

REQUEST FOR PROPOSALS (RFP)

Contracted Case Management / Navigation Services

All Neighbors Coalition Continuum of Care (Dallas & Collin Counties)

Issued by	Housing Forward — All Neighbors Coalition Continuum of Care lead, Dallas & Collin Counties
Title	Contracted Case Management Services in Support of Rehousing Programs
RFP released	July 1, 2026
Questions due	Submit in writing to wendy.mora@housingforwardntx.org
Proposals due	Ongoing
Contract term	Variable, minimum of 6 months
Eligibility	Open to for-profit entities and nonprofit organizations without 501(c)(3) status

1. Introduction and Background

Housing Forward, the All Neighbors Coalition Continuum of Care (CoC) lead for Dallas and Collin Counties, coordinates a range of rehousing programs funded by federal, local, and private resources. The All Neighbors Coalition works to house individuals currently living on our streets and in our shelters, delivering interventions that stabilize households and promote self-sufficiency.

To scale these rehousing initiatives, the All Neighbors Coalition periodically requires additional case management or navigation capacity. Housing Forward is soliciting proposals from qualified organizations to provide contracted, housing-focused case management services to support a wide array of rehousing programs.

2. Purpose of This RFP

The purpose of this RFP is to identify and contract with one or more qualified entities able to provide trained case managers who will deliver housing navigation and housing-focused case management to households being rehoused across Dallas and Collin Counties. Because housing is scattered across cities throughout both counties, selected contractors must be able to work in a mobile, community-based capacity and must be located locally in Dallas or Collin Counties.

There is an immediate need for these services. Housing Forward is accepting proposals on a rolling basis, as needed. Interested parties are encouraged to submit competitive proposals as early as possible, as awards may be made at any time during the open period.

3. Scope of Services

Selected contractors will provide housing-focused case management designed to move neighbors into permanent housing and toward long-term stability.

Case management services must be trauma-informed and housing focused. Core duties include, but are not limited to, the following:

- **Housing navigation:** engaging and transporting neighbors to view available units and supporting their housing search.
- **Lease-up support:** assisting neighbors through the application, lease signing, and move-in process.
- **Housing-focused case management:** providing individualized, goal-oriented case management centered on obtaining and maintaining housing.
- **Trauma-informed practice:** delivering services in a supportive, empathetic environment that empowers neighbors and respects their experience and autonomy.
- **Progress toward self-sufficiency:** connecting neighbors to benefits, income, employment and community resources that promote independence and housing stability.
- **Housing unit inspections:** conducting or supporting inspections of housing units to confirm they meet program standards.
- **Reporting:** Completing required data entry in the Homeless Management Information System and completing rent payment documentation in Housing Forward's centralized rental administration system.
- **Caseload ratio.** Contractors must maintain a ratio of 1:25 (no more than 25 households per full-time case manager).

Housing Navigation services may include:

- Assist participants with identifying and locating available rental housing that meets program requirements and participant needs.
- Conduct housing searches, contact landlords/property managers, and help participants navigate the application and leasing process.
- Build and maintain relationships with landlords and property management companies to expand housing opportunities for participants.
- Assist with gathering required documentation, completing rental applications, and coordinating unit inspections and lease-up activities.
- Coordinate with case managers and other program staff to address housing barriers and support timely placement into permanent housing.
- Maintain accurate documentation of housing navigation activities and participant progress in required systems, including HMIS when applicable.
- Caseload ratio. Contractors must maintain a ration of between 1:15-1:25.

4. Staffing and Training Requirements

4.1 Minimum staffing

To be eligible, an entity must be able to provide a minimum of two (2) qualified case managers or navigators. Proposals from entities that cannot commit at least two case managers or navigators will not be considered.

4.2 Start date / readiness

Selected contractors must have staffing capacity in place and be ready to begin services within two (2) weeks of the award date. Proposers must affirm in writing that they can meet this two-week readiness requirement.

4.3 Training

Case managers and/ or Navigators must be willing to be trained by Housing Forward staff in best-practice case management approaches and program-specific procedures. Proposers must confirm their staff will participate in this training. Ongoing adherence to the practices covered in training is a condition of the contract.

5. Contract Term

The contract term may vary but will be a minimum of six (6) months from the award date, with the option to renew at the sole discretion of Housing Forward, subject to performance, funding and continued need. Renewal terms and conditions, if exercised, will be set out in writing.

6. Eligibility

This RFP is open to for-profit entities and nonprofit organizations without 501(c)(3) status. Eligible respondents must demonstrate the organizational and financial capacity to recruit, employ, supervise, and retain the required case management staff for the duration of the contract.

7. Reimbursement

Because housing is scattered across cities throughout Dallas and Collin Counties, the work requires local travel. Mileage reimbursement for case managers/navigators in accordance with Housing Forward's reimbursement policy using established federal mileage rates available.

8. Proposal Requirements

To be considered, each proposal must include all of the following components, clearly labeled and in the order listed below:

1. Cover letter, signed by an authorized representative, including the organization's legal name, entity type (nonprofit or for-profit), primary contact, and a brief statement of interest.
2. Organizational experience (see Section 9).
3. Staffing plan, including confirmation of at least two (2) case managers or navigators, affirmation of caseload structure at the ratio mentioned above, and the qualifications/credentials of proposed staff or the recruitment plan to fill any open positions. Confirmation that staff must be located locally in the Dallas Collin County area.
4. Written assurance of two-week readiness, affirming the entity can have staff in place within two weeks of the award date.
5. Written confirmation of willingness to be trained by Housing Forward staff in best-practice case management approaches.
6. References (see Section 10).
7. Proposed budget / rates.

9. Experience

Describe your organization's relevant experience providing case management and housing services. At a minimum, please address:

- Years of experience delivering housing-focused case management or housing navigation.
- Experience serving people experiencing homelessness and using trauma-informed approaches.
- Experience operating in a mobile, community-based model across a multi-city or multi-county service area.
- Relevant contracts of comparable size and scope, including the number of households served and outcomes achieved.
- Capacity to recruit, train, supervise, and retain case management staff, and your approach to maintaining the required 1:25 caseload ratio.

10. References

Provide at least three (3) professional references from organizations for whom you have performed similar work within the past three (3) years. Government, nonprofit, or funder references are preferred. Housing Forward may contact any reference provided.

Organization / Agency	Contact name & title	Phone & email	Scope & dates of work

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11. Submission Instructions

Submit complete proposals to the contact below.

Contact: Wendy Mora

Email: wendy.mora@housingforwardntx.org

Phone: 214-724-4783

Questions: Submit all questions in writing to the contact above. Responses will be shared with all known interested parties.

12. Evaluation Criteria

Proposals will be evaluated on a rolling basis. Housing Forward may award to one or more respondents. The following criteria will guide the evaluation:

Evaluation criterion	Weight
Relevant experience	30%
Staffing capacity	30%
References	20%
Proposed cost / reasonableness of rates	10%
Organizational capacity, references, and overall responsiveness of the proposal	10%

13. General Terms

- This RFP does not commit Housing Forward to award a contract, to pay any costs incurred in preparing a proposal, or to procure or contract for any services.
- Housing Forward reserves the right to accept or reject any or all proposals, to request clarification or additional information, and to negotiate terms with selected respondents.
- Any award is contingent on continued funding and demonstrated need.

