



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

**Request For Proposals (RFP)  
Transition Age Youth (TAY) Rapid Rehousing  
RFP#HSH2018-116 (RFP #116)  
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**Summary**

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites proposals from qualified Proposers to provide transition aged youth (TAY) with Rapid Rehousing.

The following amendments have been made to this RFP:

- Footer revised with Amended before RFP number
- Footer revised with date of November 26, 2018
- RFP Answers and Clarifications Published revised with date of November 30, 2018.
- Section 1. G. on page 7 removes the restriction regarding indirect or administrative costs.
- Section 4. C. 5. on page 19 removes the restriction regarding indirect or administrative costs in the Budget Workbook.

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

RFP issued	Thursday, November 15, 2018
Registration for Pre-Proposal Conference	Friday, November 16, 2018 by 5:00 pm
Pre-Proposal Conference <sup>2</sup>	Monday, November 19, 2018 at 10:00 am
RFP Questions Deadline <sup>3</sup>	Wednesday, November 21, 2018 by 5:00 pm
RFP Answers and Clarifications Published	<b>Friday, November 30, 2018</b>
<b>Proposals Due</b>	<b>Friday, December 14, 2018, by 12:00 pm</b>
Intent to Award Grants Notification	January 2019
Tentative Agreement Start Date	January 15, 2019

**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 [rachael.mcnamara@sfgov.org](mailto:rachael.mcnamara@sfgov.org) by the RFP Questions Deadline.

<sup>1</sup> All 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 Rapid Rehousing and related services under the Rising Up Campaign to Transition Age Youth (TAY).

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 or more grant(s) to the Proposers selected as the most qualified and whose responses conform to the RFP and meet the City requirements for an initial term for the period of January 15, 2019<sup>4</sup> to June 30, 2021.

At this time it is estimated that a total of \$9,000,000 is available for the term with the following breakdown per service and activity:

Service	Activity	Amount
Housing-Focused Case Management		\$3,600,000
Housing Locator Assistance		\$900,000
Rental Assistance	Direct Rental Assistance to Participants	\$3,600,000
	Rental Assistance Program Costs (Staffing, Administration)	\$900,000
<b>Total</b>		<b>\$9,000,000.00</b>

Selected Grantees may provide one or all of the following service components, whether on their own or through management of subcontractor partnerships:

1. Housing-Focused Case Management Only
2. Housing Locator Assistance Only
3. Housing-Focused Case Management and Rental Assistance
4. Housing Locator Assistance and Rental Assistance

HSH may extend grant agreements 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 Grantees 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 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

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<sup>4</sup>Tentative start date

<b>Term</b>	<b>Definition</b>
	appropriate resources.
Coordinated Entry (CE)	Organizes the Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method that directs program participants 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.
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.
Grant Agreement	The binding legal document resulting from the RFP process. Also known as Agreement or Grant.
Grantee	Any Proposer awarded a grant for services under this RFP.
Harm Reduction Model	Harm-reduction consists of setting realistic goals to assist consumers in reducing high-risk substance abuse behaviors. Abstinence from drugs or alcohol is not a pre-requisite for access to services.
Homelessness and Supportive Housing (HSH)	City and County of San Francisco Department of Homelessness and Supportive Housing, the sponsor of this RFP.
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 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 People experiencing homelessness in San Francisco. The ONE System is a program participant level database that is used system-wide to track all HSH related services and housing placements. The implementation of the ONE System is ongoing.
Participant(s)	Used interchangeably with household(s) to refer to beneficiaries of the services in this RFP.
Proposer	Any entity submitting a proposal in response to this RFP.
RFP	Request for Proposals
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.

### **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 and specifically, to reduce homelessness among TAY in San Francisco by at least 50 percent by 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. Overview of HSH’s Homelessness Response System (HRS)**

The Homelessness Response System (HRS) is the overall network 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. Core components of the HRS include: Coordinated Entry; Street Outreach, Problem Solving, Temporary Shelter, Housing, and Housing Ladder.

Coordinated Entry (CE) is a key component of this response system. CE is a consistent, community-wide intake process to match people experiencing homelessness to available community resources that are the best fit for their situation. CE includes a clear set of entry points, a standardized method to assess and prioritize people needing assistance, and a streamlined process for rapidly connecting people to a housing solution and identifies the best type of housing intervention to address their needs.

CE will fully integrate into the Online Navigation and Entry (ONE) System, San Francisco’s Homeless Management and Information System (HMIS). The assessment will build upon the standard intake and be entered directly into ONE. Referrals to Rapid Rehousing, transitional and permanent housing will be made through the ONE System.

CE Access Points, which serve as the community connector to the HRS, 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 program participants based on living situation and vulnerabilities; and 4. Matching to determine eligibility for available housing opportunities and referral to a potential housing opportunity, based on eligibility and assessment results.

This coordinated process will dramatically reduce the burden placed on people experiencing homelessness by removing the necessity to seek assistance from every provider separately and instead streamline access to the resources in the HRS.

## **E. Overview of Youth Homelessness Demonstration Program (YHDP) Coordinated Community Plan to Prevent and End Youth Homelessness**

The Community Plan provides a roadmap for achieving the goals set by the U.S. Department of Housing and Urban Development (HUD), the United States Interagency Council on Homelessness (USICH), HSH and its community partners. It draws upon the planning and processes conducted over the past decade, the best practices and core outcomes established by USICH, the many innovative programs initiated by community partners and the feedback of young people and their service providers. The Community Plan intentionally aligns and coordinates efforts across diverse systems to ensure that the San Francisco youth HRS is moving toward the same goal. More information regarding the YHDP Coordinated Community Plan to Prevent and End Youth Homelessness can be found on the HSH website at: <http://hsh.sfgov.org/wp-content/uploads/2018/01/San-Francisco-Coordinated-Community-Plan-January-2018-Final.pdf>

## **F. Overview of Rising Up Initiative**

According to the 2017 Point in Time (PIT) count, there are over 1,200 TAY experiencing homelessness in San Francisco on any given night. The majority of these young people are unsheltered and in desperate need of assistance. San Francisco is launching a public-private partnership to reduce youth homelessness by at least 50 percent by 2022. Through the Rising Up Campaign, at least 500 TAY who are experiencing homelessness will be connected with housing and employment.

Participants in Rising Up will be provided with support to find a home in the private market; move-in assistance (security deposit, furniture, etc.); and will receive a time-limited monthly rental subsidy. Participants will also receive case management services and support finding and keeping a job. As participants' income increases, the rental subsidy will decrease until it is no longer required. This constellation of services, known as Rapid Rehousing, is a national best practice for ending homelessness.

HSH will be responsible for referring eligible Rising Up participants to nonprofit service providers; tracking progress; and evaluating the efficacy of the campaign.

## **G. Funding Sources**

The current source of funding is the California State Homeless Emergency Aid Program (HEAP). ~~While these funds are generally flexible, this funding source does not allow for indirect or administrative costs. As a result, the only eligible expenses will be those that can be directly tied to the program. Additionally, all~~ All HEAP funds must be expended by June 30, 2021.

Additional future sources of funding 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 Grantees to perform, and is not a complete listing of all services that may be required or desired.

## **A. Target Population & Referrals/Prioritization**

The target population are unaccompanied youth experiencing homelessness, aged 18 to 24, but the Rising Up Campaign will also serve those aged 25 to 27 who have been part of the HRS as TAY, that have been screened and assessed and referred for Rapid Rehousing by the CE System. All Rising Up Rapid Rehousing referrals must be received solely from direct referrals through the CE System via the ONE System.

The HRS and CE System for all populations are progressing and policies regarding Problem Solving, assessment, and other parts of the system are in development. As they are developed and adopted, policies and procedures impacting Grantees will also evolve. Grantees will be included in the development and adoption of relevant policies and are strongly encouraged to actively engage in the process.

The interim referral processes for Rising Up shall be implemented prior to the implementation of CE for Youth, as necessary, and as agreed upon by HSH. Grantees shall follow the referral process as defined by HSH.

After the implementation of CE for Youth, Rising Up eligibility criteria shall reflect the community-adopted definition of youth homelessness.

Additionally, after the implementation of CE for Youth, referrals to the Rising Up Campaign shall be made exclusively via CE Access Points.

## **B. Description of Program Approach**

Grantees shall incorporate best practices in service provision to the population, as well as the concepts articulated in HSH's Strategic Framework, including, but not limited to:

1. Alignment and incorporation of San Francisco's HRS principles:
  - a. Housing Focused - The system and all programs within it will use a Housing First, low barrier approach focused on ending homelessness for each household as quickly as possible.
  - b. People Focused - People should drive their solutions and the programs should focus on meeting their needs. Through shared assessment and a common front door, program participants should have a clear understanding of how to access services and what to expect from the system; program participants should not be required to sign up for numerous waiting lists or approach multiple programs to receive help. Program participant choice, strengths, and personal networks will be considered as part of finding the right solution.
  - c. Accountability - The system will be held accountable for results, using data to track to the goals and performance measures for each component and to ensure each program participant is being well-served. HSH will evaluate progress and report to the community on a regular basis.
  - d. Stakeholder Informed - Decisions about design, implementation, and review of results will be carried out with collaboration and input from a broad range of homeless and housed stakeholders.



- e. Trauma Informed - Trauma-informed care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment. Grantees will ensure 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.
  - f. Respectful - It is imperative that services be delivered in a respectful, appropriate manner. Best practices, such as strengths-based interviewing, and harm reduction, must be incorporated into all programs.
  - g. Data-Driven - Data will be used by all providers and the system as a whole to best serve each individual, assess the outcomes of programs, evaluate impact, inform changes, and guide investment to ensure we achieve maximum impact.
  - h. Targeted - The system will match people to the right level of assistance to end their homelessness. Not all people experiencing homelessness require the deepest level of intervention. HSH will focus on making the most efficient use of its resources by matching the right person to the right resource at the right time, depending on need.
  - i. Innovative - With the systems goals in mind, opportunities to adapt practices and innovate new strategies and approaches are encouraged and will be supported and evaluated.
  - j. Equitable - With mindfulness about the racism and bias that has disproportionately created homelessness among people of color and lesbian, gay, bisexual, transgender, and questioning (LGBTQ) youth; pregnant and parenting youth; youth involved with juvenile justice and foster care systems; victims of sexual trafficking and exploitation, and youth with disabilities, HSH is committed to equity in the Department, system, and programs, which includes integration of racial equity, during hiring, staff development and training, program approach and data and outcomes.
  - k. Urgency - Each household's homelessness should be treated as an emergency and the system will respond accordingly.
2. Alignment with the San Francisco Coordinated Community Plan to Prevent and End Youth Homelessness (<http://hsh.sfgov.org/wp-content/uploads/2018/01/San-Francisco-Coordinated-Community-Plan-January-2018-Final.pdf>);
  3. Delivery of positive youth development programming to build strengths and promote resiliency and to provide services with a focus on skill-building, leadership, and community involvement; and
  4. Inclusion of youth voice, including youth involvement in planning and designing the program, employment opportunities and youth voice in the Grantee's staff hiring process.

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

Rapid Rehousing is a housing program designed to assist participants to exit homelessness into housing, usually in the private market, as quickly as possible and to provide Housing-Focused

Case Management, Housing Locator Assistance, and time-limited Rental Assistance to help them stabilize and transition off assistance.

Grantees shall provide one or more of the following services:

1. Housing-Focused Case Management:

a. Housing Stability Plan:

Grantees shall provide Housing-Focused Case Management by working with participants to develop and implement a plan to secure and sustain housing. If other service goals are identified in the plan, they should be directly connected to housing stability or other challenges that might impact housing stability. Grantees shall create and maintain a Housing Stability Plan for all participants receiving Rental Assistance. Housing Stability Plans may include, but are not limited to the following:

- 1) Search for and secure housing;
- 2) Increase income and employability;
- 3) Improve credit history and rental stability;
- 4) Address behavioral health issues that negatively impact housing stability; and
- 5) Access permanently affordable housing, including applying to appropriate wait lists.

Grantees shall document participant good faith, verifiable efforts in making progress toward short and long-term goals.

b. Housing-Focused Case Management:

- 1) Grantee Case Managers shall meet with participants at least twice per month.
- 2) Grantees may offer appointments, home visits, and regular verification of progress toward and achievement of short and long-term objectives.
- 3) Grantees shall provide participants with linkages to existing resources for employment and training services, including collaborating and working closely with identified Rising Up partners on participant education and employment related case management goals.
- 4) Grantee shall provide navigation assistance, including accompaniment to view available units to participants enrolled in the Rising Up Campaign. Grantee shall coordinate with Housing Locator provider(s) to schedule unit viewings, and to provide accompaniment to move-in appointments.
- 5) Grantees shall provide participant transportation, as needed, to submit housing applications or visit unit locations.
- 6) Grantee shall provide assistance to participants with understanding landlord-tenant rights and responsibilities and the requirements of their specific lease.

2. Housing Locator Assistance:

- a. Grantees shall work with Housing-Focused Case Management providers to manage participant expectations, including helping participants locate and select housing with the lowest possible rents that can be expected to be covered by the household once assistance is no longer being provided.
- b. Grantees shall provide assistance to households in navigating the application and leasing process, including helping participants resolve or mitigate screening barriers, such as rental

and utility arrears or multiple evictions, as well as to obtain necessary identification or other documents.

- c. Grantees shall provide participant transportation assistance, as needed and available, to submit housing applications or visit potential units.
- d. Grantees shall provide, in coordination with Housing-Focused Case Management providers, assistance to participants in making an informed housing choice, including discussing housing options in the San Francisco Bay Area rental market.
- e. Grantees shall work closely with identified Housing-Focused Case Management provider(s) to provide seamless Housing Locator Assistance. HSH expects Housing Locator Grantees to provide the following:
  - 1) Identification of available units and recruitment and retention of landlord partners, with units in the communities and neighborhoods where program participants want to live. This should include single units, shared units and an overall diverse portfolio of housing unit options;
  - 2) Development and utilization of an apartment inspection checklist to ensure that units meet minimum safety guidelines and are child-safe;
  - 3) Negotiations with landlords during the leasing process;
  - 4) Ensuring any sub-standard housing issues are addressed prior to participant move-in; and
  - 5) Move-in assistance as needed (first month's rent, security deposit, and furniture) and ensure that the unit is habitable for the participant move-in.

3. Rental Assistance:

These flexible, time-limited, (short- or medium-term) interventions are critical service components that ensure that the HRS can effectively meet the needs of those participants who do not need long-term or permanent housing subsidies available to effectively end their homelessness.

Grantees shall transition participants from the subsidy as quickly as possible while having a reasonable expectation that youth will be able to remain housed so that more individuals may be served.

- a. Grantees shall provide time-limited Rental Assistance.
- b. Grantees shall determine the time-limited Rental Assistance period using an evidence-based approach in which participants are told they will receive time-limited assistance. At the end of the initial Rental Assistance period, if the participant is assessed to need further support, Grantees may extend assistance. Grantees may adjust the assistance amount up or down, within the limits of the grant funding source, depending on the needs of the household at the time. Grantees may extend Rental Assistance in three month increments until the household can sustain the rent on their own or they reach the maximum time-limited Rental Assistance period.
- c. Grantees must set Rental Assistance amounts at the lowest possible amount needed to obtain housing for the participant. The participant portion of the rent cannot exceed 40 to 50 percent of the net monthly income upon enrollment in the program.

- d. Grantees shall share the following expectations with participants:
  - (1) For participants with an income, contribution toward the rent shall be expected on the first month; and
  - (2) Participants are expected to take over the full rent as quickly as possible.
- e. Grantees must recertify participant eligibility to receive Rental Assistance every three months, at minimum, and frequently if the participant's income reaches 175 percent of the rent amount. The Rental Assistance may be renewed if participants are moving toward successful transition from the Rental Assistance, focusing primarily on increasing income and, when that is not a realistic goal, on transitioning to another subsidized housing situation.
- f. Grantees may provide Rental Assistance for units outside of San Francisco if every effort has been made to find housing within San Francisco, or if a household requests to move outside the city.
- g. Grantees shall contact all participants who received assistance and successfully completed the program six months and 12 months after the last date on which Rental Assistance was provided to determine whether they have maintained stable housing.

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

##### **1. Admission Policies:**

- a. Grantees shall develop and maintain admission policies for the services. Policies shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that program participants are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identity, disability, or HIV status.
- b. Grantees shall verify income after receipt of referral from the Access Points to ensure eligibility, and recertify eligibility at least every three months. In determining eligibility for Rental Assistance, Grantee shall take into account a participant's total household income and expenses.

##### **2. Program Participant Feedback, Complaint and Follow-up Policies**

Grantees shall provide means for program participants to provide input into the program. Feedback methods shall include:

- a. Adherence to the Grievance Policy and Procedure: Grantees agree to establish and maintain a written Grievance Procedure which shall include the following elements as well as others that may be appropriate to the services:
  - 1) The name or title of the person or persons authorized to make a determination regarding the grievance;
  - 2) The opportunity for the aggrieved party to discuss the grievance with those who shall be making the determination; and
  - 3) The right of a program participant dissatisfied with the decision to ask for a review and recommendation from upper level management who have purview over the aggrieved service within the agency. Grantee shall provide a copy of this procedure, and any amendments thereto, to each program participant and to the Director of HSH or his/her

designated agent (hereinafter referred to as “Director”). Those program participants who do not receive direct services shall be provided a copy of this procedure upon request.

- b. A complaint process, including a written complaint policy informing program participants how to report complaints and request services; and
- c. An annual written program participant survey, which shall be offered to each program participant to gather feedback and assess the effectiveness of services and systems within the program. Grantees shall offer assistance to participants regarding completion of the survey if the written format presents any problems.

3. City Communications and Policies

Grantees shall keep HSH informed of and comply with City policies to minimize harm and risk, including:

- a. Attendance of HSH meetings and trainings, as requested;
- b. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless; and
- c. Adherence to the Critical Incidents Policies and Procedures, including reports to HSH, within 24 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report (CIR) form.

**E. Service Objectives**

Grantees shall achieve the following service objectives for each respective service component:

1. Housing-Focused Case Management

- a. Grantee shall provide 100 percent of participants with a Housing Stability Plan as verified by sampling program participant files during annual program monitoring site visits.
- b. Grantee shall provide 100 percent of participants with housing navigation assistance as verified by sampling participant files during annual program monitoring site visits.
- c. During housing search, Grantee shall meet with participants at least twice a month as verified by sampling program participant files during annual program monitoring site visits.
- d. Grantee shall meet with housed participants at minimum twice a month after move-in as verified by sampling participant files during annual program monitoring site visits.
- e. Grantee shall conduct an exit survey with 100 percent of participants after six and twelve months following exit to determine their housing status.
- f. Grantee shall administer an annual Program Participant Satisfaction survey to 100 percent of households that are active in the program.
- g. Grantee shall provide 100 percent of participants with connections to employment and educational opportunities.

2. Housing Locator Assistance

- a. Grantee shall provide 100 percent of participants with Housing Locator Assistance as verified by sampling participant files during annual program monitoring site visits.
- b. Grantee shall provide 100 percent of participants with at least one home visit per month for the first three months following housing move-in date to support their landlord relationship as verified by sampling participant files during annual program monitoring site visits.

3. Rental Assistance

- a. Grantee shall issue 100 percent of Rental Assistance on or before the 1<sup>st</sup> of the month every month for each household as verified by reviewing the rent roll for the sample of participant files to be reviewed during annual program monitoring site visits.
- b. Grantee shall re-certify eligibility for Rental Assistance every three months, at minimum, as verified by sampling participant files during annual program monitoring site visits.
- c. Grantee shall track eligibility for the assigned funding source for all households.

**F. Outcome Objectives**

HSH is currently working to develop robust outcome objectives for the Rising Up Campaign to better align services to HSH's Strategic Framework goals and the Community Plan. While additional objectives may be developed, the following are current objectives that Grantees will be expected to achieve.

1. Housing-Focused Case Management

- a. Calculate the average length of time that participants spend homeless from referral to housing as calculated by the following formula:  $[\text{Housing move-in}] - [\text{Project start date}] / \text{Sum of households where } [\text{Exit Destination}] \text{ is successful.}$
- b. At least 80 percent of households that exit this program should have a successful exit destination as calculated by the following formula:  $\text{the sum of households where } ([\text{Exit Destination}] \text{ is successful}) / \text{Sum of households with } [\text{Project exit date}] \text{ during the time period.}$
- c. At least 85 percent of households that successfully exit the program shall not become homeless again within one year as calculated by the following formula:  $\text{sum of households where } ([\text{Exit Destination}] \text{ at 6 month follow-up} = \text{successful}) / \text{Sum of households with } [\text{Project exit date}] \text{ during the time period.}$

2. Housing Locator Assistance

- a. Calculate the average length of time that participants spend homeless from referral to housing as calculated by:  $[\text{Housing move-in}] - [\text{Project start date}] / \text{Sum of households where } [\text{Exit Destination}] \text{ is successful.}$

3. Rental Assistance

Outcome objectives for Rental Assistance will be developed in collaboration with the Grantee(s).

## G. Reporting Requirements

1. Grantees shall collect data using the ONE System. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
2. For the first six months of the grant term, Grantees may be required to report data to HSH via secure email using a template provided by HSH. HSH shall provide grantees with a data collection template and an explanation of the required fields. Data for each month shall be due by the 15<sup>th</sup> of the following month.
3. Grantees shall receive training on how to use the ONE System and shall be expected to enter program participant information into the system in a timely manner. Grantees shall be responsible for maintaining accurate and complete program participant level records in the ONE System. The records shall be expected to meet or exceed the ONE System Continuous Data Quality Improvement Process standards: <https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>
4. Grantees shall provide monthly Grievance Statistics Report by the 15<sup>th</sup> of the month for the preceding month.
5. Grantees may be required to provide monthly and/or annual reports of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. These reports shall also include accomplishments and challenges encountered by Grantees, as well as target population data, including but not limited to:
  - a. Number of unduplicated homeless persons or person at imminent risk of homelessness served; and
  - b. Number of instances of service; and
  - c. Increases in capacity for new and existing programs; and
  - d. Number of unsheltered homeless persons becoming sheltered; and
  - e. Number of homeless person entering permanent housing; and
  - f. Number of chronically homeless individuals served; and
  - g. Number of homeless veterans served; and
  - h. Number of unaccompanied homeless youth served; and
  - i. Number of homeless persons in families with children served.

Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

6. Grantees shall provide Ad Hoc reports as required by the Department.
7. Grantees shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantees' services. Grantees agree to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantees within thirty working days of receipt of any evaluation report and such response shall become part of the official report.

#### **H. 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 Grantees 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 [rachael.mcnamara@sfgov.org](mailto:rachael.mcnamara@sfgov.org) with the name of your organization(s) and number of attendees by Friday, November 16, 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.

Monday, November 19, 2018 at 10:00 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 Proposal and/or 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 [rachael.mcnamara@sfgov.org](mailto:rachael.mcnamara@sfgov.org) until the RFP Questions Deadline, Wednesday, November 21, 2018 by 5:00 pm.

Proposer-specific questions about compliance with the City's vendor requirements in section 9. Standard City Vendor/Supplier 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.

### 1. Electronic PDF Proposals

Proposers shall submit one electronic PDF file of the Appendix 1: Proposal Template and one PDF file and one Excel file of the Appendix 2: Budget Template Workbook and a PDF of the Cost Allocation Plan to **rachael.mcnamara@sfgov.org**. The electronic file title should include the RFP number and the Proposer name.

### 2. Hard Copy Proposals

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

Rachael McNamara  
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 solely 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 email delivery service failure. Supplemental documents or revisions after the Proposals Deadline will not be accepted.

## B. Proposal Submission Format

Proposers must submit one Proposal and use Appendices 1 and 2 (Proposal Template and Proposal Budget Workbook), for each service component proposing to serve:

1. Housing-Focused Case Management Only
2. Housing Locator Assistance Only
3. Housing Locator Assistance and Rental Assistance
4. Housing-Focused Case Management and Rental Assistance

This format 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 criteria in Section 5. Grantees 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 and attach all required attachments, comprising the Proposal for each component proposing to serve:

1. Housing-Focused Case Management Only
2. Housing Locator Assistance Only
3. Housing Locator Assistance and Rental Assistance
4. Housing-Focused Case Management and Rental Assistance

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

1. Proposal Summary:

- 1.1 Proposer Information: Organization Name, Federal ID #, Address, Director and Contact Name, Email and Phone, Component Proposing to Serve & Annual Proposed Budget Amount, subcontractor Information
- 1.2 Certifications

2. Minimum Qualifications:

In no more than five pages, Proposers must demonstrate that they meet the Minimum Qualifications. If a subcontractor will be used, Proposers must identify the subcontractor and how it meets the Minimum Qualifications. Proposers must include the prior or current program name; funder name; funder contact name, title and email; the start/end dates; and how Proposers or subcontractor(s) meet each Minimum Qualifications:

- 2.1 At least three years of experience providing housing or services to TAY experiencing homelessness within the past five years.

3. Organizational Capability and Experience:

In no more than eight pages, Proposers must provide responses to the following. Proposers are encouraged to provide concrete and clear examples for the proposed service component.

- 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 with collaborations and agency's approach in identifying and mitigating issues.
- 3.3 Describe agency's experience with positive youth development and inclusion of youth voice in the programming.
- 3.4 Describe the agency's experience working with diverse individuals, including Black, Latino and LGBTQ youth and experience providing responsive services. Include the types of training that staff has received around cultural humility, motivational interviewing, active listening, and strengths-based service delivery.
- 3.5 Describe the agency's experience in using harm reduction and trauma informed care approaches.
- 3.6 Describe how the agency uses data in decision making and quality improvement.

4. Program Plan

In no more than ten pages, Proposers must provide responses to the following. Proposers are encouraged to provide concrete and clear responses for the proposed service component.

- 4.1 Describe the agency's plan to provide the proposed component. Make note of any challenges and barriers that may arise and how the agency plans to mitigate such issues, including how the agency plans to expend and invoice all funds by June 30, 2021.
- 4.2 Describe how the agency is aligned with the core principles and goals articulated in the HSH Strategic Framework.
- 4.3 Describe the proposed program staffing structure, including their responsibilities; how each position contributes to the goal of helping participants to sustain or secure housing; identify whether services will be performed by existing or proposed staff. Identify any subcontractor staff and describe their responsibilities in the delivery of services/space.<sup>5</sup>

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<sup>5</sup> HSH expects that the persons identified in this proposal will be involved in the implementation and administration of the proposed services. This staff should also match the Appendix 2: Budget Workbook.

- 4.4 Describe agency's methods for data collection, documentation, and reporting service and outcome data.
- 4.5 Describe the role of program participant input in program design, program operations, service delivery, and oversight.
- 4.6 Describe agency's plan to integrate racial equity into the program.

## 5. Budget Workbook

- The budget must be cost effective, include detailed and accurate information and budget narrative.
  - The budget forms are Excel spreadsheets with formulas.
  - Only complete the yellow highlighted section.
  - If additional rows are added, ensure formulas are not adversely impacted. There are five sections in the Budget Workbook: Summary, Salaries, Operating, Capital Expenditures, and Budget Narrative.
  - **Due to the nature of the funding for this program, indirect costs are NOT allowable.** The Salaries, Operating and Capital Expenditure must be clearly and easily attributable to a specific program. Please review the San Francisco Controller's Guidelines for Cost Categorization in Nonprofit Contracts and Grants at: <https://sfcontroller.org/sites/default/files/Documents/Auditing/Guidelines%20for%20Cost%20Categorization%20in%20Nonprofit%20Contracts%20and%20Grants.pdf>.
- 5.1 Using the Appendix 2: Budget Template Workbook, Proposers must list direct expenses for all proposed costs from January 15, 2019 to June 30, 2021 using the Salary, Operating and Capital tabs, as appropriate.
- Make sure the first year is prorated for the period of January 15, 2019 to June 30, 2019.
  - Complete the highlighted yellow portions, as other sections contain formulas.
  - If applicable, attach a separate detailed subcontractor budget using another Appendix 2: Budget Template if there is a subcontractor arrangement being proposed.
    - Provide a brief explanation of the subcontractor arrangement, as well as a budget breakdown.
    - **The total subcontractor budget amount should appear on the Operating tab under the subcontractor section.**
- 5.2 Complete the Budget Narrative tab, to clearly explain the basis for each expense listed on the Salaries, Operating and Capital Detail tabs, as appropriate.
- The Budget Narrative provides detailed information and calculations supporting the amount allocated to each budget line item.
  - Proposers must detail all mathematical computations for each line item and 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 contract 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. Please add rows as needed.
- 5.3 Attach a Cost Allocation Plan.
- A Cost Allocation Plan is required. Proposers should follow cost allocation guidelines for nonprofit entities, as applicable, 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. A proposal submitted without a Cost Allocation Plan may be considered non-responsive.

## 5. GRANTEES 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 Appendix 1: Proposal Template and completeness of Proposal will be reviewed on a pass/fail basis to determine eligibility for proposal evaluation.

The Minimum Qualifications determination will be solely based on the information submitted by the Proposer in Appendix 1: Proposal Template. 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 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)

The City intends to evaluate the proposals generally in accordance with the criteria itemized below based.

#### Organizational Capability and Experience (46 points)

- The agency clearly demonstrates that it has the experience, organizational capability and infrastructure to successfully provide the services outlined in this RFP. (9 points)
- The agency clearly demonstrates that has successfully worked in collaborations and identified and mitigated issues. (6 points)
- The agency clearly demonstrates that it incorporates positive youth development and youth voice into programming. (8 points)
- The agency clearly demonstrates that it has experience working with diverse individuals, including Black, Latino and LGBTQ youth. (9 points)
- The agency clearly demonstrates that it has experience using harm reduction and trauma informed care approaches. (8 points)
- The agency clearly demonstrates how well it utilizes data in decision making and quality improvement.(6 points)

#### Program Plan (42 points)

- The proposed plan is clear, reasonable, and provides well thought out challenges, barriers, mitigation, expenditure plan and solutions to implementation.(9 points)

- The proposed plan clearly demonstrates that the agency understands and plans to integrate best practices and HSH’s Strategic Framework into the program. (6 points)
- The proposed staffing structure is clear, reasonable, and is well matched to the services required in the RFP. (8 points)
- The proposed methods are clear, reasonable, and demonstrate that the agency will be able to collect data and document services. (5 points)
- The proposed plan clearly demonstrates that the agency is committed to and will collect program participant feedback; report to HSH and incorporate feedback to improve the program. (5 points)
- The proposed plan clearly demonstrates that the agency is committed to creating racial equity. (9 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. (7 points)
- The budget narrative is clear and provides justification for budget line items. (5 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: [rachael.mcnamara@sfgov.org](mailto:rachael.mcnamara@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, Grantees 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 Grantees selection and/or negotiation process during any protest period. The City will cease its Grantees 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/SUPPLIER<sup>6</sup> 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 Grantees, 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**

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<sup>6</sup> In this RFP section, the term "Vendor" is used interchangeably with "Supplier," and describes a provider seeking to enter into contract or grant agreement with the City. Since the City's transition to the PeopleSoft Financial System (F\$P) in 2017, City providers are now assigned Supplier identification numbers (Supplier IDs), which replace previously-assigned Vendor numbers. Any references on proposal forms to "Vendor Number" shall mean a Supplier ID, assigned by the City. For more information, please visit <https://sfcitypartner.sfgov.org/>.

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/>