



## Harm Reduction Nursing and Emergency Medical Technicians

Boston Public Health Commission  
Homeless Services Bureau

02/20/2024

## I. Overview

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.

During the summer of 2020, unsheltered individuals in the City of Boston began to raise tents in the area known as "Mass and Cass." Many of these individuals were without fixed residence and living with acute substance use disorder (SUD). In a survey of the newly established encampment by Boston Public Health Commission's Homeless Services Bureau, many encampment residents reported that traditional shelter was inaccessible due to policies limiting ability to leave shelter and lack of discreet storage options. These policies were of significant impact to persons with SUD who may need to leave shelter because of substance use patterns or may lose access to risk reduction supplies.

In 2022, the Homeless Services Bureau developed the Friends Floor, a lower-threshold dorm within shelter designed to make shelter more accessible. This program prioritized unsheltered individuals with SUD and piloted shelter-based policies such as enhanced use of assigned beds and increased internal supports for those living with SUD, including the introduction of harm reduction case management and harm reduction-based medical services. In 2024, the model of lower threshold shelter programs continues to develop, with six programs operating city-wide including congregate and non-congregate models, including a new shelter opened by BPHC Homeless Services and Recovery Services Bureaus on 727 Massachusetts Avenue.

Medicalized supports using a harm reduction framework to provide non-judgmental, non-urgent care to homeless individuals living with SUD is a critical component of the lower-threshold congregate model. The purpose of this Request for Proposals (RFP) is to ensure that these services continue to provide lifesaving support to vulnerable homeless communities and create a bridge to care and treatment at the BPHC's 727 Mass Ave site.

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount, called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises (CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non-Profit (MNPO), Women Non-Profit (WNPO), Minority Women Non-Profit (MWNPO) and local businesses to apply to this RFP.

## II. RFP Timeline

March 4, 2024	Posted on BPHC.org by 10:00 AM EST
March 8, 2024	Questions due in writing by 5:00 PM <u>EST</u> to:  Subject – Harm Reduction Nursing and Emergency Medical Technicians
March 12, 2024	Responses to questions available for viewing on <a href="http://www.bphc.org/RFP">www.bphc.org/RFP</a> by 5:00 PM EST
March 18, 2024	Quotes/Proposal/ Bids due via email by March 18, 2024, by 5:00 PM EST:  Subject – Harm Reduction Nursing and Emergency Medical Technicians  Email: Procurement@bphc.org <b>NO EXCEPTIONS TO THIS DEADLINE</b>
March 25, 2024	Notification of Decision: Desired date to award. BPHC has the discretion to extend this period without notice to the proposers. All proposals shall remain valid and open for a period of one hundred twenty (120) days from the proposal submission date, unless a proposer notifies BPHC of its withdrawal.

## III. Scope of Work

The Boston Public Health Commission seeks qualified bidders to provide Harm Reduction Nursing and EMT services to up to 30 individuals within the 727 Mass Ave lower threshold congregate shelter. Services are to be provided sixteen (16) hours per day, seven (7) days per week. Services should cover at least eight (8) hours of nursing and eight (8) hours of emergency medical technician per day. Selected vendor would consult with BPHC to determine precise hours of respective coverage, which may be subject to change based on programmatic need. The selected vendor is responsible for delivering licensed, qualified, and screened professionals, and managing the supervision, scheduling, time keeping, payroll, and communications for the same.

Services should be based within a harm reduction framework to provide non-judgmental, medical support to homeless individuals who may not otherwise present to medical providers. Services should include but are not limited to the following:

- Patient safety monitoring

- Active overdose intervention
- Overdose prevention safety planning and education (may include basic staff education when applicable)
- Naloxone distribution
- Clinical case management
- Clinical assessment and referral
- Direct clinical care (including wound care)
- Urgent care triage
- Care coordination with external clinical and social service providers as needed.

Selected vendor should be prepared to collect data on the types of care provided and report on daily, monthly, and quarterly bases. Reporting needs and measures include:

- Daily shift summaries
- Incident reports for major events/issues impacting shelter function.
- Monthly and quarterly data reporting including the following:
  - o Unique individuals served per day.
  - o Type of services provided per engagement.
  - o Number of referrals to care and type.
  - o Number of patients requiring medical transport
  - o Number of overdose interventions and result

The BPHC shall negotiate with contractors any requirements not set forth.

#### IV. Minimum Qualifications

Proposers must possess the following qualifications for each role and assignment as indicated:

- Demonstrated ability to meet the scope of work in the City of Boston
- Experience with the use of harm reduction approaches and services.
- Experience with serving homeless individuals and individuals with SUD.
- Applicants with bilingual (Spanish English) staff are strongly preferred.

#### V. Application Instructions

Proposal narrative and budget should not be longer than 5 pages (not including resumes and other attachments) and should include the following elements:

1. Organizational background and expertise relevant to this scope of service.
2. Subpopulation expertise, including:
  - a. Experience with the use of harm reduction framework in service implementation.
  - b. Experience serving homeless individuals and individuals with SUD.
3. Staffing model and training plans; include resumes of key staff.

4. Outline of safety plans and procedures.
5. Data collection plan.
6. Budget and budget justification.

## VI. Submission Instructions

Please submit your Proposal by March 18, 2024, by 5:00 PM EST

Subject – Harm Reduction Nursing and Emergency Medical Technicians

Email: [ggraystomas@bphc.org](mailto:ggraystomas@bphc.org) and CC Procurement@bphc.org