

REVIVAL AND SECOND AMENDATORY AGREEMENT

THIS REVIVAL AND SECOND AMENDATORY AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **THE SALVATION ARMY**, a California nonprofit, whose address is 30840 Hawthorne Blvd., Rancho Palos Verdes, CA 90275 (the “Contractor”), individually a “Party” and collectively the “Parties.”

WHEREAS, the Parties entered into an Agreement dated August 25, 2020, and an Amendatory Agreement dated April 21, 2021, to provide temporary shelter operations and support services to unhoused individuals in response to the COVID-19 emergency public health crisis (the “Agreement”); and

WHEREAS, the Agreement expired by its terms on June 30, 2021, and rather than enter into a new agreement, the Parties wish to revive and reinstate all terms and conditions of the Agreement as they existed prior to the expiration of the term and to amend the Agreement as set forth below.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above and amend the Agreement as follows:

1. Effective July 1, 2021, all references to Exhibits A and A-1 in the existing Agreement shall be amended to read Exhibits A, A-1, and A-2, as applicable. Exhibit A-2 is attached and will control from and after July 1, 2021.

2. Section 3 of the Agreement, titled “**TERM**,” is amended to read as follows:

“3. **TERM**: The term of the Agreement (“Term”) shall commence on April 11, 2020, and expire, unless sooner terminated, on June 30, 2022. Subject to the Director’s prior written authorization, the Contractor shall complete any work in progress as of the then current expiration date and the Term will extend until the work is completed or earlier terminated.”

3. Subsection 4.4.1 of the Agreement, titled “**Maximum Contract Amount**,” is amended and restated as follows:

“4.4.1. Notwithstanding any other provision of the Agreement, the City’s maximum payment obligation will not exceed Twenty-Five Million Eight Hundred Five Thousand Five Hundred Thirty-Seven Dollars (\$25,805,537.00) (the “Maximum Contract Amount”). The City is not obligated to execute an agreement or any amendments for any further services, including any services performed by the Contractor beyond that specifically described in **Exhibits A, A-1, and A-2**. Any services performed beyond those in **Exhibits A, A-1, and A-2** or performed outside the Term are performed at the Contractor’s risk and without authorization under the Agreement.”

4. Section 20 of the Agreement, titled “**NO EMPLOYMENT OF ILLEGAL ALIENS TO PERFORM WORK UNDER THE AGREEMENT**,” is amended and restated as follows:

“20. **NO EMPLOYMENT OF A WORKER WITHOUT AUTHORIZATION TO PERFORM WORK UNDER THIS AGREEMENT**

20.1. This Agreement is subject to Division 5 of Article IV of Chapter 20 of the Denver Revised Municipal Code, and any amendments (the “Certification Ordinance”).

20.2. The Contractor certifies that:

20.2.1. At the time of its execution of this Agreement, it does not knowingly employ or contract with a worker without authorization who will perform work under this Agreement, nor

will it knowingly employ or contract with a worker without authorization to perform work under this Agreement in the future.

20.2.2. It will participate in the E-Verify Program, as defined in § 8-17.5-101(3.7), C.R.S., and confirm the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement.

20.2.3. It will not enter into a contract with a subconsultant or subcontractor that fails to certify to the Contractor that it shall not knowingly employ or contract with a worker without authorization to perform work under this Agreement.

20.2.4. It is prohibited from using the E-Verify Program procedures to undertake pre-employment screening of job applicants while performing its obligations under this Agreement, and it is required to comply with any and all federal requirements related to use of the E-Verify Program including, by way of example, all program requirements related to employee notification and preservation of employee rights.

20.2.5. If it obtains actual knowledge that a subconsultant or subcontractor performing work under this Agreement knowingly employs or contracts with a worker without authorization, it will notify such subconsultant or subcontractor and the City within three (3) days. The Contractor shall also terminate such subconsultant or subcontractor if within three (3) days after such notice the subconsultant or subcontractor does not stop employing or contracting with the worker without authorization, unless during the three-day period the subconsultant or subcontractor provides information to establish that the subconsultant or subcontractor has not knowingly employed or contracted with a worker without authorization.

20.2.6. It will comply with a reasonable request made in the course of an investigation by the Colorado Department of Labor and Employment under authority of § 8-17.5-102(5), C.R.S., or the City Auditor, under authority of D.R.M.C. 20-90.3.

20.3. The Contractor is liable for any violations as provided in the Certification Ordinance. If the Contractor violates any provision of this section or the Certification Ordinance, the City may terminate this Agreement for a breach of this Agreement. If this Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the City. Any termination of a contract due to a violation of this section or the Certification Ordinance may also, at the discretion of the City, constitute grounds for disqualifying the Contractor from submitting bids or proposals for future contracts with the City.”

5. Section 23 of the Agreement, titled “**NO DISCRIMINATION IN EMPLOYMENT**,” is amended to read as follows:

“23. NO DISCRIMINATION IN EMPLOYMENT: In connection with the performance of work under this Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.”

6. Except as amended here, the Agreement is affirmed and ratified in each and every particular.

7. This Revival and Second Amendatory Agreement is not effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

8. The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A-2**, Scope of Work.

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Contract Control Number: HOST-202159688-02/ Base HOST-202054457-02
Contractor Name: THE SALVATION ARMY

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

SEAL

CITY AND COUNTY OF DENVER:

ATTEST:

By:

APPROVED AS TO FORM:

REGISTERED AND COUNTERSIGNED:

Attorney for the City and County of Denver

By:

By:

By:

Contract Control Number:
Contractor Name:

HOST-202159688-02/ Base HOST-202054457-02
THE SALVATION ARMY

By:  _____

Name: Richard Pease
(please print)

Title: Divisional Secretary for Business
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)



DENVER
HOUSING STABILITY

THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02

- I. PURPOSE OF AGREEMENT:** The purpose of the contract is to establish an agreement and Scope of Work between the City and County of Denver (the “City” or “Host”) and The Salvation Army (“TSA” or the “Contractor”) to provide 24-Hour Shelter Operations and Services Support for Activated Respite, Protective Action, and Enhanced Shelter Non-Congregate hotel and motel rooms (“Hotel/Motel Sites”) for people experiencing homelessness within Denver City and County in order to limit the spread of COVID-19 in shelter settings.
- II. SERVICES**
- A. General Statement of Work:** The Contractor shall complete the work as described in this Agreement and in accordance with the provisions of this **Exhibit A-2** and any attachments hereto. Payments to the Contractor are limited to the unpaid, obligated balance of the Agreement funds, and the Agreement maximum amount shall be equal to the total maximum amount of all budget line items contained within this exhibit and its attachments. The City has elected to authorize several distinct services, with separate requirements and service dates, by incorporating attachments outlining individual, divisible scopes of services and budget line items. The City, at its sole discretion, may terminate this Agreement or any of the services contained within this **Exhibit A-2** or its attachments, in whole or in part, in accordance with the terms of this Agreement. Regardless of the date of any deliverable or service date, this Agreement shall terminate upon the date that this Agreement, or its specific services, expires or is terminated for any reason, unless the City directs otherwise in writing. Any term or condition contained within the main body of this **Exhibit A-2** shall apply to all services and deliverables contained within this Agreement, and specific terms and conditions within an attachment to this **Exhibit A-2** shall only apply to those specific services contained therein unless stated otherwise. The City shall have no liability to compensate the Contractor for the delivery of any goods or the performance of any services that are not specifically set forth in this Agreement, its exhibits, or its attachments.
- B. Facility Closures:** This Agreement is part of the City and County of Denver’s COVID-19 emergency response and is operationally dependent on the continued declaration of an emergency. If the COVID-19 emergency declaration ends before the term of this Agreement, the City may terminate this Agreement in accordance with its terms and conditions. If the City determines that the full range of services outlined in this Agreement are no longer necessary, the City may, in whole or in part, terminate or suspend all services and deliverables stated within this **Exhibit A-2** and its attachments. All decisions concerning the use of and services to any



THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02

specific property shall be communicated in writing.

C. **Meal Preparation**: The Contractor will provide three meals a day for guests at hotel/motel sites that are part of the City's Activated Respite (AR), Protective Action (PA), and Enhanced Non-Congregate Shelter Sites.

1. Meals will consist of:
 - a. Continental Breakfast
 - b. Sack Lunch
 - c. Hot Dinner
2. Additional meal preparation services under this scope of work include:
 - a. Ensure that meals are prepared and ready for delivery at the times agreed upon with partner agencies,
 - b. Ensure all meals are prepared in accordance with ServeSafe guidelines and all Public Health requirements for food safety,
 - c. Provide all utensils and serving supplies,
 - d. Prepare the number of meals indicated by AR/PA and Enhanced Shelter partner agencies.

III. RESPONSIBILITIES OF THE PARTIES

A. Responsibilities of the Contractor.

1. Ensure all actions and interventions are carried out in a trauma informed and person-centered way.
2. Ensure the rules of the shelter or hotel/motel are followed by communicating the shelter rules to individuals by providing signage that displays the shelter, hotel and motel rules. Signage must be displayed inside the shelter, hotel and motels in locations that are easily seen by shelter guests.
3. Ensure that all Americans with Disabilities Act accessibility guidelines are followed as defined in the contract agreement.
4. Strategically intervene with any person from the shelter/hotel that does not follow the shelter/hotel rules. This may include discharge from the shelter/hotel for any behavior which is considered by the Contractor staff to be disruptive. Reasons for discharge from the shelter might be but are not limited to verbal abuse, theft, sexual misconduct, and/or physical violence.
5. Provide physical storage space to be used by the overnight guests that are part of the overnight shelter system.



THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02

6. Report critical incidents to the HOST Program Administrator specified by City and County of Denver. Examples of critical incidents include violence/assaults, permanent restrictions of services, death on site, vandalism of provider or neighborhood property, significant facility issues that impedes provision of service, etc.
- B. Responsibilities of City and County of Denver at Activated Respite and Protective Action Hotels/Motels.
1. Contracting room cleaning upon guest exit from facility and sanitation of facility if required by hotel/motel.
 2. Contracting bio-hazard services at each hotel/motel location.
 3. Managing hotel/motel leases and contracts or partnering with other city contractors that may hold lease agreements for specific sites.
 4. Coverage of any property or damage incurred by hotel/motel guests.
 5. Contracting adequate security at each hotel/motel location.
 6. Provide the name of a HOST Program Administrator from the city who will serve as a liaison for concerns or questions that the contractor may have. The responsibilities of the liaison include but are not limited to:
 - a. Serve as the connection between the City and County of Denver, resource providers and the contractor.
 - b. Coordinate with city agencies or outside partners providing transport services for food to hotel/motel sites.
 - c. Inform the contractor, outreach teams, the DPD and partners and providers about when shelters will be operational.
 7. As appropriate, provide laundry facilities (machines where blankets and towels will be laundered).

IV. PROCESS AND OUTCOMES MEASURES

- A. Shelter utilization & length of stay
1. Nightly occupancy (benchmark equals program capacity)
 - a. Data source: HMIS
 - b. Measure: number of households in each shelter program nightly compared to total shelter capacity (in households).
 2. Unique households served
 - a. Data source: HMIS
 - b. Measure: number of unique households served in each shelter program over the reporting period
 3. Average length of stay (benchmark is 60 days or less for rapid



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

entry programs and programs serving under 60 people per night))

- a. Data source: HMIS
- b. Measure: average and median number of nights of shelter used per household over the reporting period

B. Housing Attainment

1. For single adults:
 - a. Data source: HMIS
 - b. Measure: Number and percent of exiting households by destination at exit. Destinations at exit will be grouped into permanent housing, other stable housing outcomes, and outcomes to other locations (e.g., nightly shelter, street, jail, or unknown destinations).

C. Household Characteristics

1. Households served:
 - a. Data source: HMIS
 - b. Measures:
 - i. Number of households served each reporting period and duplicated count of households served to date
2. Number of households that exited the program within the reporting period and year to date Household characteristics:
 - a. Data source: HMIS
 - b. Measures:
 - i. Number and percent of heads of household by race, ethnicity, and income level at entry (if reported in HMIS for program type)
3. Data quality
 - a. Collect an HMIS Data Quality Report on the program for each reporting period.
 - b. Data source: HMIS
4. Program narrative reports
 - a. For each reporting period, the contractor will provide a narrative update on program successes and challenges.

V. PERFORMANCE MANAGEMENT AND REPORTING

- A. Performance Management
- B. Monitoring will be performed by the program area and other designated City staff throughout the term of the agreement. Contractor may be reviewed for:



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

- C. Program or Managerial Monitoring: The quality of the services being provided and the effectiveness of those services addressing the needs of the program.
- D. Contract Monitoring: Review and analysis of current program information to determine the extent to which contractors are achieving established contractual goals. HOST will provide performance monitoring and reporting reviews. City staff will manage any performance issues and will develop interventions to resolve concerns.
- E. Compliance Monitoring: Will ensure that the terms of the contract document are met, as well as Federal, State and City legal requirements, standards and policies.
- F. Financial Monitoring: Will ensure that contracts are allocated and expended in accordance with the terms of the agreement. Contractor is required to provide all invoicing documents for the satisfaction of the HOST Financial Services Team. HOST will review the quality of the submitted invoice monthly.

VI. REPORTING

- A. The following reports shall be developed and delivered to the City and County of Denver as stated in this section.

Report Name	Description	Frequency	Report sent to:
Nightly report	Report shall consist of nightly shelter guests being reported into the HMIS system. Within 24 hours, the number of guests must be reported each day.	Nightly	HMIS
Quarterly Report	Report shall demonstrate achievement of Outcome measures in Section 4 above. Reports must include utilization of beds/mats available each night and the number of recorded incidents of physical harm, if any, involving a guest.	Quarterly	Salesforce
Contract Summary Report	Report shall demonstrate all functions performed, and how services provided met the overall goals of this agreement.	Contract End, within 30 days after Term End	Program Officer



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

VII. BUDGET

- A. The master budget which covers all activities included in and attached to this exhibit
- B. Invoices and reports shall be completed and submitted on or before the 15th of each month following the month services were rendered 100% of the time. Contractor shall use HOST's preferred invoice template, if requested. Invoicing supporting documents must meet HOST requirements.
- C. Invoices shall be submitted to HOST at hostap@denvergov.org or by US Mail to:

Attn: Department of Housing Stability
Financial Services Team
201 W. Colfax Ave.
Denver CO 80202



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

The Salvation Army ARPA Operating Budget July 1, 2021 through June 30, 2022

DIRECT COSTS		
Salaries & Fringe Benefits	Amounts	Narratives
Manager & Opps III	\$109,200.00	Part-time salary will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. July 1, 2021 -June 30, 2022
Manager & Opps III Taxes & Fringe Benefits	\$74,740.00	Part-time salary will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. July 1, 2021 -June 30, 2022
Hotel Site Operations Salaries	\$2,281,840.00	Multiple staff salaries for hotel coverage will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. Includes staffing for 4 hotels thru 9/31/21; 2 hotels 10/1/2021 through 6/30/22.
Hotel Site Operations Taxes & Fringe Benefits	\$639,859.00	Multiple hotel staff taxes and fringe will be reimbursed at cost for work on this contract. Includes staffing for 4 hotels thru 9/31/21; 2 hotels 10/1/2021 through 6/30/22.
Meal Service Transportation Salaries	\$79,044.00	2 Full-time drivers' wages will be reimbursed at cost for work on this contract. May reduce to part time based on need. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. July 1, 2021-June 30, 2022
Meal Service Transportation Taxes & Fringe Benefits	\$30,048.00	Fringe benefits and payroll taxes (Fringe) will be reimbursed at cost. July 1, 2021-June 30, 2022
Denver Coliseum Salaries	\$327,294.00	Multiple staff salaries for Denver Coliseum coverage will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. July 1, 2021 through December 16, 2021
Denver Coliseum Taxes & Fringe Benefits	\$118,614.00	Fringe benefits and payroll taxes (Fringe) will be reimbursed at cost. July 1, 2021 through December 16, 2021
Total All Sites Salaries and Fringe Benefits	\$3,660,639.00	



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

OTHER DIRECT COSTS		
Meal Service for Hotels Comfort, Quality/Roadway, LaQuinta	\$720,429.00	\$13.25 per day per person with an option of an extra 10 slots (B,L,D) above occupancy per site as needed/requested. Total daily number budgeted: 591 . 3 HOTELS: Comfort, Quality/Roadway, LaQuinta. July 1 - Sept 30, 2021
Roadway Meal Service	\$304,815.00	\$13.25 per day per person/estimate a maximum of 97, with an option for 10 extra meal slots (B,L,D) above occupancy at site when needed/requested. Total daily number budgeted: 107. This is for Roadway operated by TGP only. Through January 31, 2022
Meal Service for La Quinta and Quality/Roadway	\$1,273,735.75	\$13.25 per day per person/ estimate a maximum of 423 with an option of an extra 10 slots (B,L,D) above occupancy per site as needed/requested. Total daily number budgeted: 443 . 2 Hotels: Quality/Roadway and LaQuinta. October 1, 2021 through June 30, 2022
Denver Coliseum Supplies and equipment - Ongoing Costs	\$60,000.00	Program-related equipment and supplies that are not given directly to a client. HOST or the funding agency may request the return of these items. Minor office equipment should be less than \$500/item with a maximum expense to be determined by the program requirements. July 1, 2021 through December 16, 2021
Staff training	\$7,200.00	CPI and/or First Aid staff training
PPE, Cleaning and Client Hygiene Supplies	\$144,000.00	Program-related supplies includes PPE, cleaning supplies and client hygiene supplies. July 1, 2021 through December 16, 2021
Total Other Direct All Sites	\$2,510,180.00	
Total All Direct Costs	\$6,170,819.00	Includes Salaries, Fringe Benefits and Other Direct All Sites.
Indirect Costs	\$1,573,559.00	
Total All Costs	\$7,744,378.00	



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

VIII. Activated Respite and Protective Action (07/01/2021-06/30/2022)

- A. This funding will assist guests through the provision of milieu, logistical, and operational services. The Parties' respective performances under this attachment shall commence on the July 1, 2021 and shall expire on June 30, 2022, unless sooner terminated or further extended in accordance with the terms of this Agreement. The periods of service for the individual sites are specified below:
- 1. July 1, 2021 – September 30, 2021**
 - a. Aloft (800 15th Street, Denver, CO 80202)
 - b. Comfort Inn (4685 Quebec St., Denver, CO 80216)
 - 2. July 1, 2021 – June 30, 2022**
 - a. La Quinta (3500 Park Ave W, Denver, CO, 80216)
 - b. Quality Inn and Roadway Inn (2601 Zuni St., Denver, CO 80212)
- B. All services and deliverables within this attachment shall be performed in accordance with all applicable terms and conditions and as herein stipulated and agreed. The total compensation attributed to this attachment constitutes full and complete consideration, payment, and satisfaction to the Contractor for the services and deliverables within this attachment, and the Contractor hereby agrees to make no further claims, demands, or requests of any kind whatsoever for further monies, extensions of time, or other consideration. The obligations and requirements of an exhibit and its attachments shall be deemed to be obligations and requirements of this Agreement. All terminology used in this attachment shall be interpreted in accordance with the Agreement unless specifically defined differently in this attachment.
- C. Service delivery will include:
1. Monitoring and oversight all operations at the hotels/motels; provide problem solving, trouble shooting, program organization and leadership; be the go-to organization on site for internal and external partners.
 2. Reinforce expectations, provide conflict resolution and accountability for guests using a trauma-informed approach.
 3. Daily wellness checks and response per protocol to any reported or observed emergency needs.
 4. Deliver three meals a day to the sites, meeting all Public Health requirements for food safety and handling.
 5. Ensure onsite coordination and delivery of meals/snacks to guests on site in accordance to schedule.
- D. Coordinate and communicate with The Salvation Army, City and County of Denver, Denver Public Health and Environment, Colorado Coalition for the Homeless, and other partners to ensure smooth operations.



DENVER
HOUSING STABILITY

THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02

- E. Initiate and respond to ongoing communication with City of Denver point of contact, hotel/motel staff, Colorado Coalition for the Homeless and related agencies to coordinate services, program entry and exits, and serve as a liaison to referral services not offered by on-site partners.
- F. Provide supportive, transitional services to clients who are or will soon be transitioning to housing, whether that be a traditional transitional program or another permanent housing solution. These services would include life skills, financial health, employment search and support, tenant and landlord rights and responsibilities.
- H. The contractor shall provide Homeless Management Information System (HMIS) program intake and enrollment services for all guests. The contractor will record all meals provided in HMIS. The contractor will keep a log detailing the following for guests who are unwilling to use HMIS:
 1. Full name of the guest receiving an Activated Respite or Protective Action Unit
 2. Date that that the unit was provided
 3. Record of all meals provided to guest
 4. Three meals a day are provided by the Contractor and must meet all Public Health requirements for food safety

IX. Non-Congregate Roadway Inn Facility

- A. This funding will assist guests through the provision of milieu, logistical, and operation services at the Roadway Inn located at 4765 Federal Blvd, Denver, CO 80211.
- B. The Parties' respective performances under this attachment shall commence on July 1, 2021 and shall expire on June 30, 2022 unless sooner terminated or further extended in accordance with the terms of this Agreement.
- C. All services and deliverables within this attachment shall be performed in accordance with all applicable terms and conditions and as herein stipulated and agreed. The total compensation attributed to this attachment constitutes full and complete consideration, payment, and satisfaction to the Contractor for the services and deliverables within this attachment, and the Contractor hereby agrees to make no further claims, demands, or requests of any kind whatsoever for further monies, extensions of time, or other consideration. The obligations and requirements of an exhibit and its attachments shall be deemed to be obligations and requirements of this Agreement. All terminology used in this attachment shall be interpreted in accordance with the Agreement unless specifically defined differently in this attachment.
- D. Service delivery will include the delivery of three meals a day to the facility, meeting all Public Health requirements for food safety and handling.
- E. Coordinate and communicate with The Salvation Army, City and County of Denver, Denver Public Health and Environment, Colorado Coalition for the



THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02

Homeless, and other partners to ensure smooth operations.

X. Congregate Shelter for Men at Denver Coliseum

- A. This funding will assist guests through the provision of milieu, logistical, and operational services at the Denver Coliseum located at 4600 Humboldt Street Denver, CO 80216.
- B. The Parties' respective performances under this attachment shall commence on July 1, 2021 and shall expire on December 16, 2021, unless sooner terminated or further extended in accordance with the terms of this Agreement.
- C. All services and deliverables within this attachment shall be performed in accordance with all applicable terms and conditions and as herein stipulated and agreed. The total compensation attributed to this attachment constitutes full and complete consideration, payment, and satisfaction to the Contractor for the services and deliverables within this attachment, and the Contractor hereby agrees to make no further claims, demands, or requests of any kind whatsoever for further monies, extensions of time, or other consideration. The obligations and requirements of an exhibit and its attachments shall be deemed to be obligations and requirements of this Agreement. All terminology used in this attachment shall be interpreted in accordance with the Agreement unless specifically defined differently in this attachment.
- D. Service delivery will include:
 - 1. Monitoring and oversight all operations at the Coliseum; provide problem solving, trouble shooting, program organization and leadership; be the go-to organization on site for internal and external partners.
 - 2. Reinforce rules, guidelines, and expectations—including social distancing, mask wearing, and other guidelines provided by public health officials when applicable—provide conflict resolution and accountability for guests using a trauma-informed approach.
 - 3. Daily wellness checks and response per protocol to any reported or observed emergency needs.
 - 4. Provide snack and supplements to the facility, meeting all Public Health requirements for food safety and handling.
 - 5. Ensure onsite coordination and delivery of meals/snacks to individuals in the shelter site according to schedule.
- E. Coordinate and communicate with City and County of Denver, Denver Public Health and Environment, and all other organizational partners and agencies to ensure smooth operations.
- F. The contractor shall provide Homeless Management Information System



**THE SALVATION ARMY
SCOPE OF WORK
EXHIBIT A-2
HOST 202159688-02**

(HMIS) program intake and enrollment services for all guests. The contractor will record all meals provided in HMIS. The contractor will keep a log detailing the following for guests who are unwilling to use HMIS.

1. Full name of the guest receiving a bed/cot
2. Date that that the bed/cot was provided
3. Record of all meals provided to guest