

REQUEST FOR PROPOSAL

Senior Center Facility Operator

The City of Desert Hot Springs is requesting proposals to provide facility operation management services and programs for the Senior Center located at 11-777 West Drive, Desert Hot Springs, CA 92240. The City owned, public facility is 6,980 square feet (one level) and is open to the public for community use and special events. The facility was founded on July 3, 1979, and the Senior Center is a vital resource for older adult social, recreational, nutritional, and educational activities. Seniors attend classes and are provided meals Monday through Friday. Exhibit A contains the scope of work for this Request for Proposal (RFP). To be considered for this contract, you must meet the criteria identified in Exhibit A and the requirements as stated in this RFP.

Time Schedule:

The following is the City's tentative schedule for the selection of a qualified professional:

1. Request for Proposal Released: September 21, 2016
2. **Deadline for filing RFP:** November 10, 2016 ***no later than 5:00 p.m.***
3. City review of proposals: Week of November 14, 2016
4. Interviews: Last two Weeks of November
5. Award of contract: December 6, 2016
6. Tentative Start Date: February 6, 2017

Proposals shall be received by the City Clerk.

Mail or drop off three (3) to:

Jerryl Soriano
City Clerk
City of Desert Hot Springs
65-950 Pierson Blvd.
Desert Hot Springs, CA 92240

All questions regarding this RFP must be directed to Joe Tanner, Administrative Services Director, at (760) 329-6411, ext 234. Contact with City of Desert Hot Springs Desert Hot Springs personnel other than listed may be grounds for elimination.

Sincerely,
Joe Tanner

City of Desert Hot Springs
Request for Proposal
Senior Center Operations

Part I: Selection Criteria

The City of Desert Hot Springs is accepting proposals for the operations of the Senior Center. The services will include the following:

- Operate programs and services for Seniors;
- Operate the facility as a city wide cooling center when heat advisors are issued;
- Administer the rental and lease of the building for the general public.

The City is seeking a contract with a vendor for a three (3) years with options for years four (4) and five (5).

A final contract will be awarded to the vendor who can best meet the requirements as specified in Exhibit A and based on the following factors which are listed without implication of priority:

1. Responsiveness to the information requested in the RFP;
2. The vendor has all the required insurance;
3. The vendor has no conflicts of interest with regard to any work performed by the vendor or the City;
4. Understanding of the scope of services;
5. Degree of availability for quick response;
6. Ability to provide as much programming as possible under the fiscal limitations;
7. Ability to operate an important program for the City;
8. Cost of services;
9. Ability to operate the Senior Center as a cooling center for the general public;
10. The total cost for one (1) year or service should not exceed \$100,000.

The Administrative Services Director and Community Development Director will initially evaluate the proposal. Copies of the all accepted proposals will be forwarded to the City Council for their reference and review.

During the evaluation process, the City reserves the right, where is may serve the City's interest to request additional information or clarification from proposing firms.

Part II: Instructions, Conditions and Legal Requirements

All proposals must provide specific and succinct answers to all questions and requests for information.

Senior Center Event Programming & Supportive Services

Proposers must provide “required services” and must provide a minimum of two (2) additional support services from the “optional services.” Proposers may then choose to provide additional supportive services from the list of Category A or B. For each service please briefly describe (in 100 words or less) how you would delivery said services.

Required Services

Information and Assistance to the public

Operate the building including administering rental/lease agreements with the public

Outreach to community

Activities such as card games, Bingo, Pinochle, and Mahjong

Coordinate a “Meals on Wheels” program or similar

Health/nutrition programs and classes

Social Events

Arts & Crafts classes

Optional Services (additional services may be included in the proposal)

Transportation services

Additional Exercise classes such as yoga, dance and aerobics

Homebound Meals

Support Groups

Attorney Services

Additional Congregate Meal Services

Weight loss programs

Blood Pressure Check

Flu shots

Health Insurance Counseling and Advocacy Program (HICAP)

Notary Services

Tax Services

Elder abuse prevention programs

Casino night

For your proposal please include the following:

1. Letter of Transmittal;
2. Table of Contents;
3. Qualifications for service;

4. Specify the individual (s), whom your organization would propose as manager(s), and attendant(s);
 5. Describe how your organization would structure the working relationships between the City and organization;
 6. Identify the types of reports your organization would provide the City Council and City Manager;
 7. Draft budget for one fiscal year;
 8. Identify types of services that will be offered and an estimated cost of services;
 9. Required & Optional Services description.
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Part III: General Information

Your proposal should be no more than 15 pages (one sided) in length.

Award of the contract will be to the proposer whose best complies with all the requirements of the RFP document and provide the best solution for the needs of the City of Desert Hot Springs.

Any questions regarding this RFP should be referred to Joe Tanner, Administrative Services Director, at 760-329-6411 ext. 234.

EXHIBIT A

Scope of Work

Senior Center Activities:

Facility Management and Program services are to be designed to enable older individuals to attain and/or maintain physical and mental well-being such as recreation, music, creative arts, physical activity, education, and other supportive services; Development and provision of new volunteer opportunities and services, and the creation of additional services and programs to remedy gaps and deficiencies in existing services; Arranges or provides organized art, educational, health, recreational, social, and volunteer opportunities for older persons in order to promote their wellness and enhance their quality of life. In addition, the Center is used as a Cooling Center when a heat alert is issued.

- **Daily On-Site Management Services** that include facility use, and community services.
- **Hours of operation** must be Monday through Friday 8:00am to 2:00pm at a minimum. It is recommend, but not required, that the Center remain open longer with heat alerts are issued.
- **Utilizing teams** to work together to service and provide solutions for our facility users and provide opportunities for the exchange of event knowledge and experience.
- **Adhering to quality control measures** to ensure facility operations are high quality and the facility operational efforts are completed accurately and efficiently.
- **Provide on-going, comprehensive communications on facility** usage requirements, rules, facility events, facility availability and provide event scheduling information to the City.
- **Communicate the total facility requirements** of the event/rental agreement or lease to the client. Meet with the client and coordinate the event details and identify exceptional requirements for each event. Establish terms and deadlines for each facility use requirement.
- **Operate the facility within established guidelines** so that availability, cost and usage determination are consistent for all potential users.
- **Event screening**
 - Make initial determination of suitability of event
 - Event scheduling and utilization frequency

Event clean-up and janitorial follow-up

- **Operate Lease and rent agreements for the Center**

Collect liability and other as required insurances to minimize City risk per event.

- **Congregate Meal Services**

Meals are provided through Meals on Wheels once a day. Additional meals may be provided by the proposer.

- **Other operators on Site**

The City reserves the right to allow other operations on-site.

- **Property Maintenance**

The City is reasonable for all repairs and maintenance.