



Request for Proposal – Stout Street Recuperative Care Center Services

PURPOSE

Colorado Coalition for the Homeless (CCH) is pleased to submit this Request for Proposal for qualified vendors to submit a proposal to provide daily staffing and services in the Stout Street Recuperative Care Center (SSRCC). This will be a 24/7 program requiring a myriad of operational and frontline support services from potential service vendor partners. Partners will need to be aligned with CCH's mission to work collaboratively toward the prevention of homelessness and the creation of lasting solutions for families, children, and individuals who are experiencing or at-risk of homelessness throughout Colorado. CCH advocates for and provides a continuum of housing and a variety of services to improve the health, well-being and stability of those it serves.

The SSRCC will meet the immediate health care needs for 500+ people experiencing homelessness annually through medical respite, also known as recuperative care. This "first-of-its kind" facility will provide up to 75 daily respite beds on the first three floors of the building targeted to people experiencing homelessness with acute medical conditions. These individuals need a higher level of care than the streets can safely support. For people experiencing homelessness, recovery "at home" is not an option, and this new facility will provide safe, dignified, and quality spaces for people to heal and stabilize while working with an integrated healthcare team of Coalition staff to identify long-term housing options.

Broad staffing and service goals include the staffing and management of janitorial/housekeeping efforts on the first three floors of the SSRCC; meal planning, preparation, serving, and management; and laundry services. Goals focus on trauma-informed care and support to clients and a collaborative communication expectation between the partnered organizations. CCH has partnered with service partners on prior projects, and we are committed to teamwork and partnered support with a collaborative approach.

EEO Expectation for all submissions and partners

It is expected that all who respond to this RFP share the Coalition's commitment to equal employment opportunity principles, and base employment decisions on applicant and/or employee qualifications, without regard to disability, race, creed, color, sex, sexual orientation, gender identity, gender expression, religion, age, national origin, ancestry, veteran status, or any other protected class under Colorado or Federal law.

PROJECT DETAILS

Project Overview and RFP Rationale

CCH is seeking qualified vendors to manage multiple aspects of the staffing and service provision of the janitorial, food, security, and laundry amenities onsite while maintaining a focus on CCH's organizational mission and the SSRCC program focus on trauma-informed integrated care for an acute medical need. Support will be provided in the first three floors of the SSRCC building. An expected daily census of 70-75 daily patients is expected, including a discharge expectation of 5-10% of census daily and an intake expectation of 5-10% of census daily.



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Vendors must provide and maintain any and all licenses and permits required of the City, County, State and Federal Government, as well as any other legal and regulatory requirements. Vendors must provide and maintain any and all applicable insurance requirements at vendors' own expense and must present a certificate of insurance naming the Coalition as an additional insured and certificate holder prior to the commencement of work. Required coverage may include but are not necessarily limited to, commercial liability, workers compensation, crime, business automobile, and umbrella/excess coverage at limits that will be communicated to the vendor upon selection.

There are many benefits associated with partnering for staffing and service support, including:

- Greater access to a larger candidate pool
- Quicker recruiting and hiring turnaround
- Less bandwidth to HR, IT, finance, and other administrative teams that support employees directly/indirectly
- More community partnership in leveraging expertise for food preparation, food serving, food cleanup, menu planning, and food cost control and inventory management that community partners possess
- Leveraging community partners' connections that would be beneficial for SSRCC operations
- More flexibility with program staffing and service needs that will start off smaller and scale up within first 1-3 months of program start date
- Greater ability to hire individuals within specific areas of expertise and focus

Laundry Statement of Work (SOW)

Vendor will provide laundering services of the SSRCC's program bedding, linens, and client clothes.

Specific Laundry goals and requirements include:

- Laundering of client bedding and linens every three days for up to 75 patients daily.
- Laundering of client clothes up to two times a week for clients designated as higher acuity or needing additional support of their ADLs. Anticipated number of clients that fall in this category at any time is 5-10% of total census.
- Notification to SSRCC operational staff on the current quality and availability of linens and notify staff of reorders, quantity, or quality concerns in a timely fashion.
- Vendor will furnish all materials including cleaning materials, labor services, and special skills required to provide this service as described.
- Ensuring linens and bedding are in functional order and appropriate quality for client provision.

Optional Laundry scope addition: Vendor will be responsible for the repair and maintenance of the two industrial washing machines and three industrial dryers. Machinery is located on the first floor of the SSRCC.



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Food/Meals Statement of Work (SOW)

Vendor will provide meals for clients at the SSRCC. Vendor must provide and maintain any and all current licenses and permits required of the City, County, State and Federal Government, including but not limited to all requirements related to food procurement, storage, preparation, handling, serving, and disposal. Vendor has flexibility of implementation, staffing model, and menu planning as long as program goals are supported. Vendor's proposal should list any food licenses and certifications it and its employees currently have, and those it plans to obtain prior to commencing work if selected.

Specific food/meal goals and requirements include:

- Breakfast, lunch, and dinner meals provided at consistent times daily for up to 75 patients at any given meal for the SSRCC program.
- Menu planning with a focus healthy lifestyles and sustainable practices.
- Bandwidth and resources of CCH staff can be more concentrated on integrated care support
- Leveraging existing areas of expertise for housekeeping, cleaning, and laundry services that community partners possess
- Understanding that nutrition is vital to healing from an acute medical need.
- Menu planning that includes a variety of nutritious choices, including fresh vegetables and fruit, whenever possible.
- Menus approved by the integrated care team and a collaborative approach to nutritional education and menu options.
- Sack or to-go meal options for individuals who will be offsite during scheduled mealtimes.
- Snack planning, access, and availability to clients between meals.
- Collaborative use of the kitchen space and vendor expertise for any shared educational or vocational programs.
- Managing and maintaining inventory of food.
- Managing and maintaining inventory of client meal utensils and dishes and notifying SSRCC operational POC in timely fashion of utensils food service items in need of replacement.
- Procuring, managing, and maintaining, at the vendor's expense, all necessary city, county, state, and federal licensure and handling permits including but not necessarily limited to business licensure permits, food handling and preparation permits; food safety; food storage; retail food establishment permits; and others as required and set forth by the CDPHE, the Department of Excises and Licenses, and any other pertinent government entities or agencies:
<https://drive.google.com/file/d/18-uo0wlxj9xvOoT6Ai4x6ZMYIiuu2v1G/view>
- Colorado Food Handler license *strongly preferred* for all staff and *required* for one vendor employee involved in food service.
- At least one individual consistently staffed at the site has a Colorado Food Managers Certificate.



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(food SOW continued)

The Vendor is also responsible for maintaining the following areas in dining and kitchen area including all furnishings, fixtures, equipment, walls, ceilings, floors, windows, and doors in a clean, neat, sanitary and safe condition at all times: Kitchen, refrigerated and dry food storage areas, equipment and supplies storage areas, all interior corridors and the loading dock area when used for dining service purposes.

Vendor will notify SSRCC operational POC in timely fashion when equipment is not in working order. The Vendor will submit a plan for kitchen equipment cleaning and maintenance that will be approved by SSRCC operational POC including but not limited to deep clean planning, hood cleaning, and any grease trap support or mitigation.

Security Services Statement of Work (SOW)

Vendor will provide security personnel services for the exterior of building, and the first three floors of the building at the SSRCC location. The vendor will work closely with the CCH Safety Director to determine training requirements; support and communicate expectations; and determine when/if security service level needs to increase and/or decrease. Shared patrol of exterior areas will be jointly determined.

Security Personnel Services includes:

- Maintaining a visual and engaged presence of security by remaining active and alert to client activity.
- Provide support to program clients and Colorado Coalition for the Homeless (CCH) staff with by providing general customer service such as answering questions and providing directional direction and assistance.
- Patrol as needed in hallways, common areas, general indoor and outdoor premises, smoking areas, parking lots and structures, stairwells, and exit doors when applicable of the SSRCC building to ensure safety of guests and staff.
- Support CCH staff by managing de-escalation and client engagements in the lobby, common areas, staff areas, and client areas, by maintaining a peaceful milieu by enforcing facility rules, regulations and applicable health safety standards.
- Accompany CCH staff to perform wellness checks with clients.
- Assist with escalated guests or any other situation where a security presence is needed.
- Generally, maintain engagement and visibility at all times and inform CCH of noted concerns.

Exclusions:

- Provide wellness test related activities,
- Providing medical response,
- Using physical force with clients unless there is imminent danger to one's life



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Janitorial/Housekeeping Statement of Work (SOW)

The Vendor will provide janitorial support for the first three floors of the SSRCC and the outside of the building. Laundry is covered separately. Vendor will provide and manage all supplies and service requirements associated with janitorial/housekeeping tasks.

DAILY:

- Entrance/Waiting Area/Common Rooms/Triage/Exam/Clinical Rooms/Lab/Nurses Station/Treatment Room/Break room/Television Rooms/Dining room/ Hallways:
 - Vacuum rugs. Sweep outside entry rugs
 - Empty and clean trash receptacles
 - Vacuum or brush all lobby furniture
 - Clean entry glass doors and thresholds
 - Spot clean doors and walls
 - Dust mop and damp mop all hard surface floors
 - Damp mop tile using neutral cleaner only
 - In Exam Rooms sweep, mop, clean sink and countertops, Empty trash
 - Clean all sinks in facility
 - Disinfect and wash clean all water fountains and water coolers in tenant areas
- Restrooms:
 - Wash all floors with germicidal disinfectant and remove all spots and stains
 - Wash and polish all mirrors and bright work
 - Wash and wipe dry all plumbing fixtures
 - Wash and disinfect all toilet seats, both sides
 - Scour, wash and disinfect all basins, bowls and urinals
 - Empty paper towel trash receptacles and dispose in building trash receptacle
 - Replace trash liners
 - Fill soap dispensers, paper towel dispensers, toilet tissue and seat covers
 - Clean and wash receptacles and dispensers
 - Remove fingerprints and spots from walls
 - Remove all unauthorized marks and writing from walls, partitions, etc.
 - Report all maintenance problems to building manager (dripping faucets, broken fixture handles, etc.)
- Discharge/client room turnaround:
 - Cleaning and disinfecting patient pods after discharge within a four-hour, same-day turnaround expectation if a discharge occurs before 2pm, or by noon the following day



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- All trash removed and all belongings bagged and stored per SSRCC direction
- Beds remade with fresh linens

WEEKLY:

- Entrance/Waiting Area/Common Rooms/Triage/Exam/Clinical Rooms/Lab/Nurses Station/Treatment Room/Break room/Television Rooms/Dining room/ Hallways:
 - Dust and spot clean walls and baseboards
 - Dust pictures and clean glass if necessary
 - Dust windowsills and door jambs
 - Disinfect and thoroughly clean all telephones

(continued janitorial SOW)

- Dust all exposed surfaces on desks. (Do not move papers or objects on desks)
- Check all high and low ledges, shelves, bookcases, credenzas, file cabinets, tables, pictures, etc., and clean if cleared
- Remove fingerprints from all painted surfaces near light switches, entrance, doors, etc.

MONTHLY:

- All Areas:
 - Thoroughly hand dust and wipe clean with a chemically treated cloth all furniture, file cabinets, shelves, fixtures, picture frames, and all other high or low dusting areas
 - Dust all baseboards with damp cloth.
 - Vacuum or brush all upholstered furniture.
 - High dust lighting and ventilating ducts.
 - Dust window blinds.
 - Dust and clean walls. Wash tiled walls and partitions.
 - High dust wall, light fixtures and ventilation grilles.

SPECIAL SUPPORT NEEDS:

- Cleaning as needed for individuals unable to fully manage their own space
 - Predicted amount is less than 5% of census at any given time

GOALS

Identified Partnership Service Goals

CCH is seeking a qualified vendor to partner with us to provide support to ensure the SSRCC program is operational in a functional and efficient manner to meet the needs of up to 75 clients every day. This program will provide a much-needed resource to the unhoused in the Denver-metro region and services



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will fill a current gap in the healthcare system. Support to clients will have a focus on trauma informed care; motivational interviewing to partner on shared goals; and harm reduction. Support between organizations and teams will have a focus on trauma informed communication, SBI feedback, and a collaborative approach to navigating challenges that arise. Partnered organizational goals will include regular meetings and frequent check-in between leadership and a supportive environment for frontline staff onsite.

CCH is requesting vendors allow CCH to have input and guidance regarding necessary trainings for all vendor staff, especially in areas of communication, feedback, collaboration, motivational interviewing, trauma informed care, harm reduction, and social determinants of health. CCH is requesting vendors partner on a collaborative framework of structure so that vendor staff attends CCH meetings, huddles, and participates as needed for optimal teamwork between organizations.

Project Deliverables

Following is a complete list of all project deliverables:

Deliverable	Description
Deliverable #1 (general)	Vendor will provide framework for notification of issues/challenges/problems to CCH staff
Deliverable #2 (general)	Vendor will provide regular availability for meetings to collaborate
Deliverable #3 (laundry)	Cost Estimate for Laundry services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #4 (laundry)	Staffing (FTE) Estimate and suspected hours of operation/support for Laundry services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #5 (laundry)	Cost Estimate for Laundry services described in SOW for 01JAN2024 through 31DEC2024
Deliverable #6 (laundry)	Staffing (FTE) Estimate and suspected hours of operation/support for Laundry services described in SOW for 01JAN2024 through 31DEC2024
Deliverable # 7 (food/meals)	Cost Estimate for daily per-patient amount for food/meals
Deliverable #8 (food/meals)	Cost Estimate for Food/Meals services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #9 (food/meals)	Staffing (FTE) Estimate and suspected hours of operation/support for Food/Meals services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)



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Deliverable #10 (food/meals)	Cost Estimate for Food/Meals services described in SOW for 01JAN2024 through 31DEC2024
Deliverable #11 (food/meals)	Staffing (FTE) Estimate and suspected hours of operation/support for Food/Meals services described in SOW for 01JAN2024 through 31DEC2024
Deliverable #12 (food/meals)	Potential menu planning timeline/solicitation details for projected ability to execute deliverables according to goals
Deliverable #13 (food/meals)	Operational support and execution plan for hours that cover breakfast, lunch, and dinner so those meals will be offered daily
Deliverable #14 (security)	Cost Estimate for 24/7 security personnel services for 1 individual as described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #15 (security)	Cost Estimate for 24/7 security personnel services for 1 individual as described in SOW for 01JAN2024 through 31DEC2024
Deliverable #16 (janitorial/housekeeping)	Cost Estimate for Janitorial/Housekeeping services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #17 (janitorial/housekeeping)	Staffing (FTE) Estimate and suspected hours of operation/support for Janitorial/Housekeeping services described in SOW for 01AUG2022 through 31DEC2023 (initial contract period)
Deliverable #18 (janitorial/housekeeping)	Cost Estimate for Janitorial/Housekeeping services described in SOW for 01JAN2024 through 31DEC2024
Deliverable #19 (janitorial/housekeeping)	Staffing (FTE) Estimate and suspected hours of operation/support for Janitorial/Housekeeping services described in SOW for 01JAN2024 through 31DEC2024

Timeline for Execution and Solicitation

Key project dates are outlined below. Dates are best-guess estimates and are subject to change until a contract is executed.

- 23MAR2022 – Solicitations extended/open to Vendors
- 04APR2022 – Questions, clarification, additional information, and feedback requested to CCH from Vendors will be made by this date
- 012APR2022 – Questions, clarification, additional information, answers, and feedback requested by CCH to Vendors will be made by this date
- 19APR2022 – **Proposals due to CCH by this date by 1159**
- 03MAY2022 – Selection of Vendor/Vendors services bid approval or decision to choose no bid/no services support made by this date



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- 04MAY2022 – **Notification to Vendors of decision for bid approval or decisions of no services will be provided by this date**
- 05MAY2022 – Meetings for vendor collaboration timeline will start on this day; Contract negotiations, if applicable, start on this day
- 15JUN2022 – Contract finalized and executed
- 01AUG2022 – Doors expected to open with goal of 75 patient daily census within 2-3 weeks

Supplied Material

CCH will not provide supplied material for the execution of the laundry, food, security, or janitorial/housekeeping services. Vendor is expected to supply their own materials for the execution of all services.

SOLICITATION INFORMATION

Contract Type

This contract will be a Firm Fixed Price with Prospective Price Redetermination contract with allotment for cost method that establishes a firm fixed price for the initial contract period but allows for mutually agreed-upon increases or decreases annually during subsequent price periods. A fixed-price contract with prospective price redetermination will be used so both parties can negotiate a fair and reasonable firm fixed price for an initial period, but not for subsequent periods of contract performance.

CCH may provide for a ceiling price based on evaluation of the uncertainties involved in performance and their possible cost impact to the organization and this project. This ceiling price, if provided, will provide for assumption of a reasonable proportion of the risk by the contractor and once established, may be adjusted only by operation of contract clauses providing for equitable adjustment or other revision of the contract price under stated circumstances.

Solicitation

CCH is excited at the potential partnership with you. Please submit your solicitation/proposal via electronic file of potential Vendor's choice to the following individuals by April 19th, 2022, at 1159.

Miriah Nunnaley – munnaley@coloradocoalition.org (main POC)

Andrew Grimm – agrimm@coloradocoalition.org (please CC)

Adam Fleener – afleener@coloradocoalition.org (please CC)

Please use the following nomenclature for your file name and subject line: [Date]_[Service/services proposed]_Organization name. Example: 3-23-2022_AllServices_ColoradoCoalitionfortheHomeless. Second Example: 4-10-2022_Food_CCH.

If you have any questions, concerns, or request clarifications, please call Miriah Nunnaley, at 706-951-8456 or email her at munnaley@coloradocoalition.org and she can direct the request to the appropriate party.