

## **SHELTER TRANSPORTATION REQUEST FOR PROPOSAL**

### **SCOPE OF SERVICES:**

1. The Mayor's Office of Homeless Services (MOHS), on behalf of the Mayor and City Council of Baltimore, announces a grant award to provide transportation services to individuals and families experiencing homelessness within Baltimore City. The Mayor's Office of Homeless Services serves to effectively allocate assistance through vendor services (the "Provider") for homeless individuals and families in the City of Baltimore. The Provider(s) shall provide free transportation to shelters and other homeless services program locations within the Baltimore Continuum of Care (BCOC), and to prioritize assistance based on vulnerability and severity of service needs. The transportation service must offer a "non-discrimination" approach, regardless of where or how people present for services. The Provider(s) shall identify service needs and gaps to assist the Mayor's Office of Homeless Services in planning more targeted transportation assistance and maximizing available resources. The Provider(s) must be able to provide these transportation services during the winter shelter period (October 15<sup>th</sup> through March 31<sup>st</sup>) and non-winter shelter period (April 1<sup>st</sup> and October 14<sup>th</sup>).

### **GENERAL REQUIREMENTS:**

2. The Provider(s) shall be responsible for all functions of transportation services to include: but not limited to, request for transportation services, specified locations to shelter, and other program locations within the BCOC for single adults and families that are experiencing homelessness. The Provider is not required to offer services to unaccompanied youth under this grant award.
3. The Provider(s) shall ensure the regular hours of operation for the transportation service are from 5:45 am to 9:00 am and 4:00 pm to 7:00 pm, seven (7) days a week during the period between March 16<sup>th</sup> and October 14<sup>th</sup> of each calendar year, which is considered to be non-winter shelter season.
4. The Provider(s) shall ensure the regular hours of operation for the transportation service are from 5:45 am to 10:00 am and 4:00 pm to 11:00 pm, seven (7) days per week during the period of October 15<sup>th</sup> and March 31<sup>st</sup> of each calendar year, which is considered to be winter shelter season.
5. The Health Commissioner declares a Code Blue Extreme Cold Alert during periods of extremely cold weather. Code Blue Extreme Cold is a multi-agency effort to reduce hypothermia deaths during the winter months by protecting our City's homeless, seniors and other vulnerable populations. The Health Commissioner may declare a Code Blue: Extreme Cold Alert based on the following criteria:
  - a. When temperatures, including wind chill, are expected to be 13°F or below. This threshold can be reached by having a temperature at or below 20°F with 5 mph sustained winds or a temperature at or below 25°F with 15 mph sustained winds.
  - b. When other conditions (i.e. strong winds, forecasted precipitation for more than two hours, extended periods of cold, sudden cold after a warm period) are deemed by the Health Commissioner to be severe enough to present a substantial threat to the life or health of vulnerable Baltimore citizens.
6. During cold Code Blue: Extreme Cold Alert, The Provider(s) commit(s) to operation and coordination of a minimum four (4), fifteen (15) passenger wheelchair accessible vehicles, and two (2) replacement vehicles in order to provide transportation between designated shelters and homeless program locations. The Provider(s) may operate additional vehicles based on the availability of staff and funding.
7. During non-code blue weather conditions, the Provider(s) commit(s) to operation and coordination of

a minimum two (2) to three (3), fifteen (15) passenger wheelchair accessible vehicles and two (2) replacement vehicles to provide transportation between designated shelters and homeless program locations.

8. The Provider(s) shall establish and enforce a code of conduct for transportation staff when interacting with clients.
9. The Provider(s) shall ensure transportation staff adhere to MOHS conduct policy regarding any incidents that occur on the vehicle(s) which include: altercations, injuries, illnesses, accidents, and/or incidents resulting in vehicle immobilization, physical or mechanical damage.
10. The Provider(s) vehicle operators must have access to real-time communication devices (e.g. two-way radios or cell phones) that ensure the dispatcher and driver can communicate.
11. The Provider(s) shall assist disabled clients with moving their personal belongings when providing transportation services.

### **RECORDS AND TRACKING REQUIREMENTS**

12. The Provider(s) shall establish a communication system for operations, which should include dispatch alerts and data to drivers in real-time. Through this system the Provider(s) shall:
  - a. Establish a data tracking system;
  - b. Track the total number of riders by location on a daily basis;
  - c. Track the number of calls received requesting services;
  - d. Provide a driver's log;
  - e. Provide final approval of all data collection requirements and reporting methods.
13. The Provider(s) shall provide monthly reports to MOHS that include: financial expenditure reports, vehicle mileage and maintenance logs, and shuttle incident(s).
  - a. An incident is defined as an event that affects the Provider's employees, subcontractors, clients, or visitors that is a significant departure from regular or established procedure or conditions.
14. The Provider(s) shall ensure it develops a financial tracking system that will track expenditures by quantity of goods and/or services in line item category. Line item categories may include, personnel costs, services (supportive and direct), administrative fees (i.e. supplies, materials, equipment), and other relevant operating costs. The Provider(s) shall ensure it maintains all original invoices and receipts in a secure location.
15. The Provider(s) shall develop and maintain a records maintenance system that includes:
  - a. A signed copy of the Agreement and Notice of Grant Award;
  - b. The Request for funding Proposal;
  - c. Program budget. The Program budget shall include expenditure line items for personnel and non-personnel costs. Personnel costs shall include, at minimum, labor and fringe benefits for each position. Non-personnel costs shall include, at minimum, services (supportive and direct), administrative fees (i.e. supplies, materials, equipment), and other operating costs;
  - d. Program personnel list with job title;
  - e. Job descriptions;
  - f. Organizational chart;

- g. Organization's most recent annual report and/or relevant financial reports;
  - h. Certificate of Occupancy;
  - i. Business license;
  - j. Signed certification of the Provider(s)' fiscal controls;
  - k. Lease agreements (if applicable);
  - l. Insurance policies;
  - m. Workplace policies. (All human resource documents, operations, and administrative policies);
  - n. Evidence of coordination and collaborative agreements; and
  - o. Certification of charter good standing to operate and conduct business in the State of Maryland.
16. The Provider(s) shall develop and submit standard operating procedures, policy documents, training plans, and monitoring plans:
- a. MOHS' Program Administrator reserves the right to review, approve, and/or modify documents in accordance with grant requirements and service delivery.
  - b. The Provider(s) shall develop and submit a monitoring plan to ensure all services are compliant with applicable federal, State, and local laws, regulations, practice standards, and provisions related to this grant.
17. The Provider(s) shall develop and submit a vehicle maintenance plan that includes:
- a. Routine maintenance (e.g. oil changes, tire balance and rotations, wheel alignment, fluid replacement, etc.);
  - b. Minor repairs;
  - c. Major repairs; and
  - d. Fueling.

### **REGULATORY REQUIREMENTS**

18. The Provider(s) shall adhere to all federal, State, and local regulations for all services provided under this grant. The Provider(s) shall ensure criminal background checks are conducted for all employees and records are maintained for a period no less than three (3) years after termination of the Agreement executed for this grant award.
19. The Provider(s) shall ensure transportation services to clients are in accordance with a schedule determined by MOHS. The Provider(s) shall coordinate services during the winter season under the guidance of the Winter Shelter Plan issued by MOHS.
20. The Provider(s) shall ensure scheduled and unscheduled transportation is accessible in accordance with any federal State, and local disability rules, laws, or regulations.
21. The Provider(s) shall provide all necessary supplies and equipment to administer transportation services, which include: 2-way radios, mobile devices, cell phone stipends (only available to managers and family drivers), cleaning products, and any necessary vehicle accessories;
22. The Provider(s) shall ensure all data and reports are stored electronically in an approved database system.

### **PROCUREMENT REQUIREMENTS**

23. The Provider(s) shall utilize company owned and/or leased vehicles to perform transportation and delivery services:
- a. The Provider(s) shall be responsible for establishing and maintaining the appropriate limits of liability insurance as required by law and defined within the subsequent Agreement for this grant award.
  - b. Vehicles that are procured through this grant award are considered City owned property and leased to the Provider(s) and shall be surrendered to the City upon termination of the Agreement. Any cost incurred from transfer of ownership is at the Provider(s) expense.
  - c. The Provider(s) shall park and maintain all vehicles at its own facility.

**TRAINING REQUIREMENTS:**

24. The Provider(s) shall collaborate with MOHS in devising a training plan for transportation staff. Mandatory trainings shall include:
- a. Customer service training;
  - b. Cultural competency and sensitivity training;
  - c. Mental health first aid training;
  - d. Trauma informed care training;
  - e. Non-violent crisis intervention training;
  - f. CPR First Aid; Bloodborne Pathogens Training; and
  - g. Critical Incident Reporting (CIR).

**CONTINUITY OF SERVICES:**

25. It is essential that continuity of services be provided and maintained under this grant. Therefore, in the event the award expires or is terminated, the Provider(s) shall cooperate with the MOHS Program Administrator and any successor Provider(s) to enable the smooth transition of all programmatic related property, equipment, activities and records.

**SERVICE LOCATION:**

Below is a list and map of required locations to be serviced under this grant.

**ROUTINE SHELTER PICK-UPS:**

**Pinderhughes School**  
1200 N. Fremont St.

**Monument St Shelter**  
4601 E. Monument St.

**Manna House**  
435 E. 25th St.

**Project PLASE**  
3549 Old Frederick Rd.

**WHRC**  
620 Fallsway

**My Sister's Place**  
17 W. Franklin Ave.

**Sarah's Hope**  
1114 N. Mount Ave.

**Beans and Bread**  
402 S Bond St.



# MAYOR'S OFFICE OF HOMELESS SERVICES

7 E. Redwood Street, 5th Floor, Baltimore, MD 21202

## COMMUNITY PICK-UPS:

**Division of Vital Records**  
6764B Reisterstown Rd.

**Birth and Death Records**  
4201 Patterson Ave.

**DSS – Broadway**  
200 North Broadway

**DSS - Penn**  
2500 Pennsylvania Ave.

**DSS – Biddle**  
2919 E Biddle St

**Social Security Office**  
1010 Park Ave.

