



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

**Request For Proposals (RFP)**  
**Family Emergency Shelter Operations and Services at**  
**Buena Vista Horace Mann K-8 Community School**  
**RFP#HSH2018-114 (RFP#114)**  
**Contact: Philip Mach | [philip.mach@sfgov.org](mailto:philip.mach@sfgov.org)**

**Summary**

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites proposals from qualified Proposers to provide pilot emergency shelter services to homeless families in the Buena Vista Horace Mann K-8 Community School beginning November 1, 2018.

**Schedule<sup>1</sup>**

RFP issued	August 29, 2018
Registration for Pre-Proposal Conference	September 4, 2018 by 5:00 pm
Pre-Proposal Conference <sup>2</sup>	September 5, 2018 at 9:30 am
RFP Questions Deadline <sup>3</sup>	September 6, 2018 by 5:00 pm
RFP Answers and Clarifications Published	September 11, 2018
<b>Proposals Due</b>	<b>September 18, 2018, by 12:00 pm</b>
Intent to Award Grants Notification	October 16, 2018
Grant Agreement Commences	November 1, 2018

**RFP Questions and Communications**

Interested parties are directed **not** to contact any employees, agents or officials of the City other than those specifically designated in this RFP. All questions must be submitted by e-mail to [philip.mach@sfgov.org](mailto:philip.mach@sfgov.org) by the RFP Questions Deadline.

<sup>1</sup> Dates are subject to change. Check [Office of Contract Administration website](#) for latest schedule. Click on the “Consultants and Professional Services” link and then the link for this RFP.

<sup>2</sup> Pre-Proposal Conference in-person attendance is recommended. See Section 3. Pre-Proposal Information for more information.

<sup>3</sup> No questions will be accepted after the RFP Questions Deadline with the exception of Proposer-specific City vendor compliance form questions.

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# 1. BACKGROUND

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## A. Intent

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites proposals from qualified Proposers to provide emergency shelter to homeless families in the Buena Vista Horace Mann K-8 Community School, a dual language, immersion pathway school<sup>4</sup> beginning November 1, 2018. Facilities work will be completed prior to operating the program.

This program is a pilot that will use the school's gym as a family emergency shelter. The selected Grantee will provide shelter for up to 20 families at a time and operate during evening and overnight hours currently projected to be from 6:00 pm to 7:00 am<sup>5</sup>. The program will provide coordinated, compassionate, and high-quality services, in tandem with Coordinated Entry Access Points.

Coordinated Entry is a strengths-based system and assumes that many people experiencing homelessness have the strengths and resources to resolve their own homelessness. Coordinated Entry attempts to problem-solve with homeless households to keep them from entering San Francisco's Homelessness Response System (HRS).

Access Points are localized points of community entry into San Francisco's HRS operated by non-profit service providers. Families, adults, and youth experiencing homelessness can obtain Coordinated Entry services at geographically diverse Access Points. The Access Points staff will assess households for service needs and eligibility and perform Problem Solving, prioritization, and referrals to appropriate resources.

HSH has a singular focus on preventing and ending homelessness for people in San Francisco. Through the provision of coordinated, compassionate, and high quality services, HSH strives to make homelessness in San Francisco rare, brief, and one time.

HSH intends to award one grant to the Proposer selected as the most qualified whose response confirms to the RFP and meets the City requirements for a one-year initial term. At this time, it is estimated that \$500,000 is available for the period of November 1, 2018 to June 30, 2019<sup>6</sup>. The selected Grantee will be expected to provide all services described in the scope, whether on its own or through management of subcontractor partnerships.

HSH may extend the grant agreement for a total term not to exceed ten years and increase grant amounts in accordance with City rules and regulations. The actual grant terms and amounts are subject to funding availability, proposals, grant agreement negotiations, and Grantee performance, as well as future needs.

## B. Terms and Acronyms Used in this RFP

Term	Definition
Access Point	Localized points of community entry into San Francisco's Homelessness

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<sup>4</sup> Start with 80% instruction in pathway language in K and decrease to 50% by 5th grade.

<sup>5</sup> The times are subject to change.

<sup>6</sup> Subject to change

<b>Term</b>	<b>Definition</b>
	Response System (HRS). Operated by approved non-profit service providers. Families, adults, and youth experiencing homelessness can obtain Coordinated Entry services at geographically diverse Access Points. The Access Point staff will assess households for service needs and eligibility and perform Problem Solving, needs assessment, prioritization, and referrals to appropriate resources.
BVHM	Buena Vista Horace Mann K-8 Community School, also referred to as “Buena Vista Horace Mann.”
Client	Homeless family who uses emergency shelter services.
Coordinated Entry (CE)	Organizes the Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method that directs clients to the appropriate resources and allows for data-driven decision-making and performance-based accountability. Coordinated Entry in San Francisco is organized to serve three subpopulations, Adults, Family, and Youth through Access Points, described above.
Critical Incident Report (CIR)	A critical incident is defined as when emergency responders are called to the shelter by staff or clients and when Child Protective Services (CPS) removes a child. Shelters also may send reports for incidents in which there were no emergency responders. An example is a domestic violence incident. Shelters are required to notify HSH of critical incidents and to submit a CIR within 24 hours of the incident.
Department	City and County of San Francisco Department of Homelessness and Supportive Housing (HSH).
Family	A natural, adoptive and/or foster family, which may include a significant other or a domestic partner, with children in the household below the age of 18, at least one of whom is enrolled in the San Francisco Unified School District.
Grant Agreement	The binding legal document resulting from the RFP process. Also known as Agreement.
Grantee	Any Proposer awarded grant(s) for services under this RFP.
Harm Reduction Model	Abstinence from drugs or alcohol is not a pre-requisite for access to services. Harm-reduction consists of setting realistic goals to assist consumers in reducing high-risk substance abuse behaviors.
Homelessness and Supportive Housing (HSH)	City and County of San Francisco Department of Homelessness and Supportive Housing, the sponsor of this RFP.
Homelessness Prevention Assistance	Provides one-time or short-term assistance to prevent a household from becoming homeless. Homelessness Prevention Assistance is a component of Problem Solving.
Homelessness Response System (HRS)	Describes the overall system of services to address homelessness managed by HSH. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. The system helps people exit homelessness by getting a house key into their hands as quickly as possible. Core components of the HRS include Coordinated Entry, Problem Solving, Street Outreach, Temporary Shelter, Housing, and Housing Ladder programs.
Housing	Provides permanent solutions to homelessness through subsidies and housing placements. This may include time-limited supports such as Rapid

<b>Term</b>	<b>Definition</b>
	Rehousing, and time-flexible programs such as Rent Subsidies and Permanent Supportive Housing (subsidized housing with services).
Online Entry Navigation System (ONE System)	ONE is the data system used for all housing and services for homeless people in San Francisco. The ONE System is a client level database that is used system-wide to track all HSH related services and housing placements. The implementation of the ONE System is ongoing.
Operations	The infrastructure of the program including the daily provision of administration, maintenance, utilities, furnishings, operational program supplies, food, clothing, security, program equipment and equipment.
Problem Solving	Provides opportunities to prevent people from entering the Homelessness Response System and to redirect people who can resolve their homelessness without the need for shelter or ongoing support. It may offer a range of supports including: Homeward Bound, family reunification, mediation, prevention services, and flexible Problem Solving funds.
Proposer	Any entity submitting a proposal to this RFP.
RFP	Request for Proposals
SFUSD	San Francisco Unified School District
Strategic Framework	The Five-Year Strategic Framework provides a roadmap for reducing homelessness in San Francisco and making it a rare, brief, and one-time occurrence. See the Overview of HSH’s Strategic Framework and Statement of Need below.
Support Services	Intake and assessment, case management, benefits counseling and advocacy, referrals and counseling services including the development of an individualized client services plan that assists a client to obtain transitional and/or permanent housing, employment, health care, substance abuse and mental health treatment and educational services.

**C. Overview of HSH’s Strategic Framework and Statement of Need**

In October 2017, HSH published its Strategic Framework. The Framework outlines the Department’s top priorities for reducing homelessness by the end of 2022. It describes the key elements of a Homelessness Response System designed to curb homelessness and looks at each of the three primary groups experiencing homelessness in San Francisco—adults, families with children, and youth—and what is needed to better meet the unique needs of each.

The Framework seeks to align existing and new programs within a system that treats homelessness as an emergency to be responded to quickly and effectively. To effectively implement this system-wide approach, all resources and programs must employ consistent, compassionate, and common-sense strategies with measurable goals. Using a system of coordinated entry, Problem Solving and prioritization, HSH and its partners will match resources to needs and ensure that those with the greatest challenges receive targeted assistance. Data and accountability will be built into the system. The strengths and dignity of people who are experiencing homelessness will be elevated throughout the system.

The Strategic Framework lays out HSH’s vision for significantly reducing homelessness in San Francisco and quickly getting house keys into as many hands as possible. Proposers are encouraged to familiarize themselves with the Framework, which may be found at [hsh.sfgov.org](http://hsh.sfgov.org).

**D. Funding Sources**

The sources of funding for may include federal, state, and local funds. Payment for all services provided in accordance with provisions under this RFP shall be contingent upon the availability of funds for providing these services. The City shall not be required to provide any definite units of services nor does the City guarantee any minimum amount of funding for the services described in this RFP.

## 2. SCOPE OF WORK

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This Scope of Work is a general guide to the work the City expects the Grantee to perform, and is not a complete listing of all services that may be required or desired.

### A. Target Population

The target population is homeless students and their families with a student or students attending school at Buena Vista Horace Mann K-8, as determined by San Francisco Unified School District (SFUSD).

Based on the SFUSD Home Language Survey (HLS), sixty-eight percent of BVHM student families are Spanish speaking and 32 percent of BVHM students speak English or other languages at home. The Grantee will prioritize families with a student that lacks a fixed, regular, adequate nighttime residence, and who meet any of the following criteria:

1. Are in immediate danger if they remain in current living situation, as determined by SFUSD and are unable to access the appropriate shelter network;
2. Live in a car, park, abandoned building, or public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, as determined by SFUSD;
3. Live temporarily in a trailer park or camping area due to the lack of adequate living accommodations, as determined by SFUSD;
4. Have a primary nighttime residence that is a shelter designated to provide temporary living accommodations, such as shelters, as determined by SFUSD; or
5. Live "doubled-up" with another family, due to loss of housing, stemming from financial problems, as determined by SFUSD based on availability.

The above criteria are used by SFUSD to determine eligibility for this pilot program. However, families are subject to HSH Family Coordinated Entry policies when accessing the Homelessness Response System (see <http://hsh.sfgov.org/services/family-coordinated-entry/> for more information).

### B. Referrals and Prioritization

SFUSD will identify families and notify the Grantee by calling an intake number during specific hours Monday through Friday<sup>7</sup>, to access beds. Reservations will be managed via the HSH ONE System, which is the HSH data system used for all housing and services for homeless people in San Francisco, and the Grantee will check in families utilizing the attendance tool in the ONE System.

The Grantee will be responsible for creating profiles in the ONE System if a profile does not already exist or updating profiles, as needed. The Grantee will also be responsible for providing clients with a privacy notice. Families will be expected to engage with an Access Point within two days or engage the mobile Access Point team. The Grantee is required to inform clients about services available at the Access Points.

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<sup>7</sup> Excluding holidays

The Grantee will work with Coordinated Entry Access Points, which serve as the community connector to the Homelessness Response System. Access Points offer direct services or provide referrals to services that assist eligible San Francisco households in resolving their homelessness or housing crisis. Access Points have four primary functions: 1. eligibility screening for services; 2. Problem Solving to avoid entering the public shelter system; 3. housing assessment and navigation to prioritize clients based on living situation and vulnerabilities; and 4. matching to determine eligibility for available housing opportunities and referral to a potential housing opportunity-based eligibility and assessment results.

The Grantee will be expected to make referrals to the appropriate Access Points for any potential client who is not eligible or able to be assisted by this program and who qualifies for services from the HRS.

The HRS and Coordinated Entry for all populations, policies and guidance regarding Problem Solving, assessment, and other parts of the System are in development. As these are developed and adopted, policies and procedures impacting Grantee will evolve. As appropriate, Grantee will be included in the development and adoption of relevant policies and practices and are strongly encouraged to actively engage in the process.

### **C. Description of Program Services**

#### **1. Best Practice & Service Approach**

The Grantee shall incorporate best practices in homeless crisis response, as well as the concepts articulated in HSH's Strategic Framework, including:

- a. Delivery of trauma-informed assistance to maximize self-sufficiency for people experiencing homelessness in San Francisco, to reduce the timeline from first encounter to housing placement, and ensure that households are not subject to redundant or unnecessary access barriers;
- b. Delivery of a harm reduction model philosophy whenever possible;
- c. Flexibility: San Francisco's HRS is a work in progress. The Grantee must be flexible and adaptive as the system is refined.
- d. Collaborative Approach: Grantee must build and maintain strong and effective working partnerships with shelters, the neighborhood and community services.
- e. Communication: The Grantee must have the ability to communicate how the system works to homeless people, providers, and the public.
- f. Problem Solving: The Grantee must embrace a problem-solving approach to ending homelessness. To be effective, the Grantee must employ staff who are skilled at problem-solving and understand how to adopt a strengths-based and client-centered approach to all aspects of service delivery.
- g. Housing First: San Francisco's HRS design is based upon a Housing First philosophy. The organizational mission and philosophy of Grantee must be aligned with Housing First principles: everyone is housing ready and there should be no barriers or service participation requirements imposed on homeless people as a condition for entering housing.
- h. Systems Thinking: The Grantee must embrace a systems-thinking approach, understanding that all the work funded by HSH is designed to streamline access to housing for households experiencing homelessness.
- i. Data-informed: The Grantee must have strong data management capacity and a willingness to use data on a continuous basis to inform and improve practice.
- j. Client-centered: The Grantee must seek and collect feedback from households served by all programs in the HRS is regularly gathered and is used to improve the process.

- k. Continuous Quality Improvement and Peer Learning: Grantee must work collaboratively with the San Francisco Family Homeless Crisis Response System on continuous quality improvement.
  - l. Racial Equity: Grantee must combat racism and integrate racial equity in staffing, staff development and training, program approach and the approach to data and outcomes.
  - m. Rapid and Low Barrier Access: Grantee must limit or eliminate administrative burdens on people experiencing homelessness in San Francisco to the maximum extent possible.
2. Emergency Shelter Operations  
 The Grantee shall operate the shelter to accommodate up to 20 families (60 individuals in families) per night, seven days per week in a clean, comfortable, private, healthy and secure environment with respect and prioritize their comfort and privacy, including:
- a. Shelter operations for a minimum of 13 hours per day (currently anticipated to be 6:00 pm to 7:00 am<sup>5</sup>);
  - b. Shelter reservation check in and management;
  - c. A mat or cot and linens for each client;
  - d. Cleaned and sanitized shelter spaces prior to the start of the school day;
  - e. Secure and dignified storage for clients' personal belongings (e.g. no storage in trash cans);
  - f. Healthy evening meals and breakfast to clients and eating area (e.g. clients should not have to sit on the floor or beds to eat);
  - g. Secure the school in a way that prevents non-clients from accessing the building;
  - h. Privacy for families, including partitions, dividers, canopies;
  - i. Access for working parents after hours-as long as an adult family member remains on site to supervise the children, and the late entry is arranged ahead of time;
  - j. Client use of adjacent room for crying babies or children that may disturb the sleep of others;
  - k. Coordination of services with school day staff on a regular basis, at minimum, weekly;
  - l. Referrals to other Family Shelter Providers in the event of referrals exceeding capacity (i.e. overflow);
  - m. The creation and provision of a schedule for families to access school shower facilities, which consider safety and privacy and coordinate with school use.
3. Crisis Intervention and Support Services  
 The Grantee shall incorporate best practices in homeless crisis response, including a housing-first orientation, trauma informed care, as well as the concepts articulated in HSH's Strategic Framework, including:
- a. Referrals to Access Points, and other resources, to help families stabilize and begin the progress out of homelessness; and
  - b. Homework support;
  - c. Conflict resolution by offering to meet with two or more clients to assist in problem solving;
  - d. Wellness checks, as necessary, by using passive observation of the client population and coordinating with management; and
  - e. Identify clients who have shown signs of concern to staff on at least a weekly basis.

## **D. Service Requirements & Expectations**

- 1. Good Neighbor Policies  
 Grantee shall maintain a good relationship with the neighborhood, including:

- a. Collaboration with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  - b. That the Grantee Shelter Director or Manager or a representative will attend all appropriate neighborhood meetings;
  - c. That Grantee management staff is available to respond to neighbors within 24 hours, if reasonable;
  - d. Minimizing the impact on the neighborhood of shelter population waiting to enter the building;
  - e. Active discouragement of loitering in the area surrounding the building; and
  - f. Notification of neighborhood businesses and residents of the services available by means of visits, telephone calls, and/or flyers.
2. Client Feedback, Complaint and Follow-up Policies  
 Grantee shall provide means for clients to provide input into the program. Feedback methods shall include:
- a. A complaint process, including a written complaint policy informing clients how to report complaints and request repairs/services; and
  - b. A written client survey, which shall be offered to each client to gather feedback and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to clients regarding completion of the survey if the written format presents any problem.
3. City Communications and Policies  
 Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, including:
- a. Regular communication to HSH about the implementation of the shelter program;
  - b. Attendance of HSH meetings and trainings, as requested;
  - c. Attendance of bimonthly Family Shelter Director meetings;
  - d. Adherence to the Shelter Grievance Policy;
  - e. Adherence to the Standards of Care, under the purview of the Shelter Monitoring Committee;
  - f. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless;
  - g. Reports to HSH, within 24 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. A critical incident is defined as when emergency responders are called to the shelter by staff or clients and when Child Protective Services removes a child. Shelters must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident. Shelters are required to notify HSH of critical incidents and to submit a CIR within 24 hours of the incident;
  - h. Food safety through staff training for food safety/handling, Department of Public Health (DPH) nutritionist review/approval of menus (meal service standards – annual monitoring and evaluation of food safety/sanitation, meal prep/service and menu documentation); and
  - i. Adhere to the policies of no alcohol, drugs, tobacco, or firearms on school or shelter sites.

## **E. Service and Outcome Objectives**

The purpose of objectives is to measure quantity and quality of services. In measuring these areas, a balance will be created between the value of the information and the time/effort required to collect the information. Given that the Family Emergency Shelter Operations at Buena Vista Horace Mann

is a pilot program the first year will serve for baseline data collection and HSH will work with the Grantee to develop appropriate and data driven outcome objectives.

### 1. Service Objectives

The Grantee shall achieve the following Service Objectives:

- a. Grantee shall provide shelter services to up to 20 families (maximum of 60 individuals) per night and report on the number of unduplicated households served.
- b. Grantee shall provide 100 percent of families with referrals to Access Point, and other service referrals, as needed within two days of checking into the shelter. This objective will be verified in the ONE System.
- c. If a family has not shown up for their bed reservation by 8:00 pm, the Grantee will release the reservation. This objective will be verified in the ONE System.
- d. Grantee shall offer a client satisfaction survey to 100 percent of clients. This objective will be verified through the Grantee's client satisfaction survey report.
- e. Grantee will offer 100 percent of clients breakfast and dinner. This objective will be verified through site visits and program monitoring.

### 2. Outcome Objectives

Both quantitative and qualitative analysis shall be applied to measure program efficiency and effectiveness. HSH is working to integrate all programs and legacy databases into the ONE System. The Grantee is expected to enter data into the ONE System, but may be required to report in CARBON, HSH's legacy system. HSH will not provide data uploads into the ONE System on behalf of the Grantee.

### 3. Reporting Requirements

The Grantee shall provide the following:

- a. Monthly, quarterly and annual report of activities service and outcome objectives, as requested in CARBON;
- b. Data into the San Francisco Homeless Management Information System (HMIS)/ONE System;
- c. Secure notification of immediate denials of service to the HSH Family Shelter Manager, Access Points and Shelter Client Advocates per the Shelter Grievance Policy;
- d. Reports within 24 hours any serious violent or emergency involving the police, fire or ambulance or removal of children by Child Protective Services via Critical Incident Report to Family Shelter & Transitional Housing Manager with a cc to HSH Data;
- e. Secure, Ad Hoc reports as required by the Department;
- f. Quarterly client satisfaction survey results summaries/reports; and
- g. Secure monthly Grievance Statistics Report by the 15<sup>th</sup> of the month for the preceding month.

### **F. As-Needed Services**

Subject to the City's approval, the grant awarded under this RFP may be amended in accordance with City requirements to include additional services by the Grantee as-needed by the City and for services related to the scope of work described in this RFP. The scope and cost of as-needed services will be negotiated.

## 3. PRE-PROPOSAL INFORMATION

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### **A. Pre-Proposal Conference Attendance and Pre-Registration**

In-person attendance is recommended. To pre-register, please email [philip.mach@sfgov.org](mailto:philip.mach@sfgov.org) with the name of your organization(s) and number of attendees by September 4, 2018 by 5:00 pm.

At the Pre-Proposal Conference, HSH will provide an overview of the RFP package, submission requirements, collect and answer questions about the RFP.

#### **B. Pre-Proposal Conference Time and Location**

The Pre-Proposal Conference will be held at the date and time specified below.

September 5, 2018 at 9:30 am  
Department of Homelessness and Supportive Housing  
1360 Mission St., Ste. 200  
San Francisco, CA 94103

Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-Proposal Conference shall not excuse the successful Proposer from any obligations of the grant agreement.

#### **C. RFP Questions Deadline**

Upon conclusion of the Pre-Proposal Conference, questions or requests for interpretation will only be accepted by e-mail to [philip.mach@sfgov.org](mailto:philip.mach@sfgov.org) until the RFP Questions Deadline, September 6, 2018 by 5:00 pm.

Proposer-specific questions about compliance with the City's vendor requirements in section 9. Standard City Vendor Forms, are not subject to the above deadline and may still be asked and answered by the contact designated in this RFP.

#### **D. RFP Answers and Clarifications**

A summary of the clarifications, questions and answers pertaining to this RFP will be posted on the Office of Contract Administration's Bid and Contracts website:

<http://mission.sfgov.org/OCABidPublication>. From the search by category, select "Consultants and Professional Services" and then the link for this RFP.

It is the responsibility of each Proposer to check for any RFP Addenda, Question and Answer postings, and other updates posted regarding this RFP.

## **4. PROPOSAL SUBMISSION REQUIREMENTS**

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

Proposals, including all related materials, both in electronic and hard copy format as detailed below, must be received by **September 18, 2018, by 12:00 pm**.

##### **1. Electronic PDF Proposals**

Proposers shall submit one electronic PDF file of the Proposal Package to the RFP. The electronic file title should include the RFP number, the Proposer name, and the number of files submitted (i.e. 1 of 4).

##### **2. Hard Copy Proposals**

Proposers shall deliver or mail five hard copies of proposals to:

Philip Mach  
Department of Homelessness and Supportive Housing  
1360 Mission Street, St. 200  
San Francisco, CA 94103

Postmarks will not be considered in judging the timeliness of submissions. Proposals submitted by e-mail will not be accepted. Proposals submitted by fax will not be accepted. Late submissions will not be considered, including those submitted late due to mail or delivery service failure. Supplemental documents or revisions after the Proposals Deadline will not be accepted.

#### **B. Proposal Submission Format**

Proposers must submit a Proposal and use Appendices 1 and 2 (Proposal Template and Proposal Budget Workbook), in the order and format specified. This is necessary so that all proposals can receive fair and consistent evaluation. Proposals that do not follow the required format will not be considered. Information must be at a level of detail that enables effective evaluation by the Evaluation Panel. All Proposers must ensure that the proposal addresses the Grantee Selection criteria in Section 5. Grantee Selection.

Proposers must print double-sided to the extent possible and bind proposal copies with a binder clip or single staple. Proposal packages **must not** be bound with spiral binding, glued binding, or anything similar. It is preferred that text is unjustified (i.e., with a ragged-right margin) with Times New Roman 12 font.

#### **C. Proposal Contents & Instructions**

Proposers must complete and submit Appendix 1: Proposal Template and Appendix 2: Budget Template Workbook comprising the Proposal.

Using Appendix 1: Proposal Template, the Proposer must complete/provide the following:

1. Proposal Cover Page:
  - 1.1 Organization Name, Address, Director and Contact Name, Email and Phone, Federal ID Number, Annual Proposed Budget Amount, Subcontractor Information
  - 1.2 Certifications
2. Minimum Qualifications:

In no more than five pages, the Proposer must demonstrate all of the Minimum Qualifications. If a Subcontractor will be used, the Proposer must identify the subcontractor and how it meets the Minimum Qualifications. The Proposer must include the prior or current program name; funder name; funder contact name, title and email; the start/end dates; and how the Proposer or Subcontractor meet each Minimum Qualification.

  - 2.1 At least one year of experience operating a homeless shelter within the past five years;
  - 2.2 At least three years of experience working with families with children within the past five years; and
  - 2.3 At least one year of experience providing nutritionally appropriate food services/meals to families.
3. Organizational Capability and Experience

In no more than eight pages, the Proposer must provide responses to the following:

  - 3.1 Describe agency's experience delivering the services described in the RFP; and the agency's organizational capability and infrastructure to deliver the services describe in the RFP.

- 3.2 Describe the agency's experience working with the target population.
- 3.3 Describe agency's experience delivering linguistically and culturally appropriate services.
- 3.4 Describe the agency's experience managing volunteers; and its capability/experience in leveraging and managing in-kind donations.
- 3.5 Describe the agency's experience providing conflict resolution and de-escalation when serving clients.

#### 4. Program Plan

In no more than ten pages, the Proposer must provide responses to the following:

- 4.1 Describe the agency's plan to provide the emergency shelter operations; and make note of any challenges and barriers that may arise and how the agency plans to mitigate such issues.
- 4.2 Describe the agency's plan to integrate best practices and HSH's Strategic Framework into the program.
- 4.3 Describe agency's proposed staffing structure and coverage, including brief job descriptions, qualifications, and training.
- 4.4 Describe agency's plan to deliver linguistically and culturally appropriate services to ensure that Spanish-speaking families and families whose primary language is other than English will be effectively served.
- 4.5 Describe the agency's plan to maintain good relationships with neighborhoods, including adherence to the Good Neighbor policies.
- 4.6 Describe the agency's plan to solicit client feedback; and how the feedback will be reported to HSH and incorporated into the program.
- 4.7 Describe at least two specific and realistic service and outcome objectives, respectively; how they will be met and reported; and describe the agency's process for ongoing evaluation and refinement of the program.

#### 5. Budget and Budget Narrative

Using Appendix 2: Budget Template Workbook the Proposer must complete/provide the following:

- 5.1 Provide a budget that appropriately allocates resources that match the scope of work, including staffing costs and operating, as appropriate.
- 5.2 Provide a budget narrative that provides details on the costs included in the budget.

- Provide direct expenses for all proposed costs to be supported through this grant for the period of November 1, 2018 to June 30, 2019.
- 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 approach proposed.
- Identify external resources committed to this program, including in-kind resources designated solely for this program. Assign a dollar value for all external resources.
- Provide a Cost Allocation Plan and the most current audited financial statements.
- Salaries and Benefits, Operating Expense and Capital Expenditure are direct costs and must be clearly and easily attributable to this specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated to 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

full-time equivalent (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 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. Proposers should follow cost allocation guidelines for nonprofit grantees that 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 Subgranting budget using the standard HSH format if there is a Subgrantee arrangement made under the terms of the grant. Provide a brief explanation of the subgranting arrangement, as well as a budget breakdown. Please note, the total subgrantee budget amount should appear on the Operating Expense Detail sheet under the Subgrantee section.

Indirect rates are not allowable on subgrantee 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 Contract Manager.

## 5. GRANTEE SELECTION

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This section describes the guidelines used for analyzing and evaluating the proposals. It is the City's intent to select the Proposer for grant agreement negotiations that will provide the best overall service package to the City. Proposer(s) selected for grant agreement negotiations are not guaranteed a grant. This RFP does not in any way limit the City's right to solicit grant agreements or contracts for similar or identical services.

### A. Minimum Qualifications

The Proposer must clearly demonstrate that it meets the Minimum Qualifications to be considered for evaluation. The Proposer's responses to Minimum Qualifications in RFP Appendix 1 will be reviewed on a pass/fail basis to determine eligibility for proposal evaluation only.

The Minimum Qualifications determination will be solely based on the information submitted by the Proposer in Appendix 1, Section 2. Insufficient or incomplete information will result in a Proposal being considered non-responsive. Responses of "To be provided upon request" or "To be determined" or "Confidential" or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable. Any Proposal that does not demonstrate that the Proposer meets the Minimum Qualifications for which it is applying will be issued a notice of non-responsiveness and will not be evaluated or eligible for grant award under this RFP.

The City reserves the right to request clarifications from Proposers prior to rejecting a proposal for failure to meet the Minimum Qualifications. Clarifications are limited exchanges between the City and Proposer and will not provide a Proposer the opportunity to revise or modify its proposal.

## **B. Proposal Evaluation (100 total possible points)**

Proposals will be evaluated by an Evaluation Panel. The City intends to evaluate the proposals generally in accordance with the criteria itemized below based.

### Organizational Capability and Experience (40 points)

- The agency clearly demonstrates that it has the experience, organizational capability and infrastructure to successfully operate an emergency family shelter. (8 points)
- The agency clearly demonstrates that it understands the issues faced by families experiencing homelessness and has successfully served the target population. (8 points)
- The agency clearly demonstrates that it has successfully provided linguistically competent services with cultural humility. (8 points)
- The agency clearly demonstrates that it has successfully managed volunteers and leveraged/managed in-kind donations. (8 points)
- The proposal clearly demonstrates that it has successfully resolved conflict and provided de-escalation amounts clients. (8 points)

### Program Plan (48 points)

- The proposed plan is clear, reasonable, and provides well thought out challenges, barriers, mitigation, and solutions to implementation.(8 points)
- The proposed plan clearly demonstrates that the agency understands and plans to integrate best practices and HSH's Strategic Framework into the program. (10 points)
- The proposed staffing structure is clear, reasonable, and is well matched to the services required in the RFP. (9 points)
- The proposed plan is clear, reasonable, and demonstrates that the agency will be able to deliver linguistically and culturally appropriate services to ensure that Spanish-speaking families and families whose primary language is other than English will be effectively served. (9 points)
- The proposed plan clearly demonstrates the agency's ability to maintain a good relationship with the neighborhood. (4 points)
- The proposed plan clearly demonstrates that the agency is committed to and will collect client feedback; report to HSH and incorporate feedback to improve the program. (5 points)
- The proposed objectives are specific, measurable, and realistic; the plan to meet, report and incorporate data into the program is clear and reasonable. (3 points)

### Budget and Budget Narrative (12 points)

- The proposed budget is reasonable; reflects good allocation of resources; and matches the program requirements; and matches the proposed staffing structure. (8 points)
- The budget narrative is clear and provides justification for budget line items. (4 points)

## **6. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS**

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

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the Proposer 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 72 hours prior to the Proposals Deadline.

## **B. Inquiries Regarding RFP**

Proposers shall submit all questions concerning this RFP, scope of services or requirements in writing by email only before the RFP Questions Deadline and directed to: philip.mach@sfgov.org . All Proposer questions concerning the RFP process shall be submitted no later than 72 hours prior to the Proposals Deadline. Proposers who fail to do so will waive all further rights to protest, based on these specifications and conditions.

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

Should a Proposer object on any ground to any provision or legal requirement set forth in this RFP, the Proposer must, not less than 72 hours prior to the Proposals Deadline, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a Proposer 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 Proposals Deadline, by issuing Addenda to the RFP, which will be posted at <http://mission.sfgov.org/OCABidPublication>. The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the Department prior to the Proposals Deadline regardless of when the proposal is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposals Deadline, to determine if the Proposer has downloaded all RFP Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers, and updates, which will be posted on the City's Bid and Contracts website: <http://mission.sfgov.org/OCABidPublication>.

## **E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 180 calendar days from the Proposals Deadline and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity. At Proposer's election, the proposal may remain valid beyond the 180 day period in the circumstance of extended negotiations.

## **F. Revision of Proposal**

A Proposer may revise a proposal on the Proposer's own initiative at any time before the Proposals Deadline. The Proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before, but no later than the Proposals Deadline.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the Proposals Deadline for any Proposer. At any time during the proposal evaluation process, the Department may require a Proposer 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 a firm 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. Proposer's Obligations under the Campaign Reform Ordinance**

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

No person who contracts 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 contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a Proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the Proposer 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 contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, 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:

**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.

**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.

**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, Proposers 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), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract 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 contract or other benefits until and unless that person or

organization is awarded the contract 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 Proposer 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 Proposer must comply with Chapter 12L. The Proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to Proposer's meetings and records, and (2) a summary of all complaints concerning the Proposer'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 Proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in Proposer'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 Proposer 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.

#### **O. Compliance with Previous Grant and Contract Requirements**

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/contracts (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.

#### **P. Other Terms and Conditions**

The selection of any Proposer for grant agreement negotiations shall not imply acceptance by the City of all terms of any proposal or response to this RFP, which may be subject to further negotiation and approvals by the City.

If a satisfactory grant agreement cannot be negotiated in a reasonable time with the selected Proposer, then the City, in its sole discretion, may terminate negotiations and begin grant agreement negotiations with the next highest scoring Proposer or may continue competition among remaining Proposers without reinitiating the RFP process.

The City reserves the right at any time to approve, disapprove, or modify proposed staffing, plans, timelines and deliverables, provided that all modifications are within the scope of services sought by this RFP.

This RFP does not in any way limit the City's right to solicit grant agreements/contracts for similar or identical services if, in the City's sole and absolute discretion, it determines the proposals submitted in response to this RFP are inadequate to satisfy its needs.

## **7. CITY AGREEMENT REQUIREMENTS**

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### **A. Standard Agreement Provisions**

The successful Proposer will be required to enter into a grant agreement. Failure to timely execute the agreement, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the agreement, shall be deemed an abandonment of a grant offer. The City, in its sole discretion, may select another Proposer.

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

The successful Proposer 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 contracts 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 contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at <http://sfgov.org/cmd/>.

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

The successful Proposer 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 contractors to provide employees covered by the Ordinance who do work funded under the contract 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 contractors will be required to pay any such increases to covered employees during the term of the contract. 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 Proposer 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. Contractors 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 contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors 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.

Contractors 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://oewd.org/first-source> and from the First Source Hiring Administrator, (415) 701-4848.

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

The successful Proposer 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 Proposer 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 Proposer 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 Proposer that the City has selected the Proposer.

#### **G. Insurance Requirements**

Upon award, Grantee shall provide a copy of current insurance certificate naming the City as Additional Insured in a separate endorsement page, or submit evidence that it can obtain the following coverage and name the City as Additional Insured: (1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury or illness; (2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; (3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and (4) Professional Liability Insurance for negligent acts, errors or omission with respect to professional or technical services with limits not less than \$1,000,000 for each claim.

#### **H. Compliance with Municipal Codes**

Grantees that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into an agreement with the City. Some of the laws are included in this RFP.

#### **I. Companies Headquartered in Certain States**

This Agreement is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the grant agreement will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the grant agreement will be performed in a state on the Covered State List may not enter into grant agreements with the City. A list of states on the Covered State List is available at the website of the City Administrator.

## 8. PROTEST PROCEDURES

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The City reserves the right to proceed with its Grantee selection and/or negotiation process during any protest period. The City will cease its Grantee selection process only if and when it receives a notification of decision that is in favor of the protester.

### A. Protest of Non-Responsiveness Determination

Within five business days of the City's issuance of a notice of non-responsiveness, any Proposer 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 by e-mail (fax is not acceptable). Such notice of protest must be received by the City on or before the fifth business 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 Proposer, 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 Grant Award

Within five business days of the City's issuance of a notice of intent to award grant(s) under this RFP, any Proposer that has submitted a responsive proposal, and believes that the City has incorrectly selected another Proposer for award, may submit a written notice of protest by e-mail (fax is not acceptable). Such notice of protest must be received by the City on or before the fifth (5<sup>th</sup>) business day after the City's issuance of the notice of intent to award a grant(s).

### C. Protest Submittal

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 Proposer, 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.

All protests must be received by the due date. Protests **must** be submitted by e-mail addressed to Gigi Whitley, Deputy Director for Administration and Finance for the Department of Homelessness and Supportive Housing at [Gigi.Whitley@sfgov.org](mailto:Gigi.Whitley@sfgov.org). Protests or notice of protests made by mail, orally (e.g., by telephone) or by FAX will not be considered.

## 9. STANDARD CITY VENDOR FORMS

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### A. How to Become Eligible to Do Business with the City

Before the City can award any award to a Grantee, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

### B. Mandatory Forms

At a minimum, in order to become eligible to do business with the City, a vendor must submit the following documents to the Vendor Support Division via the City's supplier portal located at <https://sfcitypartner.sfgov.org/>:

1. [Vendor Application Packet](#) (includes **New Vendor Number Request Form** and **IRS Form W-9**)
2. [CCSF Vendor - Business Registration \(Electronic Submission - you must have a vendor number to complete\)](#)
3. [CMD 12B-101 Declaration](#) of Nondiscrimination in Contracts and Benefits

### C. Vendor Eligibility and Invoice Payment

Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed agreement or purchase order before payments can be made. Once a vendor number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's supplier portal located at <https://sfcitypartner.sfgov.org/>.

### D. Vendor Eligibility Forms

Form	Purpose/Info	Routing
<a href="#">CCSF Vendor - Business Registration (Electronic Submission - you must have a vendor number to complete)</a>	This declaration is required for city vendors to determine if you are required to obtain a Business Registration Certificate.	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>
<a href="#">Declaration of Nondiscrimination in Contracts and Benefits with supporting documentation</a> (Form CMD-12B-101)	This Declaration is used by the City's Contract Monitoring Division to determine if a vendor offers benefits to employees. When a vendor offers benefits, it must be verified that all benefits, including insurance plans and leaves, are offered equally to employees with spouses and employees with domestic partners. For more information and assistance, please visit the City Administrator's <b>Contract Monitoring Division Equal Benefits</b> web page.	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>
<a href="#">Vendor Profile Application</a>	Includes New Vendor Number Request Form and IRS Form W-9.	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>

### E. Supplemental Forms

Form:	Required If:
Minimum Compensation Ordinance (MCO) Declaration (  pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration (  pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent,

	subsidiaries or subcontractors.
Insurance Requirements ( <a href="#">pdf</a> )	The solicitation requires the successful Proposer to demonstrate proof of insurance.
Payment (Labor and Material) Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Payment (Labor and Material) bond.
Performance Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Performance bond.
Local Business Enterprise Program Application ( <a href="#">Contract Monitoring Division</a> )	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

For further guidance, refer to the City's supplier training videos that are located online at: <https://sfcitypartner.sfgov.org/>