written amendment signed by authorized representatives of the City and the Contractor.
7. **Electronic Signatures and Counterparts** – This Contract may be executed in counterparts, each of which has the effect of an original. An electronic signature will be deemed an original signature.
8. **Entirety of Contract** – This Contract and the Attachments/Exhibits thereto, constitute the entire and exclusive Contract of the parties.