

Day Drop-In & Hygiene Center

2801 Hulen Place, Riverside, CA 92507

Assessor's Parcel Number: 210-130-024

Issued by: City of Riverside

Issue Date: January 20, 2017
Proposal Due Date: May 1, 2017



RiversideCA.gov



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Exhibit A:
Homeless Reduction & Prevention 5-Year Plan

EXHIBIT B:
**Sample Drop-In Center Operation &
Property Lease Agreement**

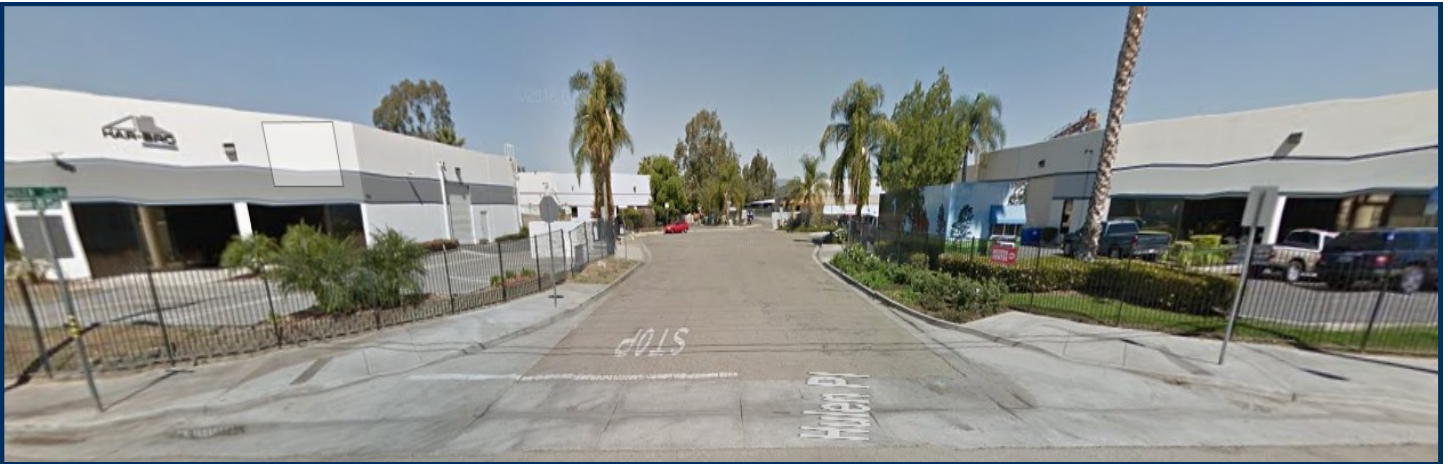
EXHIBIT C:
**SAMPLE—Evaluator's Conflict of Interest and
Confidentiality of Information Statement**



The City of Riverside, has operated a program of homeless prevention and reduction based in "Housing First" and "Evidence Based Case Management" principals since 2003. In 2005, the City took a more comprehensive approach to address homelessness , opening the Riverside Homeless Services Campus, (a centralized environment where homeless individuals and families can first obtain emergency shelter then be connected to case management, mainstream services and appropriate housing interventions through the City's multi-service Access Center. The Campus also includes "The Place" Safe Haven Supportive Housing and Drop-in Center, and a Pet Kennel for Campus guests. These resources are available to help an individual to their highest level of self-sufficiency and are provided by a wide-range of non-profit organizations, social service agencies and faith-based institutions.

The City of Riverside operates a Homeless Street Outreach Team, made up of four professional service providers who conduct daily mobile outreach and client engagement services to homeless individuals and families. The City's Outreach Team responds to issues and concerns of people in need of assistance as well as local residents, businesses and others relative to homelessness within the City of Riverside. The City's Outreach Team partners with other City staff, local service providers, health professionals, law enforcement and the community at-large to help people exit the streets and facilitate connection to services.

On September 18, 2012 City Council approved the City of Riverside 5-Year Homeless Reduction and Prevention Plan. The Plan identified three priorities to achieve these goals: Priority 1 – Basic Needs & Services and Community Education; Priority 2 – Preventative Services and Outreach; Priority 3 – Employment Services and Permanent Housing. This Plan, continued the "Housing First" and "Evidence Based Supportive Service" models.



City of Riverside Homeless Services

Since 2003 the City of Riverside has taken a broad-based approach to reducing homelessness within the City of Riverside by providing the services necessary for individuals to progress from homelessness to their highest possible level of self-sufficiency.

In 2005 the City opened the Riverside Homeless Services Campus, on Hulen Place, a centralized location to provide short-term emergency shelter coupled with complementary facilities and access to service providers to assist homeless individuals and families in achieving their highest possible level of self-sufficiency. Four of the six buildings located on the cul-de-sac are owned by the City of Riverside. The one building is owned by Path of Life Ministries and is operating as the Community Shelter. A second building, is privately owned and operating as a business. Each of the service providers currently located on the campus operate under a Lease and Operating Agreement for their respective locations. Additional information regarding the services provided can be found on the following page.

In 2009, the City of Riverside formed a community-based, donor advised fund, to support the City's homeless strategy, the Riverside Ending Homelessness Fund. The Fund obtained non-profit status in 2014. Since the fund's inception, it has spearheaded fundraising campaigns and pursued private foundation grants to fund improvements to the Campus, and meet the needs of individuals and families unable to be met through federal and state resources. To date, the Fund has raised \$26,544 towards the construction of a shower and laundry facility at the Hulen Place Campus.

In 2012 the City adopted a Five Year Strategic Plan to Reduce and Prevent Homelessness, included is the expansion of the existing Campus: expansion of the existing medical clinic services, addition of a hygiene center (laundry & shower) and day drop-in center, relocation of the existing Riverside Access Center and area improvements.

Riverside Homeless Services Campus



Day Drop-In & Hygiene Center (subject of this RFP)



The Place—Permanent Supportive Housing



Emergency & Cold Weather Shelter



Health to Hope Medical Clinic & Riverside Access Center



Health to Hope—Administration Office



Privately Owned/Not a Part

Riverside Homeless Services Campus

Riverside Homeless Services Campus includes...



2801 Hulen Place (5,000 sq.ft.): Owned by the City of Riverside. Future location of the Day Drop-In and Hygiene Center.

Only the design, build, and operation of a Day Drop-In & Hygiene Center are the subject of this Request for Proposals.

Other Homeless Services Housed at the Homeless Services Campus are



The Place—Jefferson Wellness (8,760 sq.ft.): This building is owned by the City of Riverside, leased to and funded by the County of Riverside Department of Mental Health and operated by Recovery Innovations of California, Inc.

Recovery Innovations of California, Inc. provides outreach and engagement of chronically homeless adults who, due to a serious mental health disorder, have rejected housing and are resistant to support. This program provides a drop-in center that operates every day from 7AM to 7PM and 25 permanent supportive housing beds for chronically homeless individuals with severe mental disorders. The drop-in center uses peer-to-peer outreach and engagement to encourage guests to participate in housing, meals, showers, laundry and linkage to additional mainstream resources.

Riverside Homeless Services Campus—cont'd



The Emergency Shelter & Cold Weather Shelter (6,661 sq.ft.)—Owned and operated by Path of Life Ministries.

Emergency Shelter Program: Provides 65 beds connected to one-on-one case management, provided by the current shelter provider, for homeless men and women for up to 30-days. This services provided on a year round basis. Currently, 10 of the 65 beds are available on an as-needed basis, for placement and case management by the City's Homeless Outreach Team. The Emergency Shelter currently serves over 300 unduplicated individuals each program year.

Cold Weather Shelter Program: From December 1st through April 15th, the cold weather shelter program provides an additional 65 beds for individuals in need of emergency overnight accommodations during the cold weather period and is the only cold weather shelter program operating within Riverside County. The Cold Weather Shelter Program currently serves over 500 unduplicated individuals each program year.

The shelter provides two meals (breakfast and dinner) per day to each shelter guest.



Riverside Access Center (6,184 sq.ft.)—owned and operated by the City of Riverside. The Access Center serves as the entry point and service hub of the City's Campus. Six (6) passionate, full-time, City staff charged with conducting street outreach, forming relationships with clients that lead to making connections to family-members, main-stream services, one-on-one case management, and employment assistance and development. The Access Center also operates a pet kennel where homeless clients can keep their best-friend(s) and provides temporary storage of personal property while obtaining these services, or while staying as a guest at the adjacent Emergency or Cold Weather Shelter. Upon expansion of the Campus, this building will house expanded an expanded medical clinic.



2881 Hulen Place (4,568 sq.ft.): This building is owned by the City of Riverside and serves as the administration offices for Health to Hope Medical Clinic.



2841 Hulen Place - Privately-owned building and business: Getty Design, LLC. Getty Design provides carbon fiber, composite and fiberglass coachwork for road and racing.

The Opportunity

The goal of this RFP is to select a developer and operator for a Drop-In Day & Hygiene Center that encourages a model of service delivery utilizing evidence and best practices, as well as recovery principles of hope, personal choice, and empowerment while fostering an environment of wellness and independence.

The City is seeking to procure a qualified developer and operator for a Day Drop-In & Hygiene Center for individuals experiencing homelessness, to be located at 2801 Hulen Place, on the Riverside Homeless Services Campus.

When completed, the Day Drop-In and Hygiene Center will provide a safe place:

- where those economically disadvantaged can be off the street.
- people with common experiences can talk freely and be understood.
- Where grassroots efforts can occur, in conjunction with more comprehensive wrap-around services.
- Provide a place where a phone, bathroom, shower and laundry facilities and sometimes, food is available.

The selected provider will sign an Operating and Property Lease Agreement similar to the sample provide in Exhibit B. The provider selected in this process will be awarded the site control, operating contract, and use of the construction documents prepared by the City, if desired.

The Opportunity—Continued

The Day Drop-In & Hygiene center should provide programming and opportunities that give clients opportunities to practice appropriate social interaction and engage in meaningful leisure activities, for example:

- Staffed laundry facility with large capacity commercial grade washer(s) and dryer(s) and a set laundry schedule
- Staffed hygiene center (shower and toilet facilities)
- Equipped grooming station(s)
- Healthy living classes for chronic disease self-management
- Exercise/fitness classes
- Substance Abuse Support Groups, lead by a certified substance abuse counselor
- Budgeting and Financial Literacy Classes
- Wellness recovery and action planning activities
- Art therapy—group and individual
- Pre-vocational and other vocational supports through the participation of food preparation for daily lunches
- Individual client services, including case support, supportive counseling, job development and coaching, crisis intervention

Additional supports that may be provided by the program include:

- Lunch and/or dinner provided to members daily, for those who have participated in at least one group or activity.
- Computer lab with internet access
- Recreational equipment
- Commercial kitchen, where community groups interested in providing meals to clients may do so.
- Reading, music, television

The Drop-In Center is anticipated to serve 48 consumers on a daily basis, a recommended staff to client ratio of 1:8. Hours of operation should be 8AM to 5PM, or coordinated with the Community Shelter hours of operation, Monday through Sunday.

The Opportunity—Continued

Record Keeping:

- Personal information/intake must be required of use the services provided at the Day Drop-In & Hygiene Center

Attendees:

- Clients that are currently involved in the system of care
- Friends and or significant others of the system of clients
- Adults who are trying to access the mental health services in this county
- Adults who have a diagnosed psychiatric disability, have private insurance and/or pay for their own care
- Dual-diagnosis clients (mental illness and an addiction disorder)
 - Participants must be sober while at the drop-in center
- People who do not want mental health services, but whom the community agrees has emotional problems that prevent them from keeping appointments, having clothes, food or friends.
- College students and community members who want to spend some time with patients of the mental health systems
- Parents or family members of homeless; who want to volunteer

The Opportunity—Continued

Physical Space—2801 Hulen Place:

Tours of this building will be offered on January 27, 2017. **Registration for the facility tour is required.** By 3:00 pm on January 26, 2017, all potential respondents must submit an e-mail to Sherold@riversideca.gov confirming interest in attending a tour of the building. The meeting point is the gate at 2801 Hulen Place.

Attendance and participation in the building tour is not mandatory, nor is it a prerequisite for submitting a proposal.

Information Technology:

Should the selected respondent opt to provide information technology services within 2801 Hulen Place, the selected respondent is expected to establish its own information technology infrastructure, including equipment, hardware, software and wireless services for their operations.

Facility Management, Safety and Security:

The selected respondent will manage the facility and safety and security services including:

- Housing keeping including janitorial, window washing and pest control services
- Facility maintenance, including all life safety, mechanical, electrical, piping and plumbing systems and general maintenance, and preventative and corrective repairs.
- Corporate and regulatory signage
- Exterior maintenance including landscape and hard surfaces, irrigation and horticulture services
- Utility services including payments or contracting of electric, natural gas, water/waste water/storm water; solid waste, bio-waste and recycling services

The Opportunity—Continued

Facility Management, Safety and Security—continued:

The selected respondent will be responsible for the following safety and security measures, at a minimum:

- Safety plans and customer interface, fire evacuation plans and drills
- Electronic security services, consisting of centrally monitored access control with integrated digital video, and voice; video delivered locally to security and nurses station where applicable
- Security officers and Contract Law Enforcement Officer as currently available in each location.

Scope of Work:

Services offered should be tailored toward the experiences of adult individuals experiencing homelessness. The model used should embrace and welcome all individuals as well as their family members and supporters, including their treatment providers/supports. Services offered should be recovery based learning, wellness, and community activities. The Day Drop-In Center is not a “clinical” service and is not reflected in an existing service definition.

Staff facilitating Wellness Recovery Action Planning classes shall be trained by a recognized trainer prior to facilitating classes. All Peer Support staff members are encouraged to obtain their NC Peer Support Certification. Staff shall play an active role in Crisis Intervention Training (CIT) and other local and regional efforts to educate first responders, citizens, and stakeholders on behavior health issues and resources. Provider shall work collaboratively with citizens' treatment providers when and where appropriate. Provider shall assist members in developing/refining their crisis and safety plans and will engage members that have a noticeable drop in attendance.

The Opportunity—Continued

Scope of Work—continued:

Quality Improvement:

Quality Improvement policies and procedures must be demonstrated. Submittal of an annual Quality Improvement Plan that addresses the next fiscal year is required by June 30th. A Quality Improvement Annual Plan should include both Quality Assurance and Quality Improvement initiatives and performance measures.

The provider must be prepared to provide additional data, reports and data analysis upon request. For this reason, the following additional data must be collected:

- Consumer demographics
- Target population
- Diagnosis/diagnosis, if known
- Primary Substance used, if known
- Referral Source
- Coordination efforts with outpatient providers
- Housing and employment status
- Face-to-face contacts
- Engagement of family and natural supports
- Crisis planning/education/consultation efforts
- Utilization/capacity
- Services/Interventions received
- Data analysis reports, including trends

Selection Process

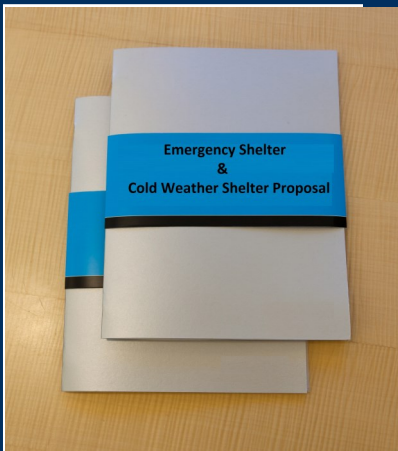


The Selection Committee will consist of at least three members and will include representatives of: the City of Riverside Community & Economic Development Department, Housing & Homeless Services Division, Riverside County Department of Public Social Services (DPSS) and at least one member of the community. The community member(s) may be associated with the Riverside Ending Homelessness Fund Advisory Committee; faith based entities; local business community; formerly homeless individual(s); or other individuals engaged in or with knowledge of the provision of services to homeless individuals. Community members wishing to be on the selection committee will be asked to complete an Evaluator's Conflict of Interest and Confidentiality of Information Statement prior to participating in the selection process. A copy of the Evaluator's Conflict of Interest and Confidentiality of Information Statement is provided for your information, as Attachment D.

All proposals shall be reviewed to verify that the Respondent has met the minimum requirements as stated in this RFP. Not more than two of the highest scoring proposals may be asked to interview with the scoring committee.

The scoring committee, after interviewing the highest scoring respondents, will make a recommendation for selection to the City of Riverside Development Committee. The Development Committee will evaluate the recommended respondent and refer a final action to the City Council for consideration. The contract will be awarded to the Respondent who submitted the Proposal most responsive and advantageous to the City.

The City intends to engage the most qualified Agency available for this assignment. It is imperative that the Agency's proposal fully address all aspects of this RFP. It must clearly express the Agency's understanding of the City's specific requirements and indicate the consultant's qualifications to conduct the requested services in a thorough and efficient manner.



Proposal Contents

Proposals must address the following elements and incorporate aspects of the scope of work in the narrative response to be deemed compliant with RFP requirements.

Proposals should provide a straightforward and concise presentation adequate to satisfy the requirements of the RFP. The Agency's proposal should emphasize a clear understanding of the services requested and demonstrate the necessary resources to perform the intended services. Responsiveness to the RFP will be the principal basis for evaluation.

Relevant Experience & Performance:

Please provide no more than 20-pages to address the points and questions listed below.

A full description of the proposal including how it responds to the particular needs of the City of Riverside and our homeless population, how the community would be engaged, and how the project would be managed (including security, hours of operation, and daytime activities for participants). Additionally, respondents should provide a description of the strategy to gain community and business support for the proposed use.

1. Applicant Organization (or Team) Qualifications

- a. Briefly describe your mission and experience serving people experiencing homelessness
- b. Please explain your experience in providing drop-in day and hygiene center(s) and other for homeless people. How many homeless individuals are you currently serving and in what setting (shelter, drop-in, permanent supportive housing, etc.)

Proposal Contents-continued

1. Applicant Organization (or Team) Qualifications—continued

- c. Please describe any formal collaborations that will be critical to the drop-in and hygiene center's success and describe each organization's specific role and responsibility in delivering service under this RFP. *For each collaborator please also attach a copy of the letter of commitment between your organization and collaborator.*

2. Approach/Day & Hygiene Center Operations:

- a. Please describe your proposed day center & hygiene center intake process(es). How will you welcome clients to the center and collect information necessary for HMIS and Homelink (the County of Riverside Coordinated Entry System).
- b. How do you propose collecting information about exit destination, reason for exiting and other necessary data elements?
- c. Please describe your experience coordinating services with a multi-disciplinary team of service providers.
- d. Please describe your ability to assist clients in maintaining a connection to services during a personal crisis or conflict with other clients or staff members.
- e. Please describe your experience providing meals to large numbers of people in compliance with public health standards.
- f. Please describe your experience in working with neighbors in the community when providing services to homeless individuals.
- g. If your organization currently provides services, please provide a copy of your operational plan as an attachment to the proposal. If selected to advance through the selection process, the Agency will be required to submit their operational plan to the City of Riverside Housing & Homeless Services Division & City Planning Department for review and consideration.

Proposal Contents-continued

3. Services/Referrals/Programming:

- a. Describe your experience with assisting clients to engage in needed physical health care.
- b. Describe your experience with assisting clients to engage in needed behavioral health care (mental health, substance abuse treatment, etc)
- c. Please describe how you will assist shelter guest to access public benefits for which they are eligible.
- d. Please describe your experience administering the VI-SPDAT and assisting clients to collect documents necessary to access housing through Homelink or other coordinated entry systems.
- f. Please describe your organization's experience in working with clients who are on parole or probation (eg. AB-109, AB-117)? If this population is not currently being served by your organization, describe you propose to serve this population.

4. Cultural Competence

- a. Please describe your current experience in providing culturally competent services in existing programs and if, or how, that would change to serve a homeless population.

5. Community Engagement

- a. How does your organization support The City of Riverside 5-Year Homeless Reduction and Prevention Plan? If you are involved in another community's plan to end homelessness please describe your role in that effort.

Proposal Contents-continued

6. Financials:

- a. Please describe the amount and source of financial and other resources that your team will leverage in providing services at the Day & Hygiene Center. Assume that current public funding is unavailable to achieve the level of robust services needed by this population.
- b. Please provide a clear basis for how costs were developed or determined.
- c. Provide an estimated annual operating budget for the proposed scope of services and identify sources of funding/expected City of Riverside contribution.
- d. Attach a copy of the last two audits with management letters, and any formal program or financial evaluations completed by a public funder.

Evaluation Criteria



The following criteria shall be used in evaluation of the Agency's offer of services:

A. Agency Qualifications & Experience (30%)

1. Previous Programmatic Experience

- Respondent should demonstrate knowledge of the populations to be served and the way in which these populations should be served as evidenced by previous or current operation of a successful program serving this population or of a similar nature.
- As the program will be providing a direct benefit, providing services to individuals, the individuals serviced must meet low/moderate income criteria. Delegate agencies must be willing to maintain records regarding income eligibility for **each client served**.
- Provide evidence of financial, physical and human resources leveraging in the community. Also provide any collaborations or partnership with other public and private agencies related to your program design and objectives (Example: referral system, linkage agreements, neighborhood coalitions or partnership with Riverside public schools)
- Homeless Management Information Systems (HMIS) and Homelink, the Riverside County Coordinated Entry System. The Agency selected under this RFP will be required to participate in and submit reports as required via the HMIS and Homelink systems. Participation in HMIS and Homelink will be evaluated based on the Agency's entry and exit of clients, and entry of universal data elements into the HMIS & Homelink systems. City staff will produce and consider reports indicating the Agency's HMIS and Homelink performance, as well as the service utilization rate.
- Prior experience serving homeless persons, including services and programs offered to help clients gain the highest level of self-sufficiency and permanent housing.

Evaluation Criteria—Continued

2. **Administrative, Fiscal Capacity and Experience**

- Respondent will demonstrate the resources and expertise to assume and meet all administrative and fiscal requirements. This includes the Respondent's fiscal (including financial management systems), technological, management, administrative and staff capabilities.
- Overall fiscal soundness, as evidenced by the financial history and record of the organization, as well as audited financial statements (or the equivalent) from the most recent program year. All applicants must be current on all prior financial or contractual obligations with the City. All applicants must be able to prove that there are no outstanding liens of taxes owed to the City, State or IRS.
- Evidence of other (non-City) financial support and/or fundraising accomplishments of the organization, specifically those that will support the Day Drop-In Day and Hygiene Center.
- Applicants must adhere to the City's auditing requirements for Federal Expenditures. Federal Expenditures are expenditures from all Federal funding sources received directly or indirectly (pass through) from the City, State, or Federal government.

For current City providers: the City will consider all City program and fiscal monitoring reports, as well as expenditures.

B. Proposal Content (40%)

1. Approach—Program Design and Administration

- Respondent will demonstrate program and administrative design specifically tailored to the goals of the program
- System level considerations (such as geographic location, need to serve target underserved populations, etc.) may be taken into account in final ratings and funding decisions. The selection process will also consider how all programs fit together to achieve a comprehensive, citywide system of care that supports the City's Homeless Prevention and Reduction Plan.

Evaluation Criteria—Continued

1. Approach—Program Design and Administration

- Service coordination and integration. Respondents must demonstrate their capacity to locate and leverage new partners (e.g. local business, non-profit and social service agencies) on an on-going basis. Proposals will be evaluated on the extent to which the Respondent has linkage agreements, or letters of intent to enter into linkage agreements and partnerships with providers of the following services:
 - Case Management
 - Employment Training, Placement and Retention
 - Health Care
 - Housing Placement
 - Substance Use and Recovery Treatment
 - Mental Health Assessment and Treatment for adults
 - Legal Assistance
 - Credit Counseling
 - Life Skills Training

Proposals will be evaluated on the extent to which clients will have the ability to access these services either on-site or at a nearby location and **provided in addition to** those services currently provided by the City of Riverside Access Center.

- Agency's program implementation, scope and outcomes. The Respondent's program design must be consistent with the model described in "the Opportunity" section of this RFP. Proposals will be evaluated on the expertise and ability of the agency to address the required key elements of the proposed model and fulfill the required program outcomes. The Agency must demonstrate an evaluation strategy that is feasible and can reasonably measure program impact. Proposals will be evaluated based on the Respondent's prior performance for the program being implemented. Prior performance will be evaluated on: the Respondent's narrative response to this RFP, reference checks, site visits to other locations where the existing programming is in operation and County of Riverside and/or HUD quarterly reports.
- Quality of Proposal - Proposal concepts submitted should be clearly defined. The proposal should also demonstrate the Agency's ability to fulfill the scope of work defined in the previous section of this RFP.

Evaluation Criteria—Continued

C. Cost (30%)

- Agency's cost per client served. Proposals will be evaluated based on proposed budget request and the number of clients who are successfully referred or receive services resulting in an increased level of self-sufficiency or program participation.
- Diversity and sources of funding

Priority may be given to programs that:

- Align with the goals of the City of Riverside's Homeless Reduction and Prevention Plan
- Target underserved populations and exhibit flexible admissions criteria, to assure that there are sufficient programs available to respond to system needs.
- Best represent outcome-based programming. This is programming that can be measured by meaningful outcomes, rather than solely by the reporting of activities.
- Consider prior performance, as indicated in quarterly reports submitted to the County of Riverside and/or HUD as appropriate.
 - Consider complaints and unresolved complains pertaining to the service provider.

General Terms & Conditions

The successful Agency selected will sign a Professional Consultant Services Agreement and Lease Agreement ("Agreements"). **No modifications to these agreements are permitted.** The Agency must meet all insurance requirements in the sample agreements (Attachment B). **All terms and conditions of this Agreement are non-negotiable.** Any modification to the Agreements by the Agency shall result in the proposal being rejected.

Failure to execute the Agreements and furnish the required insurance within 30-days of the Award letter date shall be just cause for the recession of the award. If the successful Agency refuses, or fails to execute the Agreements, the City may award the Agreements to another qualified Consultant.

The successful Agency will also be required to obtain and pay for all licenses necessitated by the Respondent's operations. Prior to performing any services, Agency and its subcontractors shall be required to have a City of Riverside Business Tax Registration valid for the life of the Agreements; and provide evidence of appropriate license.

Payment

The City of Riverside will release a separate Notice of Funding Availability (NOFA) for Fiscal Year 2017/2018 Federal Grant Funds, the first anticipated year that the selected agency would begin service.

If the selected Agency is awarded Federal Grant funds in relation to the requested services all expenses are paid on a reimbursement basis. The City will not be responsible for costs incurred prior to the award date of grants.

The City of Riverside is not responsible for late payments resulting from invoices that are submitted late or that are incomplete.

General Terms & Conditions—continued

Payment—Continued

Agency shall submit invoices to:

Housing Authority of the City of Riverside
Housing & Homeless Services Division
3900 Main Street, 3rd Floor
Riverside, CA 92522
Attn: Housing Project Manager

The City of Riverside payment process is through an electronic transfer process. The selected Agency shall be required to submit a “New Vendor” form, in order to be compensated for services via electronic payment.

e-Payables—The City of Riverside has partnered with Bank of America to offer a card payment program, called e-Payables, to the City’s consultants. This is the City’s preferred method of payment and is part of a city-wide effort to reduce paper waste and decrease the amount of time to pay our consultants.

With e-Payables, the City will continue our current payment terms and conditions. However, once an invoice is approved for payment, an electronic remittance receipt will be sent to the consultant by e-mail instead of a check. The remittance receipt will include statement-type information such as invoice numbers, dates, and amounts for invoices. Payments can be retrieved with the City of Riverside’s designated account number that will be assigned to the consultant.

Public Records

All Proposals submitted in response to this Request for Proposals become the property of the City of Riverside and under the Public Records Act (Government Code 6250 et. seq.) are public records, and as such may be subject to public review. However, proposals shall not be disclosed until negotiations are complete and a recommendation for selection and award is made. Once the award is made, the Proposals will be subject to review.

If a consultant claims a privilege against public disclosure for trade secret or other proprietary information, such information must be clearly identified in the proposal. Note that under California law, price proposal to a public agency is not a trade secret.

General Terms & Conditions—continued

C. Agreement Obligations

By entering into an agreement with the City, the Agency is obliged to accept and implement any recommended technical assistance. The agreement will describe the payment methodology. Payment will be conditioned on the Respondent's performance in accordance with the term of its agreement.

D. Funding Authority

Homeless Services are administered by the City of Riverside with funding provided by the City of Riverside (City) and the U.S. Department of Housing and Urban Development (HUD). Consequently, all guidelines and requirements of HUD and the City must be met. Additionally all successful Respondents must comply with the Single Audit Act, as applicable.

E. Insurance Requirements

The selected Agency will provide and maintain, at their own expense, the insurance coverage and requirements specified by the City of Riverside in the attached sample agreements. The Insurance Certificate of Coverage is only required for the Agency selected for agreement award at which time the information must be provided. The City of Riverside cannot enter into contracts with an Agency without the insurance.

Selected Agency must provide and maintain at the Agency's own expense or cause to be provided during the term of the Agreement, the insurance coverage and requirements specified below, insuring all operations in the related agreements.

1. Insurance to be Provided

a. Workers Compensation and Employers Liability

Workers Compensation Insurance, as prescribed by applicable law, covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$1,000,000 per each accident, illness or disease (occurrence) and not less than \$2,000,000 aggregate.

General Terms & Conditions—continued

1. Insurance to be Provided—continued

b. Commercial General Liability (Primary and Umbrella)

Commercial General Liability Insurance or equivalent with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate, for bodily injury, personal injury and property damage liability. Coverages must include the following: All premises and operations, products/completed operations, separation of insureds, defense and contractual liability. The City of Riverside is to be named as additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work or Services.

Contractors or Subcontractors performing work or services for the Agency must maintain limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate within the same terms herein.

c. Automobile Liability (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with Services to be performed, Agency must provide Automobile Liability Insurance with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate, for bodily injury and property damage. The City of Riverside is to be named as additional insured on a primary, non-contributory basis.

Contractors or Subcontractors performing work or services for the Agency must maintain limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate within the same terms herein.

General Terms & Conditions—continued

1. Insurance to be Provided—continued

d. Professional Liability

When any professional consultants including counselors, case managers, program management and administration professionals perform Services in connection with the Agreements, Professional Liability Insurance covering acts, errors or omissions must be maintained with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of services on the Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

Contractors or Subcontractors performing work or services for the Agency must maintain limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate within the same terms herein.

e. Directors and Officers Liability

Directors and Officers Liability Insurance must be maintained by the Agency in connection with these Agreements with the limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate. Coverage must include any actual or alleged act, error or omission by director or officers while acting in their individual or collective capacities. When policies are renewed or replaced the policy retroactive date must coincide with precede commencement of services by the Agency under these Agreements. A claims made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

f. Crime

Crime Insurance or equivalent covering all persons handling funds under these Agreements, against loss by dishonesty, robbery, destruction or disappearance, computer fraud, credit card forgery, and other related crime risks. The policy limit shall be written to cover losses in the amount of the maximum monies collected or received and in the possession of the Agency at any given time.

General Terms & Conditions-continued

1. Insurance to be Provided—continued

g. Property

All Risk Commercial Property Insurance including improvements and betterments must be maintained by the Agency to insure against loss of or damage to building(s), equipment and contents related to the City owned shelter facility that is part of the Lease Agreement. Coverage extensions must include Valuable Papers.

Agency is responsible for all loss or damage to personal property (including materials, equipment, tools and supplies) owned, rented or used by the Agency related to this Lease Agreement.

F. Indemnity

The successful Agency will be required to indemnify the City of Riverside for any losses or damages arising from the delivery of services under the grant agreement what will be awarded. The City may required the successful Agency to provide assurances of performance, including but not limited to, performance bonds or letters of credit on which the City may draw in the event of default or other loss incurred by the City by reason of the Agency's delivery or non-delivery of services under the agreements.

G. Public Records Act

All proposals submitted in response to the RFP become the property of the City under the Public Records Act (Government Code § 6250 et. seq.) and are public records. As such, all proposals may be subject to public review at least ten (10) days before selection and award. If a proposer claims a privilege against public disclosure for trade secret or other proprietary information, such information must be clearly identified in the proposal. Personal information should be labeled as confidential and will remain so. Please note that under California law, price proposal to a public agency is not a trade secret.

Submittal Instructions



Proposal Information and Submittal

All prospective respondents submitting a proposal must be subscribed to the Electronic Bidder's List for that RFP. If the respondent is not listed on the Electronic Bidder's List by subscribing at www.riversideca.gov/bids then the proposal will be considered non-responsive and given no further consideration. Additionally, the proposal must be submitted under the same company name as used to subscribe to the RFP on the Electronic Bidder's List.

Proposal Submittal

All proposals and required documents including any proposal security shall be supplied on a CD or DVD and must be submitted before the due day/time. NO FLASH DRIVES will be accepted.

Please note that any hard copy proposals will not be accepted. Media containing proposal may be submitted by mail or in person but must be time stamped by the Purchasing office before the due day/time and will not be returned. All packages must be address as shown on the following page.

All packages must be addressed as follows:

Respondent's Name

City of Riverside: Purchasing Department
Attn: Purchasing Manager (RFP # **)
3900 Main Street, 6th Floor
Riverside, CA 92522

RFP # **

Due: May 1, 2017

Submittal Instructions

All packages must be addressed as follows:

Respondent's Name

City of Riverside: Purchasing Department
Attn: Purchasing Manager (RFP # **)
3900 Main Street, 6th Floor
Riverside, CA 92522

RFP # **

Due: May 1, 2017

Before 2:00 pm

Project: Day Drop-In & Hygiene Center



Submittal Schedule

Key Dates:

- Request for Proposal Release Date: January 20, 2017
- Last Date for Inquiries : April 10, 2017 before 2:00 pm
- Request for Proposal Due Date: May 1, 2017 before 2:00 pm

Inquiries



All requests for clarifications, changes, exceptions, deviations to the terms and conditions set forth in this RFP should be submitted in writing to:

Shonda Herold, Housing Project Manager

sherold@riversideca.gov

Addenda & Notifications

Unless otherwise specified, any addenda issued during the time of bidding must be acknowledged by signing each addendum, which will be made part of the contract. Failure to acknowledge an addendum will automatically deem your bid non-responsive. Addenda notifications will be provided to those subscribed to the Electronic Bidder's List via email.

Clarifications/Changes/Exceptions/Deviations

All requests for clarifications, changes, exceptions, deviations to the terms and conditions set forth in this RFP should be submitted in writing to:

Ms. Shonda Herold, Housing Project Manager

The final day for the receipt of questions from the Proposer shall be before 2:00 pm on April 10, 2017. To ensure fairness and avoid misunderstandings, all communications must be in written format and addressed only to the individual set forth above. Any verbal communications will not be considered or responded to. Written communications should be submitted via e-mail to the address provided above. All questions received by the due date will be logged and reviewed and if required, a response will be provided via an addendum to the RFP that will be posted on the City's website. **Any communications, whether written or verbal, with any City Council member, Housing Authority Board Member, City or Housing Authority staff other than the individual indicated above, prior to award of a contract by City Council, is strictly prohibited and the Proposer shall be disqualified from consideration.**

Exhibit A

City of Riverside Homeless
Reduction & Prevention
5-Year Plan

Exhibit B

Sample Property Lease and Operating Agreement