



**Community, Housing, and Human Services Department (CHHS)**

**REQUEST FOR PROPOSALS  
FOR  
WARMING CENTERS**



**September 11, 2018**

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## CHHS CONTACT INFORMATION

**Department**  
**Community, Housing, and Human Services (CHHS) Department**  
**808 W. Spokane Falls Blvd**  
**Spokane, WA 99026**  
**509.625.6325**  
<https://my.spokanecity.org/chhs/>

[RFP Coordinator: Tija Danzig, Homeless Programs Manager, 509.625.6052](mailto:chhsrfp@spokanecity.org)

[For email inquiries, please use: chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org)

Interested applicants are encouraged to contact us with questions or for technical assistance. In addition, one technical assistance workshop will be held as indicated below. All applicants are encouraged to attend.

## INTRODUCTION

### PURPOSE AND BACKGROUND

The City of Spokane, through its Community, Housing, and Human Services Department (hereinafter “City”) is initiating this Request for Proposals (RFP) to solicit Applications from social service agencies serving the City of Spokane to act as Warming Center(s) to serve homeless adults during the winter weather.

### MINIMUM QUALIFICATIONS

Local governments, for-profit, and non-profit (including faith-based) agencies serving the Spokane County are all eligible to apply. Faith-based organizations and churches may not restrict client participation based on required religious affiliation or activities. Experience working with vulnerable populations and/or those experiencing homelessness is required.

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

### FUNDING

The total amount available for the Warming Center(s) will be determined through the City of Spokane budget process. Any contract awarded as a result of this procurement is contingent upon the availability of funding. Applications should include a realistic budget in accordance with the proposed project. Cost may be an evaluation factor.

### PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about November 1, 2018 and conclude 7:00 am, March 1, 2019. There is a possibility of contract renewals or extensions, which shall be at the sole discretion of the City and communicated with the awarded agency.

**DEFINITIONS**

Definitions for the purposes of this RFP include:

- Agency:** Contractor or organization submitting Application for consideration under this RFP.
- City:** The City of Spokane, a Washington State municipal corporation that is issuing this RFP.
- Contractor:** Agency whose application has been accepted by the City and is awarded a fully executed, written contract.
- Application:** A formal application submitted in response to this solicitation.
- Applicant:** Agency submitting an application in order to attain a contract with the City as a designated Warming Center(s).

**RFP COORDINATOR(S)**

The RFP Coordinator(s) is the primary point of contact in the City for this procurement. All communication between the Contractor and the City upon receipt of this RFP shall be with the RFP Coordinator(s) or his/her designee, as follows. Any other communication will be considered unofficial and non-binding on the City.

	<b>From September 10 to 22</b>	<b>From September 22 to 30</b>	<b>From September 22 to 30</b>
<b>Name</b>	Tija Danzig	Matt Davis	Rebekah Tuno
<b>Address</b>	808 W. Spokane Falls Blvd.	808 W. Spokane Falls Blvd.	808 W. Spokane Falls Blvd.
<b>City, State, Zip Code</b>	Spokane, WA 99201-3333	Spokane, WA 99201-3333	Spokane, WA 99201-3333
<b>Phone Number</b>	509.625.6052	509.625.6815	509.625.6321
<b>Fax Number</b>	509.625.5315	509.625.5315	509.625.5315
<b>E-Mail Address</b>	<a href="mailto:tdanzig@spokanecity.org">tdanzig@spokanecity.org</a>	<a href="mailto:mrdavis@spokanecity.org">mrdavis@spokanecity.org</a>	<a href="mailto:rtuno@spokanecity.org">rtuno@spokanecity.org</a>

**ESTIMATED SCHEDULE OF ACTIVITIES**

<b>When</b>	<b>What</b>	<b>Who</b>
September 11, 2018	Announcement of Request for Proposals	City CHHS Department
September 18, 2018	Technical Assistance Workshop – 8:00 to 9:30am in the Lobby Level Tribal Room	Interested organizations
September 30, 2018	Deadline to submit completed application and critical documents	Interested organizations
October 1 to 10, 2018	Review of Applications and determination of qualification for on-site visit (as applicable)	Review Committee
October 12, 2018	Notification to Applicants	CHHS Director/ Homeless Programs Manager
October 15 to 31, 2018	Establish contracts with designated Warming Center(s)	City CHHS Department
November 1, 2018	Projected Start of Warming Center(s)	Awarded Applicant
<b><i>The City reserves the right to revise the above schedule. Changes to this schedule will be posted on the Community, Housing, and Human Services Department website <a href="https://my.spokanecity.org/chhs/">https://my.spokanecity.org/chhs/</a></i></b>		

## **SCOPE OF SERVICES**

### **CONDITIONS AND REQUIREMENTS FOR OPERATING A WARMING CENTER(S)**

A Warming Center(s) is defined as a building or portion thereof which is not designed for lodging and is operated for the purpose of sheltering the homeless from the elements for brief intervals during any twenty-four hour period. Facilities will require review and approval by the City of Spokane to be allowed to be listed as an approved site. The City requests proposals that assume nightly operation of Warming Centers during the period of performance. The following are the minimum requirements:

#### **ACCESS**

The owner(s) and/or operator(s) of a Warming Center(s) shall:

1. Ensure that entrances, exits, steps, and walkways are free of obstruction by litter and/or refuse; or by ice, snow and other hazards.
2. Ensure building has adequate exiting for the occupant load.
3. Provide direct physical access to the facility without unauthorized use of other private property.
4. Provide ADA accessible restrooms with an adequate number of fixtures for the number of occupants.
5. Allow clients access gender neutral restroom privileges.
6. Allow clients the ability of the taking of medication during all hours of operation.
7. Ensure services are low-barrier and not contingent upon sobriety, substance use, or participation in religious services.

#### **STAFFING AND TRAINING**

The owner(s) and/or operator(s) of Warming Centers shall:

1. Ensure there is full-time trained supervision for the building.
2. Maintain a minimum staffing ratio of one (1) staff member for every twenty (25) residents, with two (2) or more staff on-site at all times. All required staff must be 18 years or older.
3. Have written policies and procedures to address the following topics and ensure that all staff members are trained in the following areas:
  - a. First-aid
  - b. Fire and emergency procedures, including the proper use of fire extinguishers
  - c. Client complaint and grievance procedures
  - d. Non-discrimination policy
  - e. Client confidentiality requirements
  - f. Organization chart, including the appropriate lines of authority and communication within the Warming Center(s)
  - g. Safety Plan to provide separate space and adequate supervision for clients during emergencies (e.g. norovirus)
  - h. Homeless Management Information Systems (HMIS) data collection, data entry, and submission deadlines
4. Ensure staff is oriented to the special needs of individuals who are homeless, experience mental health issues, substance abuse issues, or intimate partner/domestic violence issues.
5. Ensure staff has received mental health awareness and cultural, diversity/sensitivity training.
6. Staff according to the organization's standard hiring/volunteer policies.

## **SPACE AND SECURITY**

The owner(s) and/or operator(s) of Warming Centers shall:

1. Ensure a minimum of 20 square feet/person of net area is provided for occupant load calculation.
2. Maintain, in a conspicuous place, a valid occupancy permit for the usual purpose of the structure.
3. Have a written policy of participant/patron responsibilities.

All standard penalties will be in effect in the event that a Warming Center(s) participates in emergency activation without valid and applicable permits in place.

## **ADDITIONAL FIRE & SAFETY REQUIREMENTS**

In addition to the requirements contained in the Fire Prevention Code and other City codes, the owner(s) and/or operator(s) of a Warming Center(s) shall:

1. Post emergency telephone numbers near each telephone including, but not limited to, '911' and poison control.
2. Provide 2A:10BC fire extinguishers at a maximum spacing of 75 feet in space designated as a Warming Center(s).
3. Not allow cooking in any room which is used for warming.
4. Not allow smoking at any time within the building. Signage must be posted.
5. Provide First Aid kits to accommodate the number of people in the Warming Center(s).
6. Post fire exit diagrams.
7. Ensure standard procedures exist and regular fire drills are practiced.

## **REPORTING**

1. Warming Centers will be required to enter client level data in the HMIS for each client accessing the Warming Center(s).
2. HMIS Timeliness Standard: data for any given month shall be entered no later than the 5th day of the following month.

## **COMPENSATION**

A Warming Center program award will be made to one or more agencies, or a collaboration of agencies, serving households consisting of adults without minor children.

## **CURRENT CONTRACT**

Only facilities with an active emergency Warming Center(s) contract with the City of Spokane shall be considered a valid emergency Warming Center(s).

## **WARMING CENTER(S) HOURS OF OPERATION**

Warming Center(s) hours of operation are 7:00 pm to 7:00 am. In some instances, there may be consideration for a daytime Warming Center. Interested applicants should contact the RFP Coordinator(s) for information.

## **GENERAL INFORMATION**

### **PROPRIETARY INFORMATION / PUBLIC DISCLOSURE**

Materials submitted in response to this competitive process shall become the property of the City.

All received Applications shall remain confidential until the award of contract recommendation has been filed with the City Clerk for City Council action. Thereafter, the Applications shall be deemed public records as defined in RCW 42.17.250 to 42.17.340, "Public Records."

Any information in the Application that the Applicant desires to claim as proprietary and exempt from disclosure under the provisions of state law shall be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on it. Marking the entire Application exempt from disclosure will not be honored.

The City will consider an Applicant's request for exemption from disclosure; however, the City will make a decision predicated upon state law and regulations. If any information is marked as proprietary in the Application, it will not be made available until the affected Applicant has been given an opportunity to seek a court injunction against the requested disclosure.

All requests for information should be directed to the RFP Coordinator(s).

### **REVISIONS TO THE RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be posted on the Community, Housing, and Human Services Department website. Applicants are encouraged to monitor the website for any changes and/or notifications.

The City reserves the right to cancel or to reissue the RFP in whole, or in part, prior to final award of a contract.

### **RESPONSIVENESS**

All Applications will be reviewed by the RFP Coordinator(s) or designee to determine compliance with administrative requirements and instructions specified in this RFP. The Applicant is specifically notified that failure to comply with any part of the RFP may result in rejection of the Application as non-responsive.

The City reserves the right at its sole discretion to waive minor administrative irregularities.

### **MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION**

The City encourages participation in all of its contracts by firms certified by the Washington State Office of Minority and Women's Business Enterprises (OMWBE). Applicants may contact OMWBE at 360.753.9693 to obtain information on certified firms.

### **AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION**

The City of Spokane is committed to providing equal access to its facilities, programs, and services for persons with disabilities. Individuals requesting reasonable accommodations or further information may call, write, or email Human Resources at 509.625.6363, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or [msteinolfson@spokanecity.org](mailto:msteinolfson@spokanecity.org). Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



**MOST FAVORABLE TERMS**

The City reserves the right to make an award without further discussion of the Application submitted. Therefore, the Application should be submitted initially on the most favorable terms which the Contractor can propose. There will be no best and final offer procedure. The City does reserve the right to contact an Applicant for clarification of its Application.

The Applicant should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or all of the Application.

**COSTS TO MAKE APPLICATION**

The City will not be liable for any costs incurred by the Applicant in preparation of an Application submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

**NO OBLIGATION TO CONTRACT**

This RFP does not obligate the City to contract for services specified herein.

**REJECTION OF APPLICATIONS**

The City reserves the right at its sole discretion to reject any and all Applications received without penalty and to not issue a contract as a result of this RFP.

**Application and Review Process**

Applicants are responsible for contacting the City of Spokane Building and Fire Departments to conduct the approval review for access, space, and security, and additional fire safety requirements for Warming Centers.

The applicant review committee, which may contain representation from the Community, Housing, and Human Services Department, the Continuum of Care (CoC) Board, and others deemed appropriate, will review Applications and conduct site visits as needed to verify staffing and training certification, and current building and fire certifications (see Site Visit Check List on website). The committee will provide a recommendation for funding to the City of Spokane Community, Housing, and Human Services Board and advise as indicated below.

The criteria by which priority Warming Centers will be selected is:

1. Experience and proven track record in working with and providing services to people experiencing homelessness
2. Experience working alongside Spokane Police and Fire Departments
3. Program plan as submitted in the application
4. Responsiveness to the application
5. Ability to meet all conditions and requirements if designated as a Warming Center(s)

## SUBMISSION OF APPLICATIONS

### PREPARATION OF APPLICATIONS

All Applications shall be submitted electronically, prepared using the **Warming Center(s) Application** and the **Warming Center(s) Application Budget Worksheet** provided by the Community, Housing, and Human Services department and available on the Department [website](#).

If you need help accessing the application, please contact the RFP Coordinator(s).

### SUBMISSION OF APPLICATIONS

**Please note the following:** The deadline to submit Applications is 11:59 pm on September 30, 2018. Late Applications will not be accepted. Paper copies of the application will not be accepted for this funding notice.

**Submit Applications to:** [chsrfp@spokanecity.org](mailto:chsrfp@spokanecity.org)  
**Please cc the RFP Coordinator(s) as well to confirm receipt**

The City is not responsible for Applications delivered late. It is the responsibility of the Applicant to be sure the Applications are sent sufficiently ahead of time to be received **no later than 11:59 pm local time** on the due date.

***All Applications and any accompanying documentation become the property of the City and will not be returned.***

## APPLICATION CONTENTS

### APPLICATION CONTENT

Applicants are to follow the Application template provided on the Community, Housing, and Human Services [website](#).

### APPLICATION ATTACHMENTS

In addition to the completed application, the following attachments are required:

- Budget Worksheet
- Occupancy permit
- Proof of liability insurance
- Fire exit diagram that is posted next to exits
- Standard procedures for fire drills
- Written policy of participant/visitor responsibilities

**ALL DOCUMENTS MUST BE SUBMITTED WITH APPLICATION—INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED**

Applications shall provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the Application, but should assist the Applicant in preparing a thorough response. By signature on the cover page of the Application for Designation as City of Spokane Warming Center(s), applicants certify that they comply with all terms and conditions set out in this RFP.

## EVALUATION AND CONTRACT AWARD

### EVALUATION PROCEDURE

Responsive applications will be evaluated in accordance with the requirements stated in this solicitation and any addenda issued.

### EVALUATION WEIGHTING AND SCORING

Applications will be evaluated using the following criteria:

- Program Plan
- Physical Access
- Space and Security
- Fire and Safety Requirements
- Staffing and Training
- Client Accessibility
- Emergency Preparedness
- Submission of Required Documentation

### NOTIFICATION TO APPLICANTS

After award recommendations have been determined, Applicants will be sent Intent to Award notification.

### DEBRIEFING OF UNSUCCESSFUL APPLICANTS

Upon request, a debriefing conference will be scheduled with an unsuccessful Applicant. Discussion will be limited to a critique of the requesting Contractor's Application. Comparisons between Applications or evaluations of the other Applications will not be allowed. Debriefing conferences may be conducted in person or on the telephone.

### APPEAL PROCEDURE

Following evaluation, a recommendation for award shall be submitted to the Director of Community, Housing and Human Services by the Review Committee. Award of contract, if made, shall be by approval of the Community, Housing, and Human Services Director. Applicants wishing to appeal the award of the contract may appeal to the RFP Coordinator(s).

## **CONTRACT TERMS**

### **CITY OF SPOKANE BUSINESS LICENSE**

Persons / firms doing business in the City or with the City must have a valid City of Spokane business license. Questions may be directed to the Taxes and Licenses Division at 509.625.6070.

### **INSURANCE AND BONDING**

During the term of the Contract, the Contractor shall maintain in force at its own expense, the following types and amounts of insurance:

1. General Liability Insurance on an occurrence basis with a combined single limit of not less than \$1,000,000 each occurrence for Bodily Injury and Property Damage. Supplemental umbrella insurance coverage combined with the General Liability Insurance of not less than \$1,000,000 each occurrence for Bodily Injury and Property Damage is also acceptable. It shall provide that the CITY, its agents, officers and employees are Additional Insureds, but only with respect to the Contractor's services to be provided under this Contract; and
2. Automobile Liability Insurance with a combined single limit, or the equivalent of not less than \$1,000,000 each accident for Bodily Injury and Property Damage, including coverage for owned, hired or non-owned vehicles.

There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without thirty (30) days written notice from the Contractor or its insurer(s) to the City. As evidence of the insurance coverages required by this Contract, the Contractor shall furnish an acceptable insurance certificate to the City at the time the Contractor returns the signed Contract.

### **ANTI-KICKBACK**

No officer or employee of the City of Spokane, having the power or duty to perform an official act or action related to contracts resulting from this RFP shall have or acquire any interest in the contract, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in the contract.

### **ASSIGNMENT**

Agency shall not assign, transfer or subcontract its interest, in whole or in part, without the written consent of the authorizing official for the City of Spokane.

### **NON-WAIVER**

No delay or waiver, by either party, to exercise any contractual right shall be considered as a waiver of such right or any other right.

### **SEVERABILITY**

In the event any provision of a resulting contract should become invalid, the rest of the contract shall remain in full force and effect.

## **DISPUTES**

Any contract resulting from this RFP shall be performed under the laws of Washington State. Any litigation to enforce said contract or any of its provisions shall be brought in Spokane County, Washington.

## **NONDISCRIMINATION**

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

## **LIABILITY**

The Applicant will be considered an independent contractor and the Agency, its officers, employees, agents or subcontractors shall not be considered to be employees or agents of the City. The Agency shall defend, indemnify and hold harmless the City from all loss, liability, damage, death or injury to any person or property arising from the performance or omission of the Agency, its agents or employees, arising directly or indirectly, as a consequence of this contract.

## **INTERNAL AUDITING CONTROL**

The Agency shall establish and maintain a system of internal accounting control which complies with applicable generally accepted accounting principles and governmental accounting and financial reporting standards. A copy of the Agency's most recent Audited Financial Statement shall be kept on file in the Community, Housing, and Human Services Department. The City has the right to supervise and audit the finances of the Agency to ensure that actual expenditures remain consistent with the spirit and intent of any contract resulting from this RFP. The Community, Housing, and Human Services Director or his/her designee may inspect and audit all records and other materials and the Agency shall make such available upon request.

## **EQUAL HOUSING OPPORTUNITY INFORMATION**

The City is pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. The City encourages and supports an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

## **WASHINGTON LAW AGAINST DISCRIMINATION INFORMATION**

We do business in accordance with the Washington Law Against Discrimination, RCW 49.60, which prohibits discrimination on the basis of race, color, creed, national origin, disability, HIV/Aids and Hepatitis C status, use of guide dog or service animal, sex, marital status, age (employment only), families with children (housing only), sexual orientation/gender identity, and honorably discharged veteran or military status.