

**City and County of San Francisco  
Department of Homelessness and Supportive Housing**

**Request for Proposals #106  
Meals for Navigation Center Programs**

**Services include site-delivered prepared frozen and chilled meals,  
plus companion item (fruit & beverages)**



Date Issued:	Wednesday, June 7, 2017
Pre-Proposal Conference:	11:30 a.m., Tuesday, June 13, 2017
Proposal Due:	3:00 p.m., Friday, June 23, 2017

**Request for Proposals #106 Meals for Navigation Center Programs**

**Table of Contents**

	<b>Page</b>
<b>I. Introduction and Schedule .....</b>	<b>1</b>
<b>II. Scope of Work .....</b>	<b>2</b>
<b>III. Submission Requirements .....</b>	<b>4</b>
<b>IV. Evaluation and Selection Criteria .....</b>	<b>6</b>
<b>V. Pre-Proposal Conference and Contract Award .....</b>	<b>7</b>
<b>VI. Terms and Conditions for Receipt of Proposals .....</b>	<b>8</b>
<b>VII. City Contract Requirements .....</b>	<b>11</b>
<b>VIII. Protest Procedures .....</b>	<b>13</b>
<b>IX. Standard Forms.....</b>	<b>13</b>
<b>X. San Francisco Homelessness and Supportive Housing RFP #106 Proposal Cover Page.....</b>	<b>16</b>
<b>XI. San Francisco Homelessness and Supportive Housing RFP #106 Proposal Page Number Reference Form.....</b>	<b>17</b>
<b>XII. San Francisco Homelessness and Supportive Housing RFP #106 Proposal Budget Instructions and Forms .....</b>	<b>18</b>
<b>Appendix A: Proposal Budget Form .....</b>	<b>Attached</b>

## I. Introduction and Schedule

### A. General

The San Francisco Department of Homelessness and Supportive Housing (HSH) operates Navigation Center programs to provide critical resources to adults experiencing homelessness. As part of the operations, these programs provide meals.

HSH is seeking a non-profit agency, other organization or an individual to provide meals for the clients of the Navigation Center programs. Although multiple awards may be made through this procurement process, the ideal is one grantee providing meals to all of the active Navigation Centers at any time during the contract term of the agreement resulting from this procurement. The services to be procured under this RFP include:

- Site-delivered meals (a mix of frozen and chilled meals to be heated as needed) to the active Navigation Center programs. In general, two meals per person, per day – a breakfast and a dinner.
- Meals will be accompanied by fresh fruit and beverages (juices and milk).
- The organizations that operate the Navigation Centers will be responsible for heating and distribution of meals to clients, as well as making the fresh fruit and beverages available.

The grant agreement shall have an initial contract term from August 1, 2017 to June 30, 2020. HSH shall have the option to extend the term for an additional two-year period, subject to annual availability of funds, satisfactory grantee performance, and need. HSH has the sole, absolute discretion to exercise this option.

The source of funding for these services may be from City and County General Fund revenue, federal and/or state funds. Payment for all services provided in accordance with provisions under this grant shall be contingent upon the availability of funds. The City shall not be required to provide any definite units of services nor does the City guarantee any minimum amount of funding for these services.

### B. Schedule

The anticipated schedule for selecting a grantee is as follows:

<u>Proposal Phase</u>	<u>Date</u>
Request for Proposals (RFP) issued by the City	Wednesday, June 7, 2017
Pre-Proposal Conference	Tuesday, June 13, 2017, 11:30 a.m.
Deadline for submission of written questions or requests for clarification	Friday, June 16, 2017, 12:00 noon
Proposals due	Friday, June 23, 2017, 3:00 p.m.

**Please note: Schedule dates and times are subject to change with advance notice.**

### C. Definitions

HSH

Department of Homelessness and Supportive Housing

Navigation Centers	Program that provide referred individuals experiencing homelessness with emergency placements offering sleeping accommodations, meals, services and case management that assist with progress toward exits from homelessness and/or placement
CARBON	Contract administration, reporting and billing system administered by the City
SOC	Standard of Care Legislation

**D. Target Population**

The target population of the meal services is adults 18 years old or over experiencing homelessness who have been referred to and placed into one of the Navigation Center programs.

**II. Scope of Work**

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the services. Respondents should use this description when designing their proposed services. Respondents may suggest modifications and/or additions that will, in their estimation, make the service more feasible or effective. The description below outlines the key service elements the selected grantee(s) will provide.

Grantee(s) selected to provide Meals for the Navigation Center Programs will be reimbursed based on the unit cost reimbursement model: Reimbursement will be based on a negotiated unit cost per eligible meal served or delivered. This unit cost will include the fresh fruit and beverages provided with meals.

Respondents selected through this procurement process will be expected to provide the Meals as defined below. Selected respondents will also be expected to meet service objectives and outcome measures. A sample of the service objectives and outcomes is included in this section of the RFP. Final service objectives, outcome measures, and units of service will be developed and agreed upon during the grant negotiation process.

**A. Description of Services**

**Program Components**

The meal services are expected to start on August 1, 2017 to the following Navigation Center programs:

1. Mission Navigation Center at 1950 Mission Street for 75 clients
2. Civic Center Hotel Navigation Center at 20 12<sup>th</sup> Street for 100 clients
3. Central Waterfront Navigation Center at 600 25<sup>th</sup> Street for 65 clients
4. Pop-Up Mission Navigation Center at 1515 South Van Ness Avenue for 120 clients

Respondents should describe the provision of meals for all four sites at the contract inception and the ability to transition as some sites close and other new sites open during the course of this grant. At the initiation of the grant, the selected provider should be able to handle preparing two meals for 360 clients

per day to be regularly delivered to four sites. HSH estimates that over the course of the grant that the number of sites operating at any time may vary between three (3) and six (6), and the total number of clients will range between 240 and 500. Proposals should be based on the four sites listed above serving a total of approximately 360 clients, along with a description of proposer's ability to adjust the total meal counts to be served with advance notice as the Navigation Center programs change.

### **Program Factors**

Important factors to be considered in evaluating meal service proposals will be cost effectiveness, leveraging other financial resources, and vendor efficiencies in program operation to deliver services at competitive and reasonable rates to meet program requirements. Cost factors to be considered in the meal rate include, at the minimum, the following:

- Type of meal served or delivered: Frozen or chilled meals (primarily frozen); breakfasts and dinners; fresh fruit, juices and milk.
- Ability to provide meals that respond to special dietary needs and accommodations (low sodium, etc.), as well as individual client dietary choices (vegetarian, etc.).
- Meal production and staffing structure: How adequate and what is the quality of the proposed staffing? The effectiveness in production of meals? Collecting service and outcome objectives? How are volunteers used? What other in-kind resources are creatively used to meet program requirements?
- Does the program utilize food donations from the Food Bank or other resources, and to what extent?
- Meal delivery system: What is the proposed meal delivery structure? Does it reflect cost saving while maintaining the required service standards? What is the proposed communication structure that supports the grantee to identify and respond to the needs of the various Navigation Center programs with a reasonable low cost?

### **Client Eligibility**

- Eligible individuals who have been referred to and placed in the Navigation Center programs.

### **Basic Program Requirements:**

- Deliver meals to the Navigation Center programs in a sufficient quantity to support Navigation Center staff to provide meals to clients at flexible times.
- If the proposed service includes a mix of frozen and chilled meals, the delivery schedule needs to be negotiated with each Navigation Center provider so that each Center can maintain meals in available freezers and refrigerators, until meals are provided at a later time in a seven-day per week client service schedule.
- Provide fresh fruit and beverages (juices and milk) to augment prepared meals. The Navigation Center providers will coordinate the distribution of these items as well as the prepared meals.
- Establish regular communication with the Navigation Center providers regarding meal supply and demand as site populations may vary from time to time. Deliveries to each site do not need to be daily, since meals are mostly frozen and there is on-site refrigeration for milk, juices and fruit. The coordination of an advance delivery schedule is important to ensure that each site has the meals it needs every day.
- Proposed meal menus should be reviewed by the authorized nutritionist that supports the shelter system as determined during the final grant negotiation, post-award.
- Meal options should support the dietary modifications requested by clients based on accommodation requests, health issues, personal beliefs and religious practices.

- Operate the meal preparation and delivery in accordance with local regulations. Meals should be served in environmentally sound containers that are reusable, biodegradable, compostable or recyclable.
- Establish a structured complaint and grievance process that can respond to issues raised by the clients and/or the Navigation Center program providers.

## **B. Service Objectives**

The grantee(s) selected via this procurement and successful contract negotiation shall track, review and report:

- Number of meals provided/delivered by site,
- Type of meals each delivery by site
- The time, date and location of each delivery

Note: “One unit” is one complete meal delivered. “One Complete Meal” means: A single frozen or chilled breakfast or dinner with a supplement of fruit, and juice or milk to serve with it.

### **Program Review and Outcome Objectives**

HSH will assist the successful respondent in negotiations with Navigation Center programs regarding the service delivery components. HSH will collect the quarterly satisfaction surveys including feedback regarding meals completed by clients served at the Navigation Center programs. The survey results and required program reports regarding the quality of the coordination between the grantee and the Navigation Center program providers will be used to review, assess and set parameters for negotiating changes for the meal delivery program as it progresses.

## **III. Submission Requirements**

### **A. Time and Place for Submission of Proposals**

Respondents shall submit one (1) electronic PDF file of the proposal to [winnie.xie@sfmta.com](mailto:winnie.xie@sfmta.com). Electronic file title should include the RFP number, proposing agency name, number of files submitted, i.e. 1 of 4. Proposals must be received **no later than 3:00 p.m., Friday, June 23, 2017**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

**Department staff will confirm receipt of all respondent submissions within one (1) working day after the deadline noted above.**

### **B. Format**

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and not Arial), and page margins should be at least 1” on all sides (excluding headers and footers).

### **C. Content**

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that

enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The Agency must ensure that the proposal addresses the Selection Criteria.

**1. Table of Contents**

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

**2. RFP Cover Page – (use form provided in Section X)**

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

**3. Minimum Qualifications –up to 3 pages**

All agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review or award of grant. (refer to section IV, Item A)

**4. Grants (both public and private) –up to 2 pages**

Agencies should submit a statement listing relevant grants with a description of the services which have been completed during the last five (5) years. The statement must also list any failure or refusal to complete a grant, including details and dates. Provide disclosure of any litigation including Respondent, subgrants, or any principal officers thereof in connection with any grant or grant.

**5. Organizational Capacity –up to 5 pages (not including resumes, job descriptions, and letters of reference)**

Provide information about your organization and any proposed subcontractors related but not limited to:

- a. Describe the staff structure and positions for providing the Scope of Services (refer to Section II.) for providing Meals to Navigation Center programs. List the key staff positions and the related responsibilities to provide oversight and management.
  - ii. Describe how the respondent has or can hire sufficient professional and paraprofessional/peer staff qualified to perform the duty and deliver the services as described.
  - iii. Describe the types of training that staff have received or are expected to receive in order to provide safe preparation of quality meals.
  - iv. Describe the organization's ability to produce safe, nutritious and quality meals.
  - v. Describe how program staff and organization's vehicles can support the delivery of meals to the Navigation Center program sites.
- b. Describe your organization's experience and skill in developing and maintaining partnerships and MOU's with collaborative organizations and agencies to coordinate meal delivery, so to provide meals in a timely manner, and to meet individual site needs.
- c. Describe your organization's ability to start the operation of the Meals for Navigation Center Programs service by the contract commencement date of 8/1/2017.
- d. Describe your organization's ability, system and procedures used to track and report the required meal delivery data and related information.

## 6. Sample Menu

- a. Provide a sample menu for one week's meals, both breakfasts and dinners, along with types of fruits and beverages to be provided. The sample menu should also include some alternative options that are available for clients with special needs or requests.
- b. Describe how your organization uses clients' feedback to adjust and improve the services.

## 7. Budget – up to 4 pages (excluding budget Form)

Please refer to the instructions outlined in Section XII, and use only HSH approved budget forms.

HSH intends to award this grant to respondents that it considers will provide the best overall program services at a reasonable pricing structure. HSH reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Using the budget form template, please provide a per meal cost based on the scope of work, number of clients and delivery sites to be served as noted in the RFP, provide justification and line item breakdown on staffing cost, food cost, and other services related expenses. Respondents must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.

Discuss planned leveraging of other resources (i.e., fund raising, in-kind contributions, etc.), if any, to support the program goal. Discuss how to identify external resources, if any, committed to this service, including in-kind resources designated solely for this service (assign a dollar value for all external resources).

## 8. Completed Proposal Page Number Reference Form (refer to Section XI)

### IV. Evaluation and Selection Criteria

#### A. Minimum Qualifications

- A minimum of three (3) years of experience providing a mix of frozen and chilled meals as described in the RFP.
- A minimum of three (3) years of experience delivering prepared meals as described in the RFP.
- Respondent must be a certified vendor with the City and County of San Francisco or has the ability to become a certified vendor within ten (10) working days after notice of intent to award is issued.

**Please note:** Agencies submitting proposals that have previously been granted by the City and County of San Francisco and/or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/grants (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/grants may result in Agency disqualification to participate in this RFP.**

Any proposal that does not demonstrate that the respondent meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the grant.

## **B. Selection Criteria**

A selection committee comprised of experienced staff will evaluate the proposals received that are responsive at the time of submission. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

### **Total Possible Points: 100**

***Respondents must receive a minimum of 60% of the available points to be considered for award.***

#### **1. Staffing Structure (30 Points)**

- a. Is the respondent describing a staff structure and positions that can be an effective design for the Scope of Services listed in this RFP? (10 points)
- b. Does the proposed staff training support safe and quality production of meals? (10 points)
- c. Does the proposed staff structure and organization's vehicles support the delivery of meals to all Navigation Center Program sites? (10 points)

#### **2. MOUs and Partnerships (10 Points)**

- a. Assess the organization's effectiveness in developing and maintaining partnerships and MOUs with organizations and agencies that operate Navigation Center program sites to support effective communication about meal needs and delivery schedules.

#### **3. Ability to Ramp Up Quickly (15 Points)**

- a. Assess the organization's ability to ramp up and begin to operate the Meals for Navigation Center Programs grant by 8/1/2017.

#### **4. Data Collection (10 Points)**

- a. Is the respondent describing data and delivery tracking procedures and policies that will support effective reporting and invoicing?

#### **5. Sample Menu (15 Points)**

- a. Does the sample menu seem reasonable based on the scope of work described in this RFP? (10 points)
- b. Assess the organization's ability to respond to client requests and feedback. (5 points)

#### **6. Budget (20 Points)**

- a. Does the per-meal cost and related justification seem reasonable based on the described scope of work?

## **V. Pre-Proposal Conference and Grant award**

### **A. Pre-Proposal Conference**

Respondents are encouraged to attend a pre-proposal conference on **Tuesday, June 13, 2017**, at **11:30 a.m.**, to be held at **San Francisco Department of Homelessness and Supportive Housing, 1650 Mission Street, 4<sup>th</sup> Floor Mission Conference Room, San Francisco, CA 94103**. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

## **B. Contract Award**

HSH will select a respondent with whom Agency staff shall commence grant negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory Contract cannot be negotiated in a reasonable time, the Department of Homelessness and Supportive Housing, in its sole discretion, may terminate negotiations with the highest ranked respondent and begin grant negotiations with the next highest ranked respondent.

## **C. Written Questions**

Respondents are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to respondents. **All written questions must be submitted on or prior to Friday, June 16, 2017, 12:00 noon.**

## **VI. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Respondents are responsible for reviewing all portions of this RFP. Respondents are to promptly notify the Department, in writing, if the respondent discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

### **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all notifications of intent to request written modification or clarification of the RFP, must be in writing via email to: [winnie.xie@sfmta.com](mailto:winnie.xie@sfmta.com), or mail to

Winnie Xie  
Office of Contracts Management  
Department of Homelessness and Supportive Housing  
1650 Mission Street, Suite 300  
San Francisco, CA 94103

**In order to prevent possible delay, submission via email is highly recommended.**

### **C. Objections to RFP Terms**

Should a respondent object on any ground to any provision or legal requirement set forth in this RFP, the respondent must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a respondent to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

### **D. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing Change Notices, which will be posted on the website. The respondent shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the Department prior to the proposal due date regardless of when

the proposal is submitted. Therefore, the City recommends that the respondent consult the website frequently, including shortly before the proposal due date, to determine if the respondent has downloaded all Change Notices.

#### **E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

#### **F. Revision of Proposal**

A respondent may revise a proposal on the respondent's own initiative at any time **before the deadline** for submission of proposals. The respondent must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any respondent.

At any time during the proposal evaluation process, the Department may require a respondent to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

#### **G. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any grant awarded pursuant to the RFP.

#### **H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by an agency in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

#### **I. Respondent's Obligations under the Campaign Reform Ordinance**

Respondents must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who grants with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such grant, or (2) three months have elapsed from the date the grant is approved by the City elective officer or the board on which that City elective officer serves.

If a respondent is negotiating for a grant that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the respondent is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a grantee approaches any city officer or employee about a particular grant, or a city officer or employee initiates communication with a potential grantee about a grant. The negotiation period ends when a grant is awarded or not awarded to the grantee. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a grant; and (2) a city officer or employee contacts a grantee to propose that the grantee apply for a grant. Inquiries for information about a particular grant, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, respondents should contact the San Francisco Ethics Commission at (415) 581-2300.

## **J. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), grantees' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking grants shall be open to inspection immediately after a grant has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a grant or other benefits until and unless that person or organization is awarded the grant or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

## **K. Public Access to Meetings and Records**

If a respondent is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the respondent must comply with Chapter 12L. The respondent must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to respondent's meetings and records, and (2) a summary of all complaints concerning the respondent's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the respondent shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in respondent's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

## **L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any grant will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

## **M. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a respondent to observe any provision of this RFP.

## **N. Local Business Enterprise Goals and Outreach**

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP.

# **VII. City Contract Requirements**

## **A. Standard Contract Provisions**

The successful respondent will be required to enter into a grant substantially in the form of the Agreement for Professional Services. Failure to timely execute the grant, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the grant, shall be deemed an abandonment of a grant offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Respondents are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Grants and Benefits; the Minimum Compensation Ordinance; the Health Care Accountability Ordinance; the First Source Hiring Program; and applicable conflict of interest laws, as set forth in paragraphs B, C, D, E and F below.

## **B. Nondiscrimination in Contracts and Benefits**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into grants or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in grants in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at [www.sfgov.org/cmd/](http://www.sfgov.org/cmd/).

### **C. Minimum Compensation Ordinance (MCO)**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires grantees to provide employees covered by the Ordinance who do work funded under the grant with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For the amount of hourly gross compensation currently required under the MCO, see [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco). Note that this hourly rate may increase on January 1 of each year and that grantees will be required to pay any such increases to covered employees during the term of the grant. Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

### **D. Health Care Accountability Ordinance (HCAO)**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Grantees should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at [www.sfgov.org/olse/hcao](http://www.sfgov.org/olse/hcao).

### **E. First Source Hiring Program (FSHP)**

If the grant is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires grantees to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Grantees should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://www.workforcedevelopmentsf.org/> and from the First Source Hiring Administrator, (415) 401-4960.

### **F. Conflicts of Interest**

The successful respondent will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful respondent will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful respondent might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful respondent that the City has selected the respondent.

## VIII. Protest Procedures

### A. Protest of Non-Responsiveness Determination

Within five (5) working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the respondent, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

### B. Protest of Contract Award

Within ten calendar days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another respondent for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the tenth calendar day after the City's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the respondent, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

### C. Delivery of Protests

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered via email to:

Gigi Whitley  
Deputy Director for Administration and Finance  
Department of Homelessness and Supportive Housing  
Email: [gigi.whitley@sfgov.org](mailto:gigi.whitley@sfgov.org)

## IX. Standard Forms

Before the City can award any contract to a contractor, that contractor must file three standard City forms (items 1-3 on the chart). Because many contractors have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFP package. Instead, this section describes the forms, where to find them on the Internet (see bottom of page 2), and where to file them. If a contractor cannot get the documents off the Internet, the contractor should call (415) 554-6248 or e-mail Purchasing ([purchasing@sfgov.org](mailto:purchasing@sfgov.org)), and Purchasing will fax, mail or e-mail them to the contractor.

If a contractor has already filled out items 1-3 (see note under item 3) on the chart, **the contractor should not do so again unless the contractor's answers have changed.** To find out whether these

forms have been submitted, the grantee should call Vendor File Support in the Controller's Office at (415) 554-6702.

If a contractor would like to apply to be certified as a local business enterprise, it must submit item 4. To find out about item 4 and certification, the contractor should call Contract Monitoring Division at (415) 252-2500.

Item	Form name and Internet location	Form	Description	Return the form to; For more info
1.	Request for Taxpayer Identification Number and Certification  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>  <a href="http://www.irs.gov/pub/irs-fill/fw9.pdf">www.irs.gov/pub/irs-fill/fw9.pdf</a>	W-9	The City needs the grantee's taxpayer ID number on this form. If a grantee has already done business with the City, this form is not necessary because the City already has the number.	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102  (415) 554-6702
2.	Business Tax Declaration  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>	P-25	All contractors must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as "conducting business in San Francisco" must register with the Tax Collector	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102  (415) 554-6702
3.	S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Grants and Benefits  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>  In Vendor Profile Application	CMD-12B-101	Contractors tell the City if their personnel policies meet the City's requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. Contract-by-Contract Compliance status vendors must fill out an additional form for each contract.	Human Rights Comm. 25 Van Ness, #800 San Francisco, CA 94102-6059 (415) 252-2500
4.	CMD LBE Certification Application  <a href="http://www.sfgsa.org/index.aspx?page=6058">http://www.sfgsa.org/index.aspx?page=6058</a>  In Vendor Profile Application		Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a rating bonus pursuant to Chapter 14B when bidding on City contracts if applicable. To receive the bid discount, you must be certified by CMD by the proposal due date.	Contract Monitoring Unit 30 Van Ness Avenue, Suite 200 San Francisco, CA 94102 Phone: (415) 581-2310

## **Where the forms are on the Internet**

### **Office of Contract Administration**

Homepage: [www.sfgov.org/oca/](http://www.sfgov.org/oca/)  
Purchasing forms: Click on “Required Vendor Forms” under the “Information for Vendors and Grantees” banner.

### **Contract Monitoring Division**

CMD’s homepage: <http://sfgsa.org/index.aspx?page=5365>  
Equal Benefits forms: <http://sfgsa.org/index.aspx?page=5359>  
LBE certification form: <http://sfgsa.org/index.aspx?page=5364#Section%20V>

**X. San Francisco Homelessness and Supportive Housing RFP#106  
Proposal Cover Page**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED: \$ \_\_\_\_\_

I understand that the San Francisco Department of Homelessness and Supportive Housing (HSH) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit a completed signed electronic PDF form to [winnie.xie@sfmta.com](mailto:winnie.xie@sfmta.com).

**XI. San Francisco Homelessness and Supportive Housing RFP#106  
Proposal Page Number Reference Form**

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the proposal page number(s) where the reviewer may find the answer(s) responding to the criteria.

<b>Evaluation and Selection Criteria</b>		
<b>RFP Sec. No.</b>	<b>Minimum Qualifications</b>	<b>Proposal Page No.</b>
IV.A	<ul style="list-style-type: none"> <li>• A minimum of three (3) years of experience providing a mix of frozen and chilled meals as described in this RFP</li> <li>• A minimum of three (3) years of experience delivering prepared meals.</li> <li>• Respondent must be a certified vendor with the City and County of San Francisco or has the ability to become a certified vendor within ten (10) working days after notice of intent to award is issued.</li> </ul>	
IV.B	<b>Selection Criteria:</b>	
1.	<b>Staffing Structure (30 points)</b>	
	a. Is the respondent describing a staff structure and positions that can be an effective design for the Scope of Work listed in this RFP? (10 points) b. Does the proposed staff training support safe and quality production of meals? (10 points) c. Does the proposed staffing structure and organization’s vehicles support the delivery of meals to all Navigation Center program sites? (10 points)	
2.	<b>MOUs and Partnerships (10 points)</b>	
	a. Assess the organization’s effectiveness in developing and maintaining partnerships and MOUs with organizations and agencies that operate Navigation Center program sites to support effective communication about meal needs and delivery schedules. (10 points)	
3.	<b>Ability to Ramp Up Quickly (15 Points)</b>	
	a. Assess the organization’s ability to ramp up and begin to operate the Meals for Navigation Center Programs grant by 8/1/2017. (15 points)	
4.	<b>Data Collection (10 Points)</b>	
	a. Is the respondent describing data and delivery tracking procedures and policies that will support effective reporting and invoicing? (10 points)	
5.	<b>Sample Menu (15 Points)</b>	
	a. Does the sample menu seem reasonable based on the scope of work described in this RFP? (10 points) b. Assess the organization’s ability to respond to client requests and feedback. (5 points)	
6.	<b>Budget (20 points)</b>	
	a. Does the per-meal cost and related justification seem reasonable based on the described scope of work? (10 points)	

## **XII. San Francisco Homelessness and Supportive Housing RFP #107 Proposal Budget Instructions and Forms**

Budgets should be submitted in the standard HSH format. Forms are available at: <http://mission.sfgov.org/OCABidPublication/ReviewBids.aspx> and click on the “Consultants and Professional Services” link and then the link for this RFP.

The following spreadsheets are in Excel. There are 4 pages in the budget (in addition to the budget justification), as follows: Contract Budget Summary, Salaries and Benefits Detail, Operating Expense Detail, Capital Expenditure Detail.

Please note the Salaries and Benefits, Operating Expense and Capital Expenditure are direct costs and must be clearly and easily attributable to a specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated for each budget line item. There is no form provided for the Budget Justification. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, the number of square feet of office space to be utilized multiplied by the rate per square foot, the cost per month for insurance multiplied by the number of months in the grant term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the full-time equivalent (FTE), the percentage of FTE allocated to the activity, the salary per month, the salary per annum, and the mathematical computation used to arrive at the total dollar amount.

The Cost Allocation Plan is required. Respondents must follow the City’s cost allocation guidelines for nonprofit grantees, which largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

If applicable, attach a separate detailed Subcontracting budget using the standard HSH format if there is a Subcontractor arrangement made under the terms of the contract. Provide a brief explanation of the subcontract arrangement, as well as a budget breakdown. Please note the total subcontractor budget amount should appear on the Operating Expense Detail sheet under the Subcontractor section.

Indirect rates are not allowable on subcontractor indirect expenditures, capital expenditures, aid payments, other direct voucher payments, or any stipend, subsidy or expense paid on behalf of a client (i.e., security deposit, rental payment assistance, transportation vouchers, etc.). These examples are not intended to be a comprehensive list. If an organization is uncertain whether indirect costs can be applied to a particular expense, it should consult with the HSH Contracts Manager.

**These guidelines provide general information. If further clarification or technical assistance is required, consult the designated Contracts Manager for this RFP at HSH Office of Contracts Management.**