



City of Santa Maria, California
Request for Proposals

**24-Hour “On Call”
Homeless Intervention Specialist**

PRIMARY PURPOSE

The City of Santa Maria Recreation and Parks Department is seeking proposals from qualified individuals or firms to assess the needs of homeless individuals and families in Santa Maria through a standardized assessment tool (VI-SPDAT). Assists them to acquire housing, identify intervention recommendations through an individual service plan, and ensure linkage with support to assist with maintaining housing and improving quality of life. Utilizes housing-focused outreach and harm reduction approaches when working with clients. Collaborates with local, State, and Federal governments and charitable organizations to ensure that services are being provided and that contract goals are being met.

INTRODUCTION

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Materials submitted by respondents are subject to public inspection under the California Public Records Act (Government Code Sec. 6250 et seq.), unless exempt. Any language purporting to render the entire proposal confidential or proprietary will be ineffective and will be disregarded.

To be considered, one (1) original and three (3) copies of a proposal must be received by Sheila Hastings, Recreation and Parks Dept. 615 S. McClelland St. Santa Maria, CA 93454, by 5:00 P.M., on May 31, 2018. The City reserves the right to reject any or all proposals submitted.

Proposal acceptance period: it is understood upon submission of the proposal, the fees proposed will be valid for a period of six (6) months after City approval.

During the evaluation process, the Review Committee and the City reserve the right, when it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors or omissions. At the discretion of the City or the Review Committee, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City reserves the right to retain all proposals submitted and to use any idea(s) in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in the request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the agreement between the City and the firm selected.

The proponent to whom award is made shall execute a written agreement with the City within ten (10) calendar days after notice of the award has been sent by mail to the address given in the proposal. The agreement shall be made in the form adopted by the City and incorporated in these specifications.

A recommendation and proposed agreement will be prepared for review and approval by the City Council at its July 17, 2018 meeting. The City reserves the right to reject any or all proposals, to waive any non-material irregularities or information in any proposal, and to accept or reject any items or combination of items.

KNOWLEDGE OF AFFECTED INDIVIDUALS AND AREA REQUIRED

The successful individual or firm will be familiar with the City of Santa Maria, its physical layout, and related demographics of the population. Specifically, candidates should be familiar with the downtown area of Santa Maria

Candidates should have an understanding of:

- types of general life circumstances which may have influenced or led to homelessness for these individuals, along with the ability to assess the needs of the individuals encountered in order to determine their needs relative to available area benefits for these individuals with the goal of a substantial real-time reduction of the number of unsheltered homeless in the City of Santa Maria.
- The problems experienced by homelessness including drug use, intoxication, theft, violence, and littering.

QUALIFICATIONS AND EXPERIENCE

Proposals will be accepted from individuals, organizations/firms (for-profit or non-profit), or other collaborative arrangements that:

- Are qualified to conduct business in the State of California and the City of Santa Maria.
- Possess the minimum educational requirements (Bachelor degree in human services); (Note that due to the common circumstances related to unsheltered homeless individuals, preference will be given to those candidates that possess experience.)
- Has the ability to dedicate the 24 hour on call availability necessary to meet the goals of the City.
- Is an Equal Opportunity Employer and otherwise qualified by law to enter into a service contract.

Proposers shall have experience with the following:

- Good crisis intervention / de-escalation skills. Ability to relate effectively to difficult clients, including mentally ill, chemically dependent, and other homeless individuals. Ability to operate a vehicle with a valid driver's license is required. Must provide proof of automobile insurance. Ability to work independently in an effective manner. Strong communication and interpersonal skills. Ability to work as a team player.

ESSENTIAL DUTIES:

- Locates individuals and maps their locations throughout the assigned regions.
- Engages with individuals and families to build a quality working rapport, providing information, improving access to mainstream services and facilitating the process of securing housing for individuals who want housing.
- Makes appointments for clients and escorts them to such appointments as needed.
- Collaborates with community stakeholders such as SMPD, the Sheriff's Department, emergency medical services, hospital emergency departments and emergency homeless shelters.
- Assists clients in acquiring emergency supplies, including food, clothing, bedding, medicine and hygiene items.

- Conducts intake and assists in assessment, counseling, and referrals for health and social services.
- Provides resources for counseling, consultation, and crisis intervention as needed.
- Assists clients in applying for entitlements and obtaining identification. Where needed, takes clients through entitlement, medical, and mental health systems to connect them with services and benefits.
- Provides interim case management services for each client which include:
 - a. outreach / engagement / housing needs and home visits;
 - b. preparing a plan, based on clients' needs and goals, for the provision of services;
 - c. meeting with clients on a regular basis;
 - d. following up with clients and providers of services to determine outcome of linkages;
 - e. providing psycho-social rehabilitation services (teaching hygiene and self-care, housing skills, budgeting, problem-solving, etc.);
 - f. reviewing treatment plans at least every six months;
 - g. works in collaboration and consultation with other homeless outreach programs and personnel as part of a seamless continuum of service.

DELIVERABLES

The selected individual or firm will be required to perform the following tasks:

- Create a comprehensive list of all available local, state, and federal (government, private, and non-profit) resources available to assist unsheltered homeless individuals with meeting their daily needs;
- Establish regular methods of contact with area resource providers in order to determine resource availability and related program/benefit requirements;
- Ability and willingness to perform field visits as coordinated with City law enforcement for the assessment of homeless within the City;
- Ability to contact and coordinate in real-time with local service providers for the provision of necessary and available resources to unsheltered homeless;
- Maintain confidential files on homeless encountered and assisted in order to further assist these individuals and for statistical reporting purposes;
- Ability to coordinate with members of the local court system in order to facilitate mutually beneficial resolutions to related citations;
- The ability to research, analyze, and coordinate with local government leadership on possible short term, mid-term, and long term (1-10 year) solutions to substantially reduce chronic homelessness within the City of Santa Maria.

TERM OF ENGAGEMENT

It is the intent of the City to contract for the services presented herein for a term of one (1) year. The City reserves the right to extend the term of the agreement for one (1) additional one-year term subject to the satisfactory negotiation of terms (including a price acceptable to both the City and the selected firm), and the annual availability of an appropriation.

INDEMNIFICATION

The successful candidate, shall, to the fullest extent permitted by law indemnify, defend (with independent counsel approved by the City) and hold harmless the City, and its

directors, officers, and employees from and against all liabilities (including without limitation all claims, losses, damages, penalties, fines, and judgments, associated investigation and administrative expenses, and defense costs, including but not limited to reasonable attorneys' fees, court costs and costs of alternative dispute resolution) regardless of nature or type that arise out of, pertain to, or relate to the negligence, reckless, or willful misconduct of the Consultant or the acts or omissions of an employee, agent or subcontractor of the Consultant.

INSURANCE

The selected candidate shall procure and maintain for the duration of the contract, insurance of the type and in the amounts listed in Exhibit D attached hereto.

REJECTION OF BIDS

The City reserves the right to reject any or all proposals, waive formalities, and select the candidate that best meets the needs of the City and its employees. The City reserves the right to select and terminate any selected individual/firm as deemed necessary based on the needs of the City and its employees. The City reserves the right to request additional information during the evaluation period.

RFP AMENDMENTS

The City of Santa Maria Reserves the right to amend this RFP at any time prior to the closing date. Amendments will be posted to the City's website.

AWARD OF CONTRACT

The City of Santa Maria will award the services in the manner that will obtain the highest quality of services at the most competitive price. Proposals will be accepted only from individuals/firms with demonstrated experience and competency in relevant service areas, with preference given to those individuals/firms with Social Work experience. The City reserves the right to negotiate or reject any and all proposals. Proposals will be evaluated based on the Evaluation Criteria noted below, Note: no formal opening of the proposals will take place. Proposals will be evaluated and the successful individual/firm will be contacted subsequent to the City approval. Candidate interviews may be conducted as deemed necessary by the City.

TERMINATION OF CONTRACT

Either party may terminate this agreement by giving the other party no less than sixty (60) days written notice. If the selected candidate terminates the contract prior to completion of the project, all work completed to date shall be given to the City of Santa Maria. Additionally, the selected candidate shall reimburse the City for any out-of-pocket costs incurred in acquiring and retaining a new consultant.

OWNERSHIP OF MATERIALS

All information from the selected candidate's Reports become property of the City of Santa Maria as allowed under applicable law and ethical standards requirements.

PROPOSAL FORMAT REQUIREMENTS

- h. Cover Letter.

The cover letter shall contain the name of the proposing candidate, the address of the respondents, and the contact individual(s) authorized to answer technical, price, and contract questions. Include contact individuals' telephone numbers, email addresses, and mailing addresses. Identify the key personnel of the firm who will be assigned to this project. The cover letter shall be signed by a person or persons authorized to bind the respondent(s).

i. Table of Contents.

The contents of the proposal shall be included in an index at the beginning of the proposal and should include all contents and attachments.

j. Professional Profile Information.

Respondents shall include a completed Professional Profile Information sheet contained in Exhibit A.

k. Candidate Background and Statement of Experience.

Provide detailed information about the candidate's background (including education, and licensing) along with examples of similar work conducted; any work for local governments should be detailed as well. Submit resumes of staff proposed for the project and a description of their roles and responsibilities for this project.

l. Scope of Required Services.

Explain the respondent's approach to accomplishing the services described in the Scope of Services section. Include a description of the proposed methodology for each component.

m. Proposed Schedule of Consulting Services.

Provide an estimated time-line for the project based on the services listed. Include a detailed discussion of the approach, methodology, project management, and how the respondent will interact with the City, broken down in phases.

n. References.

List a minimum of three references with examples of comparable plans/plan updates provided for review. Provide a contact person and telephone number for each reference. Respondents with like municipal project experience will be given preference. Respondents should use the form (or at minimum the format) contained in Exhibit B

o. Concluding Remarks.

This section may contain any final comments or any elaboration the respondent believes is important to gain a better understanding of the proposed services and/or respondent's capabilities.

p. Compensation Proposal.

Identify the proposed compensation model (hourly, daily, project, item, or other method) and provide the rate or price for each type of service contemplated by this RFP. Please provide an estimated, or, if possible, a firm price for the compensation for this project. The City will consider the competitiveness and adequacy of the proposed compensation model for the services. The contract with the consultant shall include a "not to exceed" figure. The respondent shall disclose any charges

or fees not included in its base price the City would incur. As noted in Exhibit C, please identify proposed compensation by project component.

q. Attachments.

Include any attachments as part of the response to the RFP.

r. Evaluation Criteria

City staff shall evaluate the proposals to determine the firm(s) best suited to meet the City's needs. The City reserves the right to require in-person interviews with some or all of the respondents. As necessary, City staff shall make its recommendation on selection to the City Council. In evaluating the quotations/qualifications, City staff's recommendation and the City's selection will be based on those facts deemed necessary to promote the best interests and welfare of the City including, without limitation, the following:

- **Professional and technical competence (25%).**
- **Professional qualifications and specialized experience of respondent and team (30%).**
- **Quality of the RFP submittal (25%).**
- **Proposed cost of service (20%). Please refer to Exhibit C.**

s. Rejection of Proposals

This RFP shall not create any legal obligation of the City to evaluate any qualification submitted or to enter into any contract or any other agreement with an entity who submits a response except on terms and conditions the City deems, in the sole and absolute discretion, to be satisfactory and desirable. All quotation/qualification should contain an affirmative statement there is no "conflict of interest" with the City and the respondent. The City reserves the right to reject all quotations/qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the City. The City reserves the right to select a respondent or multiple respondents to perform the services. The City reserves the right to terminate the services provided by the respondent. Any work provided by the respondent will be in compliance with a contract to be entered into subsequent to this RFP. By submitting a quotation/qualification, the respondent acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.

EXHIBIT A

COMPANY PROFILE INFORMATION

Each respondent shall complete the following information:

1. Legal name of firm: _____

2. Doing business under other company name? If yes, name of company:

3. Headquarters address: _____

4. City, state and zip code: _____

5. Web site address: _____

6. Number of years in business: _____

7. Total number of employees: _____

8. Total annual revenues separated by last three full fiscal years: _____

9. Major products and/or services offered: _____

10. Other products and/or services offered: _____

11. Describe the firm's demonstrated experience in providing services responsive to the scope of services requested in this RFP:

EXHIBIT B

COMPANY REFERENCES

Submit a completed client profile information sheet for each company reference.
Provide a minimum of three references.

1. Client name: _____
2. Address: _____
3. City, state, zip code: _____
4. Project manager: _____
5. Telephone number: _____
6. E-mail: _____
7. Number of employees in client organization: _____
8. Project scope of services/goals: _____
9. Contract award date: _____ Cutover date: _____
10. Initial contract amount: \$ _____ Final contract amount:
\$ _____
11. Describe the project, its similarity to the services requested herein, and how goals were met:

12. What were the costs of the project? _____
13. You may attach any reports or studies completed for the project.

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EXHIBIT C

COMPENSATION

Submit a compensation proposal in a separate sealed envelope. The compensation shall be broken down by Plan component.

EXHIBIT D

INSURANCE REQUIREMENTS

Consultant shall procure and maintain for the duration of the contact insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Consultant, his/her agents, representatives, or employees. If the contractor maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or higher limits maintained by the contractor.

A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

1. Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001), including products and completed operations, property damage, bodily injury and personal & advertising injury.
2. Insurance Services Office Business Auto Coverage Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, covering hired (Code 8) and non-owned autos (Code 9).
3. Workers' Compensation insurance as required by the State of California and Employer's Liability Insurance.
4. Errors and Omissions liability insurance appropriate to the Consultant's profession. Architects' and engineers' coverage is to be endorsed to include contractual liability.

B. Minimum Limits of Insurance

Consultant shall maintain limits no less than:

1. General Liability - \$2,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability - \$1,000,000 per accident for bodily injury and property damage.

3. Workers' Compensation: Statutory limits.
4. Employer's Liability - \$1,000,000 per accident for bodily injury or disease.
5. Errors and Omissions Liability - \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

C. Self-insured Retentions

Self-insured retentions must be declared to and approved by the City. The City may require the Consultant to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration and defense expenses within the retention.

D. Other Insurance Provisions

The commercial general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

1. The City, its officers, officials, employees and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Consultant including materials, parts or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38 **and** CG 20 37 forms if later revisions are used).
2. For any claims related to this project, the Consultant's insurance coverage shall be primary insurance coverage at least as broad as ISO CG 20 01 04 13 as respects the City, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.
3. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled or reduced, except with notice **stating the title of this contract** to the City. **All notices provided pursuant to this Agreement shall be given to the City representative listed for notice in this agreement and shall specify the title of this Agreement.** Notice may be given by overnight mail, facsimile with confirmation of receipt, or certified mail with return-receipt requested.

4. Consultant hereby grants to City a waiver of any right to subrogation which any insurer of said Consultant may acquire against the City by virtue of the payment of any loss under such insurance. Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.
5. If any of the required policies provide claims-made coverage:
 - a. The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.
 - b. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
 - c. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after completion of work.

E. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

F. Verification of Coverage

Consultant shall furnish the City with original certificates and amendatory endorsements of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

G. Special Risks or Circumstances

Entity reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.