



REQUEST FOR PROPOSALS FOR WARMING/COOLING CENTER

Proposals Due 4:00 p.m., August 27, 2020

Contact for Questions:

All inquiries and/or questions shall be submitted in writing no later than July 23, 2020 at 4:00 p.m.

Johanna Ferriera: jferriera@ci.manteca.ca.us or (209) 456-8761

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Section 1. **General Information**

1.1. Introduction

The City of Manteca is seeking proposals and qualifications from entities and/or non-profit organizations to establish and operate a Warming/Cooling Center within the City of Manteca. The City of Manteca has land available at 555 Industrial Park Drive available for this purpose. All

Qualified applicants that meet the RFP requirements and demonstrate the ability to establish, operate, and maintain a Warming/Cooling Center for the homeless are encouraged to submit proposals. All proposals must be received in the City Manager's Office by 4:00 p.m. on August 27, 2020. Applications submitted after the deadline will not be accepted.

1.2. Organization of the RFP

The RFP is organized into four (4) sections:

Section 1: Information regarding the purpose, RFP organization, CITY rights, PROPOSER responsibilities, etc.

Section 2: Proposer requirements, proposal goals, experience, qualifications, organization of the Proposer team and example projects.

Section 3: Procurement schedule and submittal instructions.

Section 4: Evaluation process and criteria.

1.3. CITY'S Rights

The CITY'S rights include, but are not limited to, the following:

- a. Issuing addenda to the RFP, including extending or revising the time line for submittals.
- b. Withdrawing, reissuing or modifying the RFP.
- c. Requesting clarification and/or additional information from and PROPOSER at any point in the process.
- d. Commit or offer funding to one or multiple projects.
- e. Executing an Agreement with a PROPOSER(S) on the basis of the original and/or any other information submitted by the PROPOSER during the procurement process.
- f. Rejecting any or all proposals, waiving irregularities in any proposal, accepting or rejecting all or any part of any proposals, waiving any requirements of the RFP, as may be deemed to be in the best interest of the CITY.

1.4. PROPOSER'S Responsibilities

It is the responsibility of each PROPOSER to:

- a. Examine this RFP, including all appendices and attachments, thoroughly.
- b. Be or become familiar with local conditions that may affect cost, performance, or services.

- c. Each PROPOSER shall use mail, fax, email or other delivery mechanism at its own risk, and the CITY shall not be obligated to accept or respond to any submission that is delayed due to delivery failures.

1.5. Consequence of Submission of Proposal

The submission of a proposal shall not be deemed an agreement between the PROPOSER and the CITY. The proposal is an offer by the PROPOSER to perform service in accordance with the proposal. Specifically, the following provisions apply:

- a. The CITY shall not be obligated to respond to any proposal submitted nor be bound in any manner by the submission of a proposal.
- b. The Agreement shall not be binding or valid against the CITY unless and until it is executed by the CITY and the selected PROPOSER, and the PROPOSER'S insurance, and/or other surety guarantee have been accepted by the CITY.

The proposals received shall become the exclusive property of the CITY. At such time as the Agreement award is commended to the Manteca City Council, all proposals submitted in response to this RFP shall become a matter of public record and shall be regarded as public records.

1.6. Cost of Submitting Proposals

The cost of preparing and submitting a proposal is the sole responsibility of the PROPOSER and shall not be chargeable in any manner to the CITY. The CITY will not reimburse any PROPSEER for any costs associated with the preparation and submission of a proposal, including but not limited to, expenses incurred in making an oral presentation, or participating in an interview.

1.7. City Contact

For questions regarding this solicitation please contact Johanna Ferriera at jferriera@ci.manteca.ca.us or (209) 456-8761.

Section 2. Requirements and Goals

1. Project Goals

With this project the CITY and PROPOSER will seek to provide a clean and safe area for persons experiencing homelessness develop a pathway toward permanent housing, income, healthcare, and stability thus helping bring the highest standard of community life to the City of Manteca.

2. Eligible Applicants

Private and/or non-profits (including faith-based) agencies are eligible to apply. Faith-based organizations and churches may not restrict client participation based on required religious affiliation or activities and may hold religious activities as long as there is another, equivalent gathering place away from those activities for individuals who do not want to participate. Experience working with vulnerable populations and/or those experiencing homelessness is required.

Please note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this contract because of age, sex, race, color, religion, creed, marital status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

3. Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin after October 1, 2020 and conclude on September 30, 2021. There is a possibility of contract renewals or extensions, which shall be at the sole discretion of the City and communicated with the awarded Agency.

4. Program Competencies

The City seeks to contract with a program operator(s) to establish a Warming/Cooling Center that will provide intake services and protection from inclement weather for the local homeless population.

At a minimum, the following services shall be provided to the homeless:

1. Intake – the Contractor will register/intake guests upon arrival and facilitate storage of personal belongings.
2. Overnight supervision (if applicable) – the Contractor will oversee the safety of the physical environment and provide first aid if needed.
3. Clean up/prepping space – the Contractor will be responsible for keeping the service location clean each day, including trash pick-up, laundering washable items provided to guests, and ensuring restroom and shower facilities (if applicable) are clean.
4. Referrals – the Contractor may facilitate case management and/or referrals (through the HMIS system) for guests seeking permanent housing, mental health, medical, job placement, and other social services.

These services are not required to be available immediately upon Warming/Cooling center opening, but may be phased in over time as capacity allows.

5. Staffing and Training

1. Ensure there is a trained staff member during all hours of operation at the Warming/Cooling Center. Staff must be 18 years of age or older.
2. If selected, the Contractor will be required to create the following policies/procedures prior to contract execution:
 - a. First-aid.
 - b. Fire and emergency procedures.
 - c. Client complaint and grievance procedures.
 - d. Non-discrimination policy.
 - e. Drug free workplace policy.
 - f. Sexual harassment policy.
 - g. Client confidentiality requirements.
 - h. Organization chart, including the appropriate lines of authority and communication.
3. Ensure staff is oriented to the special needs of individuals who are homeless, experience mental health issues, substance abuse issues, or intimate partner/domestic violence issues.
4. Ensure staff has received mental health awareness and cultural, diversity/sensitivity training.
5. Create a staffing plan that includes provisions to maintain safety and security in the Warming/Cooling Center.
6. Provide accessibility and accommodations for individuals with disabilities.
7. Have a written policy of guest responsibilities that is readily available to all guests.

6. Reporting

The Contractor will be required to enter client level data in the HMIS system for each client accessing the Warming/Cooling Center.

7. Warming/Cooling Center Hours

The City is flexible on the hours of operations for the Warming/Cooling Center. Each proposer, as part of their response to this RFP, will provide the preferred hours of operation for the Warming/Cooling Center. Hours of operation is subject to negotiation.

8. Animals in the Warming/Cooling Center

The Contractor will allow and provide for an area to secure guest's animals.

Section 3. **Schedule and Submittal Instructions**

3.1. Schedule

The CITY intends to adhere to the schedule provided in Table 3-1 for this RFP. The schedule may change at the CITY'S sole discretion.

Table 3-1 RFP Schedule	
Activity	Date
Proposal Submission Deadline	August 27, 2020
Interviews (if necessary)	September 3, 2020
Presentation of recommendation to Council and award agreement	September 15, 2020

3.2. Proposal Submission

Sealed proposals must be received by the CITY at the address below no later than **4:00 p.m., Thursday, August 27, 2020.**

City of Manteca
1001 W. Center St.
Manteca, CA 95337
Attn.: Johanna Ferriera

One (1) original and one (1) electronic copy of the response with all required information must be provided the CITY. Proposals must be sealed and marked "Proposal for Warming/Cooling Center". Proposals received after this specified date and time shall be considered late and may not be considered for award.

3.3. Proposal Content

All proposals must be prepared using the following format and will be evaluated according to the criteria below. Please see Appendix A for the Proposal Application.

1. Applicant Information
2. Qualifications
3. Proposal Narrative
4. Staffing Plan and Staffing Qualifications
5. Budget
6. Performance Measurement
7. References

3.4. Clarification/Interviews

PROPOSER may be asked to clarify proposal information through writing or interviews. The clarification period will begin when the proposals are submitted. PROPOSER may be required and shall be prepared to attend an interview with the

Selection Committee. The CITY may choose, at its sole option, not to interview all PROPOSERS. The CITY may reject any or all proposals submitted, or at its sole discretion, award the Agreement to the best PROPOSER without any interviews.

3.5. Accuracy in Reporting Requested Information

Information submitted as part of the proposal will be subject to verification. Inaccurate information or information that is misleading will be, at the CITY'S sole discretion grounds for removal of a proposal from further consideration. In the event a PROPOSER is awarded an Agreement as a result of this RFP, any inaccurate or misleading information subsequently discovered by CITY to be a part of the proposal will be, at the CITY'S sole discretion, grounds for PROPOSER'S termination by default under the terms of the Agreement.

Section 4. **Evaluation and Selection Process**

4.1. Evaluation and Selection Process

Proposals submitted in response to this RFP will be evaluated in accordance with the criteria set forth in Section 4.2. The Evaluation Committee shall score the proposals and make a recommendation to the City Manager as to which PROPOSER(S) best met the evaluation criteria.

- a. Interviews may be held by the evaluation committee with all PROPOSERS best meeting the evaluation criteria. The evaluation committee shall have the right to review and audit all business records and related documents of any and all PROPOSERS to determine the fairness and reasonableness of the proposal, to contact any and all client references, and to conduct site visits and investigations.
- b. City Council Makes Final Determination. After the review and scoring the Senior Management Analyst shall submit a recommendation for award of the Agreement to the City Council. After review and consideration of this recommendation, the City Council shall have the discretion to: 1) award the Agreement to the PROPOSER whose proposal is most advantageous to the CITY, or 2) reject any and all proposals. The City Council is not bound by the recommendation of the Evaluation Committee.

4.2. Evaluation Criteria

Proposers will be evaluated on:

- a. Ability of the proposed project scope to meet the goals described in Section 2.2, and
- b. Firms/owners demonstrated ability to meet the criteria described in Section 2.

4.3. Notification to Unsuccessful PROPOSERS

Unsuccessful PROPOSERS shall be notified of the CITY'S award of the Agreement to the successful PROPOSER(S) within five (5) working days of said decision.

Appendix A

**City of Manteca
Warming/Cooling Center Request for Proposal Application**

APPLICANT INFORMATION

1. Name of Entity or Organization: _____
Address: _____
City: _____ State: _____ Zip Code: _____
2. Mailing Address (if different from above): _____
3. Executive Director/CEO: _____ Email: _____
4. Telephone Number: _____ Fax Number: _____
5. Contact Person: _____ Email: _____

QUALIFICATIONS

Please select the category that best represents your organization:

- | | |
|--|--|
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> Public Agency |
| <input type="checkbox"/> For-Profit Organization | <input type="checkbox"/> Faith-Based Organization ¹ |
| <input type="checkbox"/> Community Development Housing Organization (CHDO) | |

¹Generally, a faith-based organization was founded or is inspired by faith or religion. Such organizations often choose to demonstrate that faith by carrying out one or more activities that assist persons who are less fortunate.

1. Describe the specific types of services/activities/projects that your organization provides, specifically as they relate to benefitting homeless individuals. (please use separate sheet of paper if needed)
2. Number of year's organization has been in business _____
3. Number of year's organization has operated as a 501 (c) (3) (if applicable) _____
4. Has this organization operated under another name? Yes No
If yes, list all previous names: _____

5. Number of year's organization has conducted the program for which funding is requested:
6. Describe your organization's history and experience in providing services to the homeless community.
7. Describe the organization's outreach and service delivery methods.

PROPOSAL NARRATIVE

1. Provide a concise description of the proposed project (work to be performed; project to be undertaken or services to be provided).
2. Specify the tasks and activities to be undertaken to accomplish the objectives and explain how the activities will be implemented.
3. Provide a timeline for each identified activity with estimated start and completion dates.
4. Discuss the organization's capability to develop, implement, and administer a Warming/Cooling Center. Include details on a site security plan.
5. If this is a collaborative project, name the organizations involved and explain their involvement. Provide letters of intent from each participating agency specifying the agency's role or contribution to the project.
6. Describe how the program will address various accessibility needs of the target population.
7. Describe how your organization will collaborate and communicate with the City and other organizations serving the homeless.

STAFFING PLAN AND STAFFING QUALIFICATIONS

1. Provide a staffing plan for the proposed program, including job titles, part-time and full-time positions, qualifications/credentials/education/licenses for each position.
2. Include if the proposed program will include volunteers, including expected experience, qualifications or background.
3. Attach your organizational chart; including board of directors, officers, and staff.
4. Attach resumes for staff members associated with the proposed program.

BUDGET

Please complete a line item budget outlining all program costs, including personnel and operational expenses (see Appendix B for sample). For personnel salary, include the position title and hourly wage of each staff member to be paid out of the program budget. The City will not reimburse for Fringe Benefits. This cost must be assumed by each individual agency. This

includes: worker's compensation, employer/employee insurance, vacation/sick leave, and payroll taxes.

Operating cost areas and guidelines:

Utilities: Enter the costs for gas, electric, and similar expenses for the project.

Communication: Enter costs for telephone, fax, postage, and other communication costs that are essential to the operation of the project.

Office Supplies: Enter costs for office supplies that are essential to the operation of the project.

Equipment: Enter costs of equipment that is essential for the operation of the project. Justification should be provided for the purchase of all electronic goods.

Program Supplies: Enter costs for consumable commodities that have a useful life of one (1) year or less, which render services essential to the operation of the project.

Travel: Enter cost for automobile mileage, transportation, and all necessary and ordinary travel expenses while on official project business. Vehicle maintenance and insurance may not be charged.

Insurance Costs: Enter the prorated cost of insurance and other related services for the project.

Funding Agreement Services: Include payments made to individuals who provide professional, scientific, or technical services. This means any services that the agency does not have the capability to perform itself, but are required to operate its program, and are performed by individuals who are not the agency's employees (i.e. consultants, trainers, evaluator, therapists, and social workers).

Overhead Rate Documentation: Overhead costs including administrative or support staff may only be submitted for projects that have a federally negotiated overhead rate or an approved rate from a Certified Public Accountant (CPA). Submit the letter from the federal agency or the CPA that details the basis for the negotiated overhead.

PERFORMANCE MEASUREMENT

1. Provide the number of individuals that will directly benefit from your program daily. Indicate how these numbers were obtained or derived (Point in Time counts, Census data, history of program).
2. Describe the method used to gather and track demographic and other statistical data for reporting purposes. (Include the name of software, if applicable).
3. Describe the organization's client record keeping system and management of data and data sharing.

REFERENCES

Provide three (3) references that can speak to your organization’s ability to establish and operate a Warming/Cooling Center:

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

Name: _____ Title (if applicable): _____

Telephone Number: _____ Email: _____

Relationship: _____

DISCLAIMER AND SIGNATURE

I hereby certify that I have read this application and the exhibits thereto, and know the contents thereof, and that the statement therein are true, and that I have been authorized by the governing board of the organization I represent to submit this application.

Authorized Representative Signature

Date

Printed Name

Title

Appendix B

**Warming/Cooling Center Request for Proposal
Sample Budget**

PERSONNEL COSTS			
Description (Position title and FTE)	Funding Request	Agency Match*	Total Program Cost
Program Director (.25 FTE)			
Program Manager (.5 FTE)			
Program Specialist (1 FTE)			
Total Personnel Costs			
OPERATING COSTS			
Office Supplies			
Funding Service Agreement			
Program Supplies			
Travel			
Insurance			
Total Operating Costs			
Total Budget			

*The agency match represents any funding contributions by the Applicant. An agency match is not required.