

CITY OF ROCHESTER, NH
31 Wakefield St. Rochester, NH 03867
INVITATION TO BID

City of Rochester, NH is soliciting a competitive bid;

1. **BID: Bid 23-19 TriCities Willand Road Warming Center Services**
2. **BID Submission Options-Hardcopy**
 - a) Submit Hardcopy via USPS, FEDEX, UPS or Drop off in person to: City of Rochester, NH, Purchasing Agent, 31 Wakefield St, Rochester NH 03868 and reference Bid 23-19 on package or by email at RFP23-19@rochesternhnet.onmicrosoft.com
3. **Bid Receipt Date & Time: No later than **October 25 at 5:00pm.****
4. **Bid Opening Date & Time: **October 26 at 2:30 pm.** Opening will be conducted in person at the City Hall Council Chambers, 31 Wakefield St, Rochester NH 03867**
5. **Bid Specifications, Questions & Addendums (Q&A):** Can be obtained by visiting <https://rochesternh.net/bids> see **OPEN BIDS** section. Or contact City of Rochester, NH Purchasing Agent 31 Wakefield St. Rochester, NH 03867, purchasing@rochesternh.net, 603-335-7602. Note Q&A updates will end one week prior to bid opening.
6. **Bid Results:** Results of bids can be obtained at <https://rochesternh.net/bids>, in **CLOSED BIDS** section. Select the specific bid to see all results, or contact Purchasing Agent.

Tri-City Mayors Request for Proposals for Tri-City Willand Road Warming Center Services

for Strafford County

Introduction

In an effort to protect the life safety of our most vulnerable neighbors normally residing in Strafford County who are in need of a place to go during times of extreme winter weather conditions, the Tri-City Mayors, in collaboration with the Strafford County Commissioners, are issuing this Request for Proposals (RFP) to qualified entities for the operation of a low barrier warming facility. This RFP is for pre-planning and operation of up to 60 beds at the Tri-City Willand Road Warming Center in Somersworth, NH during the period November 13, 2023 through March 31, 2024.

The Tri-City Willand Road Warming Center (WC) will open to provide temporary overnight protection at the direction of the Tri-cities' Emergency Management Directors (EMDs) when extreme winter weather is predicted to pose a significant threat to life safety for unsheltered residents.

The Tri-Cities' EMDs will collaboratively determine when the WC will open, and every effort will be made by the Tri-Cities' EMDs to provide the shelter operator and community partners with a minimum of 24 hours' notice for each request for warming center activation. The Dover EMD will serve as the single point-of-contact representing the Tri-Cities for the operator of the WC.

The determination to open by the EMDs will be based upon a set of weather conditions pre-determined by the Tri-City Mayors and will be based upon temperature, windchill, precipitation and other weather-related conditions. Respondents to this RFP are encouraged to offer suggested WC weather related opening conditions as part of RFP response proposals.

The successful bidder to this RFP will be determined by a team representing the cities of Dover, Rochester, and Somersworth as well as Strafford County. This team reserves the right to reject all submittals and to waive irregularities and informalities in the RFP submittal and evaluation process.

This RFP does not obligate the Tri-Cities to pay any costs incurred by respondents in the preparation and submission of proposals in response to this RFP. Furthermore, this RFP does not obligate the Tri-Cities or their respective representatives to accept or contract for any expressed or implied services.

Successful applicants will work with the Tri-City Willand Road Warming Center RFP evaluation team to negotiate a formal contract/MOU with specific deliverables, timelines, and outcomes.

The Tri-City RFP evaluation team will be responsible for monitoring performance to ensure alignment with contract/MOU requirements and deliverables. Contracts may be structured to offer an opportunity to evaluate and revise as necessary.

Applications may be submitted via e-mail, mail, or in person to:

Finance Office
City Hall
31 Wakefield Street
Rochester, NH 03867

Email: RFP24-19@rochesternhnet.onmicrosoft.com

Applications and related materials must be received no later than **October 25th, 2023 at 5:00 pm** to be considered. The applicant assumes full responsibility for the delivery method chosen. Applications must be clearly marked with WILLAND ROAD WARMING CENTER RFP.

Any questions related to this application may be directed to:

Angie Gray

Email: angie.gray@rochesternh.gov

Application process and instructions

The Tri-City Mayors are requesting proposals from eligible entities to lead pre-planning and operation of the Willand Road Warming Center for the contract period **November 13, 2023 – March 31, 2024**. The Scope of Services for this RFP includes (but may not be limited to) the Essential Duties and Responsibilities listed in Exhibit A of this RFP.

Contracts may include the option to renew at the end of the term contingent on performance and deliverable review. Applicants must submit a Project Application (Exhibit B) that includes a narrative that describes capacity to meet eligibility criteria identified in Part 1, operational elements identified in Part 2, and a budget.

Part 1 – Eligibility Criteria

- Eligible entities include registered nonprofit organizations (including faith based), private for-profit entities, behavioral health providers, government entities, and/or federally recognized Indian tribes.
- Applicant entities must be in good standing with all grantors/funders and required authorities. A NH Certificate of Good Standing must be provided if applicable.
- Demonstrated capacity to operate the program on a primarily cost-reimbursement basis.
- Fiscal management system compliant with government accounting systems.
- Ability to comply with the insurance requirements of the contract.

Part 2 - Scoring Criteria

All proposals will be evaluated based on the following criteria:

- Organizational experience working with vulnerable populations with emphasis on unsheltered or co-occurring SUD populations. (0-20 points)
- Stability/flexibility/redundancy of staffing plan for Warming Center needs (0-20 points)
- Comprehensiveness of budget projections (0-20 points)
- Experience coordinating with local medical, behavioral health, and social service providers. (0-20 points)
 - Includes knowledge of HMIS (Homeless Management Information System) and Coordinated Entry systems.
- Community outreach and engagement experience including volunteer training (0-10 points)
- Experience/Capacity to assess individual needs and prioritize referrals for services (0-10 points)

Part 3: Proposal Components

The following are the required documents for all RFP submissions. A submission without all 3 components will be considered incomplete.

- A completed Application using the guidance provided in Exhibit B.

- A proposed project Budget with expenses clearly categorized per the template included in Exhibit B.
- Signed affidavit (Exhibit D) reflecting acceptance of Exhibit A: Scope of Services and conditions in Exhibit C: Assumptions & Assurances.

EXHIBIT A

Scope of Services

GENERAL DESCRIPTION

The selected Vendor/ Contractor will operate a low-barrier overnight emergency response effort to protect life-safety in extreme winter weather at the Willand Road Warming Center in Somersworth, NH. The selected vendor will practice harm reduction best practices, enforce warming center rules and regulations in a professional and hospitable manner, and ensure a safe and respectful environment across all elements within the scope of this contract.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Preparation/Planning for Willand Road Warming Center.

- Identify at least one organizational representative as the designated Shelter Coordinator to participate in regular planning meetings with the Tri-City representatives upon contract execution. Please see [Exhibit C](#) for minimum expectations for the Shelter Coordinator role.
- Optional: Hold community volunteer training events prior to November 13, 2023. Volunteer Training should include (but is not limited to): Supportive Sheltering for Vulnerable Populations, De-Escalation Skills & Narcan Administration. Technical Assistance is available to support community volunteer training.

2. Operation of Willand Road Warming Center

- Operate the Willand Road Warming Center overnight during extreme winter weather from 4pm-10am, with 4pm-5pm and 9am-10am for administrative/training/set-up time and 5pm-9am for services to guests with 24-hour notice (whenever possible).
- Provide Warming Center staffing on the following schedule with a minimum of 75% of time fully staffed (i.e., at least 13.5 hours of every 18-hour shift must be fully staffed per the guidance below)
 - 4pm-5pm: 2 staff for set-up [minimum of 1 paid staff member]
 - 5pm-9pm: 4 staff [minimum of 2 paid staff members]
 - 9pm-7am: 3 staff [minimum of 1 paid staff member]
 - 7am-9am: 4 staff [minimum of 2 paid staff members]
 - 9am-10am: 2 staff for cleaning and resupply [minimum of 1 paid staff member]

**Unpredictable extreme weather may require extended hours of operation as determined by the Tri-Cities' EMDs. Some capacity for staffing flexibility is expected.*

- Greet and sign each guest in to the facility using person-first language that reflects respect, knowledge of people skills that are appropriate for individual styles, personalities, cultures, the nature of the work, and the environment in which the work is being done.
- Collect de-identified demographic information daily from each guest to include *usual community of residence* and *morning destination*.
- Assess/survey each guest for acute and ongoing health, behavioral health, or social service concerns or needs.
- Provide guests with appropriate recommendations/referrals (and convey referral information to appropriate agency as indicated) during business hours in response to guest-identified needs.
- Complete hourly indoor/outdoor facility rounds to assess for safety and cleanliness.
- Provide or facilitate the provision of evening and morning food/nutrition services.
- Maintain a stock of appropriate snacks and beverages for any-time guest consumption.
- Manage all communication and logistics related to community donations.
- Provide conflict resolution using de-escalation and crisis intervention techniques. Use appropriate problem-solving behavior to settle conflicts, including de-escalation and crisis intervention.
- Provide written updates to include guest and staff census and an operations summary to the Tri-City Mayors team upon Warming Center closure each day.
- Provide a licensed and insured driver to transport Warming Center guests to and from (at a minimum) a Rochester site by the COAST Rochester City Hall Transfer Point and/or the Dover Transportation Center each evening and morning in a vehicle provided by the City of Dover to reduce transportation barriers to warming center access.
- Complaints pertaining to the operations of the WC from clients and any other stakeholders will be directed to the Dover EMD for review and resolution by the Tri-City EMDs.

- The Vendor/ Contractor will designate/ identify a single point of contact/ responsible party to address fire and life safety code compliance, City of Somersworth ordinance compliance, and related inspections.
- The successful respondent selected as the vendor to operate the WC will be requested to submit additional operational policies & procedures which will be reviewed for approval and implementation by the Tri-City EMDs.
- Document any/all unacceptable behaviors or actions of clients served and the sanctions applied. Said documentation to be provided to the Tri-City EMDs after each Operational Period.

3. Demobilization of Willand Road Warming Center

- After Each Operational Period: Clean the facility. Organize any non-perishables. Distribute any perishables, prioritizing needs of vulnerable populations. Provide a summary operational report to the Tri-City Mayors Team.
- Upon selection of a successful bidder (Vendor/ Contractor) the parties will mutually develop a Closure Plan to be followed at the end of the season (March 31, 2024) stipulating end-of-year cleaning, inventorying of equipment & supplies and packing for long term storage.
- Within 30 days of the March 31, 2024, closure of the facility, the Vendor/ Contractor shall submit an After-Action Report/Operational Summary Report. Upon selection of a successful bidder (Vendor/ Contractor), the parties will discuss the format & content of said After Action Report/ Operational Summary Report.

4. Insurances

a. Successful bidder (Vendor/ Contractor) shall secure and maintain for the duration of the resulting Agreement a General Liability Insurance policy or policies at no cost to the Tri-City municipalities. The coverage of said insurance policy shall be in an amount of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the aggregate. An insurance certificate shall be supplied to the Tri-City municipalities within 10 days of entering into the Agreement, as well as proof of an endorsement or policy additional insured provisions confirming the Tri-City municipalities' additional insured status. The Tri-City municipalities shall be named as an additional insured on said general liability insurance policy, which coverage shall apply on a primary and noncontributory basis, and, subject to the dollar amounts specified above, cover the Tri-City municipalities with the same scope of coverage provided to Vendor/ Contractor under the general liability policy without subjecting the Tri-City municipalities to any different or additional terms,

conditions, limitations or exclusions. A condition of the insurance coverage shall be thirty (30) days' notice to the Tri-City municipalities prior to cancellation of the policy. Vendor/ Contractor shall also provide the Tri-City municipalities certificates of renewal and, if requested, proof of an endorsement or policy additional insured provisions for any applicable insurance policy no later than ten (10) business days prior to the expiration of said policy. For purposes of the insurance required by this paragraph, to the extent the Tri-City municipalities and Vendor/ Contractor are insured or covered by the same insurer or risk pool with respect to a claim, then the parties hereby agree that, as between the Tri-City municipalities and Vendor/ Contractor, whichever party is or may be found to be primarily at fault for any asserted claim shall bear the adverse impact (or experience factor) for purposes of future insurance or risk pooling underwriting, risk rating, costs, or premium determinations.

b. Vendor/ Contractor shall secure and maintain for the duration of this Agreement Automobile Liability Insurance covering the operation of all motor vehicles, including those hired and borrowed, used by Vendor/ Contractor in connection with this Agreement at no cost to the Tri-City Municipalities. The coverage of said insurance policy shall be in the amount of not less than Five Hundred Thousand Dollars (\$500,000) for all damages arising out of bodily injuries to or death of one person and subject to that limit for each person, a total limit of at least One Million Dollars (\$1,000,000) for all damages arising out of bodily injuries to or death of two or more persons in any one accident or occurrence. An insurance certificate shall be supplied to the Tri-City municipalities by Vendor/ Contractor. Vendor/ Contractor shall also provide the Tri-City municipalities certificates of renewal for any applicable insurance policy no later than ten (10) business days prior to the expiration of said policy. For purposes of the insurance required by this paragraph, to the extent the Tri-City municipalities and Vendor/ Contractor are insured or covered by the same insurer or risk pool with respect to a claim, then the parties hereby agree that, as between the Tri-City municipalities and Vendor/ Contractor, whichever party is or may be found to be primarily at fault for any asserted claim shall bear the adverse impact (or experience factor) for purposes of future insurance or risk pooling underwriting, risk rating, costs, or premium determinations.

c. By signing the resultant Agreement, Vendor/Contractor agrees, certifies, and warrants that Vendor/Contractor is in compliance with, or exempt from, the requirements of New Hampshire RSA Chapter 281-A, regarding workers' compensation insurance. The Vendor/ Contractor shall maintain statutory workers' compensation insurance coverage for all of its employees as required by said law.

Indemnification.

Vendor/ Contractor, as a condition of operating the Willand Road Warming Center, shall defend (with counsel acceptable to the Tri-City municipalities), indemnify, and hold harmless the Tri-City municipalities and their public officials, officers, employees, agents, and/or contractors (collectively "Indemnitees") for any injury, bodily injury, property damage,

accident, fire, loss, theft or other casualty of any kind whatsoever, including but not limited to injuries or damages caused by or to clients or prospective clients of the Willand Road Warming Center together with any manner of property damage or injury to the Tri-City municipalities, which occurs or is alleged to have occur in relation to and/or arising out of the preparation and/or operation and/ or close down of the Willand Road Warming Center by Vendor/ Contractor and/or Vendor/ Contractor's agents, employees, volunteers, contractors, vendors, and/or consultants. The Indemnitees shall promptly, and no later than thirty (30) days after receiving actual notice of a claim, notify Vendor/ Contractor in writing of said claim. Thereafter, Vendor/ Contractor shall promptly provide a defense to the Indemnitees with counsel reasonably acceptable to the Indemnitees. The Indemnitees shall cooperate with Vendor/ Contractor in defending any claims for which indemnification is sought and make available witnesses, documents and materials as may be reasonably necessary for the defense of the indemnified matter. Vendor/ Contractor's obligations to defend, indemnify, and hold harmless the Indemnitees provided herein shall endure and continue to and until the last to occur of (i) the last date permitted by law for the bringing of any claim or action with respect to which indemnification may be claimed or (ii) the date on which all claims or actions for which indemnification may be claimed are fully and finally resolved and, if applicable, with respect to each such claim and action, any compromise thereof or judgment or award thereon is paid in full by Vendor/ Contractor, and the Indemnitees are reimbursed for any amounts paid and compromised thereof or upon a judgment or award thereon and in defense of such action or claim.

EXHIBIT B **APPLICATION**

1. Please describe your organization's experience working with vulnerable populations with emphasis on unsheltered or co-occurring SUD populations. Include a brief statement of work for any current housing related organizational initiatives and the key personnel for those initiatives. (0-20 points)

2. Please describe your staffing plan for the Tri-City Willand Road Warming Center to include description of efforts to ensure operational stability/flexibility/redundancy based on the coverage described in the RFP. Please include specific individual biographies, if known. (0-20 points)

3. Please describe your organization's experience coordinating with local medical, behavioral health, and social service providers including knowledge of HMIS (Homeless Management Information System) and Coordinated Entry systems. (0-20 points)

4. Please describe any organizational community outreach and engagement experience including volunteer training (0-10 points)

5. Please describe any organizational experience/capacity to assess individual needs and prioritize referrals for services. (0-10 points)

- mental/physical health or disability status **
- family status
- race/ethnicity
- justice involvement status/history
- gender identification/sexual orientation
- immigration/documentation status
- age
- religious affiliation

* Every person served by the Willand Road Warming Center must be mobile, able to self-care and can be safely released into unsheltered conditions upon demobilization or they are to be transported to appropriate medical facilities.

** The selected vendor/ contractor is expected to demonstrate and document every effort made to provide support and de-escalation strategies to facilitate a safe environment for all staff and guests in response to any incidents or events that result in sanctions or alteration of operations. All such incidents or events will be reviewed by the Tri-Cities Mayors Team daily to identify opportunities to provide additional training, resources, or support to the selected vendor.

2. Public Health Precautions/Preparations

Guests and staff at the Willand Warming Center must *always* have access to soap & running water for handwashing and hand sanitizer for hand hygiene.

During periods of increased Community Transmission, the Tri-City EMDs will provide ongoing guidance regarding any adjustment to operational practice to reduce the risk of COVID-19 (or other transmissible disease).

3. Shelter Coordinator Role & Responsibilities

- Serves as Shelter Coordinator to open/staff/manage/demobilize Willand Road Warming Center upon municipal Emergency Management Director request.
- Conducts/Facilitates Initial & Ongoing Volunteer Training for Willand Road Warming Center volunteers.
- Reviews Volunteer Applications, Vets, Orients, Trains & Maintains Volunteer Roster for Willand Road Warming Center.
- Schedules and manages Volunteer & Paid per diem staff for Willand Road Warming Center.
- Manages and coordinates requests/donations for supplies, food (snacks/meals), and other community contributions.

- Coordinates referrals and collaborates with other community partners, including attendance at Community Care Team meetings when possible.
- Develops & maintains event, volunteer, and participant forms and records to a standard identified by the Tri-Cities team and consistent with good administrative oversight and care coordination practices.

4. 2022-2023 Operations Summary Data

2022-2023 Willand Road Warming Center operations resulted in the following:

- No regional fatalities occurred during the season due to cold exposure
- The Willand Road Warming Center was activated for 71 nights and served as 2,780 bed nights
- 191 unique individuals were served
- 5,700 meals were served
- 8 nights of alternate shelter were provided for 3 individuals
- \$2,191 was provided for transportation services (i.e. emergency care, treatment)
- First responder overtime was supported for Somersworth PD
- No community shelter site requests for 2022-2023 season

EXHIBIT D

Affidavit Accepting Scope of Services, Assumptions & Assurances

In submitting this proposal, the submitting entity affirms and acknowledges the following:

- Acceptance of the scope of services identified in Exhibit A of the published RFP, including Essential Duties and Responsibilities.
- Acceptance of the Assumptions and Assurances identified in Exhibit C.
- Acknowledgment that this proposal and any information submitted in support of it may be made public in part or in the entirety.
- Any funding award associated with this proposal does not guarantee support or funding in future fiscal years.

Signature

Date

Printed Name